V425, V459 - IPTV- Article no. 8514

Reason: Channel list not populated

Resolution Steps

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**

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

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