

# Technical Bulletin

Date: July 27, 2017

## Subject: Dish Type Limitation in New DIRECTV® Genie Software Causing Error Message 771

### Products Affected

TracVision® TV1, TV3, TV5, TV6, TV8, RV1, A9

### Problem Description

DIRECTV's latest version of software for Genie DVRs (models HR34, HR44, and HR54) removes the **18" Round** option from the Dish Type menu (see below).

*Dish Types Now Available on the Genie*



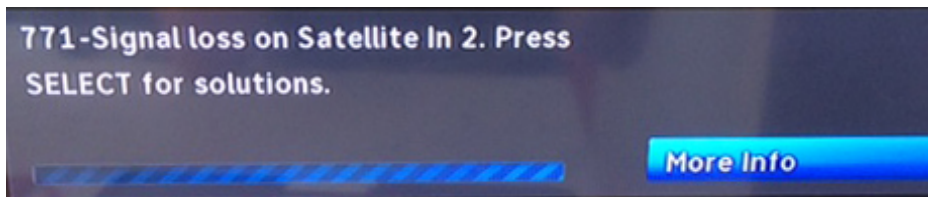
Due to this change by DIRECTV, you will need to select one of the following available Dish Type options when setting up a Genie to work with a TracVision system:

Satellite(s) Needed*	Dish Type
101W only	SL3 LNB
101W and 119W	SL5 LNB

\* The 119W satellite carries just local channels for certain regions of the U.S. See [www.kvh.com/dtv119locals](http://www.kvh.com/dtv119locals) for the latest list.

Both of these Dish Type settings assume the Genie is connected to additional Ka-band satellites that are not supported by the TracVision TV-series, RV1, and A9 antennas. As a result, when the customer changes channels or records a program from one of the Genie clients, the following error message occasionally might display on the TV:

#### *771 Error Message*



Why does this occur? The Genie conducts a tuner self-check routine whenever it needs to switch to a different transponder. During this check, if it can't find all the satellite signals it expects based on its SL3 or SL5 Dish Type, it generates the "771" error. This error is displayed even if the desired channel is actually carried by one of the satellites the TracVision system supports.

#### **Problem Solution**

Unfortunately, unless DIRECTV restores the 18" Round Dish Type in a future software release, there is little the customer can do to avoid these errors. Changing the channel will clear the error message from the screen, and recurring errors can be minimized by deleting any unwanted scheduled recordings from the Genie. Of course, another solution is to replace the Genie with a different model DVR and/or receivers.

If you have any questions about this issue, please contact KVH Technical Support at **+1 401 847-3327** or via email at [support@kvh.com](mailto:support@kvh.com).