**INSTRUCTIONS & INFO**

**Resolve Common DIRECTV Error Codes**

In rare instances, you may see an error code or message on your TV screen. In most cases, you can easily fix the issue by [restarting your receiver](https://www.directv.com/support/satellite/article/KM1045485) or refreshing your service. Learn more about these errors below including step-by-step troubleshooting instructions.

|  |
| --- |
| DIRECTV ERROR CODE NUMBERS AND MESSAGES |
| Error code or message | **Brief Description** |
| [DIRECTV error code: 14, 15, 18, 19 or 22](https://www.directv.com/support/satellite/article/KM1397811) | Your receiver experienced a problem during the restart process. |
| [DIRECTV error code: 203](https://www.directv.com/support/satellite/article/KM1045525) | Your account is past due and services have been reduced to a minimum level. |
| [DIRECTV error code: 614, 615 or 616](https://www.directv.com/support/satellite/article/KM1379147/) | Video connection lost between your Genie client and the Wireless Video Bridge or main Genie receiver. |
| [DIRECTV error code: 617, 618 or 619](https://www.directv.com/support/satellite/article/KM1379149) | Video connection lost between your receiver and the main Genie receiver. |
| [DIRECTV error code: 620, 621, 622, 623, 624, or 625](https://www.directv.com/support/satellite/article/KM1453756/) | Your receiver has lost video connection. |
| [DIRECTV error code: 711](https://www.directv.com/support/satellite/article/KM1049208) | Your receiver has not been activated for DIRECTV service, or your receiver has received only part of the data it needs to decode our satellite signal. |
| [DIRECTV error code: 721](https://www.directv.com/support/satellite/article/KM1002152) | The channel you're trying to watch is not included in your programming package, or your receiver is not processing the programming information on this channel. |
| [DIRECTV error code: 722](https://www.directv.com/support/satellite/article/KM1049462) | Your DIRECTV receiver may not have the programming information for the channel you're trying to view. |
| [DIRECTV error code: 724, 725, or 726](https://www.directv.com/support/satellite/article/KM1041771) | Your receiver's ID doesn't match the ID listed in the system, or your receiver's ID doesn't match your receiver's access card information. |
| [DIRECTV error code: 727](https://www.directv.com/support/satellite/article/KM1045851) | The sports program you're trying to watch is blacked out in your area. |
| [DIRECTV error code: 731, 732, 733, or 736](https://www.directv.com/support/satellite/article/KM1042309) | You are having trouble ordering Pay Per View movies and events with your remote control. |
| [DIRECTV error code: 734, 741, 742, or 743](https://www.directv.com/support/satellite/article/KM1042322) | Your receiver doesn't have the programming information for the Pay Per View title you're trying to order. |
| [DIRECTV error code: 745 or 746](https://www.directv.com/support/satellite/article/KM1049086) | There might be a problem with your receiver's access card. |
| [DIRECTV error code: 752](https://www.directv.com/support/satellite/article/KM1046298) | There might be a problem with your receiver's access card. |
| [DIRECTV error code: 761 or 762](https://www.directv.com/support/satellite/article/KM1042314) | This error message appears when you're trying to watch a live or recorded show. |
| [DIRECTV error code: 763](https://www.directv.com/support/satellite/article/KM1049285) | Your receiver's access card has expired. |
| [DIRECTV error code: 764](https://www.directv.com/support/satellite/article/KM1045885) | The wrong access card has been inserted in your receiver. |
| [DIRECTV error code: 771](https://www.directv.com/support/satellite/article/KM1443051/) | Your receiver is having trouble communicating with your satellite dish. |
| [DIRECTV error code: 772](https://www.directv.com/support/satellite/article/KM1148368) | New DIRECTV programming was just added or updated, or your receiver was just installed or activated. |
| [DIRECTV error code: 773](https://www.directv.com/support/satellite/article/KM1046606) | Your receiver has found an error and initiated an automatic reformat of the hard drive. |
| [DIRECTV error code: 774](https://www.directv.com/support/satellite/article/KM1046576) | An error has been detected on your receiver's hard drive. |
| [DIRECTV error code: 775](https://www.directv.com/support/satellite/article/KM1443045/) | Your receiver is having trouble communicating with your satellite dish. |
| [DIRECTV error code: 776](https://www.directv.com/support/satellite/article/KM1397808) | This indicates that you may have too many receivers connected to a SWiM (single wire multi-switch). |
| [DIRECTV error code: 782](https://www.directv.com/support/satellite/article/KM1453799/) | You’ll see this error when the signal between your receiver and satellite dish is interrupted |
| [DIRECTV error code: 792](https://www.directv.com/support/satellite/article/KM1247354) | Your receiver is searching for an Off-Air Tuner signal. |
| [DIRECTV error code: 920](https://www.directv.com/support/satellite/article/KM1099497) | This error occurred because your receiver was unable to download the guide information from the satellite for more than 3 hours. |
| [DIRECTV error code: 921](https://www.directv.com/support/satellite/article/KM1221629) | You are attempting to view 4K Ultra HD programming without the proper equipment. |
| [DIRECTV error code: 927](https://www.directv.com/support/satellite/article/KM1192749) | An error occurred when downloading On Demand movies or shows. |
| [DIRECTV error code: 928](https://www.directv.com/support/satellite/article/KM1221637) | Your Wireless Video Bridge has lost power, has a poor signal, or is rebooting, or you have replaced the Genie receiver and need to reset the wireless connection. |
| [DIRECTV error message: Channel Not Available](https://www.directv.com/support/satellite/article/KM1011891) | The channel is used for an event, which either has not started or is already over, or the channel is not included in your programming package. |
| [DIRECTV error message: No Servers Detected or codes 611, 612 or 613](https://www.directv.com/support/satellite/article/KM1002433) | The Genie Mini receiver can't detect and connect to the main Genie HD DVR. |
| [DIRECTV error message: No Signal, or screen is black, blue or gray](https://www.directv.com/support/satellite/article/KM1002402) | Your TV may not be set on the right input, or your receiver may need to be reset. |
| [DIRECTV message: No user activity for the last 4 hours. Going into Power Saving mode](https://www.directv.com/support/satellite/article/KM1041861) | Some DIRECTV receivers have a power-saving feature that automatically puts the receiver in standby after four hours of inactivity. |
| [DIRECTV error message: TV does not support this program's content protection](https://www.directv.com/support/satellite/article/KM1046207) | Many DIRECTV channels feature HDCP (High-bandwidth Digital Content Protection), a form of copy protection that prevents digital video and audio content from being intercepted as it travels across either HDMI or DVI interconnect cables. If you have an older HDTV, it may be non-compliant. |