

# DIRECTV®

## TROUBLESHOOTING

### TECHNICAL ISSUES

Go to [support.directv.com](https://support.directv.com) to check your error code or search for your issue.



#### NO INTERNET CONNECTION DETECTED ON YOUR DIRECTV® RECEIVER

##### Additional possible causes

- > Ethernet or coax cable is loose or disconnected.
- > Network settings on the receiver or the wireless router have changed.
- > Receiver has a poor connection to the wireless network.

##### Quick solutions

If you are experiencing problems with receiver connectivity, visit [directv.com/connect](https://directv.com/connect)

1. Check that the gateway is plugged in and its lights are on.
2. Verify Internet service is active by checking your home computer.

#### FROZEN/PIXELATED SCREEN

##### Possible cause

- > Your receiver is having trouble communicating with your satellite dish.

##### Quick solutions

1. Check all connections on the back of your receiver, starting with the SAT-IN connection, and make sure they're secure.
2. Reset the receiver or Genie® Mini by pressing the **RED** reset button located on the side of the device or inside the access card door on the front panel.

#### NO SIGNAL/SNOWY SCREEN

##### Possible cause

- > TV is on the wrong input, channel or audio/visual connection.

##### Quick solutions

1. Verify both TV and receiver are on.
2. On your DIRECTV® remote, press **TV INPUT**, OR on your TV remote, press the **INPUT** or **SOURCE** button. On the RC71 Remote, press and hold **ENTER** for 3 seconds.
  - > Cycle through inputs slowly until picture returns.
3. Check that all video cables between receiver and TV are securely plugged into matching ports.



Get quick solutions for resolving service queries on your own.