IPTV Error V95 Lost Internet Connection- Article no. 8592

Introduction

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

Resolution Steps

1. Ensure the account is **Active** and in **good financial standing**
2. Verify the Serial Number / TSN Number
3. Verify the IPTV equipment is connected to using the IPTV tab in Merlin

1. Send a balance hit
2. Check the data equipment in **Merlin**; ensure the modem is online without signal issues or packet loss
3. Make sure the box is connected to your network

- If hardwired to the eero / router, check the connection
- If wireless, check the wireless network health and RSSI signal (signal to the equipment) in Merlin

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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