IPTV Won't Power On- Article no. 8554

Resolution Steps

1. Verify the Serial Number / TSN Number
2. Ensure the **power source of the box is plugged into has power**
3. If the light in front of the box is red, press any button on the remote to wake it up

1. **Power cycle** the IPTV box

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

2. 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 Won't Powe
Select	Click the box next to th box(es) **only**
Schedule Appointment	In available Quota
Notes	Contact phone, Contac information

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