

# V425, V459 - IPTV- Article no. 8514

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**Reason:** Channel list not populated

## Resolution Steps

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1. Verify the [Serial Number / TSN Number](#)
2. Verify customer subscribes to the channel and tier of service
3. [Send a Refresh hit in BOLT](#)
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**

<b>Trouble Call or Tech Case</b>	IPTV Issue
<b>Service Category</b>	IPTV ONLY
<b>Problem Description</b>	Android App Issue
<b>Select</b>	All Affected Equipment
<b>Include</b>	Problem description, App affected and all troubleshooting in your notes

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=137>