

DIRECTV DIAGNOSTIC / ERROR CODES AND SOLUTIONS

Note: this list contains proprietary information to DIRECTV. Special thanks to the volunteers who collected this material: DBSTalk users RobertE and Signal Labs member Litzdog911.

How to read this table:

A code may pop up during bootup or after running a system test. Generally it will be two digits, followed by three digits. The first two digits represent a problem as shown below.

Error Code	Issue	Cause / Resolution
10	Receiver Error Detected - Unable to read RID	Replace Receiver.
11	Receiver Error Detected - Bad Tuner Not related to TV Apps (11)	Replace Receiver.
12	Problem with the Network Tuner (possible problem inside the box).	Replace Receiver.
13	Problem reading the access card	Contact Customer Service.
14	On Screen Text: "Internal Storage Error Detected. A problem was detected reading your internal storage device. Please call Customer Service at 1-800-DIRECTV and report the diagnostic code displayed below. Diagnostic Code: 14"	What to do: Select "Reboot" to reset Receiver. If still a problem: Do NOT try to reformat from the front panel. Replace Receiver.
15	On Screen Text: "Internal Storage Error Detected. A problem was detected reading your internal storage device. Please call Customer Service at 1-800-DIRECTV and report the diagnostic code displayed below. Diagnostic Code: 15"	What to do: Select "Reboot" to reset Receiver. If still a problem: Do NOT try to reformat from the front panel. Replace Receiver.
16	On Screen Text: "Receiver Error Detected A problem with your receiver was detected. Please call customer service at 1-800-531-5000 and report the diagnostic code displayed above. Diagnostic Code: 16" Probable Cause: Receiver's networking chip has failed. H / HR 24s and higher only	What to do: <ul style="list-style-type: none"> • Reset the receiver • Run system diagnostics again. • If code 16 persists, offer a receiver replacement. • This test ensures the coaxial network chips in the receiver are functioning. If this test fails, the receiver should be replaced.
20	A problem with your ODU has been detected. No longer active.	Inspect general condition of dish and cabling between dish and receiver. This error is usually followed by other more specific errors that may provide specific information on points of failure.

DIRECTV DIAGNOSTIC / ERROR CODES AND SOLUTIONS

21	A problem has been detected in the storage device.	Hard drive is experiencing an initialization error or Critical Fault. Replace receiver.
22	Internal Storage Error Detected.	The HDDVR was rebooted while uploading new hard drive firmware. Replace receiver.
23	Internal Storage Error Detected.	HDDVR hard drive firmware was completed, but hard drive errors were found, and the hard drive could not be recovered. Replace receiver.
24	A fatal error has occurred. <i>No longer active.</i>	You will need to replace the HR23-700 receiver.
25	H2x flash memory corruption is detected.	A problem has been detected. Your receiver will attempt to repair it now. This will cause current user settings to be lost, but it should correct the problem and restore normal operation. If this condition persists, please call Customer Service
40	13/18V test.	Satellite Dish Alignment or Distribution problem.
41	Guide data failure. Possible distribution problem, incorrect ODU selection or signal blockage to one or more satellite locations	Troubleshoot cause of low/no signal.
42	Guide data failure. Possible distribution problem, incorrect ODU selection or signal blockage to one or more satellite locations	Troubleshoot cause of low/no signal.
43	Installation Verification Failure. Caused by low signal or distribution problem.	Troubleshoot cause of low signal.
44	Second tuner connection problem	Verify Sat tuners are connected properly
45	Guide data Issue – No guide data received in over 24 hours	Possible distribution problem, incorrect ODU selection or signal blockage to one or more satellite locations.
46	Guide data Issue – No guide data received in over 1 hour	Possible distribution problem, incorrect ODU selection or signal blockage to one or more satellite locations.
47	Home Network Distribution Problem – [Location Name(s) or "ROUTER - 000B6Bxxxxx"] has a poor network connection. If you are having problems viewing recordings from this receiver, please call Customer Service at 1-800-531-5000 and report the diagnostic code displayed above. Diagnostic Code: 47" H / HR 24s and higher only	<p>Probable Cause:</p> <ul style="list-style-type: none"> • A DECA is attached to an H/HR24. • The DECA on an H2x/HR2x/R22 or the Broadband DECA is loose or not plugged in. • Other issue with the cabling. • This test determines if the network bandwidth is sufficient to meet DIRECTV specifications. • If it fails, a problem is likely with the coaxial cables, splitters, or fittings. • A service call should be made to check the coaxial distribution, if necessary.

