{New Product}: Tier 1 Technical Support

Participant Guide

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Table of Contents

Document Information

Authorship

The {Company Name} Talent Management & Development (TM&D) group created this document and maintains sole rights and responsibilities for ownership, accuracy and knowledge viability.

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Version History

Version	Date	Author(s)	Affected Change & Pages
1.1	11/12/15	Sue Sudbeck	Published Draft
1.2	12/08/15	Sue Sudbeck	Updated {Knowledge Tool} Search information
1.3	2/9/16	Margie DeBroux	Consistent nomenclature, clarify troubleshooting steps
1.4	2/19/16	Margie DeBroux	Incorporate suggestions and questions from instructors
2.0	4/4/16	Margie DeBroux	Incorporate feedback from instructors; align content/ graphics with other audiences
2.1	5/10/16	Margie DeBroux	Mention features about remote (p. 29); Remove IP AO code info (p. 31)

;

Copyright Information

Document Information, Continued

Throughout this document, you will notice the following icons. Each icon identifies components of the training course for the Facilitator and Participant.

Icon	Use
	The Objectives icon identifies the overall Objectives in both the Course Introduction and Summary.
	The Knowledge Check icon indicates an area of measurement by testing knowledge and/or behavior. Measurement usually directly follows the content to which it pertains.
	The Activity icon highlights instructions for a classroom activity.
	The Discovery Dialogue icon highlights questions that will be discussed openly in the classroom. The questions are designed to make Participants think about the application of the content that was just covered.
	The eLearning icon indicates the Participant will launch and complete the indicated eLearning course as part of their training.
	The Demonstration icon highlights a Facilitator-led demonstration of a task, process, or workflow within the training course.

{Company Logo}

Agenda

Agenda and Timelines

Follow this timeline:

Content	Time
Course Overview	5 minutes
Lesson 1 Product Overview	25 minutes
Lesson 2 Equipment	30 minutes
Lesson 3 User Functionality	30 minutes
Lesson 4 {Customer Care System}	30 minutes
Lesson 5 Troubleshooting	50 minutes
Course Summary & Assessment	10 minutes
Total Time	**3 hours**

{New Product} – Tier 1 Technical Support

Course Overview

Course Introduction **PPT 3**	The goal of this course is to provide incumbent Tier 1 Agents with information and resources needed to support {New Product} Customers. This course includes product information and installation, activation, diagnosis, and troubleshooting activities. This course is also designed to work in conjunction with: • {New Product} Product Overview eLearning (ccivdprd0096) • {Knowledge Tool} articles for {New Product}
Time	3 Hours
Course Objectives **PPT 4**	At the end of the course, you will be able to: 1. Describe the {New Product} product. 2. Describe network architecture and compatible Customer Premise Equipment (CPE). 3. Identify the new user functionalities. 4. Identify tools and resources to support {New Product} Customers. 5. Troubleshoot and resolve Customers' technical issues.

Lesson 1: Product Overview

Lesson Introduction **PPT 6**	Your main focus is to correct your Customer's issue or escalate appropriately. It is also essential that you are able to speak to your Customer about {New Product}'s features and benefits with confidence. This lesson will provide you with a high-level overview of the product. We will go into more detail in the following lessons.

Take a moment to answer the question below. Be prepared to discuss your answers with the class.

List features of the {New Product} product that interested you while taking the *{New Product} Product Overview* course.

1. _____

2. _____

3. _____

Lesson 1: Product Overview, Continued

Lesson Objectives **PPT 7**	At the end of this lesson, you will be able to: 1. List features of the {New Product} product. 2. Describe how {New Product} differs from the {Old Product} product.

{New Product} Features **PPT 8**	Let's discuss the {New Product} product, features, and benefits. {New Product} is packed with state-of-the-art features, including:

Feature	Function
Internet-ready High-Definition Digital Video Recorder (HD-DVR) Host	Depending on the equipment, the DVR allows the Customer to record up to 6 shows at once. The HD Host DVR acts as a gateway host for {New Product} and its clients.
High-Definition Non-DVR Host	The Non-DVR acts as a gateway host for {New Product} and its clients.
High-Definition Client Receivers	The client receiver connects to the DVR to view shows, and frequently updates on-screen guide data. With {Old Product}, the client can stand alone. With {New Product}, the client needs the host.
Voice-activated, cross-platform Smart Search	Voice-activated advanced search functions help create a personalized experience and even provide recommendations for viewing choices. Smart Search allows searching TV, VOD, and DVR shows.
In-TV Apps	Keeps Customers constantly in touch with sports, weather, traffic, and stocks.
{New Product} App (may be called Second Screen App with employees)	Customers can watch live and Video On Demand content on a tablet, phone, or computer within their home.

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Lesson 1: Product Overview, Continued

**{New Product}
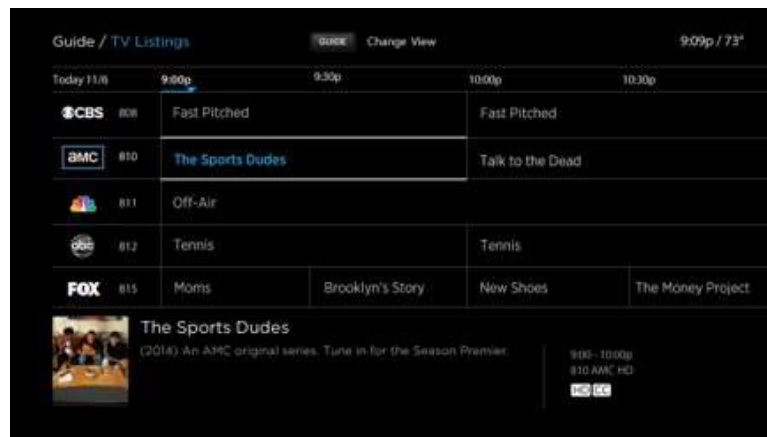Features,**
continued

PPT 8

Feature	Function
Cloud Technology	{Old Product} and {New Product} use similar architectures to deliver video and handle out-of-band data. {New Product}'s network architecture uses more IP cloud networking to deliver content as well as MoCA networking to distribute content within the home. The following are cloud-based features that can be transferred when a host is swapped: • DVR Recordings Schedule • Favorites • Watched List • Recommendations

**Next
Generation
Platform**

PPT 9

{New Product} is the center for the overall Customer viewing experience. The hardware setup incorporates the host, which is used as a whole home server that communicates directly with the HD client receivers.

The hosts' and the client receivers' user interface (UI) has the exact same channels and Video on Demand content that is offered today in the present {Old Product} offering, but with the new, interactive {New Product} on-screen guide.
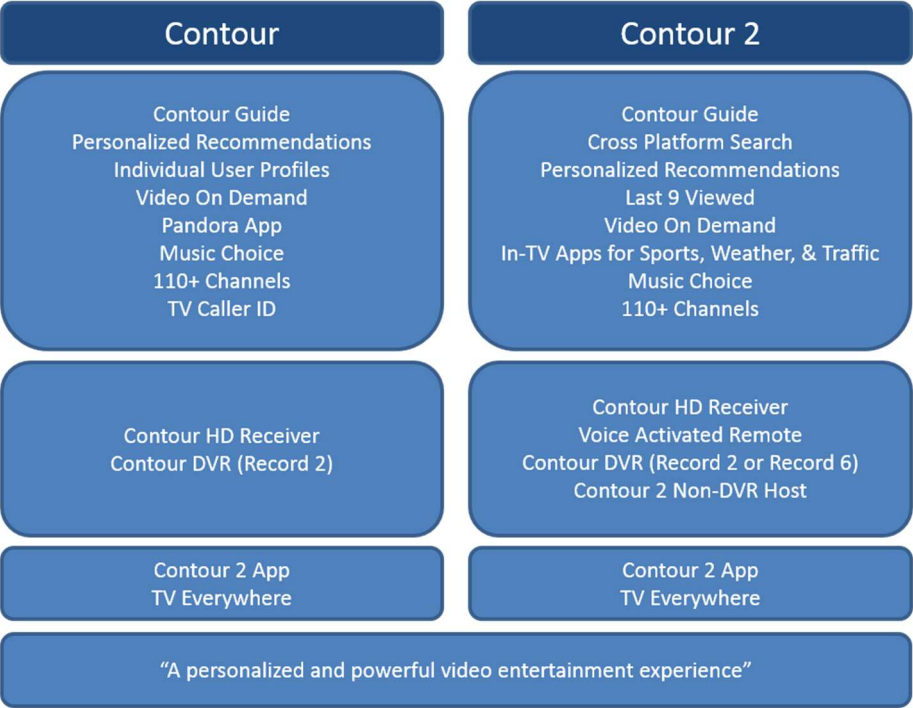

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Lesson 1: Product Overview, Continued

{Old Product} vs. {New Product}

PPT 10

So what has changed from the previous {Old Product} product?

