

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 Pairing Expired Issue	Contact DTV to resend Pairing or Resend All Authorizations. Issue may be related to 920 OSD so also troubleshoot as if present.
725	Authorization or Pairing Expired Issue	Contact DTV to resend Pairing or Resend All Authorizations. Issue may 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". For Ext 731-743: IPPV is an option; it may not be available for all customers depending on the quality and capacity of their phone lines. For customer who cannot use IPPV they have 3 other options: 1. Go to DIRECTV.com . 2. Call 877-312-4547.
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.
733	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".
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 complete 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.
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.

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>
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.*
818	Unable to Start Network Services	Background services for Pay-Per-View and Interactive Services cannot start. Ensure only one router or access point between Genie and ISP network. (Genie Only)

920	<p>“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.</p>	<p>The installation needs to be inspected for the root cause as to why the IRD is receiving this OSD.</p>
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