

IPTV Live TV is Actually 30 Minutes Behind-

Article no. 8997

Introduction

- This happens when the Android IPTV box (ANDSTRM eStream4K) is connected not with HDMI, but a "breakout" cable - cable that combines Phono (R+L) audio and Composite video (for older standard definition TVs)
- Choosing "Live TV" actually takes you 30 minutes back from Live TV

Resolution Steps

- To resolve, customers can fast forward to actual "Live TV"
- You can offer to schedule a case for these instances. We can roll the update back on the box to rectify it
- An HSN# is needed and can be found on the [bottom of the IPTV box](#), just under the serial number (S/N)
- **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT:**
 - Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	IPTV Issue
Service Category	IPTV ONLY
Problem Description	Android App Issue

Select

All Affected Equipment

Add

- Contact Phone
- Contact number
- "Breakout cables bug - HSN#####" in the comments

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=124>