DIRECTV DIAGNOSTIC / ERROR CODES AND SOLUTIONS

<p>48</p>	<p>Home Network Interference Problem – The receiver has reduced network performance. If you are having problems viewing recordings from this receiver, please call Customer Service at 1-800-531-5000 and report the diagnostic code displayed above. Diagnostic Code: 48 H / HR 24s and higher only</p>	<p>Probable Cause:</p> <ul style="list-style-type: none"> • The network may have excessive outside interference. • This test determines if the network bandwidth has excessive interference, as opposed to a poor signal. A service call should be made to address faulty cables or connectors and isolate outside interference.
<p>49</p>	<p>Primary Tuner Connection Problem – No SWM channels are available. The receiver is unable to register tuners for Live TV or Recordings because there are too many receivers connected to the coax network. Please call Customer Service at 1-800-531-5000 and report the diagnostic code displayed above. Diagnostic Code: 49” H / HR 24s and higher only (and D12)</p>	<p>Probable Cause:</p> <ul style="list-style-type: none"> • There are too many receivers/tuners connected to the SWiM. • See SWiM Installation Limits if needed.
<p>50</p>	<p>Secondary Tuner Connection Problem – Only a single SWM channel is available. The receiver is unable to use the second tuner for Live TV or Recordings because there are too many receivers connected to the coax network. Please call Customer Service at 1-800-531-5000 and report the diagnostic code displayed above. Diagnostic Code: H / HR 24s and higher only</p>	<p>Probable Cause:</p> <ul style="list-style-type: none"> • There are too many receivers/tuners connected to the SWiM. • See SWiM Installation Limits if needed. • The SWiM has enough space for Tuner 1 in the DVR, but not Tuner 2.
<p>51</p>	<p>SWM Not Detected - The receiver cannot detect the presence of a SWM on the coax network. The receiver is unable to use any tuners for Live TV or Recordings. The SWM requires that a power inserter be plugged into an electrical outlet. Please check that the power inserter has not been unplugged. Select “Test Again” to see if this has resolved the issue. If this doesn’t work then please call Customer Service at 1-800-531-5000 and report the diagnostic code displayed above. Diagnostic Code: 51 The OSD also has a Recheck SWiM button to check for a SWiM installation. H / HR 24s and higher only</p>	<p>Probable Cause:</p> <ul style="list-style-type: none"> • There’s no SWiM network present. • For some reason the SWiM isn’t communicating with the network.
<p>54</p>	<p>MoCA Network Test Error Genie Only</p>	<ol style="list-style-type: none"> 1. A coax connection is not being used between the Genie server and client in cases where a DIRECTV Ready client is installed. 2. The MoCA IV test drivers have not properly initialized..
<p>70</p>	<p>Configured for network, but cannot detect Network connection.</p>	<p>Troubleshoot network/internet connection.</p>

DIRECTV DIAGNOSTIC / ERROR CODES AND SOLUTIONS

71	"Cannot Detect Internet - Your receiver is configured to work with a home network but is unable to access the Internet. If your home network has a non-dialup Internet Service, please check your Internet connection and router settings. Select "Test Again" to see if this has solved the issue. If this doesn't work then please call customer service at 1-800-531-5000 and report the diagnostic code displayed above." Diagnostic Code 71"	<ul style="list-style-type: none"> • The network is connected, but the Internet connection has failed. • Problem with the router configuration or the receiver network settings.
72	Cannot detect dial tone, but Internet connection good.	Troubleshoot phone connection.
73	Cannot detect Network connection or dial tone	Troubleshoot phone connection.
74	Dish alignment test not ran during installation verification.	N/A
75	On Screen Text: "External Storage Error Detected a problem was detected reading your external storage device. Please unplug or remove your external storage device, reboot your receiver and rerun the test. If that doesn't work, then please call Customer Service at 1-800-DIRECTV and report the diagnostic code displayed below. Diagnostic Code: 75"	What to do: Remove External Hard Drive and retest. Do NOT replace Receiver.
76	Cannot detect dial tone for PPV and caller ID	Troubleshoot phone connection.
77	Receivers discovered on coax ONLY on H/HR 24s and higher	Unplug Ethernet cable from receiver.
79	Indicates that the network connection has dropped multiple MRV sessions over the past 5 days.	Check for loose/bad connectors that may be causing intermittent problems with the signal. Verify all hardware have green labels indicating that they are SWM/MRV compliant.
82	Receiver set to SL-5 dish but a SL-3 is present. This often causes Guide Data update issues.	Change ODU type to Slimline 3.
83	Receiver set to SL-3 dish but a SL-5 is present	Change ODU type to Slimline 5.

