Pink or Purple Hue on IPTV Screen- 8584

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. **Unplug the HDMI cable**, switch ends and reconnect to the TV and IPTV box

4. If possible, try another HDMI cable

5. If possible, connect the box to a different HDMI input on the TV, and try that HDMI input

6. 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	TU - IPTV Box Won't Power On
Select	All affected boxes
Notes	Contact Phone, Contact name and note the pink/purple hue on screen

Online URL: