# IPTV Error C210 / C806 Cannot Connect to Network- Article no. 8553

## Introduction

**IPTV** is a Data product; always **troubleshoot the modem** and its **connection** to the **IPTV device** *before* troubleshooting the IPTV device

- If the IPTV box was **moved** to another location, network, or account, ask the customer to **return it to its original location**
- Just like a laptop or gaming system, an **IPTV box** needs a **good connection** to the **modem** to **work properly**
- **Always** check for **outages** *before* **troubleshooting**

## Resolution Steps

1. Ensure the account is **Active** and in **good financial standing**
2. Verify the **Serial Number / TSN Number**
3. Verify the IPTV equipment is connected to using the **IPTV tab in Merlin**

1. **Send a balance hit**
2. Check the data equipment in **Merlin**; ensure the modem is online without **signal issues or packet loss**

3. Make sure the box is **connected to your network**
    - If hardwired to the eero / router, check the connection
    - If wireless, check the **wireless network health** and **RSSI signal (signal to the equipment) in Merlin**
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**

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|---|---|
| **Trouble Call or Tech Case** | Trouble Call |
| **Service Category** | Data |
| **Problem Description** | Select the applicable Data Issue based on above steps |
| **Select** | Only the affected equipment |
| **Schedule** | First available time that works for the customer |
| **Notes** | Include all pertinent information, including error number |

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