Missing Channels- Article no. 2151

Introduction

Verify channel was not [moved, removed or renamed](#)

- **Note:** programming may be changed at any time by the channel (i.e. from Bounce TV to Me TV)
    - We have no control over programming changes
    - The channel is not obligated to tell us of these changes

- **Is this a public access channel?**
    - Advise programming is not always available 24/7

- **Is this a lobby channel or building security channel?**
    - Suggest the customer contact their building management, if they say there's no issue, keep troubleshooting below
    - **Note:** there are currently **no** lobby / security camera channels for **IPTV;** these channels are delivered through cable

Resolution Steps

Converter

1. Check for **[Outages](#)** and verify account is **[not disconnected for non pay](#)**

2. Verify customer subscribes **[to the channel and tier of service](#)**

3. **Send a Balance hit**

4. If a channel included in a free preview is missing, verify the free preview is not over

5. Verify the **Serial Number / TSN Number**

6. Confirm all **connections are finger-tight**

7. **Non-TiVo boxes:** Verify channel(s) are not labeled as **Skip** in the IPG:

8. **TiVo -** ensure the channel is checked on **the channel list**

9. Ensure channel is not in **Sports Blackout**

10. Confirm channel is not subject to **Parental Control Restriction**

11. Verify rates for service codes and equipment **matches occurrences**

12. **Power Cycle the equipment**

13. If not resolved, Click **Create Work Order or Technical Case** in the **Work Orders** tab in **BOLT**

   - Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Trouble Call
Service Category	Cable
Problem Description	AI - Missing Channels
Cable Channels Affected	Enter Channels Affected
Cable Issue	Choose appropriate issue
	• Blank/Out • Other Issue

	• Parental Control/Rating Issue • Pixelating/Snowy • Temp Off Air Message • To Subscribe Message
Select	All affected equipment
Schedule	First available time that works for the customer
Enter	Contact name and phone number
Notes	Relevant information
Tell Customer	Dispatch may call in advance to troubleshoot and resolve the issue before the truck roll

CableCARD

1. Check for **Outages** and verify account is **not disconnected for non pay**

2. Verify customer subscribes **to the channel and tier of service**

3. **Send a Balance hit**

4. Verify the **Serial Number / TSN Number**

5. Ensure channel is not in **Sports Blackout**

6. Confirm channel is not subject to **Parental Control Restriction** through the device using the CableCARD

7. If possible, **unseat and re-seat** the cableCARD by gently pulling it out abut not removing it completely, then pushing it back in after a few moments

8. If not resolved, Click **Create Work Order or Technical Case** in the **Work Orders** tab in **BOLT**

- Fill out the information as described below and click **Submit**

Trouble Call or Tech Case:	Trouble Call
Service Category:	Cable
Problem Description:	AI - Missing Channels
Cable Channels Affected:	Enter Channels Affected
Cable Issue:	Choose appropriate issue: • Blank/Out • Other Issue • Parental Control/Rating Issue • Pixelating/Snowy • Temp Off Air Message • To Subscribe Message
Select:	All affected equipment
Schedule:	First available time that works for the customer
Enter:	Contact name and phone number
Notes:	Relevant information
Tell Customer:	Dispatch may call in advance to troubleshoot and resolve the issue before the truck roll