

On Screen Display	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 acss card	Contact Customer service.
14	On Screen Text: "Internal Storage Error Detected. A problem was detected reading your internal storage devi. 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 devi. 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 877-312-4547 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: Reset the Receiver Run system diagnostics again. If code 16 persists, Replacece receivers This test ensures the coaxial network chips in the receiver are functioning. If this fails, 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 No longer active.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.
21	A problem has been detected in the storage devi.	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. No longer active.	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 reived 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 reived in over 1 hour	Possible distribution problem, incorrect ODU selection or signal blockage to one or more satellite locations.

<p>47</p>	<p>Home Network Distribution Problem - [Location Name(s) or "œROUTER - 000B6Bxxxxx"□] has a poor network connection. If you are having problems viewing recordings from this Receiver, please call Customer service at 877-312-4547 and report the diagnostic code displayed above. Diagnostic Code: 47"³ H / HR 24s and higher only</p>	<p>Probable Cause: The Deca is attached to a H/HR24 The DECA on an H2x/HR2 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 cable, splitters or fittings A service call should be made to check the coaxial cable</p>
<p>48</p>	<p>Home Network Interferen Problem - The Receiver has redud network performan. If you are having problems viewing recordings from this Receiver, please call Customer service at 877-312-4547 and report the diagnostic code displayed above. Diagnostic Code: 48 H / HR 24s and higher only</p>	<p>Probable Cause: The network may have excessive outside interference. This test determines if the network bandwidth has exssive interferen, as opposed to a poor signal. A service call should be made to address faulty cables or connectors and isolate outside interference.</p>
<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 877-312-4547 and report the diagnostic code displayed above. Diagnostic Code: 49"³ H / HR 24s and higher only (and D12)</p>	<p>Probable Cause: There are too many receivers/tuners connected to the SWiM See SWiM installation limits if needed</p>
<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 877-312-4547 and report the diagnostic code displayed above. Diagnostic Code: H / HR 24s and higher only</p>	<p>Probable Cause: There are too many Receivers/tuners connected to the SWiM. See SWiM Installation Limits if needed. The SWiM has enough spa for Tuner 1 in the DVR, but not Tuner 2.</p>

51	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" <input type="checkbox"/> to see if this has resolved the issue. If this doesn't work then please call Customer service at 9 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	Probable Cause: There's no SWiM network present. For some reason the SWiM isn't communicating with the network
54	MoCA Network Test Error Genie Only	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
70	Configured for network, but cannot detect Network connection.	Troubleshoot network/internet connection.
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" <input type="checkbox"/> to see if this has solved the issue. If this doesn't work then please call customer service at 877-312-4547 and report the diagnostic code displayed above." <input type="checkbox"/> Diagnostic Code 71"	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" <input type="checkbox"/>	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.
86	<p>We were not able to connect to the Internet. Would you like to get connected?</p> <p>The router is turned off or not functioning properly</p> <p>The connection from the receiver to the router failed.</p> <p>The network is connected, but the Internet connection has failed.</p> <p>Problem with the router configuration or the receiver network settings.</p>	<p>Verify all physical connections</p> <p>Verify customer can access DIRECTV.COM on home PC</p> <p>On the receiver, run Restore Defaults, Connect Now.</p> <p>If applicable, verify all DECA units are operating correctly, including the Broadband DECA.</p> <p>Verify Router activity lights are active for the port connected to the Broadband DECA.</p> <p>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.</p> <p>Instruct customer to verify that their ISP is not limiting access for additional IP addresses.</p> <p>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>

<p>87</p>	<p>Your Receiver is connected to DIRECTV via the Internet. 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.</p>	<p>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>
<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>
<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</p>	<p>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>
<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" <input type="checkbox"/> to see if this has solved the issue. Genie Only</p>	<p>Perform a reset on the WVB. If WVB continues to blink Red, Replace the WVB.</p>
<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" <input type="checkbox"/> to see if this has solved the issue." <input type="checkbox"/> Genie Only</p>	<p>Troubleshoot the MoCA / Coax network. Verify cabling and connectors.</p>

92	"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	Should not occur. Escalate to NET, NET to escalate to STB Field Support.
93	On-screen display shows: Your Receiver is connected to the wireless network, but it is not connected to the Internet. HR44 internal WiFi DECA is connected to the local wireless network but not the Internet. HR44 Only	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.
94	On-screen display shows: The Receiver is not connected to a wireless network. There are more than one wireless networks in range. HR44 internal WiFi DECA is not connected to the local wireless network, but there are wireless networks detected. HR44 Only	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.
95	On-screen display shows: The Receiver is not connected to a wireless network. HR44 internal WiFi DECA is not connected to the local wireless network, and there are no wireless networks detected or in range. HR44 Only	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.
96	On-screen display shows: The received wireless network signal is weak. This may affect performance. HR44 internal WiFi DECA is connected to the WiFi router; however, the WiFi signal strength is poor. HR44 Only	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

97	On-screen display shows: There is a history of wireless network signal weakness. This may	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.
98	On-screen display shows: There is a history of wireless network disconnects. This may affect performan. HR44 internal WiFi DECA is connected to the WiFi router; however, there is a history of WiFi signal disconnects. HR44 Only	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
99	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 performan. Genie Only	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 text on the codes listed above.

Codes 10,11 - Receiver Error Detected.

A problem with your receiver was detected.

Troubleshooting: Both of these indicate receiver erros that are not recoverable in the field so the box must be replaced.