Channels Missing from IPTV Guide- Article no. 8589

Introduction

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

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**

Trouble Call or Tech Case	Trouble Call
Service Category	Data
Problem Description	Select the applicable Data Issue based on above steps
Select	Only the affected equipment
Schedule	First available time that works for the customer

Notes	Include all pertinent information, including the error

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