VOD not Responding to Commands Article no. 5498

Resolution Steps

1. Remove any of the following characters from the account name in ICOMS

   1 2 3 4 5 6 7 8 9 0 < > , " & '

2. Ensure a Sub Account exists on the account

3. Troubleshoot the remote control and try the VOD again

4. Verify the Serial Number / TSN Number

5. Power Cycle the converter

6. Send a Balance hit

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

   - Click **Create 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=421