

What Is Happening?

A "Programming Not Authorized" error is displaying (005, 013, or 014).

Why Is It Happening?

This problem is typically caused by out-of-date information in the DISH receiver or a receiver error.

How Do I Fix It?

Resolve this issue by completing all the steps below:

1 Reset your DISH receiver

Unplug the power cord of your DISH receiver (typically has a red tag) from the electrical outlet for 10 seconds, then plug it back in.

If you have a Hopper & Joey system, unplug the power cord of the Hopper (larger receiver).

The reset process may take up to 5 minutes to complete.



2 Contact Us

Please contact us (</support/contact>) for further assistance. Our technical experts will confirm the steps you've done and continue troubleshooting with additional steps.

