# IPTV Frozen / In a Non-Responsive State- Article no. 9207

4 days ago | Article no. 9207

## Introduction

**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. 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. Ensure the **HDMI connection to the TV** is **secure** and the **TV** is on the **correct input**

4. Verify the Serial Number / TSN Number is **correct**, then send a Balance hit

5. Ensure the **internet equipment** is **online** in **Merlin,** with **no** signal issues or packet loss

6. Use the IPTV tab in Merlin to make sure the **IPTV box** is connected to the customer's network

7. Next, power cycle all internet equipment

8. 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

9. Power cycle the IPTV box, following these steps **carefully**

10. 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 |