

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

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## Introduction

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These are Generic Player Failure errors.

## Resolution Steps

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### 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**

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

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