## IPTV Error V401- Article no. 9186

## 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. Make sure **nDVR code** is on the proper occurrence(s)
  - Warning: if the NDVR code is already there, do not remove it and add it again
- 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
<b>Service Category</b>	Data
<b>Problem Description</b>	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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