DIRECTV DIAGNOSTIC / ERROR CODES AND SOLUTIONS

<p>86</p>	<p>We were not able to connect to the Internet. Would you like to get connected?</p> <ul style="list-style-type: none"> • The router is turned off or not functioning properly • The connection from the receiver to the router failed. • The network is connected, but the Internet connection has failed. • Problem with the router configuration or the receiver network settings. 	<ul style="list-style-type: none"> • Verify all physical connections • Verify customer can access DIRECTV.COM on home PC • On the receiver, run Restore Defaults, Connect Now. • If applicable, verify all DECA units are operating correctly, including the Broadband DECA. • Verify Router activity lights are active for the port connected to the Broadband DECA. • Inform customer that they may need to disable router Firewalls which may be blocking connections for DIRECTV services. Retry "CONNECT NOW" test to verify Internet connectivity. • Instruct customer to verify that their ISP is not limiting access for additional IP addresses. • Instruct customer to verify that their router is properly configured to support the number of devices on their network. Some routers default to only 10 devices.
<p>87</p>	<p>Your receiver is connected to DIRECTV via the Internet.</p> <ul style="list-style-type: none"> • The receiver successfully connects to the Internet, but cannot connect to a specific DIRECTV server. • The DIRECTV server may be unavailable or the customer's router could be blocking access. • Broadband call back not successful, try again later. 	<ul style="list-style-type: none"> • Wait a few minutes and retry (Restore Defaults and then Connect Now) • If 87 still occurs, verify access to TVApps, VOD, YouTube and inform the customer that they may need to disable router Firewalls which may be blocking connections for DIRECTV services. Retry "CONNECT NOW" test to verify Internet connectivity. • If unsuccessful, escalate to DIRECTV ISS.
<p>88</p>	<p>Your receiver is connected to DIRECTV via the Internet. This is a completion code, not a failure code, and indicates that the receiver has successfully connected to the Internet and the DIRECTV Server.</p>	<p>Broadband Callback was successful.</p>

DIRECTV DIAGNOSTIC / ERROR CODES AND SOLUTIONS

<p>89</p>	<p>Unable to connect to the Wireless Video Bridge(s) on your network. In order to display any video the receiver needs to be connected to a Wireless Video Bridge. Please verify that all Wireless Video Bridges on your network are powered on and have the coaxial cable connected. Select "Test Again" to see if this has solved the issue. Genie Only</p>	<ul style="list-style-type: none"> • Determine if the WVB was deliberately removed from the network by the customer. If it was, removing the WVB from the Genie • by using the system menus. (Menu - Settings & Help - Settings - Whole Home - Video Bridge) • Ensure all WVBs are powered on and connected to coax / MoCA network
<p>90</p>	<p>One or more of the Wireless Video Bridges on your network reports an error. You may experience poor quality or intermittent loss of video on your wireless clients. Please reset your Wireless Video Bridge(s) using the red reset button on the back panel. Select "Test Again" to see if this has solved the issue. Genie Only</p>	<ul style="list-style-type: none"> • Perform a reset on the WVB. • If WVB continues to blink Red, replace the WVB.
<p>91</p>	<p>"One or more of the Wireless Video Bridges on your network reports an error. You may experience poor quality or intermittent loss of video on your wireless clients. Please check the coaxial cable connection to your Wireless Video Bridge(s) then reset them using the red reset button on the back panel. Select "Test Again" to see if this has solved the issue." Genie Only</p>	<ul style="list-style-type: none"> • Troubleshoot the MoCA / Coax network. Verify cabling and connectors.
<p>92</p>	<p>"One or more of the Wireless Video Bridges on your network reports an error. You may experience poor quality or intermittent loss of video on your wireless clients. Please reset your Wireless Video Bridge(s) using the red reset button on the back panel. Select "Test Again" to see if this has solved the issue." Genie Only</p>	<ul style="list-style-type: none"> • Should not occur. • Escalate to NET, NET to escalate to STB Field Support.
<p>93</p>	<p>On-screen display shows: <i>Your receiver is connected to the wireless network, but it is not connected to the Internet.</i> HR44 internal WiFi DECA is connected to the local wireless network but not the Internet. HR44 Only</p>	<ul style="list-style-type: none"> • Reboot the modem/router • If the customer has a separate modem from the router, be sure to unplug the modem first, then the router • Plug the modem back in first if it's separate, then plug the router back in • Press the DASH button to check if the receiver is connected to the • Internet. If issue persists, refer the customer to the router manual, • manufacturer or ISP.

