

Cable Data Reference

Dependable IT - 1 877 226 2225 option 1

ACD=

IEX=

Soft Phone - "Main Transfer #" = billing,sales "Main #" = tech support**General Info**

enter = moves to next field
] = back 1 field
 ë = little done
 / = big done
 remember cap locks makes letters lower case

F Keys

F1 exit acct 4 return to last account you were in F5 lookup
 codes F9 options F10 options
 F12 Change CORP
 you have to be Order Entry menu, then press F12
 F11 rtn to main menu (do this to LOGOUT)!!!

Options

1 Install 2 restart 3. COS 4 Disco
 5 resched 6 cancel TC 7 TC 8 SRO
 9 PPV 10 change house/cust info
 11 Change Box Data/hit

Flips

H - history U - account info -
 L - ledger - C - comments - A - address - R - rates - O - out-
 lets- M - money - B - bill T- trouble call W - work in progress
 I - tells you the tech's schedule and ID #

Codes

W9 W2 W0 always for dig packages
 PW additional box dig select
 L9=super sports 8W=HD basic HD Bundle=D9, HD TMN
 =0W
 additional outlet TMN = W5
 Free dig install = XM (to avoid TAF)

Types of Boxes

option 11 > select box > a letter indicates model
 700 = 7 1200 =9 1700= C 1750=K 1800= 8 or2
 2000=J 6208= 4 6412=6 6416=G HD=3

Internet Packages**Lite (640K)**

5 email addresses
 10 GB up/download cap
 ala carte = 29.95
 w/ analog = 26.95
 w/ dig = 24.95
 1 IP address

**Discontinued Modems
Standard Internet**

Samsung SCM 100R
 Erricsson PipeRider 200C
 Com 21 DP 111/1110

Pro Internet

Samsung SCM 100R
 Erricsson PipeRider 200C
 Com 21 DP 111/1110
 RCA 245

Internet Packages**Std (10MB)**

7 email addresses
 60 GB up/download capL
 ala carte = 44.95
 w/ analog = 41.95
 w/ dig = 39.95
 3 IP addresses

Pro (16 MB)

7 email addresses
 100 GB up/download cap
 ala carte = 69.95
 w/ analog = 66.95
 w/ dig = 64.95
 3 IP addresses

Book TC

(don't forget EZ care ticket)
 AM = 8-noon PM=12-5pm AL =all day (8am-5pm) EV
 (5pm-8pm)
 Option 7 > enter outlet> enter down the page to new outlet
 location > next screen do little done ' > brings you to
 schedule > follow prompts

Reschedule TC

select the T flip first > option 5 > follow the options
 (you still have to do a remedy ticket)
 Cancel TC
 select the T flip first > option 6 > follow the options

Cancel TC

select the T flip first > option 6> follow the options, reason
 = L for customer requested.

Common TC Codes

1 no pix 2 poor svc 3 ingress 4 audio 6 ppv 10 box
 12 no ch's above 13 intermittent 20 drop prob
 21 drop down 22 drop cut 23 relocate drop
 24 relocate temp 40 VOD no svc 41 VOD poor svc
 70 NO HSI 71 HSI intermit 72 HSI slow 95 other

SPLINS

3 pick up equip 5 exchange equip 8 Macintosh
 9 beware of dog A laptop B get ph #
 C call B4 work D Knock hard E see super F go to backdoor
 G see neighbour H connect outside
 I trap variety

Change of Svcs (COS)

outlet #1 = IB any other outlets = IA
 Option 3 > choose outlet > select CB > add Y to what you
 want or N to what you want removed > go to end of list >
 enter "new outlet location" > ' (little done) twice > confirm
 billing ENTER >

Disable VOD - to remove remove the Y in the VOD code
 (VO). You have to do it for each box!
 up a purchase code you cannot block the VOD channel
 unless your completely disable it in ITC.

Set PPV PIN Option 11 > select outlet > enter thru the
 screen until you get to the PIN field > enter code

Clear parental controls

Option 11 > select outlet > enter thru the screen until you get
 to the PIN field > press SHIFT + \$ you will get a confirmation
 message, make sure cust knows they must reset P controls

Common Note Codes

16 cancel appt
 17 change of service
 21 confrm appt
 25 cust equip problem
 26 disco
 32 HSD problem
 35 outage
 37 box hit
 39 PPV (rep # 935)
 42 repeat call T/C
 43 reschedule missed appt
 44 SRO
 49 T/C
 50 to be disconnected
 51 no change to acct
 54 IE problem
 59 cust ed
 61 disco
 62 email assistance
 64 modem problem
 65 network config
 66 NIC problem
 67 provisioning error
 68 proxy settings
 72 mac address
 79 rtn eq courier

Misc Stuff**Remove REC from non DVR
box.**

Press channel up on remote, you
 get a prompt to cancel recording.
 or sent SRO hit

Show acct # - hit these flips
 BB > LL > 11

Motorolla remote code

0476 or 0276 if you need to re
 program the remote to operate
 the cable box.