

# 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**

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

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=498>