DIRECTV 3 Digit Error Codes:

DIRECTV Error Code 711
Error Code 711 means access Card Is Not Active.
Error Code Solution = Customer Service needs to activate.

DIRECTV Error Code 721
Error Code 721 means Service Isn't Authorized.
Error Code Solution = Customer Service needs to authorize.
Can also indicate a blackout condition sports programming.

DIRECTV Error Code 722
Error Code 722 means Service Expired.
Error Code Solution = IRD was unplugged for an extended period reconnect IRD & have Customer Service reauthorize.

DIRECTV Error Code 724
Error Code 724 means Authorization or Paring Expired Issue.
Error Code Solution = Contact DIRECTV to resend Pairing or Resend All Authorizations.
Issue may be related to 920 On Screen Display also troubleshoot if present.

DIRECTV Error Code 725
Error Code 725 means Authorization or Paring Expired Issue.
Error Code Solution = Contact DIRECTV to resend Pairing or Resend All Authorizations.
Issue may be related to 920 OSD so also troubleshoot if present.

DIRECTV Error Code 726
Error Code 726 means Wrong or Missing RID Number.
Error Code Solution = Verify RID from TV screen & have Customer Service reauthorize.

DIRECTV Error Code 727
Error Code 727 means Program Not Available in Your Area.
Error Code Solution = Have Customer Service verify address and resend authorizations.
If still not available have Customer Service check for Blackouts or FCC Viewing Restrictions.

DIRECTV Error Code 731-743:
Error Code 731-743 means IPPV is an option it may not be available for all customers depending on the quality and capacity of phone lines.

DIRECTV Error Code 731
Error Code 731 means Access Card Full.
Error Code Solution = Run IRD system test to make sure phone is OK.
If not OK troubleshoot phone line.
If OK have Customer Service force a callback time approx 2 minutes.
If a forced callback does not succeed see above reminder: For Ext 731-743.
Related On Screen Display is 780 for broadband connected boxes.

DIRECTV Error Code 732
Error Code 732 means IPPV Purchase Limit Reached.
Error Code Solution = 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 On Screen Display is 781 for broadband connected boxes.

DIRECTV Error Code 733
Error Code 733 means IPPV Ordering Disabled.
Error Code Solution = 60 days with no callback, either resolve callback issue or disable IPPV flag and resend all authorizations.
Contact DIRECTV - Related On Screen Display is 777 for broadband connected boxes.
Follow procedure for 731- Access Card Full.

DIRECTV Error Code 734
Error Code 734 means Unable to Request IPPV.
Error Code Solution = IPPV flag set to No in the billing system.
Contact DIRECTV.

DIRECTV Error Code 736
Error Code 736 means IPPV (Interactive Pay Per View) has been disabled due to STB not successfully completely a callback.
Error Code Solution = 60 days with no callback, either resolve callback issue or disable IPPV flag and resend all authorizations.
Contact DTV - Related On Screen Display is 777 for broadband connected boxes.

DIRECTV Error Code 741
Error Code 741 means PPV Data was Missing.
Error Code Solution = Conflict between your current billing information and authorized services.
PPV event day and time needs to be escalated by Customer Service to the DIRECTV Support Center.

DIRECTV Error Code 743
Error Code 743 means PPV has expired.
Error Code Solution = 24 Hour rental period has expired for previously ordered PPV.

DIRECTV Error Code 744
Error Code 744 means Loss of Programming.
Error Code Solution = IRD is not getting authorization.
Need to reset IRD and check for new On Screen Display.

DIRECTV Error Code 745
Error Code 745 means Access Card or Reader may be Defective.
Error Code Solution = Access card has had temporary problem processing data.
Reset IRD.
If problem continues IRD and/or access card may need to be replaced.

DIRECTV Error Code 746
Error Code 746 means Possible Data Corruption.
Error Code Solution = IRD had a temporary problem processing data.
Reset IRD.

DIRECTV Error Code 747
Error Code 747 means Unable to Complete On Screen Display when ordering or viewing PPV.
Error Code Solution = On Screen Display says Unable to complete this transaction.
Have Customer Service resend authorizations, then reset IRD Only on NDS IRDs such as D10s, H20s, R15s.

DIRECTV Error Code 749
Error Code 749 means Multiswitch Problem.
Error Code Solution = Troubshoot multiswitch.

DIRECTV Error Code 750
Error Code 750 means Service Not Active.
Error Code Solution = Customer needs to have HD access to be able to view OTA channels.

