

# Channels Missing from IPTV Guide- Article no. 8589

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## Introduction

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

- If the IPTV box was **moved** to another location, network, or account, ask the customer to **return it to its original location**
- Just like a laptop or gaming system, an **IPTV box** needs a **good connection** to the **modem** to **work properly**
- **Always** check for [outages](#) *before* **troubleshooting**

**Note:** if they **cannot tune** to the channel in question, please follow this [Missing Channel process](#)

## Resolution Steps

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1. Verify the account is **Active** and **in good financial standing**
2. Make sure there is a **valid phone number** in the **Home Phone** field in **ICOMS**

3. Verify the [Serial Number / TSN Number](#) is **correct**, then [send a Balance hit](#)
4. Make sure the **Guide** is set to [All Channels](#)
5. Ensure the **internet equipment** is **online** in [Merlin](#), with **no signal issues or packet loss**
6. Use the [IPTV tab in Merlin](#) to make sure the **IPTV box** is connected to the [customer's network](#)

1. Next, [power cycle all internet equipment](#)

2. Once **all** internet equipment is **back online**, make sure the **IPTV box** is [connected to the customer's network](#)

- For **hardwired connections** to IPTV boxes, check the [physical connection](#)
- For **wireless connections**, check the [wireless network health](#) and [RSSI signal \(signal to the equipment\)](#) in Merlin

3. [Power cycle](#) the IPTV box, following [these steps](#) **carefully**

4. 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>	Trouble Call
<b>Service Category</b>	Data
<b>Problem Description</b>	Select the applicable Data Issue based on above steps
<b>Select</b>	Only the affected equipment
<b>Schedule</b>	First available time that works for the customer

**Notes**

Include all pertinent information, including the error

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=115>