

IPTV Tab In Merlin - 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

Check to ensure all of the codes are on the account for this device

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

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

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=30>