Many favorite features are the same. However, there are upgrades in the delivery system and architecture. Take a look at the {Old Product} and {New Product} features listed below.

Contour	Contour 2
Contour Guide Personalized Recommendations Individual User Profiles Video On Demand Pandora App Music Choice 110+ Channels TV Caller ID	Contour Guide Cross Platform Search Personalized Recommendations Last 9 Viewed Video On Demand In-TV Apps for Sports, Weather, & Traffic Music Choice 110+ Channels
Contour HD Receiver Contour DVR (Record 2)	Contour HD Receiver Voice Activated Remote Contour DVR (Record 2 or Record 6) Contour 2 Non-DVR Host
Contour 2 App TV Everywhere	Contour 2 App TV Everywhere
"A personalized and powerful video entertainment experience"	

Lesson 1: Product Overview, Continued

Customer and {Company Name} Benefits

PPT 11

Customer Benefits	{Company Name} Benefits
• Immersive guide with rich graphics and images • Predictive search that presents content faster • Advanced voice-activated search and viewing to quickly find favorite shows and discover new content • DVR: Record favorite shows and watch them later • VOD: Find the latest releases, movies, and missed shows • Apps: For viewing at home and on-the-go on iOS and Android	• Allows Customers to enjoy the latest video user interface innovations • More PPV purchases • A pool of software for client receivers, apps, and the web • A more competitive product

{Company Logo}

Lesson 1: Product Overview, Continued

PPT 12

Activity: Features and Enhancements

Let's take a closer look at the features and product enhancements that improve the Customer viewing experience. Place an X in the space provided to identify the features associated with {Old Product} and {New Product}.

Feature	{Old Product}	{New Product}
Immersive Guide		
HD-DVR Host		
HD Non-DVR Host		
HD Client Receivers		
Music Choice		
Pandora		
Video on Demand		
Last Nine Viewed		
In-TV Apps – Sports, Weather, Traffic, and more		
Individual User Profiles		
TV Caller ID		

Lesson 1: Product Overview, Continued

PPT 13	Answer the following questions about the {New Product} product. When the class has completed the Knowledge Check, your Facilitator will review the correct answers.

Question 1   How many programs can a {New Product} HD-DVR host record at the same time?
  a. Up to 3
  b. Up to 6
  c. Up to 10
  d. Up to 20

Question 2   Select all that apply. Which of the following features are only available on {New Product}?
  a. TV Apps (Sports, Weather, Traffic, etc.)
  b. Pandora
  c. Voice Search
  d. Last 9 Viewed

Question 3   Which of the following statements are true about the differences between {Old Product} and {New Product}?
  a. Individual user profiles are available in both {Old Product} and {New Product}.
  b. The ability to view the last nine shows is available in both {Old Product} and {New Product}.
  c. With {Old Product}, all devices can be stand alone. With {New Product}, HD Client Receivers must be connected to a Host.
  d. TV Caller ID is available in both {Old Product} and {New Product}.

Lesson 1: Product Overview, Continued

Lesson Summary

PPT 14

You should now be able to:
1. List features of the {New Product} product.
2. Describe how {New Product} differs from the {Old Product} product.

{Company Logo}

Lesson 2: Equipment

Lesson Introduction **PPT 16**	Now that you have an idea of the {New Product} product, it's time to examine the new equipment in detail. You also need to know how equipment provisioning impacts equipment functionality.

	Why is it important to identify compatible {New Product} equipment?

Lesson Objectives **PPT 17**	At the end of this lesson, you will be able to: 1. Explain the {New Product} network architecture. 2. Identify the Customer Premise Equipment (CPE) components that support {New Product}. 3. Identify the requirements needed to access and use the {New Product} app.

Lesson 2: Equipment, Continued

{New Product} Customer Premise Equipment

PPT 18

The following devices support {New Product} service. The Xi3 and XR5 are not being currently installed, but a Customer may have them.

Device Type	Model	Manufacturer
{New Product} HD-DVR Host	Cisco Record 6 9865 HD-DVR	Cisco
{New Product} HD-DVR Host	Arris Record 6 XG1 HD-DVR	Arris
{New Product} HD non-DVR Host	XG2	Pace (Current)
{New Product} HD Client Receiver	XiD	Pace
Trial Only - {New Product} HD Client Receiver	Xi3	
Voice Remote Control	XR11	UEI (current)
Trial Only - Remote Control (non-voice)	XR5	UEI (current)

Using Other Receivers in a {New Product} Home

Unlike some {Company Name} video services, a home cannot have a mix of {New Product} equipment and other advanced digital receivers. The table below lists equipment that can and cannot be used in a home with {New Product} service:

Equipment	Can Use in a {New Product} Home?
CableCARD	Yes
Mini Box (Go All Digital Markets)	Yes
Rovi DVR and Receivers	No
{Old Product} DVRs and Receivers	No

Lesson 2: Equipment, Continued

CPE for DVR Customers

The {New Product} solution for DVR Customers consists of:
- HD-DVR Host (Cisco Record 6 9865 or Arris Record 6 XG1)
- Up to 3 HD Clients per host (XiD, trial: Xi3)
- One (1) remote control for each device (XR11 or XR5)

For more than 4 TVs, an additional host is required. The decision about whether the host has recording capabilities is up to the Customer. There is a price difference in the type of host they choose. The HD Non-DVR Host will act the same as a client.

The HD-DVR Hosts can be used in any {Company Name} market. However, specific devices cannot be guaranteed to the Customer.

Record 2 and Record 6 Customers use the same HD-DVR Hosts, and maximum simultaneous recordings are managed with service entitlements. **Though all HD-DVR Hosts are capable of recording 6 channels, the service codes make it possible to configure the host as a Record 2 or Record 6 device.**

CPE for Non-DVR Customers

On some occasions, a Customer may want {New Product}, but does not want the DVR functionality.

For each HD Non-DVR {New Product} Customer, {Company Name} installs:
- One (1) HD non-DVR Host (XG2)
- Up to three HD Clients per host (XiD, trial: Xi3)
- One (1) remote control for each device (XR11 or XR5)

For more than 4 TVs, additional HD non-DVR hosts (XG2) are required.

Lesson 2: Equipment, Continued

CPE for Homes with Both DVR and Non-DVR Hosts

There may be times when a Customer wants to have one DVR host and a Non-DVR host. A time when a home may have both DVR and non-DVR hosts is when the Customer wants to have a fifth TV and does not want additional recording capabilities on the host. In that case, the non-DVR host acts as a client.