DIRECTV DIAGNOSTIC / ERROR CODES AND SOLUTIONS

<p>94</p>	<p>On-screen display shows: <i>The receiver is not connected to a wireless network. There are more than one wireless networks in range.</i> HR44 internal WiFi DECA is not connected to the local wireless network, but there are wireless networks detected. HR44 Only</p>	<ul style="list-style-type: none"> • Unplug the router for 30 seconds, then plug it back in. • Press DASH button to check if the receiver is connected to the Internet. • If the issue persists, help customer repeat network setup with WPS or manually.
<p>95</p>	<p>On-screen display shows: <i>The receiver is not connected to a wireless network.</i> HR44 internal WiFi DECA is not connected to the local wireless network, and there are no wireless networks detected or in range. HR44 Only</p>	<ul style="list-style-type: none"> • Unplug the router for 30 seconds, then plug it back in. • Press DASH button to check if the receiver is connected to the Internet. • If issue persists, repeat network setup using WPS or manual password entry.
<p>96</p>	<p>On-screen display shows: <i>The received wireless network signal is weak. This may affect performance.</i> HR44 internal WiFi DECA is connected to the WiFi router; however, the WiFi signal strength is poor. HR44 Only</p>	<ul style="list-style-type: none"> • HR44 internal WiFi DECA is connected to the WiFi router; however, the WiFi signal strength is poor. • On the remote, press and hold INFO to get to System Info & Test, then select More System Info. If wireless signal strength is not "Excellent" or "Good," then install a wired CCK.
<p>97</p>	<p>On-screen display shows: <i>There is a history of wireless network signal weakness. This may affect performance.</i> HR44 internal WiFi DECA is connected to the WiFi router; however, there is a history of poor WiFi signal strength. HR44 Only</p>	<ul style="list-style-type: none"> • This Diagnostic code is triggered whenever the HR44 has been recently disconnected from the wireless network. On the remote, press and hold INFO to get to System Info & Test, then select More System Info. If wireless signal strength is not "Excellent" or "Good," then install a wired CCK.
<p>98</p>	<p>On-screen display shows: <i>There is a history of wireless network disconnects. This may affect performance.</i> HR44 internal WiFi DECA is connected to the WiFi router; however, there is a history of WiFi signal disconnects. HR44 Only</p>	<ul style="list-style-type: none"> • HR44 internal WiFi DECA is connected to the WiFi router; however, the WiFi signal strength is poor. • On the remote, press and hold INFO to get to System Info & Test, then select More System Info. If wireless signal strength is not "Excellent" or "Good," then install a wired CCK.
<p>99</p>	<p>Wireless Client Slow Link. There is a good connection to the wireless video bridge but one or more of your wireless clients reports poor network performance. Genie Only</p>	<ul style="list-style-type: none"> • Survey each wireless client to find the one with poor performance, indicated by an amber or red light on the client when powered up. • Relocate the client or video bridge to eliminate performance issues.

ADDITIONAL TROUBLESHOOTING

Additional text on the codes listed above.

Codes 10, 11 – Receiver error detected.

Overview:

A problem with your receiver was detected.

Troubleshooting:

Both of these indicate receiver errors that are not recoverable in the field so the box must be replaced. Code 10 indicates a RID related error while 11 indicates the tuner hardware can not be accessed. The presence of error 11 may also result in a box stuck in step 1 of 2 at bootup.

[Not related to TV Apps \(11\)](#)

Code 12 – Receiver error detected.

Overview:

A problem with your receiver was detected.

Troubleshooting:

This indicates no signal on the network tuner in MPEG4 boxes. This tuner is DC blocked and slaved to the primary tuner and is used for guide and conditional access data. If the primary tuner shows good signal strength with this error present then the box should be replaced.

Code 13 – Receiver error detected.

Overview:

A problem was detected reading your access card. Please check to see that the card is inserted correctly and rerun the test.

Troubleshooting:

This is often associated with a 761 / 762 OSD. It can be a card inserted incorrectly, a faulty card reader in the receiver or a faulty CAM card. Reposition the card and swap between boxes to isolate the cause. Note that brown discoloration of the CAM card on top does not indicate a failed or about to fail CAM card.

Codes 14, 15, 21– Internal Storage Error Detected.

Overview:

A problem was detected reading your internal storage device. This may be a simple initialization error or a critical fault. Please reboot the box now. That may fix the problem

Troubleshooting:

Code 14 indicates trouble communicating with the hard disk drive while 15 indicates the drive is accessible but does not pass integrity tests. For 14, reboot the box and see if the problems continue. For 15 replace the box. Generally boxes showing a code 14 will soon begin showing code 15. These issues may also lead to a code 21 at bootup. Normally they all indicate the receiver should be replaced.

ADDITIONAL TROUBLESHOOTING

Code 20 - General ODU Error.

