

# IPG Error: One Moment Please this Channel will be Available Shortly- Article no. 5433

## Introduction

Customers may have to wait up to 5 minutes for the channel to restore itself

- This typically occurs when the station is experiencing technical difficulty
- This also happens when the station is not airing content due to a Sports Blackout
- If this occurs while in the guide, change the channel

## Resolution Steps

If the issue persists, click **Create Work Order or Technical Case** on the **Work Orders Tab** in **BOLT**

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

<b>Trouble Call or Tech Case:</b>	Trouble Call
<b>Service Category:</b>	Cable
<b>Problem Description:</b>	AF - Converter Problem Cable
<b>Select:</b>	All Affected Equipment
<b>Schedule:</b>	First available time that works for the customer

**Notes:**

Valid contact name and phone number

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=491>