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Acquiring guide data 772 message 2019

FILED BELOW:directvhdtsatellite In the 21st century, we expect things to work. It can be frustrating when you press the GUIDES button on the DIRECTV receiver or DVR and you see nothing but Regular Schedule. It's even more frustrating if you see a message saying that your handset hasn't received driver data and needs to be restarted. Here's the first thing to try. Before performing any action, press the red reset button on the DVR. It can be very obvious on the side or back, or it could be hidden behind a spring-loaded door on the front. Note that you are looking for the reset button on the DVR or receiver. Doing this procedure on Genie clients will not help. Press the button and wait for live TV to return. This generally takes 5-7 minutes. As soon as you receive live TV, press the button again and wait. About 90% of the time this will solve the problem. More detailed fixes Most of the time this is caused by a line of sight issue. If you have the Slimline-5 plate, you may not realize how much of the sky your plate needs to see. (Not sure which dish you have? This tutorial will help you.) It is a band about 22 degrees wide. If there are trees or other obstacles anywhere near the plate, it is possible that he does not see everything he needs to see. The receiver may not have a clear view of the 119-degree satellite position. When the receiver starts, it will dare some data from any satellite it can find, but if there is a Slimline-5 dish installed, they want to get the driving data from a satellite that is a bit off the axis from where you think your plate is pointed. An easy test One way to test this is to put it on the roof, put it right behind the plate, and then turn your head to the right about a quarter of a turn. If you see trees or other obstacles, they're probably blocking the plate. If you're not passionate about high places, a site like dishpointer.com will help you. Set it up so that it points from the location of your plate to the DIRECTV 119 satellite and you'll see an aerial view of where the dish should point. You may be able to see the problem or the map could help you figure out where to look when you go outside. If you don't see any obstacles, the next step is to check the strengths of your satellite's signal. (Here's a tutorial on how to do it.) You should see a strong signal on satellite 101 (higher than 85) and, if you have the Slimline-5 plate, you should also see strong signals on 119. If you don't have them, it's time to point the dish again. Update the dish? The Slimline-5 dish is not needed for about 95% of people as of mid-2019 and is about to become permanently useless. This could be the perfect time to upgrade to a new LNB that offers 4K functionality. If all else fails... There is another possibility, although it is rather unlikely. DIRECTV receivers have a tuner that is only used to receive guide data. It's called Network Tuner and there's a hidden menu to help you test it. On an older DIRECTV receiver, go to the front panel of the receiver and press GUIDE and the right arrow at the same time. It takes a bit of practice to get the right. When you do, you'll see a hidden test menu that looks like the image above. Down arrow to Coax Network and press SELECT. You can do this part from the remote control. If you have a Genie DVR or Genie Client, press and hold the SELECT button on the Genie remote until the screen appears. It might look different because of the new menus, but it will work the same way. The network tuner may have a different name The network tuner can be called Tuner 3 on HR24 and earlier DDDrs or Tuner 2 on HD receivers. On a Genie, it can also be called Tuner 6. The point is that all the tuners you see, even the last one in the list (whatever it is called) should be at about the same level. (Don't count off-air tuners if they are displayed.) If the network tuner is much lower than the other tuners, it is a sign of a problem. If you see strong signals on all your satellites using the signal strength test but the network tuner is low, this is a sign that a receiver or DVR is bad and it's time to think about a replacement. My TV says acquire driving data. Thank you for your patience. I restarted it 4 different times and it always comes to this screen and never searches for guide data. How can this be fixed? Data capture guide 772 message For every DirecTV user out there, having access to unlimited media, TV shows and on-demand TV is a normal thing. Each DirecTV user has a receiver to optimize the connection. However, some of the receivers are grappling with capturing 772 guide data message on the screen and limit streaming. So, we have some easy solutions for you! 772 Guide Data Capture Message What is Message 772? If you receive message 722 on the DirecTV receiver, it is basically an indication that the programming information has been corrupted and misinterpreted. However, there is nothing extreme to worry about because you can fix it by following the easy hacks below; 1) Reset The first thing you need to do is restore the receiver. The DVR can be restored by pressing the red button on the receiver; usually available on the back of the receiver or on the side. When you press the reset button, it will take about ten minutes to complete. In addition, live TV may not be available for an hour, but the message will be 2) Signal If the reset is not working the message error, there is a high probability that there are signal problems in the receiver. In simpler words, the receiver does not receive signals as it should lead to the programming file problem. That said, you need to the position of the receiver where it will receive optimal and strong signals. In addition, if there are frequency obstacles around the receiver, it can also interrupt signals. For example, there may be a router, microwave, and TV around the receiver. So, it is better to change the position of the receiver where there are no frequency issues. 