DIRECTV Error Code 751
Error Code 751 means Wrong or Missing RID Number.
Error Code Solution = Contact DIRECTV to verify actual RID against Billing System.
Attempt Resend All Authorizations.

DIRECTV Error Code 752
Error Code 752 means Information Update Error IRD cannot accept a software download or new data updates with the current access card.
Error Code Solution = On Screen Display 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

DIRECTV Error Code 761
Error Code 761 means Insert Your Card or MRR Service.
Error Code Solution = Access card isn't all the way in the IRD.
Remove & reinsert card.

DIRECTV Error Code 762
Error Code 761 means Insert Valid Card or MRR Service.
Error Code Solution = IRD & access card are not communicating.
1) Remove & reinsert Card
2) Reset Without Access Card
3) Test Card vs IRD

DIRECTV Error Code 763
Error Code 763 means Access Card Expired.
Error Code Solution = Access card is an older version card.
1) Have CS order new card or activate replacement card
2) If card replaced have CS resend authorizations
3) If On Screen Display continues, reset IRD
4) Replace IRD. When troubleshooting this issue tune to channel 377 to verify if programming has returned.

DIRECTV Error Code 764
Error Code 764 means Wrong Access Card Inserted Access card in IRD does not match what is listed with authorization system.
Error Code Solution = Have CS verify & update information.
Have CS reauthorize and then reset IRD.
If On Screen Display 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

DIRECTV Error Code 765
Error Code 765 means Please insert your new access card.
Error Code Solution = Insert new access card.

DIRECTV Error Code 771
Error Code 771 means that the DIRECTV receiver is having issues communicating with the satellite dish.
Error Code Solution = If you are experiencing heavy rain or snow, simply wait for it to be over before troubleshooting as the signal between your dish and the satellite may be temporarily lost as a result of strong weather.
Also, check to see that nothing is blocking the line of sight from the DIRECTV dish and the dish is pointed in the correct direction.

DIRECTV Error Code 771A
Error Code 771A means Problem Communicating with Dish.
Error Code Solution = 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 Superseded by 775.

DIRECTV Error Code 771B
Error Code 771B means Problem Communicating wish Dish.
Error Code Solution = Too many receivers or tuners are connected to the SWiM.
Test with SWiM meter and upgrade to SWiM 16 if necessary.
Superseded by 776.

DIRECTV Error Code 772
Error Code 772 means No guide data.
Error Code Solution = Signal or broadcast issue.
Occasionally seen after rain fade.

DIRECTV Error Code 775
Error Code 775 means the DIRECTV receiver is having trouble communicating with your satellite dish and the TV signal may be interrupted.
Error Code Solution = Cables may be loose.
Check the connections on the back of your DIRECTV receiver and start with the SATELLITE IN connection and make sure they aare not loose.
Unplug the power inserter.
The power inserter is the grey or black box that powers your dish.
The most common problems is intentionally unplugging it.

DIRECTV Error Code 776
Error Code 776 means Problem Communicating with Dish.
Error Code Solution = Too many receivers or tuners are connected to the SWiM.
Test with SWiM meter and upgrade to SWiM if necessary.

DIRECTV Error Code 777
Error Code 777 means IPPV Ordering Disabled.
Error Code Solution = 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.

DIRECTV Error Code 780
Error Code 780 means Access Card Full.
Error Code Solution = Run IRD system test to make sure network is OK.
If not OK, troubleshoot network line.
If OK have Customer Service force a callback est time approx. 2 minutes.
If a forced callback does not succeed see above reminder: For Ext 731-743.

DIRECTV Error Code 781
Error Code 781 means IPPV Purchase Limit Reached.
Error Code Solution = 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.

DIRECTV Error Code 792
Error Code 792 means Antenna Problem.
Error Code Solution = Loss of signal from over-the-air antenna.

DIRECTV Error Code 799
Error Code 799 means Replace Receiver Self-diagnostic On Screen Display.
Error Code Solution = On Screen Display says Receiver needs to be replaced.
It may NOT need to be replaced.
Perform a Factory Default through the IRD menu.
Only on D10s.

DIRECTV Error Code 818
Error Code 818 means Unable to Start Network Services.
Error Code Solution = 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.

DIRECTV Error Code 920
Error Code 920 means Missing Guide Info.
Error Code Solution = Your receiver has not received guide information from the satellite for the past 3-13 hours.
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.

DIRECTV Error Code 927
Error code 927 indicates that an error occurred during the processing of downloaded On Demand movies or shows.
Error Code Solution = DELETE the recording and try downloading it again.