

IPTV Error V550, V551, V552 - Player Failure- Article no. 9002

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**

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|----------------------------------|--|
| 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 |

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=119>