IPTV error V404, V405, V419- Article no. 8555

The box is out of home. Specifically, the box has been removed from the customer's network and account and is trying to be used on another account / network

- **Advise the customer that the box does not detect the network the customer is on**
    - *Has the box been moved to another location, network, or account?*
        - If so, advise the customer to reconnect the box at the original location
    - If the customer claims this is not the case, continue below

IPTV is a **Data** product; always troubleshoot the **modem** and **its connection** to the IPTV device ***before*** troubleshooting the IPTV device

- Just like a laptop, gaming system, or other device, IPTV needs a **good** connection to the modem to work properly
- Never create an IPTV case without completing all data troubleshooting steps, first
- Remember, if there is an issue with the data service, create a Work Order for the data issue

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Start with Data Troubleshooting Steps for IPTV

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