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

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