VOD Errors SRM-65535 and CL-514- Article no. 5463

Introduction

This is a Signal or Connection Error (and occurs when you remove the coax cable from the cable box while it is on)

Resolution Steps

1. **Unplug power** from back of converter box

2. **Check the coax** to ensure it s screwed securely into the back of the converter box and is not bent or damaged

3. **Plug power back into converter box** give the box 10 minutes to completely reboot, and then re-test
   .
4. If the issue persists, click the **Create Work Order or Technical Case** button on the Work Orders Tab in BOLT

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

Trouble Call or Tech Case	VOD Issue
Service Category	VOD
Problem Description	SRM-65535 or CL-514
Select / Enter	All Affected Equipment, Valid Contact Name and Phone Number
Schedule	First Available Time that Works for the Customer
Required	Title, Date and Time of Occurrence

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