# Netflix / Velocity Virtual Channel Mismapped - 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