

# IPTV Tab In Merlin- 9270

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## IPTV Tab In Merlin

6 months ago | Article no. 9270

### Introduction

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- 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

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## **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

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## 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>