# IPTV Tab In Merlin

6 months ago | Article no. 9270

## Introduction

- The IPTV Tab in Merlin can show you the diagnostics of an IPTV box in question
- These areas of the IPTV tab should be considered when troubleshooting

## Resolution Steps

## IPTV Alert Messages ( top of screen in Red )

- **Box X####-####### out of home: Not on customers home network**
    - Box may be connected to neighbors wifi. error displayed to the customer will be either v404 or v405
- **Box X####-####### out of home: on off-net IP address**
    - Box is not connected to the Astound network. It may be connected to neighbors wifi ect.. error displayed to the customer will be either v404 or v405
- **Box X####-####### not found in logs**
    - The box has not made a call into TiVo but is showing as being on the account. If looking at HSD Tools, you will not see a CA Device ID showing
        1. Check to ensure all of the codes are on the account for this device
        1. Send a refresh to the device/balance the account then reboot their box(es) (this will likely require the customer to reboot as it's effectively offline)
- **Box X####-####### Bad serial number format**
    - Serial number does not follow the 5x7 for a valid HSN (ie: E2345-678901..)
- **Offline**
    - **The IPTV box is not connecting to the network**

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**Plus Mark**

- Duplicate of some of the router tab info for quick reference
    - Router RSSI – Receive side of signal strength
    - WiFi Radio Channel
- MAC Address of IPTV box

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### Box Serial

    - Refresh button refreshes IPTV screen without refreshing Merlin
- Serial number of the IPTV Box

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### Status (Online/Offline)

- Shows the current network status of the IPTV box
- Offline – Troubleshooting network connectivity (Please do not submit case for this error)
    - Example: C210, V95

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### Policy Status (Good/Bad)

    - Shows the current policy status of the IPTV box
- Bad – Verify error messaging with customer to determine troubleshooting steps
    - Ex: V404/V405 - Out of region

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### Public IP

    - Displays the public IP address of the customer modem
- Can verify this against the IP info on the Live Data tab to verify boxes are on

correct network

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### Internal IP

- The local network IP address of the IPTV box

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### CPU Temp

- Ignore; if customer makes mention of box being warm please ensure box is on a flat surface and has no airflow obstruction

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### Remote Present (Yes/No)

- Shows if a remote is currently connected

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### Network Type (WiFi/Ethernet)

- Shows the current connection type if online

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### RSSI

    - Shows the WiFi signal strength between the IPTV box and the Router
    - When Ethernet connection is used, RSSI will show N/A
    - Below -65 is potentially service impacting
- Red – Likely requires a truck if customer is experiencing intermittent IPTV box issues

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### Uptime

- Time since box was last rebooted

### Reboot

- Reboots the IPTV box

- It takes about 60 seconds for an IPTV box to complete reboot process

**Agent may need to refresh merlin due to caching when IPTV tool is launched*

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=157