Start Here: Have These Ready

1. **Your Gemini Voice Remote**
   and the connected Gemini device in your residence.

2. **A phone, tablet, or computer**
   for QR codes and secure activation links.

3. **Your Bulk DIRECTV credentials**
   for DIRECTV and included provider benefits.

4. **Your personal app logins**
   for services such as Netflix, Apple TV, or Prime Video.

Sign in with **your own Gmail account** to use Google Play app downloads and Google Assistant voice features.

Use the Right Login

Account	Use it for	Examples
Bulk DIRECTV credentials	DIRECTV and **Sign in with your provider**	HBO Max and Paramount+ with SHOWTIME
Streaming-app account	Your personal profile or subscription	Netflix, Apple TV, Prime Video
Your own Gmail account	Google Play downloads and Google Assistant	Your personal Gmail address

☑ **Simple rule:** Select **Sign in or Log in with your provider**, choose **DIRECTV**, then enter your **Bulk DIRECTV credentials**.

Open an App—or Add One

Use the **APPS** button on the Gemini Voice Remote.

If the app is already installed

1. Press **APPS**
2. Highlight the app
3. Press **OK**

If the app is not listed

1. Press **APPS**
2. Open **Google Play**
3. Sign in to your **Google Account**
4. Select **Install**, then **Open**



Your Gemini C71KW-400

Orchard Pointe provides **two Gemini devices**. Both use the same apps, menus, and Voice Remote experience.

Many popular apps may already be installed. Google Play requires a signed-in Google Account.

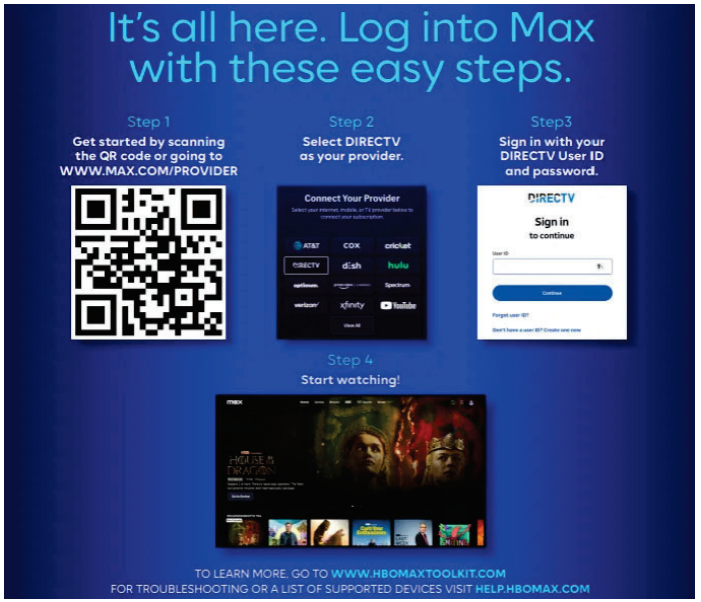
HBO Max Is Included

Option 1 — Start on the TV

1. Open **HBO Max** and choose **Sign In** or **Connect Your Provider**.
2. Scan the QR code or enter the code shown on the TV if requested.
3. Select **DIRECTV** as the provider.
4. Enter the resident's **Bulk DIRECTV User ID and password**. Create or confirm the HBO Max app account if prompted.

Option 2 — Set up online first

1. On a phone, tablet, or computer, open the official HBO Max sign-in or provider-connection page.
2. Choose **DIRECTV** and enter the resident's **Bulk DIRECTV credentials**.
3. Create or confirm the HBO Max app email and password if prompted.
4. Return to the TV and sign in to HBO Max with that HBO Max app login.



Follow the "Connect Your Provider" path to use your included benefit.

Included: Do not purchase another HBO Max subscription. Screen wording may vary, but always begin with the provider option and select DIRECTV.

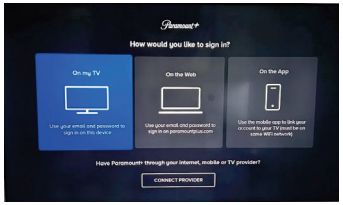
Paramount+ with SHOWTIME Is Included

Option 1 — Start on the TV

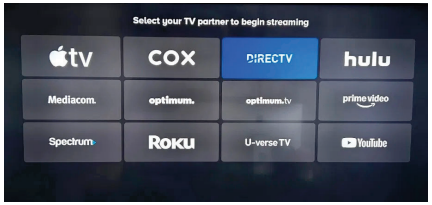
1. Open **Paramount+** and choose **Connect Provider**, **Sign In With A Partner**, or **Sign In With Your TV Provider**.
2. Select **DIRECTV**.
3. If an activation code appears, follow the on-screen link and enter the code.
4. Enter the resident's **Bulk DIRECTV credentials**, then create or connect the Paramount+ app login if prompted.

Option 2 — Set up online first

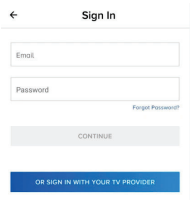
1. Go to **ParamountPlus.com/link** on a phone, tablet, or computer.
2. Sign in with the resident's **Bulk DIRECTV User ID and password**.
3. Create the separate Paramount+ app email and password when prompted.
4. Open Paramount+ on the TV and sign in with that Paramount+ app login.



1. Choose "Connect Provider"



2. Select DIRECTV



Or look for the "TV Provider" button

Included: Do not purchase another Paramount+ subscription. The DIRECTV credentials verify the included benefit; the Paramount+ login is used afterward to enter the app.

