

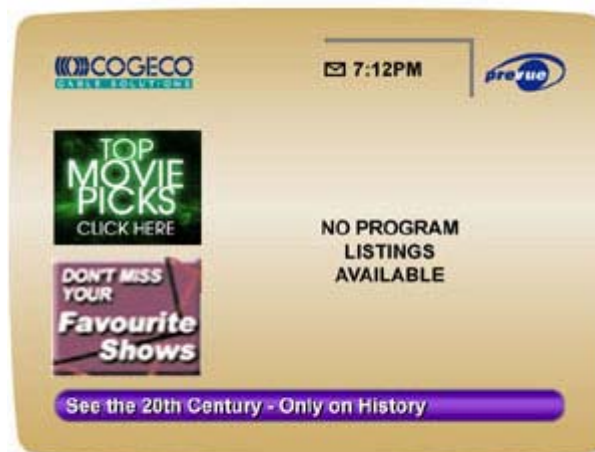
## VIDEO ON DEMAND (VOD) TROUBLESHOOTING TIPS

- Q)** I tried to order a movie and received an error screen that said "Unable to Process Request." What does this mean?
- A)** The "Unable to Process Request" message occurs when the set top is unable to communicate with the VOD server. You must therefore power the set top off, then on again. If the message appears again, write down the numerical code, the time that the error occurred and the operation you were performing. Call Cogeco customer care and ask for a technical support representative.



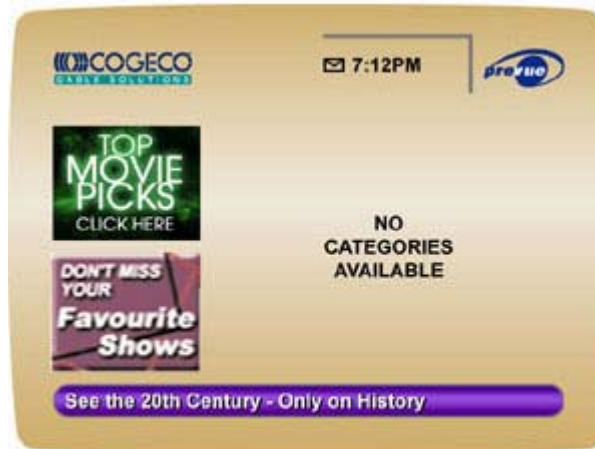
**Unable to Process Request**

- Q)** I tried to order a movie and received an error screen that said "Video Unavailable." What does this mean?
- A)** The "Video Unavailable" message is displayed when the VOD server is unable to provide the video that the viewer requested, either because the server is too busy or because the video is not available on the server. Write down the numerical code, the time the error occurred and the video you attempted to order, and call Cogeco customer care.
- Q)** When I select a category from the VOD Main Menu, I receive a message that says "No program listings available."
- A)** If there are no listings defined for a particular category, this message will appear.



**No Program Listings Available**

- Q) I selected “Categories” from the VOD Main Menu and had a message that said “No Categories Available.”
- A) This means that there are no listings by category currently defined. There is no need to call for assistance, simply select All Videos for complete movie listings.



**No Categories Available**

- Q)** I was watching my movie when it stopped and a message appeared saying “Video Expired.” Why did this happen?
- A)** If you were watching a rented movie close to the end of the rental/viewing period you may have run out of time to watch the entire movie. Rental and viewing times are always available from the information screens.

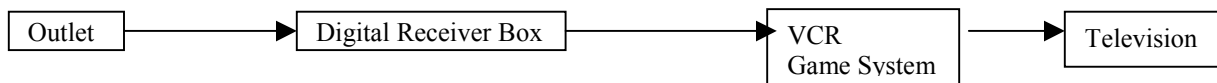


**Video Expired**

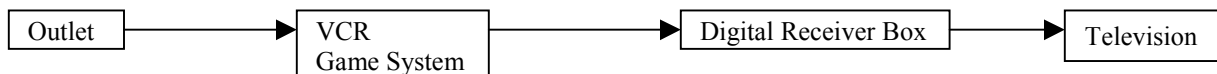
- Q)** I tried to rent a movie but received an error code ‘214’. What does this mean?
- A)** This means that there are too many users trying to rent at the same time. There is no need to call for assistance as we are constantly monitoring movie rental usage. We suggest that you wait a few minutes and try renting again.

- Q)** I see the VOD button but I don't have access to the service.
- A)** If you see the VOD button on your Interactive Program Guide but cannot access the service, you may need to reconfigure your digital box. Your digital receiver box must be configured properly in order to enjoy the new services we will be offering as well as to avoid loss of box functionality. Please ensure that your digital receiver box is connected directly to the cable outlet and that all other equipment is connected after the digital receiver box as shown below.

**CORRECT CONFIGURATION**



**INCORRECT CONFIGURATION**



It is important to note that with the above incorrect configuration, you will not be able to use Video on Demand and other interactive services when they are launched in your area and you may also lose the functionality of your digital receiver box.

For more detailed hook up diagrams please consult the FAQ page at [www.cogeco.com](http://www.cogeco.com)