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

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

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**

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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