VOD Error Problem Tuning, Please Try Again- Article no. 5474

Resolution Steps

- Wait **2 minutes** and try the VOD again to temporarily correct the issue
    - Even if the VOD plays, **schedule a technician**; the error **will** reoccur
- Click **Create Work Order or Technical Case** on the **Work Orders Tab in BOLT**

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



Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=497