Overview:

A problem with your ODU has been detected.

Troubleshooting:

This is a general error and is usually accompanied by more specific errors which point to specific troubleshooting steps.

Code 24 (HR23-700 only)

Overview:

Diagnostic code 24 detects a hardware failure in the HR23-700. This test and error code can appear at boot up and is periodically run in the background. When the background test detects a problem, the receiver will reboot and display this message. OSD Text: "A fatal error has occurred."

Troubleshooting:

Unplug your receiver immediately and call 1-800-531-5000 to order a replacement receiver reporting the diagnostic code displayed.

You will need to replace the HR23-700 receiver.

- The receiver is inoperable, and the customer should unplug the receiver.
- The HR23-700 should be replaced if the message says "A problem with your receiver has been detected"
- The customer can select CONTINUE while they wait for the replacement receiver
- If the receiver is not replaced, then it may eventually display the "Fatal Error" message.

Code 25 (H21-25 only)

This error code can appear upon boot up if H2x flash memory corruption is detected. The following settings will be lost:

- Autotunes and Autotune History
- SWDL History
- Purchase History
- Search History and Find by History Network Settings
- Favorites list and Quick Tune Stations
- Resolution setting for 1080p
- Whole-Home friendly names
- UI settings such as: scrolling effects; guide sort settings; network configuration
- Other non-customer affecting data (DMS Data, PMS Data, IVG Data, SHEF Data)

OSD Text: "A problem has been detected. Your receiver will attempt to repair it now. This will cause current user settings to be lost, but it should correct the problem and restore normal operation. If this condition persists, please call Customer Service."

ADDITIONAL TROUBLESHOOTING

Codes 40, 41, 42, 43 – ODU Alignment Problem/Signal Distribution Problem

The ODU may need a pointing adjustment that might be causing searching for satellite signal issues. Check for trees or leaves are blocking the satellite signal to the ODU or if there may be snow or ice on the dish. If it is raining or snowing, please repeat the system test when the weather clears.

- 40 – Non-SWiM. Fails basic +13/+18 ODU test for signal.
- 41 – SWiM only, tuners locked but missing guide data.
- 42 – Non-SWiM, tuners locked but missing guide data.
- 43 – Signal levels more than 5 points below IV levels. This can be level issue with tuner 1, tuner 2

Troubleshooting:

Verify all satellite positions that the STB is supporting using the signal meter screen to verify transponder signal levels. Check for BBC's on non SWM installs connected to the Hx and HRxx products. Verify cabling from the ODU to the STB. Check for crimped or frayed cables, splitters, barrels and wall plates that may need replacement. Using a Super Buddy or an AIM meter to verify:

Typical measurements:

(Signal)Power levels- approx. -30's to -40's dbm

ES/NO (AIM) C/N (Super Buddy) - greater than 10db for KA/KU

LNB offset- + or - 5 MHz

If levels are below spec check the alignment of the ODU.

Code 44 – Second Tuner Connection Problem

Overview:

Your receiver might be incorrectly configured or incorrectly connected to tuner 2.

This is an IV test similar to the test for error 43.

Troubleshooting:

If non-SWiM ODU, verify 2 cables are present and connected. If present, follow troubleshooting steps for 40, 41, 42, 43. If not present, correct or go to the system setup and set the box for single tuner. Note that an IV waiver may be required.

Codes 45, 46 – Critical Satellite Data not Received

Overview:

- 45 - Your receiver restarted at time/date because critical data could not be acquired from the satellite for 12 hours.
- 46 - Your receiver has not acquired critical data from the satellite for the past hour.

Troubleshooting:

Both of these codes result from lack of guide data updates and are related to 920 OSDs, code 43s and the guide displaying 'to be announced'. They can also be associated with the conditions that result in code 82 or 83. The box will track this lack of guide data updates and generate a code 46 after an hour and reboot the box after 12 hours which forces the box to reacquire guide data at which point a code 25 will be displayed. Troubleshoot as with codes 40-43. Low signal levels, misconfigured ODU types or LOS issues can result in these errors.

ADDITIONAL TROUBLESHOOTING

Codes 47, 48, 79 – Whole Home DVR (MRV) network diagnostics (Hx24 capable only)

Overview:

These diagnostic codes are only valid for Hx24 IRDs and indicate possible issues with the installation (cabling, connectors, splitters, green-label, DECA's, BSF...).

