

Netflix / Velocity Virtual Channel Mismatched - Philadelphia, PA Article no. 3775

Introduction

Netflix has been found mapped to channel 750 in the Philadelphia market on some TiVo equipment, which is the channel position for Velocity

This occurs because the TiVo box software was updated with Lehigh Valley warehouse information in error

Resolution Steps

- In the Philadelphia market, if your customer reports Velocity as a missing channel (black screen) on their TiVo, ask them to check the Guide
- If the Guide shows **channel 750 as Netflix instead of Velocity**, click **Create Work Order or Technical Case**

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

Trouble Call or Tech Case	Trouble Call
Service Category	Cable
Problem Description	SN - Serial Number Conflict Cable
Notes	Netflix / Velocity Issue with a Valid Contact Number
Destination Queue	Local Market Support (Dispatch)

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=395>