In that case, {Company Name} will install the following:
- HD-DVR Host (Cisco Record 6 9865 or Arris Record 6 XG1)
- Up to 3 HD Client Receivers for the HD-DVR Host (XiD, trial: Xi3)
- One (1) HD non-DVR Host (XG2)
- Up to three HD Clients per host (XiD, trial: Xi3)
- One (1) remote control for each device (XR11 or XR5)

Lesson 2: Equipment, Continued

Network Configuration

PPT 19
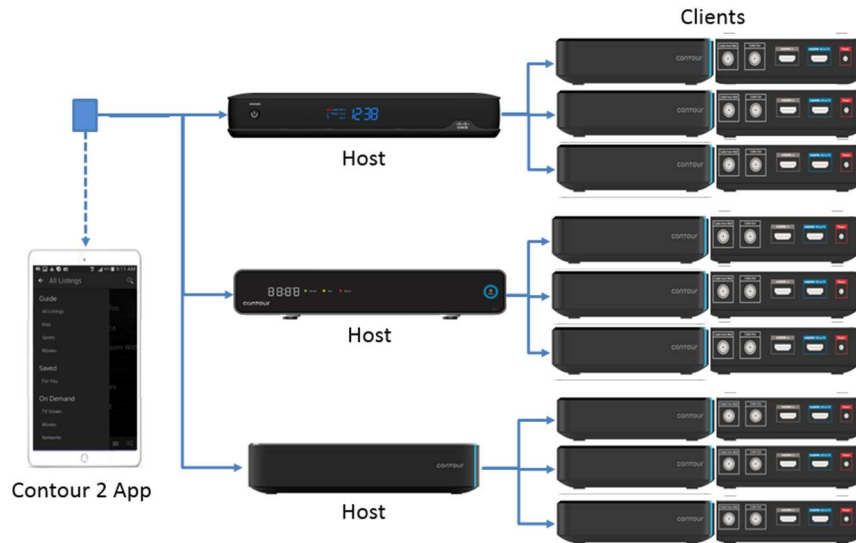
- A home can have up to 3 hosts. Each host can support up to 3 clients. So, there can be 3 hosts and 9 clients, which is a total of 12 devices.
- Each of the hosts can be different. For example, a Customer can have a Record 6, a Record 2, and a non-DVR host. Remember, the Record 6 and Record 2 boxes can be the same model, but are programmed differently.
- If a Customer would like to record more than 6 shows at once, they can have additional HD-DVR hosts. They can have up to 3 HD-DVR hosts without any clients.
- Additionally, the {New Product} app allows Customers to access On Demand and live TV from PCs, laptops, tablets, or mobile devices within the home. {New Product} App uses the CHSI and does not count against the Customer's Data Plan.
- This equipment tends to run hotter than other equipment; be certain that equipment is placed in a well-ventilated location.
- For additional support information related to {New Product} equipment, see {Knowledge Tool}.

Lesson 2: Equipment, *Continued*

Cisco Record 6 9865 HD-DVR Host

PPT 20

The Cisco Record 6 9865 HD-DVR is one of two models of {New Product} HD-DVR Hosts. Technically, the Record 6 HD-DVR Host is a legacy {Old Product} Record 6 DVR that's been converted by {Company Name} to run the {New Product} RDK (Reference Data Kit). As seen in the image below, the front of the {New Product} Record 6 DVR is identical to a legacy {Old Product} Record 6 DVR.

Front of a Cisco Record 6 9865 HD-DVR Host

{Company Name} converts legacy Record 6 DVR devices to {New Product} devices in local and regional warehouses. A {New Product} Record 6 can be identified by the green RDK sticker on the back of the device (see image below).

Important items to note about a Record 6 DVR converted to a {New Product} HD-DVR Host:
- HDMI, Component, Composite, and Digital Audio outputs stay active.
- eSATA, USB, and Ethernet ports are disabled (Note: Because these ports are disabled, we do not support them.)
- Not compatible with {Old Product} Record 2 DVR receivers
- Not compatible with the URC 8820 remote control.

Green "RDK" Sticker

Refer to the {Knowledge Tool} article **Cisco Explorer 9865 HDC High Definition DVR Receiver** for additional information.

{Company Logo}

Lesson 2: Equipment, Continued

Arris Record 6 XG1 HD-DVR Host

The Arris Record 6 XG1 HD-DVR is an additional HD-DVR Host built specifically to run the {New Product} RDK.

PPT 21

Key features of the XG1 include:
- Record 6 DVR capability
- 2 Terabyte (2TB) hard drive
- HDMI, Composite, Coax, and Digital Audio outputs
- RF capable remote
- Multiple HDMI ports; Only the "To TV" port is active

Note: The USB, Ethernet, eSATA and HDMI Input ports on the back of the XG1 are all disabled and not supported.

Front and rear view of an XG1 HD-DVR Host

Refer to the {Knowledge Tool} article **Arris XG1 HD DVR Receiver** for additional information.

Note: There are different versions of the XG1. Though the inputs and outputs may be different locations, all versions of the XG1 will have all of the same inputs and outputs.

Lesson 2: Equipment, Continued

XG2 HD Non-DVR Host

PPT 22

The XG2 is a model of {New Product} HD non-DVR Host. Note the following:

- Can be used as a stand-alone device or support up to three XiD HD Client Receivers
- Compatible with both models of {New Product} HD-DVR Hosts (Cisco Record 6 9865 and Arris Record 6 XG1), the XiD HD Client Receiver, and the XR11 remote control

Key features include:

- Supports up to 4 QAM tuners: one used by the Host TV and three additional for XiD HD Client Receiver
- Supports 4x1 DOCSIS 3.0 for Cloud and VOD service
- HDMI, Composite, Coax, and Digital Audio outputs
- Pre-installed SD (Secure Digital) memory card
- No front panel clock
- USB port on rear of device is disabled
- External power supply
- Multiple HDMI ports; Only the "To TV" port is active

Important items to note about the SD memory card:

- Supports up to 25 minutes of buffered content
- Allows control of buffered content (PAUSE, REW, FFWD)
- Buffered content is not included in a DVR recording initiated after the program begins
- Customers cannot use their own SD memory cards
- The SD Card is embedded and not accessible to the Customer

Front and rear view of the XG2 HD Non-DVR Host

Refer to the following {Knowledge Tool} article: **Pace XG2 HD Receiver**.

Continued on next page

Lesson 2: Equipment, Continued

XiD HD Client Receiver

PPT 23

The XiD is the only {New Product} HD Client Receiver available today. It cannot be used as a stand-alone device. It is compatible with both models of {New Product} HD-DVR Hosts and the XR11 remote.

Key features of the XiD HD client receiver include:
- Uses MoCA Technology
  - No QAM tuner
  - No DOCSIS cable modem
- HDMI output only
- Pre-installed SD (Secure Digital) memory card for live TV
- No front panel clock
- No external power supply. The XiD HD client receiver only needs its supplied A/C power cord.
- RF capable Remote
- The **HDMI HD to TV** is available. The **HDMI In** should be covered with a sticker and inaccessible.

Front and back view of the XiD HD Client Receiver

Important items to note about the XiD HD client receiver's SD memory card:
- Buffers up to 25 minutes of live TV
- Allows control of buffered content (i.e., PAUSE, REW, FFWD)
- Buffered content is not included in a DVR recording that's initiated after the program has started
- Customers cannot use their own SD memory cards
- The SD Card is embedded and not accessible to the Customer

Refer to the following {Knowledge Tool} article: **Pace XiD MoCA and IP HD-Only Receiver.**

Lesson 2: Equipment, Continued

XR11 Voice Enabled IR/RF Remote Control

PPT 24

The XR11 remote control is the primary remote for all {New Product} devices. The remote has many advanced features designed specifically for the {New Product} service, including:

- RF control of {New Product} XG1 digital receiver
- Point anywhere
- Locate the digital receiver out of view
- Universal IR for TV and Audio System control
- Voice activation and control
    - o Press and Hold Microphone button to speak a voice command i.e., "Watch", "Show", "Find", "Record"
    - o For the voice search, the Customer will not see what they are saying into the remote on the screen until after they release the voice command button. At that time, they will see what they searched (i.e., "HBO on-demand").
    - o Saying "Help" in the remote gives Customers information about the platform and troubleshooting tips.
    - o The voice activation only works if the remote is paired (RF mode) to the receiver.
- {Old Product} branded menu button on top
- Embossed {Company Name} brand on bottom
- IR Setup Codes are part of the {New Product} user experience setup wizard.
- Auto-backlight feature that lights the remote by sensing motion.

Lesson 2: Equipment, Continued

XR11 Voice Enabled IR/RF Remote Control, continued

PPT 24

The remote is paired by following the steps below:

Step	Action
Step	Action
1	Hold the **Setup** button until the light turns green
2	Press the **{Old Product}** button
3	Enter the 3 digit code on the TV to pair the remote. • If 3-digit code does not display, ensure that the remote is pointed towards the box and hit the **{Old Product}** button again every 1-2 seconds. • Note: It may reach out to other {Old Product} receivers that are within 50 feet. The code will cycle through each receiver every time the **{Old Product}** button is pressed.

