

# IPTV error V539, V549, V635, V639, V642- Article no. 8517

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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**

## Resolution Steps

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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. Channel away, and then channel back
5. 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
<b>Notes</b>	Include all pertinent information, including the error

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