

# THREE DIGIT CODES

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

On Screen Display	Issue	Resolution
<b>711</b>	Access Card Is Not Active	Customer Service (CS) needs to activate.
<b>721</b>	Service Isn't Authorized	CS needs to authorize. Can also indicate a blackout condition (sports programming)
<b>722</b>	Service Expired	IRD was unplugged for an extended period, reconnect IRD & have CS reauthorize.
<b>724</b>	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.
<b>725</b>	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.
<b>726</b>	Wrong or Missing RID Number	Verify RID from TV screen & have CS reauthorize.
<b>727</b>	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".
<b>731</b>	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.
<b>732</b>	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.

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<b>733</b>	IPPV Ordering Disabled	60 days with no callback, either resolve callback 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".
<b>734</b>	Unable to Request IPPV	IPPV flag set to No in the billing system. Contact DTV.
<b>736</b>	IPPV (Interactive Pay Per View) has been disabled due to STB not successfully completely a callback.	60 days with no callback, either resolve callback issue or disable IPPV flag and resend all authorizations. Contact DTV - Related OSD is 777 for broadband connected boxes.
<b>741</b>	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.
<b>743</b>	PPV has expired.	24 Hour rental period has expired for previously ordered PPV.
<b>744</b>	Loss of Programming	IRD is not getting authorization. Need to reset IRD and check for new OSD.
<b>745</b>	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.
<b>746</b>	Possible Data Corruption	IRD had a temporary problem processing data. Reset IRD.
<b>747</b>	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.
<b>749</b>	Mutiswitch Problem	Troubleshoot mutiswitch.
<b>750</b>	Service Not Active	Customer needs to have HD access to be able to view OTA channels.
<b>751</b>	Wrong or Missing RID Number	Contact DTV to verify actual RID against Billing System. Attempt Resend All Authorizations.

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<b>752</b>	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.
<b>761</b>	Insert Your Card or MRR Service	Access card isn't all the way in the IRD. Remove & reinsert card.
<b>762</b>	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.
<b>763</b>	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.
<b>764</b>	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.
<b>765</b>	Please insert your new access card.	Insert new access card.
<b>771</b>	Searching for Satellite	Main Check: 1) Peaking 2) Line of sight 3) Connections 4) Distribution system 5) Hardware
<b>771A</b>	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>
<b>771B</b>	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>

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<b>772</b>	No guide data.	Signal or broadcast issue. Occasionally seen after rain fade.
<b>775</b>	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
<b>776</b>	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
<b>777</b>	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".
<b>780</b>	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".
<b>781</b>	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.
<b>792</b>	Antenna Problem	Loss of signal from over-the-air antenna.
<b>799</b>	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.*
<b>920</b>	"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.