Box Stuck on VOD Home Page- Article no. 5476

Resolution Steps

1. Press the **Channel Up** button on your remote to move off the VOD home page

2. Power cycle your converter box

3. Verify the Serial Number / TSN Number

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

    - Click C**reate Work Order or Technical Case**, fill out the information as described below and click **Submit**



Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=418