

DirecTV Two-Way Module Keeps Disconnecting

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URC's DirecTV Module provides powerful integration with your DirecTV devices! Give your clients the ability to browse & control their DirecTV devices through their URC Interfaces! Using state-of-the-art design and the latest in technology, the DirecTV devices can now integrate with the Total Control system using URC's latest two-way module. Your users will now be able to see the status and control their DirecTV devices seamlessly from all of their Total Control Interfaces. To learn more about the Direct TV two-way module, please visit [Direct TV Two-Way](#)

Symptom:

When using the DirecTV two-way module, the interface continues to disconnect from the Direct tv module.

Solution:

To fix this issue, the "**external device**" access must be in **Enable** mode. This can be found within the **settings** of the DirecTV box. The external devices are the satellite boxes that run as slaves to the main DirecTV box.

To enable the external device mode, follow the steps below:

Enabling external device access in the DirecTV receiver:

select **Menu** ---->

Settings & Help ---->

Settings ---->

Whole-Home ---->

External Device ---->

External Access ---->

Set to ALLOW.

At the **Warning** prompt, select **OK**. External Access now displays as "**ALLOW**"

Below is a link to a how-to on Youtube.

<https://www.youtube.com/watch?v=evAuFBDZffs>

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If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484**.

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