3) Satellite signals If the receiver is already in the optimal position, you need to check the satellite signals and their strength. It should be borne in mind that the satellite signal strength must be greater than 85. These signals are for 101 channels on the satellite. Then, check the signals. 4) Network Tuner When it comes to Dish receivers, they designed with the network tuner and is responsible for receiving guide data. That said, you need to check the network tuner as it should. First of all, you need to press the guide button and the right arrow on the front panel. It will bring out the test menu, then choose the coaxial network from the menu. This will tune in to the network and reconfigure for better performance. 5) Customer support If nothing helps fix message 772 of the capture guide data while using the Dish receiver, there are chances that something bad going on in the backend. That said, we recommend that you call Dish at the customer support number and share the issue with them. They will observe your network and share better information about the problem. Also, if there are back-end network issues, they will inform you about this too, so you can just wait! Home Forum > DIRECTV products and services > DIRECTV HD DVR / Receiver Discussion > Home Forum > DIRECTV products and services > DIRECTV HD DVR / Receiver Discussion > spam firewall My HR24-100 fan recently died in my vacation home. This was established in 2008 and had a line that entered directly into the receiver. I replaced this receiver with the HR24-200 and activated it in my main residence. In my main residence there are two lines that come and I have a BBC on each line. The activation went well. I brought the handset to my house today and it freezes and the screen says drive data acquisition I only have one row there. I called DTV and they told me to give him time. Disconnect the receiver, etc. nothing works. I changed my line and even brought a BBC and tried it with one. I'm not tech savvy and I just watch TV. Any advice? it can be 24 hours or more to populate the guide, so let it work? When we click on more information, it says this should take 2 minutes and try to restore the box by pressing the red button or call customer service. I did it. In to be accurate, did you make the box set back to your second position, using the SWM3 or SWM5 LNB settings on the right? It is likely that you will need to change the satellite settings. I don't remember on HR24 if you need to keep info or press the menu, but doing one or the other while saying that capturing information should take you to the menu where you need to go to Settings > Satellite > Repeat Satellite Configuration. It will probably automatically collect Slimline 3S (SWM) or Slimline 5S. Press continues and rolls through the setup and this should be fixed. It is likely that you will need to change the satellite settings. I don't remember on hr24 if you need to hold down the information or press the menu, but do one or the other while saying that capturing information should take you to the menu where you need to go to Settings > Satellite > Repeat Satellite Configuration. It will probably automatically collect Slimline 3S (SWM) or Slimline 5S. Press continues and rolls through the setup and this should be fixed. They collect automatically only if it is a set SWM, not Slimline, without knowing more about the configuration that the OP is using in the second position, it is only speculation on how to fix it. said, Yes, it should perform a Set Up Repeat Sat in the second position and make sure to choose the correct dish set. Does anyone know for sure which dish they're using? One is a SWM (at home) and the other is not? HR24 with a single direct line in the receiver without a b-band converter is more than likely SWM. The only other option is if it is connected to an 18 or 18x20 in single tuner mode or if hd channels have not been received. All right, speculation. OP, can you identify which dish you have? I performed the set up and collected the type of dish: slinline-5, switch type: multiswitch, tuner: dual I checked the signal strength and everything came out as zero I checked the configuration and it worked for a few minutes and then said a satellite signal could not be detected. Check the installation and re-test. I looked on the roof and the plate is very wide and oval as and seems to have 3 or 5 lbs. I might have more details about, orrow when the light comes on. I'm going to go get a different kind of dish and manage the set up until something recovers. Any ideas?? Press the hyphen button. He says you have a swm setup? If so, does the power inserter work? If not, make sure it is connected and not to a power strip that may have been turned off. If you do not have a swm configuration, you need a band converter b. Reactions: Jimbo Said it cannot detect a swm. I didn't have a bband or swm power inverter with the old receiver. I brought one of my bands b and had it on it now in case it was so. I've been asking about the swm since you said there was only one cable from the plate, which means a swm configuration. It looks like there was a receiver there before it only has one tuner, so only one cable was needed. If it is not a swm configuration, you will need to add another cable from