# 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 |

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