IPTV Box Rebooting Repeatedly- Article no. 8580

Resolution Steps

1. Verify the Serial Number / TSN Number
2. **Ensure the box is not plugged into an outlet that is controlled by a wall switch**
3. **Power cycle** the IPTV 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**

Trouble Call or Tech Case	IPTV Issue
Service Category	IPTV ONLY
Problem Description	TW - IPTV Rebooting
Select	All affected boxes
Note	Contact Phone, Contact name, relevant information

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=135