Note: Once the remote is paired, it will only work with the device it's paired with.

Unpairing the remote:
• When troubleshooting, the remote will need to be unpaired and then re-paired with the device.
• For information about unpairing the remote:
  1. Go to the **{New Product} XR11 Voice Remote** {Knowledge Tool} article.
  2. Scroll to the **Setting up Your Remote Control** table.
  3. Locate the **Unpair the remote** section.

Additional Resources:
• Please refer to {Knowledge Tool}: **{New Product} XR11 Voice Remote**.
• For support information about {New Product} compatible remotes, check remotes.cox.com.
• If the Customer has an XR5, refer to the {Knowledge Tool} article: **{New Product} XR5**.

Lesson 2: Equipment, Continued

Simultaneous DVR Recordings

PPT 25

Unlike legacy {Old Product} equipment, all {New Product} devices must share a limited number of QAM tuners to watch live TV. As a result, **the more tuners in use, the fewer shows a {New Product} DVR is capable of recording at the same time**.

The table below shows how the number of simultaneous recordings goes down when multiple devices are tuned to channels that are different than the ones being recorded.

Let's consider a Record 6 host. In this example, the home has three TVs (1 HD-DVR Host and 2 HD Clients). If each TV is tuned to a different channel, the DVR can only record up to three other shows at that moment. Of course, if someone is watching a channel that is also being recorded, it's technically possible to add another recording.

Devices Watching Live TV (Host + Clients)	Simultaneous DVR Recordings
0	6
1	5
2	4
3	3
4	2

Note: Watching Video On Demand or playing back a saved DVR recording does not affect the number of simultaneous DVR recordings.

{Billing System} Tuner Codes

PPT 26

Remember, the {Billing System} tuner code configures the <u>same host equipment</u> as a "Record 2" or "Record 6" device.

{Billing System} Service Code	{Billing System} Receiver Service Code	Functionality/Product Description
4525	6800	{New Product} Record 2 Host DVR
4526	6800	{New Product} Record 6 Host DVR
	6802	{New Product} Non-DVR Host
	6801	{New Product} HD Client

Refer to the **Installing {New Product}** article in {Knowledge Tool} for additional service code information.

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Lesson 2: Equipment, Continued

{New Product} App Requirements

PPT 27

The {New Product} App requirements include:

Requirement	Description
High Speed Data subscription and equipment from {Company Name}	Essential CHSI or higher
TV Package	Essential TV (101 & 101)
WiFi	WiFi or wired network within the home
Mobile Devices/OS	• Apple iPhone, iPad, iTouch running iOS 8.0 or later • Most Android smartphones and tablets running OS 4.4 or later • **Note:** Kindle Fire is not supported at this time.
{Company Name} Account	• Any {Company Name} user ID and password on the account

Customers must have an IPSS code on the account for second screen functionality to work!

Review {Knowledge Tool} article: **About the {New Product} App**.

{Company Logo}

Lesson 2: Equipment, Continued

PPT 28

Question 1   The Cisco {Old Product} and {New Product} Host devices below are identical in appearance. In the space provided, enter how you can distinguish between the two devices.

Answer: _____

Question 2   Select all that apply. To use the {New Product} app, the Customer must have:
  a. An Android tablet or phone
  b. An Amazon Kindle
  c. An iOS Tablet or phone
  d. Windows
  e. A IPSS code on their account

Lesson 2: Equipment, Continued

Question 3	Consider the following scenario. A home equipped with a {New Product} Record 6 DVR Host and two HD Client Receivers has one TV tuned to a local news show, one TV tuned to ESPN, and one TV playing a saved recording. How many simultaneous shows can be recorded at this time? a. One (1) b. Two (2) c. Three (3) d. Four (4)
Question 4	The {New Product} XG2 non-DVR host and XiD client receiver can buffer up to: a. 0 minutes of HD content b. 25 minutes of HD content c. 30 minutes of HD content d. 90 minutes of HD content
Question 5	Which statement is **not** true about the {New Product} Cisco Record 6 9865 HD-DVR Host? a. It is compatible with {Old Product} Record 2 receivers. b. eSATA, USB, and Ethernet ports are disabled. c. HDMI, Component, Composite, and Digital Audio outputs are active.
Question 6	Select all that apply. Which of the following is true about {New Product} HD Client Receivers? a. Can be stand-alone. b. Must be connected to the {New Product} app. c. Requires a host, such as the HD-DVR host. d. Requires a host, such as the HD non-DVR host.

Lesson 2: Equipment, Continued

Summary

PPT 29

You should now be able to:
1. Explain the {New Product} network architecture.
2. Identify the various Customer Premise Equipment (CPE) components that support the {New Product} experience.
3. Identify the requirements needed to access and use the {New Product} app.

Lesson 3: User Functionality

Lesson Introduction **PPT 31**	Users now have a lot of functionality built into {New Product}. You need to be able to identify and describe the new {New Product} functions in order to educate and assist your Customer.

What three features or user enhancements do you think your Customers will value most?

1. _____

2. _____

3. _____

Lesson Objectives **PPT 32**	At the end of this lesson, you will be able to: 1. Identify the key elements that make the user experience unique for Customers. 2. Differentiate the user experience among {Old Product}, {New Product}, and the {New Product} App.

Lesson 3: User Functionality, Continued

User Experience Overview

PPT 33

{New Product} takes Customers to a new level in user experience that allows them to control their viewing preferences across multiple platforms. With {New Product}, {Company Name} has added more functionality to each screen in the Customer's home and transforms our video product into a complete entertainment operating system.

{New Product} provides an even easier way to find and watch content with features such as:

- Multi-screen access
- Modern, easy-to-use interface
- One-click access to recorded programs and on demand choices
- Access to content stored in different physical locations
- Multi-lingual soundtracks and captions

Lesson 3: User Functionality, Continued

{New Product} User Interface

PPT 34

The {New Product} user interface provides a modern, graphically rich cross-screen experience. With the new {New Product} Smart Search feature, browsing has gotten smarter.

All devices can take advantage of the new set of TV apps. Finally, the Record 6 DVR increases the flexibility of recording options.
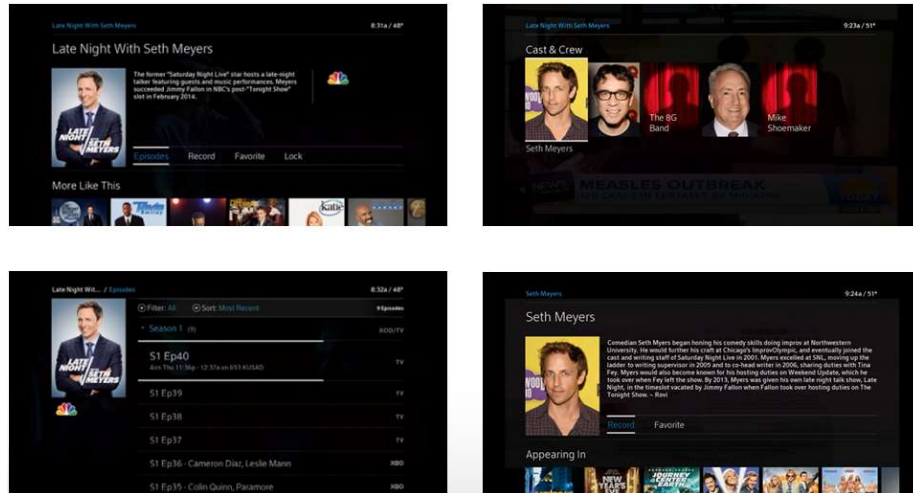
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Lesson 3: User Functionality, Continued

User Enhancements – Guide

The Guide for {New Product} has been redesigned for the user. For example, the new guide includes left-to-right scrolling. New functional enhancements include:

PPT 35

Guide Enhancement	Function/Benefit
On Demand	Return to last Video On Demand folder after leaving a movie or show.
Restart	Restart a program from the beginning, even if just tuning into the channel. Condition: program has to be available in the on-demand library.
Delete Multiple Recorded Shows	Delete an entire series' folder of episodes at once.
DVR Recordings	New Delete and Save options when playback is stopped.