Netflix: Scan the QR Code

Sign in quickly using your smartphone's camera.

1. Press **APPS**, open **Netflix**, and choose **Sign In**.
2. If a QR code appears, **scan it** with your phone's camera.
3. Tap the link, sign in to your personal Netflix account, and **approve the TV**.
4. If no QR code appears, enter your Netflix email or phone number and password with the remote.

Device Recognition

If Netflix does not recognize this TV, follow the option shown on screen, such as **I'm Traveling**, **Watch Temporarily**, **Update Netflix Household**, or **Verify Device**. Available options vary by account and location.

Note

SEPARATE SUBSCRIPTION REQUIRED: Netflix is not included with the Orchard Pointe DIRECTV service. Use your own active Netflix account.

Apple TV: Use Your Apple Account

1. Press **APPS** and open **Apple TV**.
2. Choose **Sign In**.
3. Scan the QR code, or visit **link.apple.com** and enter the code shown on the TV.
4. Sign in with the Apple Account already connected to your subscription, rentals, or purchases.

Note

SEPARATE SUBSCRIPTION OR PURCHASE REQUIRED: Apple TV+ subscriptions, rentals, and purchases are not included with the Orchard Pointe DIRECTV service. Use your own Apple Account.

Prime Video: Use the Correct Amazon Account

1. Press **APPS**, open **Prime Video**, and choose **Sign In**.
2. Scan the QR code, follow a mobile prompt, or note the registration code.
3. If using a code, go to **amazon.com/mytv** on a phone, tablet, or computer.
4. Sign in to the Amazon account that holds the Prime or Prime Video membership, enter the code, and select the correct profile.

Note

SEPARATE SUBSCRIPTION REQUIRED: Prime Video is not included with the Orchard Pointe DIRECTV service. Use the Amazon account that holds your active Prime or Prime Video membership.

Quick Fixes

	Try this first
App is frozen	Press **HOME**, wait 10 seconds, and reopen the app.
App still will not open	Restart the Gemini C71KW-400 using its red reset button, or unplug power for 30 seconds.
Activation code expired	Return to Sign In and request a new code. Enter it promptly.
Included app asks you to subscribe	Return to **Sign in with your provider**, choose DIRECTV, and use the Bulk DIRECTV credentials.
Buffering or poor picture	Confirm internet service, restart Gemini/router, and pause large downloads.

Return to DIRECTV: Press **EXIT**. If needed, press **HOME** and select **Guide**, **Watch Now**, or the DIRECTV experience.

Voice Remote: Complete Button Guide

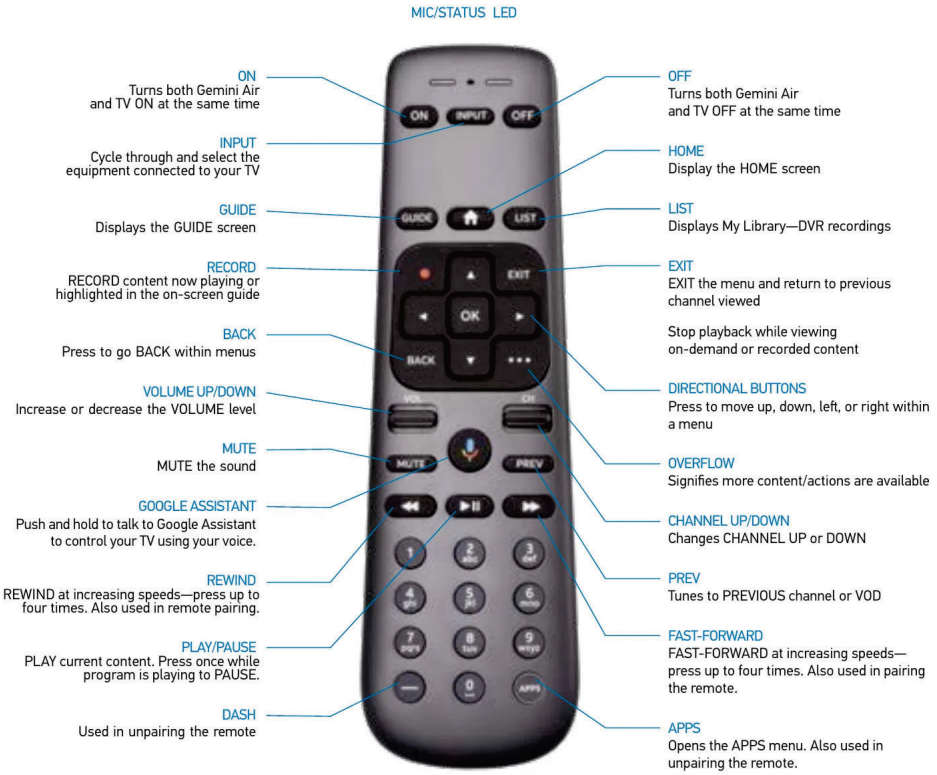


FIGURE 5: RC83V—REMOTE

Talk to Your TV

Google Assistant requires an internet connection, a paired remote, and a sign-in with **your own Gmail account**.

How to speak

1. Press and hold the **Google Assistant** button.
2. Say one clear command.
3. Release the button and wait for the result.

Content availability depends on the CHOICE package, personal subscriptions, location, and applicable blackout restrictions.

Find something	Control playback	Open DIRECTV features
“Search for funny shows.”	*“Play.”*	*“Show the Guide.”*
“Open Netflix.”	*“Pause.”*	*“What’s on tonight?”*
“Show me baseball games.”	*“Resume the show.”*	*“Open My Library.”*