the plate to use both tuner units in the dvr. Running another cable is out of my reach. Do you know an installer in the norwalk area, ct? i know i messed up a little engraving because when it wasn't it was at first I got into the setup and got some numbers on signal strength. I started changing things and now I'm trying all these configurations and getting nothing. The dish looks like an international dish Last modified: March 14, 2015 Now that's daylight I can see the dish. It says thin on the front of it and appears to have 3 lbs and a cable coming out of it. that cable goes straight into my seat. Previously with the old receiver he went straight into the back of the box. Now that it's daylight, I can see the plate. It says thin on the front of it and appears to have 3 lbs and a cable coming out of it. that cable goes straight into my seat. Previously with the old receiver he went straight into the back of the box. If your lnb is really a legacy lnb not swm, you have to choose a single tuner and not double tuner if you use only one cable. If the dish is swm, which I think maybe, you seem to miss the power inverter that powers the dish. Reactions: Is Jimbo A power inserter connected anywhere between the plate and the dvr? I'm going to borrow a swm power inverter hopefully today to see if it works. But why didn't I need it with the previous receiver? I'm going to borrow a swm power inverter hopefully today to see if it works. But why didn't I need it with the previous receiver? If you didn't need it with the previous receiver you don't have a swm lnb. ALL swm lnb require a power inserter, EVERYTHING DO. If you don't have a swm lnb, you have a legacy lnb, you'll need to set your DVR to a single tuner unless you want to run another line on the plate, you'll also need a B-band converter. You can see the label on the LNB under your eyes, it has a model number, probably starting with SL5 or SL3. If you can give us that we can tell you what LNB configuration you have and whether you need the power inserter or not, BBC or not and what settings to use. I'm going to borrow a swm power inverter hopefully today to see if it works. But why didn't I need it with the previous receiver? Is that the same recvr you used there before? Where's the plate, is it on the roof? I'd take a ladder, if it was on the roof, to take a closer look at the LNB. I would check if it has an output already connected to a cable, or if it has 4 outputs with only one connected to a cable. need you determine if you have a 1 LNB SWM output or 4 LNB output, people can tell you what to do next. Page 2 How about binoculars? Thank you for your answers. It's on the roof and it rained all day. A little sketchy to go up there every day. I'll see what I can see with my binoculars. I can't see any but I could see that there is only one node. I can't see how many cables come directly from the NB like everything in the metal tube. However, at the bottom there is only one line coming down. I tried many different configurations. You need a little bit I previously used the hr24-100 and this is now the hr24-200 If only one wire comes from a thin plate compared to a SWM configuration. Chances are you need to add the power inserter and not have a BBC. Also make sure that the receiver is hooked into the jack that says SWM, only one of them is correct for SWM. You may have already made it work before without a power supply inserter, but it should not be done, it will usually not work and is not reliable. In a SWM without PI the receiver is powering the LNB and does not emit enough energy to power an LNB SWM, so the power supply inserter. A traditional multiswitch configuration is powered by the receiver, so no PI. If you had a SWM setup that worked without PI, it was luck and probably taxed the receiver more than ideal. As I said earlier, it could be a legacy configuration that had a receiver, so you don't need more than one cable. Gdubs97, you really need to determine whether it is a swm lnb or not before proceeding. I guess the sick will ruin going up. Rooftop. I looked with binoculars and could see nothing but a metal pipe. How will I be able to tell if it's swm lnb? I guess the sick will ruin going up. Rooftop. I looked with binoculars and could see nothing but a metal pipe. How will I be able to tell if it's swm lnb? Look what the model number is on the LNB when you're there... By the way, be careful! It is not unheard of to have a legacy LNB wired with only one line going down if only one receiver is connected. I'm still suspicious that there wasn't a B band before. The model number would be the best. OP another way that could help us is perhaps the color of the adhesive, does it look clear greenish or blue? Upgrade the other plate to swm so that both configurations are identical. This will most likely eliminate the problem you have. Reactions: Jimbo Maybe already has SWM and the power inserter is disconnected somewhere and doesn't realize it.... There are no bathroom inverters that we are very much here. The laboratory reads SL3PIG-P. I have a b-band connected to the house if necessary. The original configuration here didn't have one. So you have a non-swm lnb and you will need the b band converter. You will only be able to use one tuner in the dvr. Be sure to enter the settings menu and change the dvr mode to single tuner. The picture is really a SWM LNB. You should have a power inserter somewhere. Small black box with green light and coaxial connected. It is possible that it worked without a power inserter but not likely and would have worked sporadically. If you've traced the entire coaxial and can't find a power