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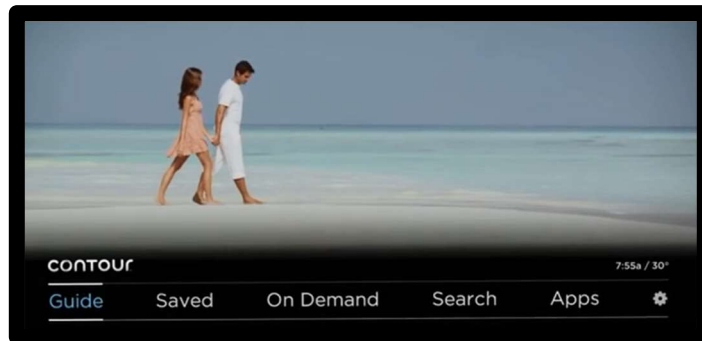
Lesson 3: User Functionality, Continued

User Enhancements – Next Episode	One of the most popular enhancements in {New Product} is the change in navigation after finishing an episode of a show.
PPT 36	The navigation now returns to the show's folder in either Video On Demand or the DVR folder in use and highlights the next available episode. Clicking "Play Now" begins the next episode in a series.
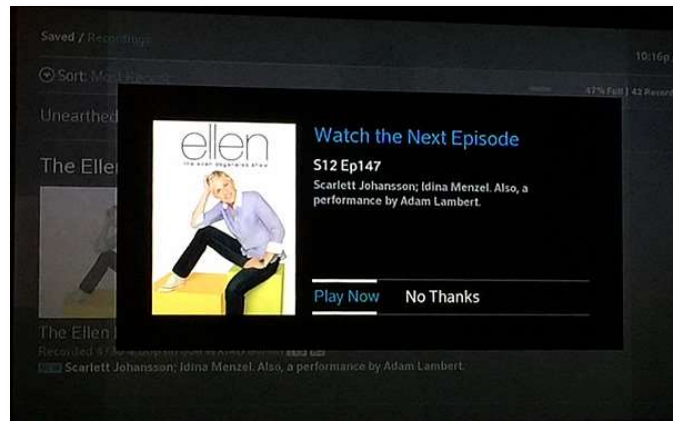
Screen that appears after watching an episode.

Lesson 3: User Functionality, Continued

User Enhancements – Advanced Smart Search Functions	{New Product} Advanced Smart Search allows Customers to search by entering text and numbers. This simplifies searches and groups channel names, programs, actors, and other helpful information together in one unified list.
PPT 37	Smart Search is a universal search function in which Customers can **browse** across the integrated guide for VOD, Live TV, and PPV search results.
	The Customer can begin typing on the key pad and the Smart Search will try to predict the Customer's search. Results are ordered by relevance and hot trending items that may interest the Customer. Personal recommendations are based upon shows that a Customer searches for.

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Lesson 3: User Functionality, Continued

User Enhancements – Advanced Smart Search Functions, continued

PPT 37

The search can be initiated by the remote. While watching TV, a Customer can start "typing" the name of the show on the number pad and a mini search window will appear.

The Smart Search function may also be initiated on the Main Menu.
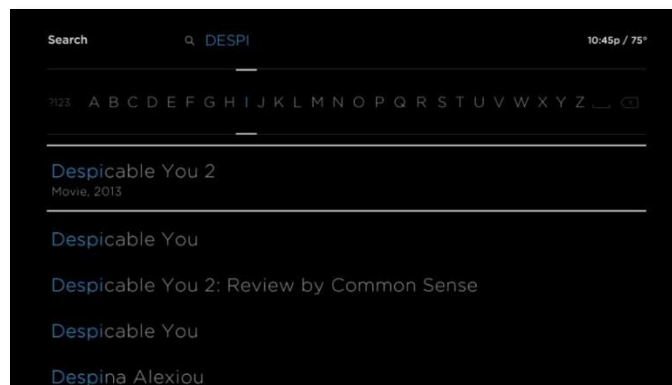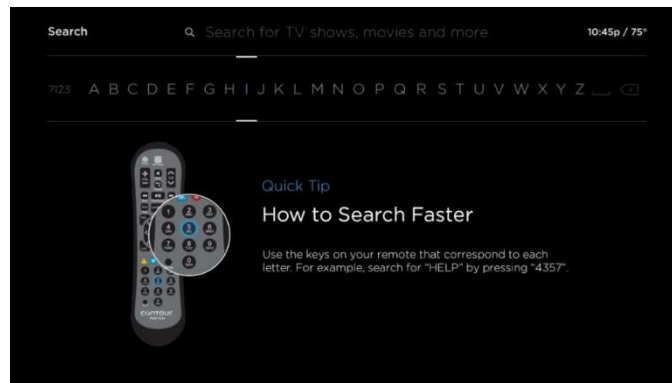
Lesson 3: User Functionality, Continued

User Enhancements – Digital Video Recorder

{New Product} gives your Customer easy access to their connected DVR with Video On Demand service. They can gain access to the last nine programs viewed, live or recorded broadcast from the DVR, or Video On Demand.

PPT 38

From the DVR, Customers can view recorded and scheduled programs, PPV Purchases, and personalized content, including a saved list of favorites.
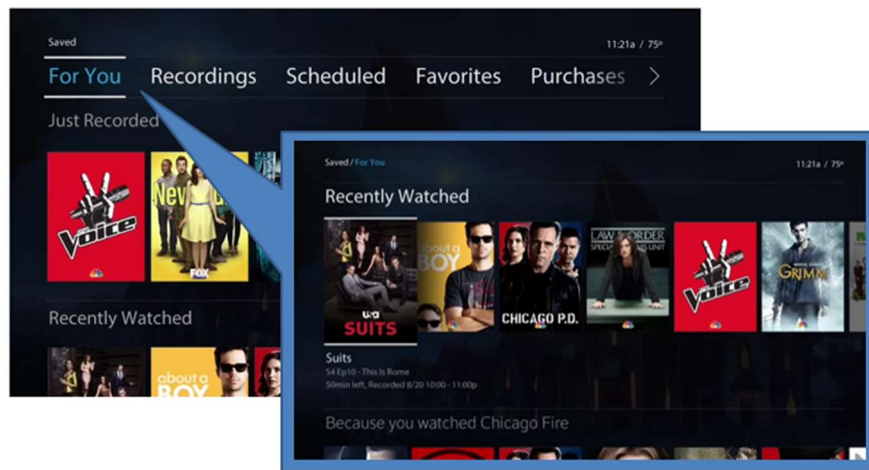
Continued on next page

Lesson 3: User Functionality, Continued

**User
Enhancements
– VOD
Collections**

PPT 39

With Video on Demand (VOD), all of the featured programs or collections are organized as thumbnails for a quick view of selections.

