VOD Error Requested Application not Available- Article no. 5475

Resolution Steps

1. Press **any key** on the remote to clear the error
2. Try to order the VOD again; customers are **not** charged more than once for a VOD ordered more than once within the same time frame
3. Verify the Serial Number / TSN Number
4. Send a Balance hit
5. Power Cycle the converter
6. 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**

Trouble Call or Tech Case	VOD Issue
Service Category	VOD
Problem Description	SRM-20 or SRM-317
Select	All Affected Equipment, Valid Contact Name and Phone Number
Required	Title, Date and Time of Occurrence

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