- 47 – will be reported if the network bandwidth is sufficient to meet DIRECTV specifications which points to a likely problem with the coax cables, splitters, or fittings.
- 48 – will be reported if the MRV network bandwidth is being degraded due to excessive interference, as opposed to signal attenuation which points to a likely problem with poor quality coax (scrapped together RG 59), diplexed off air signals, mixed in signals into the same coax distribution from a different provider such as cable TV or MATV.
- 79 – will be reported if unexpected MRV network drops have been observed by this STB. These network drops may be due to intermittent interference and may not be present at the time of test execution. For instance if troubleshooting for 47 or 48, you may see a 79 code reported. When the 47 or 48 are resolved the 79 code may still be reported but can be ignored. If 47 or 48 were not reported and only a 79, further troubleshooting is required.

Troubleshooting:

Error codes 47 & 48 will be populated with the [FRIENDLYNAME] and/or [ROUTER-'MAC Address'] for as many IRDs with bad connections to the network. Start troubleshooting for the first IRD listed on error codes 47 & 48 and rerun system test. In troubleshooting the MRV network, verify the following:

- Green label components
- BSF not used when required on STB's or LNB
- Cabling
- Connectors (including barrel and wall), excessive use of connectors creates attenuation and degrades the MRV network.
- Verify there is nothing diplexed onto the coax – no off-air antenna, and no CATV or MATV
- Splitters: every unused output has a 75-ohm terminator (All unused ports, including the SWiM power supply, must be terminated)
- DECA's not used when required
- DECA's used on H24/HR24
- Ethernet cables connected directly to the back of the STB Ethernet port. A DECA BB must be installed to connect the MRV network to the internet.
- These must be visually verified.

ADDITIONAL TROUBLESHOOTING

Codes 49, 50, 51 – SWiM registration related errors.

Overview:

- 49 – Unable to register primary tuner.
- 50 – Unable to register secondary tuner. (Associated with 771B OSD).
- 51 – Receiver is configured for SWiM but cannot detect SWiM. (Associated with 771A OSD).

Troubleshooting:

These are all related to SWiM registration processes. The SWiM 2.3 MHz control channel is shared by all boxes on the SWiM network. If the channel is not present or not present and the receiver is configured for a SWiM network, code 51 will be displayed. If the receiver has been working on a SWiM network and there is a loss of the control channel, the 771A OSD will display. If the receiver is properly communicating on the control channel but the SWiM indicates no channels are available for registration, code 49 is displayed. The SWiM is fully over subscribed. If only one channel is available and the receiver is a DVR, error 50 is displayed.

For code 51, look for a faulty SWiM, power inserter, power inserter on a switched electrical outlet or anything inline that will not pass or attenuates the 2.3 MHz control channel. These can often be non-DIRECTV approved splitters added by the customer or long cable runs. These issues can often be intermittent. An accidentally attached b-band converter can also result in a loss of SWiM communications.

For codes 49 and 50, it is simply an oversubscribed issue. Each DVR takes 2 channels and non-DVR takes a single channel. The only workaround other than expanding the SWiM system is for code 50 which is to put the receiver in single tuner mode via guided setup. This will normally require an IV waiver.

Code 54- General MoCA Test Error

Error in the Genie's built-in network adapter or poor quality on the line at 475MHz-625MHz. Corresponds to a yellow light on a DECA or wireless video bridge. Most likely causes are excessively long cable runs, corroded barrels or connectors, or use of unapproved materials.

1. Ensure that networking to all wired clients or Wireless Video Bridge involves coax. For DIRECTV Ready clients, a coax run from the SWiM splitter should be connected to a broadband DECA, which should be connected to the DIRECTV Ready TV.
2. Restart the Genie server.

Code 70 - Cannot Detect Home Network

Overview:

Your receiver is configured to work with a home network but the network was not detected. Please check the network cabling and equipment. Select "Test Again" to see if this has solved the issue. Communication problem between receiver and home network or router.

ADDITIONAL TROUBLESHOOTING

Code 71 – Cannot Detect Internet.

Overview:

Your receiver detects the presence of a home network, however it can not access the Internet. If your network does have a broadband connection present, this may be due to the receiver not obtaining a DNS entry during DHCP negotiation with your home network.

Troubleshooting:

Terms:

Home network = Customers router or ISP modem.

DNS = Domain Name System. It translates domain names into an IP address that can be used by the DIRECTV receiver or computer.

DHCP = Dynamic Host Configuration Protocol. It gets parameters needed to operate in an IP network.

Restore Network Defaults. It doesn't restore entire receiver settings - only resets the network settings for Internet communication:

After receiver resets to network defaults: Select "Connect Now."

Select "Test Connection" to make sure your receiver can connect to your network and the Internet.

Code 75– External Storage Error Detected.