Each collection is arranged in rows of horizontal images, with 6-12 thumbnails viewable at a time on each row, determined by the size chosen. Rows longer than 24 titles automatically receive a "View All" tile at the beginning and end of the row. Navigation elements include Shortcuts, A-Z order, by Genre, or by Networks.
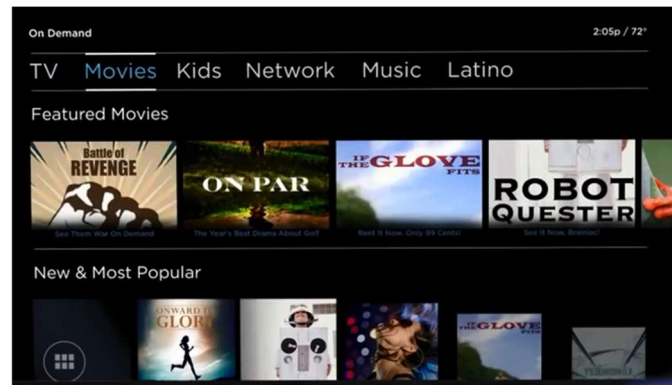
Lesson 3: User Functionality, Continued

User Enhancements – In-TV Apps

PPT 40

Customers can keep up with real-time information with In-TV apps:
- Sports
- Weather
- Traffic
- Stocks
- Horoscopes

Each of the In-TV Apps draw their information from web-based sources.
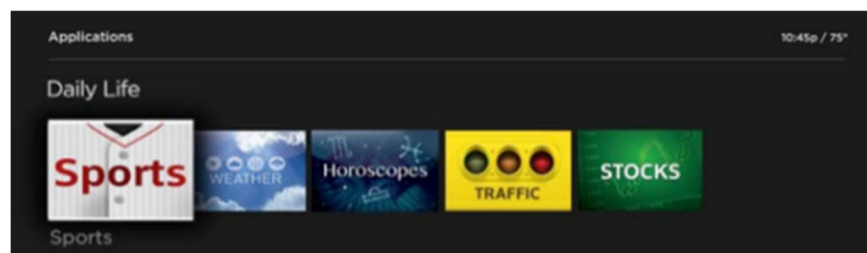
Lesson 3: User Functionality, Continued

User Enhancements – {New Product} App

PPT 41

With the use of the {New Product} App, the same linear TV experience and VOD content that is available on TV is available on smart phones and tablets. Second Screen Viewing is also available on computers by going to the "My Connection" section of www.cox.com and selecting, "Watch TV Online."
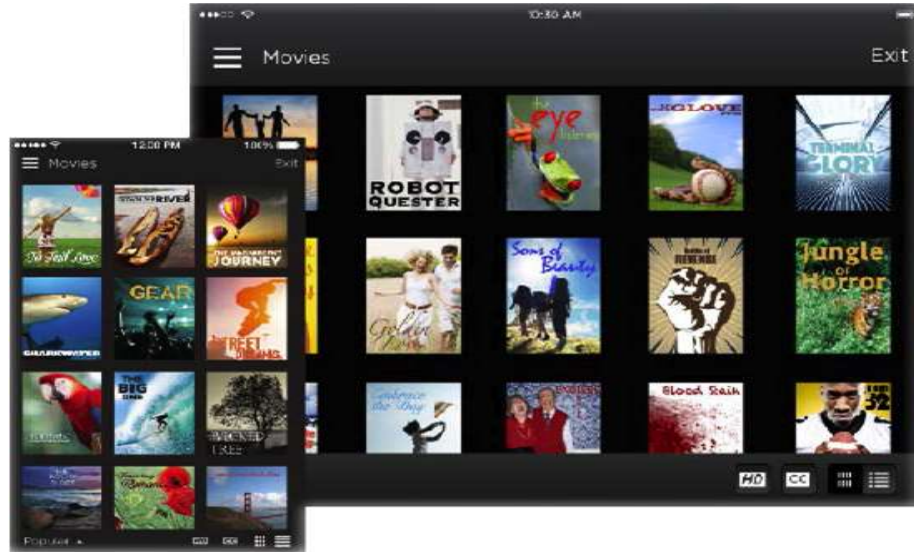
Note: Currently, only Apple iOS and Android devices are supported. Other mobile devices will be supported in the future.

Lesson 3: User Functionality, Continued

Activity: Scavenger Hunt

In this activity, you will be assigned to a group in which each Participant takes turns using the remote control to perform at least one task on the {New Product} interface.

PPT 42

Scavenger Hunt Activity 1

Search for the next scheduled movie featuring your favorite actor or actress. Write down the movie title and scheduled time below.

_____

Scavenger Hunt Activity 2

In Video on Demand, find Season 1, Episode 3 of your favorite HBO series. Write down the title of Episode 4 below.

_____

Continued on next page

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Lesson 3: User Functionality, Continued

Scavenger Hunt Activity 3   Using the VOD Collections feature, write down the first six featured movies that are trending now on {New Product}.

      1. _____

      2. _____

      3. _____

      4. _____

      5. _____

      6. _____

Scavenger Hunt Activity 4   Using the DVR feature, check for any recorded content. List a title in the space below.

_____

Scavenger Hunt Activity 5   Using the {New Product} app, search for the top recommended movie and list the title in the space below:

_____

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Lesson 3: User Functionality, Continued

Answer the following questions about {New Product} User Functionality. When the class has completed the Knowledge Check, your Facilitator will review the correct answers.

PPT 43

Question 1

Review the functions in the right column. In the space provided, enter the letter corresponding to the feature that allow Customers to enjoy the function.

Features	Functions
A. Advanced Smart Search features	____ Store favorite shows for viewing later.
B. Digital Video Recorder	____ View thumbnails of the featured movies on HBO.
C. VOD Collection	____ View a recorded episode of a Showtime series on an iPad.
D. {New Product} App	____ Find out when the next live broadcast of the Rolling Stones concert will be aired.

Question 2

Which of the following is **not** correct?
a. Customers can view cast and story information for the episode.
b. Customers can use voice commands with the {New Product} remote.
c. Smart Search is restricted to live TV only.

Lesson 3: User Functionality, Continued

Question 3

Review the functions in the right column. In the space provided, enter the letter corresponding to the feature that allow Customers to enjoy the function.

Features	Functions
A. On DEMAND	____ Enable/Disable guide animation.
B. Closed Captioning	____ Delete the *Cheers* series folder all at once.
C. Guide Settings	____ Return to the last VOD folder after finishing a movie.
D. Delete Multiple Recorded Shows	____ Hide the Play banner during instant replay.
E. DVR Recordings	____ Access Delete and Save options when playback is stopped.
F. DVR Controls	____ Use the remote to turn off closed captioning.

Question 4

Select all that apply. Which of the following regarding the smart search feature is true?
a. Search by letter
b. Search by number
c. Search by special character
d. Search by voice

Question 5

Which of the following regarding VOD collections apply?
a. Collection thumbnails are arranged in rows of horizontal images.
b. The maximum number of titles that can be displayed in a row is six.
c. VOD collections can display horizontal images in A-Z order only.

Lesson 3: User Functionality, Continued

PPT 44

You should now be able to:

1. Identify the key elements that create a unique user experience for {New Product} Customers.
2. Differentiate the user experience among {Old Product}, {New Product}, and the {New Product} App.

Lesson 4: {Customer Care System}

Lesson Introduction **PPT 46**	In your role, your primary troubleshooting tool is {Customer Care System}. This tool allows you to troubleshoot and resolve many issues remotely. You can view the Customer's connection status, use action buttons to correct a Customer's problem, and gather results from information. Another extremely important part of your role is to help us track {New Product} issues. To help, it is very important that you **disposition EVERY {New Product} call as {New Product}, not Video.**

Describe 3 advantages of using remote tools for troubleshooting with the Customer.

1. _____

2. _____

3. _____

Lesson Objectives **PPT 47**	At the end of this lesson, you will be able to: 1. Describe updates to {Customer Care System} that support {New Product}. 2. Use {Customer Care System} to view device health. 3. Use the Corrective Action buttons to resolve an issue.

