AWKNGTV

IPTV troubleshooting worksheet

Record the pattern before changing your setup. Use this sheet with your support team; comparisons are clues, not proof of the cause.

1 Describe the issue

Device model / operating system

Player name / app version

Channel or programme affected

Date, time and time zone

Symptom: ☐ Buffering ☐ Login error ☐ Empty list ☐ Other

2 Change one thing at a time

Comparison	What happened?
Try another channel on the same player.	
Try another video service on the same device.	
Restart the player and device, then retry.	
Compare Wi-Fi with Ethernet, if supported.	

A speed test on another device does not describe the connection at your TV. One working service does not prove that every network route or stream is healthy.

3 Send useful details, keep access private

Include the exact error message, the tests above and whether one stream or all streams fail. Ask support to check the service side too.

Do not include passwords, full playlist links, payment details or private customer information. Avoid clearing app data or factory-resetting as a first step.

Full checklist: awkngtv.org/iptv-buffering/

Support: awkngtv.org/contact/