VOD - Cable Card Pairing error Article no. 5473

Introduction

Before troubleshooting the VOD issue, check the **CableCARD pairing**

- TiVo
- All other Boxes

Resolution Steps

1. Try a VOD selection again
2. 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**

Trouble Call or Tech Case	Trouble Call
Service Category	Cable
Problem Description	CableCARD Pairing Error
Include	Valid contact name and phone number
Notes	CableCARD Equipment Address (16 digits), CableCARD ID (13 digits), Host ID (13 digits)and Data ID (11 digits)

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=401