

IPTV Error - V555, V565, V566- Article no. 9388

Introduction

These are Generic Player Failure errors.

Resolution Steps

1. [Reboot the IPTV box through Merlin](#)

- If you are unable to reboot through Merlin, follow [power cycling](#) steps

2. If the issue persists, click the Create Work Order or Technical Case button on the Work Orders Tab in BOLT

- Click **Create Work Order or Technical Case**, fill out the

information as described below and click **Submit**

Trouble Call or Tech Case	IPTV Issue
Service Category	IPTV ONLY
Problem Description	Network Connection Issue - IPTV
Select	Click the box next to the affected box(es) only
Add	Error Code(s) , Channel(s) affected, Contact Phone, Contact name and troubleshooting steps

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=102>