Overview:

A problem was detected reading your external storage device. Please unplug or remove your external storage device, reboot your receiver and rerun the test

Troubleshooting:

This test is equivalent to the tests performed for error 14/15 when using internal storage. The customer may wish to reboot the external storage device and when up and running, reboot the receiver. If the external device still does not function it should be replaced. The receiver will revert to it's internal storage once rebooted without the external device connected. Replacing receivers does not resolve this issue; it's normally due to a failed external drive.

Codes 72, 73, 76 - Cannot Detect Phone Dial Tone

Overview:

Your receiver is not connected to a phone line.

- 72 - The receiver is connected to the Internet but no dial tone is detected.
- 73 – The receiver was previously configured for a network but the Internet and the dial tone is not
- 76 – The receiver is not networked and no dial tone is detected.

Troubleshooting:

This is a basic dial tone test. Check for a poor phone line connector and that the phone line is plugged into the correct jack. Test the phone line on a spare non-powered phone. Access the hidden menu using the menu and right arrow and run the modem test. Note that if a 72 is displayed this should only impact caller ID since PPV details are reported through the Internet.

ADDITIONAL TROUBLESHOOTING

Codes 82, 83 – Satellite Dish Configuration Issue.

Overview:

Your receiver is configured for the incorrect satellite dish.

T

roubleshooting:

These tests check for valid guide data on the proper transponders and only run on non-SWiM installations. Code 82 indicates the receiver is set for a SL-5 ODU, when a SL-3 ODU is actually present. Code 83 indicates the opposite condition. Reconfigure the receiver for the proper LNB type. This issue can often be associated with the 920 OSD and missing channel remaps for the 7xx-1 HD sports programming.

Codes 89-92 - Wireless Video Bridge Configuration Issue.

Overview:

Your wireless video bridge is not communicating properly.

Troubleshooting:

Generally rebooting the WVB and examining the cable connection should resolve these issues.

Codes 93-99 - HR44 Wireless Networking Issue

Overview:

HR44 Genie DVRs are equipped with internal wireless adapters that are designed to connect to the user's home wireless network. These codes help identify the source of the issue and suggest a course of action, which often includes resetting the customer's wireless adapter.

THREE DIGIT CODES

These codes will appear as on-screen messages while you are viewing.

On Screen Display	Issue	Resolution
711	Access Card Is Not Active	Customer Service (CS) needs to activate.
721	Service Isn't Authorized	CS needs to authorize. Can also indicate a blackout condition (sports programming)
722	Service Expired	IRD was unplugged for an extended period, reconnect IRD & have CS reauthorize.
724	Authorization or Paring Expired Issue	Contact DTV to resend Pairing or Resend All Authorizations. Issuemay be related to 920 OSD so also troubleshoot as if present.
725	Authorization or Paring Expired Issue	Contact DTV to resend Pairing or Resend All Authorizations. Issuemay be related to 920 OSD so also troubleshoot as if present.
726	Wrong or Missing RID Number	Verify RID from TV screen & have CS reauthorize.
727	Program Not Available in Your Area	Have CS verify address and resend authorizations. If still not available have CS check for "Blackouts" or FCC "Viewing Restrictions".
731	Access Card Full	Run IRD "system test" to make sure phone is OK. If not OK, troubleshoot phone line. If OK, have CS force a callback (est. time approx. 2 minutes). If a forced callback does not succeed see above reminder: "For Ext 731-743". - Related OSD is 780 for broadband connected boxes.
732	IPPV Purchase Limit Reached	IRD needs to call to download PPV information. Once it is downloaded the limit will be once again available. Follow procedure for "731- Access Card Full" Limits are to protect the customer as well as assure DIRECTV is able to collect on purchase. - Related OSD is 781 for broadband connected boxes.

THREE DIGIT CODES

733	IPPV Ordering Disabled	60 days with no callback, either resolve call-back issue or disable IPPV flag and resend all authorizations. Contact DTV - Related OSD is 777 for broadband connected boxes. Follow procedure for "731- Access Card Full".
734	Unable to Request IPPV	IPPV flag set to No in the billing system. Contact DTV.
736	IPPV (Interactive Pay Per View) has been disabled due to STB not successfully completely a callback.	60 days with no callback, either resolve call-back issue or disable IPPV flag and resend all authorizations. Contact DTV - Related OSD is 777 for broadband connected boxes.
741	PPV Data was Missing	Conflict between your current billing information and authorized services. PPV event, day and time needs to be escalated by CS to the DIRECTV Support Center; resolution is normally 1 business day.
743	PPV has expired.	24 Hour rental period has expired for previously ordered PPV.
744	Loss of Programming	IRD is not getting authorization. Need to reset IRD and check for new OSD.
745	Access Card or Reader may be Defective	Access card has had temporary problem processing data. Reset IRD. If problem continues IRD and/or access card may need to be replaced.
746	Possible Data Corruption	IRD had a temporary problem processing data. Reset IRD.
747	Unable to Complete OSD when ordering or viewing PPV. OSD says "Unable to complete this transaction."	Have CS resend authorizations, then reset IRD Only on NDS IRDs such as D10s, H20s, R15s.
749	Mutiswitch Problem	Troubleshoot mutiswitch.
750	Service Not Active	Customer needs to have HD access to be able to view OTA channels.
751	Wrong or Missing RID Number	Contact DTV to verify actual RID against Billing System. Attempt Resend All Authorizations.

