IPTV Error c601, c604, c606, c610, c627

Resolution Steps

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

If Troubleshooting Data Hasn’t Resolved the IPTV Issue:

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=109