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

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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

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