THREE DIGIT CODES

752	Information Update Error IRD cannot accept a software download or new data updates with the current access card. OSD may appear when access cards are being re-paired with IRDs.	Follow these steps: 1) Have CS resend authorization 2) Reset IRD 3) Have CS send replacement card.
761	Insert Your Card or MRR Service	Access card isn't all the way in the IRD. Remove & reinsert card.
762	Insert Valid Card or MRR Service	IRD & access card are not communicating 1) Remove & reinsert Card. 2) Reset Without Access Card 3) Test Card vs. IRD.
763	Access Card Expired	Access card is an older version (period) card. 1) Have CS order new card or activate replacement card 2) If card replaced, have CS resend authorizations 3) If OSD continues, reset IRD 4) Replace IRD. When *troubleshooting this issue tune to channel 377 to verify if programming has returned.
764	Wrong Access Card Inserted Access card in IRD does not match what is listed with authorization system.	Have CS verify & update information. Have CS reauthorize and then reset IRD. If OSD continues, note the following: 1) account information (customer name, account number, telephone number) 2) access card number 3) IRD serial number 4) RID number 5) Have CS supervisor escalate to DIRECTV Support Center. Note: resolution is normally 1 business day.
765	Please insert your new access card.	Insert new access card.
771	Searching for Satellite	Main Check: 1) Peaking 2) Line of sight 3) Connections 4) Distribution system 5) Hardware
771A	Problem Communicating w/ Dish	SWiM power inserter may need to be plugged in. The network can't detect the SWiM due to power loss to the SWiM. No SWiM installation is present <i>Superseded by 775.</i>
771B	Problem Communicating w/ Dish	Too many receivers or tuners are connected to the SWiM. Test with SWiM meter and upgrade to SWiM 16 if necessary. <i>Superseded by 776.</i>

THREE DIGIT CODES

772	No guide data.	Signal or broadcast issue. Occasionally seen after rain fade.
775	Problem Communicating w/ Dish	SWiM power inserter may need to be plugged in. The network can't detect the SWiM due to power loss to the SWiM. No SWiM installation is present
776	Problem Communicating w/ Dish	Too many receivers or tuners are connected to the SWiM. Test with SWiM meter and upgrade to SWiM 16 if necessary
777	IPPV Ordering Disabled	60 days with no callback, either resolve callback issue or disable IPPV flag and resend all authorizations. Contact DTV. Follow procedure for "731- Access Card Full".
780	Access Card Full	Run IRD "system test" to make sure network is OK. If not OK, troubleshoot network line. If OK, have CS force a callback (est. time approx. 2 minutes). If a forced callback does not succeed see above reminder: "For Ext 731-743".
781	IPPV Purchase Limit Reached	IRD needs to call to download PPV information. Once it is downloaded the limit will be once again available. Follow procedure for "731- Access Card Full" Limits are to protect the customer as well as assure DIRECTV is able to collect on purchase.
792	Antenna Problem	Loss of signal from over-the-air antenna.
799	Replace Receiver Self-diagnostic OSD	OSD says "Receiver needs to be replaced". It may NOT need to be replaced. Perform a "Factory Default" through the IRD menu. Only on D10s.*
920	"Missing Guide Info: Your receiver has not received guide information from the satellite for the past (3-13) hours. Please contact DIRECTV Customer Service (920)." This is normally a signal issue and often occurs because the customer cannot get the 119 signal.	The installation needs to be inspected for the root cause as to why the IRD is receiving this OSD.



SolidSignal.com is your source for DIRECTV equipment, supplies, and support. We have over 10 years' experience in installing and supporting satellite equipment. Our technical staff is ready to answer all your questions!

visit SOLIDSIGNAL.COM for the best selection of equipment and supplies for the high-end installer or do-it-yourselfer!

FORUMS.SOLIDSIGNAL.COM is your source for 24-hour support!



BLOG.SOLIDSIGNAL.COM is your information destination for news, reviews, and tips!

