IPTV - Stuck on Update- Article no. 8588

Resolution Steps

1. Verify the Serial Number / TSN Number

2. **Power cycle** the IPTV box

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

3. 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	IPTV Issue
Service Category	IPTV ONLY
Problem Description	Network Connection Issue - IPTV
Select	All affected boxes
Notes	Contact Phone, Contact name, relevant information

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=133