inserter, you'll need to one somewhere. It's the 21-volt version. So you have a non-swm lnb and you will need the b band converter. You will only be able to use one tuner in the dvr. Be sure to enter the settings menu and change the dvr mode to single tuner. Integrated SL3SPIG-P Multi-Switch with 1 output is SWM only one older. Hmmm. I'll try with with swm inverter if my brother let me borrow his. He certainly doesn't have one now. If he did, I'd have taken it when I went through the set up right? The setup said it wasn't swm. Or was it just because there wasn't a SWM inverter??? On another note, I think all other settings are turned off as well. Is there anyone here who's interested in jumping on the phone with me? I just feel like this is a daunting task here. I accidentally went to the satellite signal readings and all the zeros came. I moved one up and took some numbers for pop-ups. That's because there wasn't a power inserter. If you put it on Slimline 3 not swm that might get some numbers because it is sending some voltage to the LNB but it is not enough to make it work properly. Can any local store buy an inverter? March madness is not the same vision on the computer. Can any local store buy an inverter? March madness is not the same vision on the computer. This is definitely a swm lnb, it's very old, one of the originals before they went to green labels. It should work well though, but you'll need a power inserter, I don't know anywhere that you could get one locally.... can check craigslist. That's about \$10 on Amazon. You need the 21 volt model. Amazon product If the setup worked earlier, I would follow the entire length of the cable just to make sure one isn't already installed but disconnected. Integrated SL3SPIG-P Multi-Switch with 1 output is SWM only one older. Correct, I was going to what Gdubs97 posted, not the photo. I'm sorry for any confusion. Page 3 I know that there have been changes to programming and fees. For some reason my DVR fee went from \$10 to \$25. My equipment is HD boxes but I don't subscribe to HD. My premises are on bird 99. So all of a sudden D* thinks I'm going to get HD because I have HD equipment? I have a DVR in my living room and one in one bedroom. Confused. sounds like this. it also sounds like you have the whole advanced home feature enabled on your DVR, since I think it's also rolled in that cost. time to make a phone call. I was on the phone with a CSR for 30 minutes on Friday. He couldn't understand the change, but he took it off and assured me that Bill was right. I have an email to confirm that. So I'm going to pay my account online today and the charge is still there. I noticed that the whole home feature was suddenly available, but it wasn't when I had my installation 18 months ago. I turned off that feature because I was afraid to choose the full cost of the house. I was on the phone with a CSR for 30 minutes on Friday. He could not understand the change, but took it off and assured me that Bill Reason. I have an email to confirm that. So I'm going to pay my account online today and the charge is still there. I noticed that the whole home feature was suddenly available, but it wasn't when I had my installation 18 months ago. I have this feature turned off off I was afraid to choose the full cost of the house. Which recvrs are currently being used? Even flat if you know. I'm not sure this is still a policy, but at some point DirecTV won't be lamented by having HD equipment and not having the HD access fee. The same goes for the DVR. So, if this is still true, you should have HD/DVR access or return those receivers and accept something else. I'm not sure that's the case today. Some markets have MPEG4 premises that are HD only, which would allow non-HD logins in those exception situations, so it must be a difficult area to understand. It may have hr24 is automatically adding those services to your account and the CSR doesn't understand what's going on. I'm not sure this is still a policy, but at some point DirecTV won't be lamented by having HD equipment and not having the HD access fee. The same goes for the DVR. So, if this is still true, you should have HD/DVR access or return those receivers and accept something else. I'm not sure that's the case today. Some markets have MPEG4 premises that are HD only, which would allow non-HD logins in those exception situations, so it must be a difficult area to understand. It may have hr24 is automatically adding those services to your account and the CSR doesn't understand what's going on. This is the only reason I have HD equipment. My locals were once on bird 72.5. Now I'm on bird 99 as far as I know. I looked at my account online this morning and once again D* is trying to charge me a fee of 25.00 DVR. Does it happen to anyone else? I looked at my account online this morning and once again D* is trying to charge me a fee of 25.00 DVR. Does it happen to anyone else? It's not a \$25 DVR fee, as mentioned, it covers HD and DVR and Whole Home rates. I'd call them and remind them you don't have HD. I think it's probably a situation that if your computer sees an HD recvr on your account, it's automatically activating the HD rate. It's not a \$25 DVR fee, as mentioned, it covers HD and DVR and Whole Home rates. I'd call them and remind them you don't have HD. I think it's probably a situation that if your computer sees an HD recvr on your account, it's automatically activating the HD rate. That's my Jimbo hypothesis, too. When I called them last month, the first thing they said was I'm not sure why that charge is there, you don't have HD HD

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