Lesson 4: {Customer Care System}, Continued

{Customer Care System} Customer Info Page

PPT 48
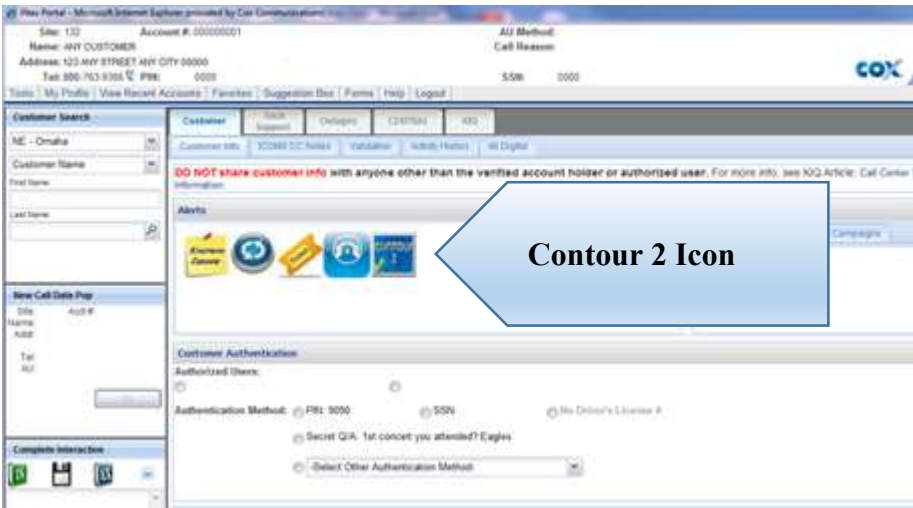
{Customer Care System} Tech Support Tab

PPT 49

Continued on next page

Lesson 4: {Customer Care System}, Continued

{Customer Care System}: Corrective Action Buttons

PPT 50

Corrective Action Button Definitions:

Button	Description
Send Hit	Sends a signal to the device. After clicking Send Hit, select the type of signal. (No new hits for {New Product}).
Addressable Transaction History	Provides transaction history for the selected device.
Reboot	Reboots the device.
{New Product} Specific Buttons	
Button	**Description**
Restart XRE Connection	Restarts the connection between the device and the {New Product} Customer network.
Ping	Sends a ping test to the device.
DSG Tunnel Health	Provides detailed information about the Digital Service Gateway connection and health.

Lesson 4: {Customer Care System}, Continued

{Customer Care System}: New {New Product} Fields

PPT 51

New fields have been added to support {New Product}.

{Company Logo}

Lesson 4: {Customer Care System}, Continued

{Customer Care System}: New {New Product} Fields, continued

PPT 51

You will notice the following new fields listed for {New Product} equipment and accounts. These fields will be referred to in the troubleshooting articles if the information applies to the problem.

Name	Definition
Tx Unicast PHY (Client)	Only measured on a client device
PHY TX Rate (Host)	Only measured on a host device
Correcteds	Number of corrected errors
Version	Current Installed Firmware
Cable Card Binding Status	Status of the cable card housed within the device
Bit Error Rate	Number of bit errors measured by the device
eCM Status	Embedded Cable Modem Status
Power Status	Is the equipment receiving power?
HDCP Enabled Status	High-bandwidth-enabled Digital Content Protection status
XRE Connection Status	Connection between {Company Name} and vendor
MoCA Node ID	MoCA Node identifier
Upstream SNR	Upstream Signal to Noise Ratio
Tune Count	Tune count

Lesson 4: {Customer Care System}, Continued

Activity: {Customer Care System} Locations

Use {Customer Care System} to locate the following actions. List where each is located. Work through this exercise with your class.

PPT 52

Action	Location
Access {Customer Care System}	
Search for an Account	
View Customer's device(s)	
The status of the Customer's device(s)	
Details for XRE	
Channel lineup details	
General details on the Customer's network	
Restart the Customer's device	
Send a signal to the device	

Lesson 4: {Customer Care System}, Continued

Answer the following questions about {New Product} User Functionality. When the class has completed the Knowledge Check, your Facilitator will review the correct answers.

PPT 53

Question 1   What must you do on every {New Product} call?
   a.   Disposition the call as {New Product}
   b.   Disposition the call as Video
   c.   Email a description of the issue to your manager.
   d.   Restart the Customer's device.
   e.   Send a ping to the device.

Question 2   Which of the following new {New Product} features is used to measure the connection between {Company Name} and the Customer?
   a.   eCM Status
   b.   HDCP Enabled Status
   c.   Upstream SNR
   d.   XRE Connection Status

Question 3   Which of the following **NOT** part of the process of XRE Locating the Details for XRE?
   a.   Go to the Tech Support Tab
   b.   Highlight the IP address on Port 1
   c.   Highlight the MAC address on Port 2
   d.   From "Informational", view the XRE Connection Status

Lesson 4: {Customer Care System}, Continued

Lesson Summary

PPT 54

You should now be able to:
1. Describe updates to {Customer Care System} that support {New Product}.
2. Use {Customer Care System} to view device health.
3. Use the Corrective Action buttons to resolve an issue.

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Lesson 5: Troubleshooting

Lesson Introduction

PPT 56

This lesson will provide you with an overview of the new {New Product} equipment and troubleshooting steps needed to resolve a Customer's technical issue.

Each resolution must be created based on the arrangement of the Customer's network and symptoms.

Support articles are available in {Knowledge Tool}. Access the troubleshooting steps by searching for the title.

Based on what you've learned so far…

How is troubleshooting {New Product} different than troubleshooting the current {Old Product} product?

Lesson 5: Troubleshooting, Continued

Lesson Objectives

PPT 57

At the end of this lesson, you will be able to:

1. Perform required health checks to the Customer's account, receivers, and signals.
2. Identify and access steps to correct device issues using {New Product} error codes.
3. Identify and access the steps to {New Product} app issues.
4. Describe the escalation process.

Roles and Responsibilities

PPT 58 – 59

There are several groups responsible for {New Product} support and our Customers. Each role is specific to a certain element of the Customer's account and experience. Major support groups include.

Role	Responsibilities
All	• Present key features • Explain service and equipment requirements • Explain how to use the new guide and apps
Field Services	• Set up Customer's {New Product} network • Troubleshoot any on-site installation issues for {New Product} or other {Company Name} products • Educate Customer on {New Product}
Non-{New Product} Tier 1 Technical Support and Partner Sites	• Support {New Product} App. • All other {New Product} issues are escalated to the {New Product} via the Avaya dropdown or the partner transfer menu.
{New Product} Trained Tier 1 Technical Support	• Receive {New Product} escalations from Tier 1 for issues that don't require Universal Home Technician (UHT) support • For app-related issues, troubleshoot. If additional support is necessary, submit form and cold transfer to {New Product} Technical Support Tier 2. • For video-related issues requiring additional support, submit form and cold transfer to {New Product} Technical Support Tier 2.

Lesson 5: Troubleshooting, Continued

Roles and Responsibilities, continued

PPT 58 – 59

Role	Responsibilities
Comm Center	• Activate service • Troubleshoot connectivity and {Company Name} Home Networking
Converged Product Operations Center (CPOC) (Hampton Roads)	• Activate service • Troubleshoot based on error codes and messages reported by the Customer • Disposition {New Product} calls as needed • Transfer non-app related issues to Customer Advocate Group (CAG) • Refer Customer to third-party vendors for unsupported issues with hardware or virus-related issues
Hybrid Tier 2 Customer Advocate Group (CAG) Chat Social Media	• Receive {New Product} escalations from Tier 1 for issues that don't require Universal Home Technician (UHT) support • Receive {New Product} escalations from CPOC/Data Tier 2 and troubleshoot video related issues • For app-related issues, create CUI ticket and cold transfer to CPOC/Data Tier 2 • For video-related issues requiring additional support, follow appropriate ticket process for UHT-{Billing System} ticket, Provisioning (CUI), and SOC (UNO)

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Lesson 5: Troubleshooting, Continued

Troubleshooting Steps in {Knowledge Tool}

PPT 60

This course is not designed to go over every possible troubleshooting flow. It is difficult to summarize which scenarios require which solutions because:

- Each resolution must be created based on the arrangement of the Customer's network and symptoms.
- Different scenarios may also engage different support roles.
- There are many possible combinations.

To begin, we will cover the required steps, and then use {Knowledge Tool} to locate troubleshooting steps.

Articles are available in {Knowledge Tool} for {New Product}. Access the steps to resolve each of the issues above, as well as other {New Product} issues, in the {Intranet site}

Be sure to practice finding these articles so that you may familiarize yourself on how to access troubleshooting steps quickly.

Note: Below is a list of newly updated articles. These articles are only accessible from the {New Product} Resource page and cannot be found using search tools. The only exception is, **Escalating and Tracking**.

