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 recify 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

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