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**

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

Box Serial

    - Refresh button refreshes IPTV screen without refreshing Merlin

- Serial number of the IPTV Box

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

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

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

Internal IP

- The local network IP address of the IPTV box

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

Network Type (WiFi/Ethernet)

- Shows the current connection type if online

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