

# IPTV Error V306, V307, V308, V309, V310, V315, V403, V501- Article no. 8579

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## Introduction

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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. 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. Ensure the **internet equipment** is **online** in [Merlin](#), with **no** [signal issues or packet loss](#)

5. 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**

<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

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