

# Account Closed / Locked / Error C612 - IPTV- Article no. 8552

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## Introduction

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WOW TV+ (WOW IPTV) receiving error c612 (not registered) error

## Resolution Steps

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1. Check BOLT for a recently completed Non-Pay Work order
  - If account **is current**, proceed to next steps
  - If **not** current, take a payment. Services will not come back up without a payment
2. **Balance** the account
3. **Power cycle** the box

**Important:** follow **power cycling** steps carefully; each box is power cycled differently
4. 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**

<b>Trouble Call or Tech Case</b>	IPTV Issue
<b>Service Category</b>	IPTV ONLY
<b>Problem Description</b>	Account Closed - IPTV
<b>Select</b>	All affected boxes
<b>Notes</b>	Contact Phone, Contact name, relevant information

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=132>