

# IPTV Box Upgrade Project in DC Metro, IL and MA- Article no. 9363

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## Resolution Steps

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- A small number of **Residential** customers **DC Metro, Illinois** and **Massachusetts** with our **first generation IPTV box** (Amino) will soon receive a **free equipment upgrade notification** (see last bullet)
- **New IPTV equipment** with **step by step instructions** are mailed out to **affected** customers starting **08/01/2023**
- **Old (ANDSTRM) boxes start shutting off on 8/15/23**
  - **Customers will need to install their new boxes to restore services**
- The old IPTV boxes are listed as Item **ANDSTRM** in BOLT and ICOMS
- The new equipment is sent out **already listed** on the customer's account; once the equipment is **plugged in**, the box **will work!**
  - If the new equipment is installed and giving an error, please **troubleshoot as normal**
- Customer's that have multiple Amino Boxes may only receive **one (1)**

remote. Older Amino remotes do not work with new IPTV equipment. If this is the case, please send the amount of remotes that need to be replaced

- **Older Amino remotes do not need to be returned. Please waive the new remote fees.** Note: You cannot waive fees in BOLT; agents are allowed to use the ICOMS steps to waive these fees **only in this instance** for customers that are part of this swap project
- The customer's existing IPTV box will **still work** until they hook up the new one; however, as of **7/24/23** you **won't** be able to troubleshoot the box **remotely** anymore
- If a customer has service issues and calls in to troubleshoot the old IPTV box before the new equipment arrives, schedule a Trouble Call
- BOLT will display an alert message on affected accounts
  - **IPTV Box Swap Project - See Simon 9363**
- [Self Install Letter](#)

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