

## [YouView Troubleshooting](#)

The [YouView support webpage](#) provides general troubleshooting tips and useful contacts to help you resolve issues related to YouView error messages, broadband connectivity or faults with your YouView box.

A guide to the error messages you could receive using the UKTV player are as follows:

<b>UKTV-100</b>	
Description	There seems to be a problem with the network connection.
Why am I seeing this message?	This error message is typically displayed when the connection to the internet is lost. Please check that your broadband service is working and that your YouView set top box is connected to the internet. You may want to try restarting your router.  For more details on troubleshooting your broadband connection, please check YouView's support page <a href="#">here</a> .

<b>UKTV-801, UKTV-802, UKTV-803, UKTV-804, UKTV-805, UKTV-806, UKTV-807, UKTV-808, UKTV-809, UKTV-810, UKTV-811, UKTV-812, UKTV-813, UKTV-814, UKTV-815, UKTV-816, UKTV-817, UKTV-818, UKTV-819, UKTV-820, UKTV-824, UKTV-825</b>	
Description	There seems to be a problem playing video.
Why am I seeing this message?	There a temporary technical problem with UKTV's YouView service which has resulted in this content being unavailable.  Please try to play this content again later. If you still receive this error message feel free to <a href="#">contact us</a> to let us know the error message you are seeing and which programmes are affected.

<b>UKTV-821</b>	
Description	The selected episode is now unavailable.
Why am I seeing this message?	You are attempting to playback a programme which is no longer available On Demand.

**UKTV-822**

Description	Currently our programmes are only available to view in UK & Ireland.
Why am I seeing this message?	The UKTV service on YouView is only available to customers located in UK & Ireland.

**UKTV-823**

Description	The selected episode is unavailable.
Why am I seeing this message?	<p>Please check you are using the latest version of the UKTV application. You can check if a player update is available manually at any time.</p> <p>To do this, press the YouView button on your remote control then go to Settings &gt; Device Management &gt; Update On Demand Players and then press OK again to check for updates.</p> <p>If you still receive this error message after updating the players, please feel free to <a href="#">contact us</a> to let us know which programmes are affected.</p>

**UKTV-999**

Description	There seems to be a problem accessing our servers right now.
Why am I seeing this message?	<p>There is a temporary technical problem with UKTV's YouView service which has resulted in the player application being unavailable.</p> <p>Please try to play this content again later. If you still receive this error message feel free to <a href="#">contact us</a> to let us know.</p>