

Fix your remote control

Try these helpful tips if you're unable to change channels, adjust the volume or the Genie remote is not working.

Select your option for personalized help.

Remote control

Universal Remote

WATCH AND LEARN



INSTRUCTIONS & INFO

Fix volume, channel changing, and other remote issues

The Genie remote uses light to send the signal to the receiver. If anything is blocking the receiver, this can affect the functionality of the remote. We recommend having the receiver placed in an area that is free and clear of obstructions.

Batteries and Receiver Input Setting

To test battery strength, press and hold any button on your remote. If you see:

- A solid green light - the batteries are strong.
- A fast blinking green light - the batteries are okay but may need to be replaced soon.
- A slow, blinking green light or no light - your remote needs new batteries. Remove the battery cover and insert two new AA batteries.

Check that the remote is set to control your DIRECTV receiver.

1. Press and hold the **ENTER** button for three seconds.
2. A Source menu appears to change your TV's input.
3. Select the DIRECTV receiver's input source. For example, HDMI 1: Satellite Receiver, may be the name of the input. Try different inputs to find the one set up for your TV.

Pair remote with your receiver

Is nothing happening when you press **GUIDE**? Make sure your remote is paired with your receiver.

1. Point the remote at your Genie, Genie Mini, or Wireless Genie Mini.
2. Press and hold **MUTE** and **ENTER** at the same time on your remote.
3. The screen displays **Applying IR/RF Setup**. The remote is synced.

If that didn't fix the issue, continue to the next section.

Receiver and remote control reset

If the buttons on your remote are not responding, try resetting the receiver and remote control.

Reset a receiver

1. On most DIRECTV receivers, there is a red button on the side of the receiver or inside the access card door.
2. Press and hold the red button until the receiver restarts.

Note: Are you unable to locate the red button? Unplug the receiver's power cord from the electrical outlet. Wait 15 seconds before plugging it back in.

Reset a remote control

If restarting your receiver didn't help, try resetting the remote control:

1. Press **MENU** on the remote.
2. Arrow down to **Settings** and press **SELECT**.
3. Go to **Remote Control** and press **SELECT**.
4. Select **Pair/Program Remote**. Depending on your setup, this may be automatic, or you may have to enter codes into your remote. Use the [code lookup tool](#) to find the 5-digit code.

If that didn't help, try resetting the remote to its default factory settings:

1. Press and hold **MUTE** and **SELECT** together until the light flashes three times.
2. Press **9, 8, 1** and **SELECT**. The remote flashes four times and should now reset.

Additional remote control help

- [Order a new or replacement remote control](#)
- If you can't adjust the TV's volume, try [programming your Genie remote control](#).

Looking for more info?

Get a new remote control >

Get started with the DIRECTV Genie remote >

Was this helpful?