- Troubleshooting {New Product}
- DVR Playback
- DVR Recording
- Channel Issues (etc.)
- Escalating and Tracking
- Transferring and Escalating

Health Checks

PPT 61

Health checks often reveal the problems and resolutions. On every Customer interaction, you must first perform the following health checks:

- **Account Check** - Performed in {Billing & Customer Care Systems}
- **Receiver Health Check** – Performed in {Customer Care System}
- **Signal Health Check** – Performed in {Customer Care System}

See the newly updated {Knowledge Tool} article: **Troubleshooting {New Product}**.

Another health check you may perform is the **Amplifier Health Check**.

Continued on next page

Lesson 5: Troubleshooting, Continued

Required Health Checks	As mentioned, the required health checks are: Account, Receiver, and Signal.
PPT 61	**Account Health Check** – Issues with the account itself such as {New Product} service not added to the account, account disabled, etc.

If ...	Then ...
This fixes the issue…	Disposition and end the call.
This does not fix the issue…	Proceed to the Receiver Health Check.

Receiver Health Check – Problems with the Customer's device(s).

If ...	Then ...
This fixes the issue…	Disposition and end the call.
This does not fix the issue…	Proceed to the Signal Health Check.

Signal Health Check – Issues with service signal into device(s). This can include signal across the coaxial cable to the Customer's main device plus signal not received wirelessly by other devices in the Customer's network.

If ...	Then ...
This fixes the issue…	Disposition and end the call.
This does not fix the issue…	Escalate the issue and disposition the account. **Note:** Proceed to the Amplifier Check if the Customer has one in his/her network. You will need to verify this check verbally with your Customer. This check is not available via {Customer Care System}.

Note: Disposition codes for common issues are best found in {Knowledge Tool} articles associated with each issue.

Refer to the **Troubleshooting {New Product} Accounts and Receivers** and **{New Product} Receiver Signal Types and Response Codes** articles.

Lesson 5: Troubleshooting, Continued

Account Health Check

You will need to perform the following steps to check the health of a Customer's account:

Step	Action	System/ Who
1	Authenticate the Customer.	{Billing & Customer Care Systems}
2	Check account info in {Customer Care System} to validate Customer standing. Is the Customer in good standing? <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Yes</td><td>Proceed to next step.</td></tr><tr><td>No</td><td>Bring account into good standing.</td></tr></table>	{Billing & Customer Care Systems}
3	Check the Known Issues tab in {Customer Care System} for outages. <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Outage</td><td>Ask if the Customer is getting signal. Escalate if no signal.</td></tr><tr><td>No Outage</td><td>Proceed to next step.</td></tr></table>	{Billing & Customer Care Systems}
4	Check to see if the Customer has a prior relevant issue. <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Yes</td><td>Update the Customer information.</td></tr><tr><td>No</td><td>Submit form and escalate to {New Product} Technical Support Tier 2.</td></tr></table>	{Billing & Customer Care Systems}
5	Ask if there is an error code on screen. <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Yes</td><td>• Search for the error code (XRE-XXXXX, RDK-XXXXX, or 3-digit code) and resolutions steps in {Knowledge Tool}. • Disposition and end the call.</td></tr><tr><td>No</td><td>Continue to the Receiver Health Check sub-process (illustrated next).</td></tr></table>	Customer

Lesson 5: Troubleshooting, Continued

Receiver Health Check Sub-process

You will need to perform the following steps to check the health of a Customer's receiver if you have completed the Account Health Check:

Step	Action	System/ Who
1	Ask your Customer to check physical connections on all devices/TVs. <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Issue is fixed</td><td>Disposition and end the call.</td></tr><tr><td>Issue remains</td><td>Proceed to the next step.</td></tr></table>	Customer
2	Identify which device is experiencing the issue.	{Customer Care System}
3	Check {Knowledge Tool} for the article that refers to the Customer's {New Product} device.	{Knowledge Tool}

Note: Customers can dim or turn off display lights and clocks on the receivers. Even if they manually unplug and power the equipment back up, the lights will turn off because the Customer's setting is stored.

Lesson 5: Troubleshooting, Continued

Signal Health Check Sub-process

You will need to perform the following steps to check the health of a Customer's signal if you have been through an Account Health Check and Receiver Health Check.
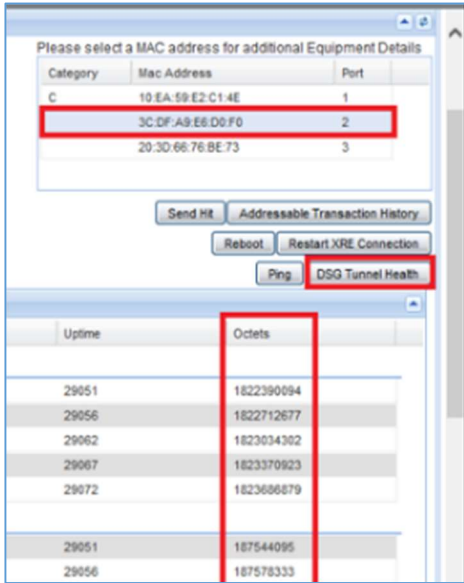
Step	Action	System/ Who
1	Check the XRE connection status. • The XRE connection will show, "Connected" if functioning properly. Also, it will show green for passing or red for failing. Does the XRE Connection pass? **If ...** / **Then ...** Yes / Proceed to the next step. No / • Send an XRE refresh. (May need to wait 2-3 minutes before refreshing screen.) • If this corrects the issue, disposition the call.	{Customer Care System}

2	Check the RF levels.
	
	Do the RF levels pass?
	
	If ... / **Then ...**
	Yes / Proceed to the next step.
	No / Perform an amplifier check including power cycling the amplifier.
	
	    If ... / **Then ...**
	    RF levels pass… / Proceed to the next step.
	    RF level do not pass… / Submit a truck roll.
		{Customer Care System}

3	Check the video integrity (signal levels). Does the video integrity pass? **If ...** / **Then ...** Yes / Proceed to the next step. No / Schedule a trouble call.	{Customer Care System}

Lesson 5: Troubleshooting, Continued

Signal Health Check Sub-process, continued

PPT 62

Step	Action	System/Who
4	Check DSG Tunnel levels. a. Click on **DSG Tunnel Health** corrective action button. b. In the Octets section, ensure that each tuner is incrementing (number gets larger). Do the DSG Tunnel levels pass? <table><tr><td>**If…**</td><td>**Then ...**</td></tr><tr><td>Yes</td><td>Proceed to the next step.</td></tr><tr><td>No</td><td>• Power cycle reboot the Customer's {New Product} device. • Proceed to the next step if the DSG Tunnel levels pass now. • If they still do not pass, complete the form and escalate the call to the {New Product} Technical Support Tier 2.</td></tr></table>	{Customer Care System}

Lesson 5: Troubleshooting, Continued

**Signal Health
Check**,
continued

PPT 62

Step	Action	System/Who
5	Check whether uncorrectable levels pass on the Tech Support tab. Do uncorrectable levels pass? (Under 20,000 passes. Over 20,000 does NOT pass.) <table><tr><td>**If ...**</td><td colspan="2">**Then ...**</td></tr><tr><td>Yes</td><td colspan="2">Proceed to the next step.</td></tr><tr><td>No</td><td colspan="2">Power cycle the device. <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Power cycling fixes the issue…</td><td>Disposition and end the call.</td></tr><tr><td>Power cycling does not fix the issue…</td><td>Escalate to {New Product} Technical Support Tier 2.</td></tr></table></td></tr></table>	{Customer Care System}
6	Check the cable card binding. The cable binding status will show as "Bound". Does the cable card binding pass? <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Yes</td><td>Proceed to the appropriate Customer issue flow.</td></tr><tr><td>No</td><td>Escalate to the {New Product} Technical Support Tier 2.</td></tr></table>	{Customer Care System}

Lesson 5: Troubleshooting, Continued

Amplifier Health Check

If a Customer has an amplifier connected to his/her {New Product} network, perform the following health check:

Step	Action	System/ Who
1	Ask if the Customer has an amplifier in his/her {New Product} network. <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Yes</td><td>Complete this health check.</td></tr><tr><td>No</td><td>Return to the Signal Health Check, if it has not been performed.</td></tr></table>	Customer
2	Ask the Customer if he/she can access the amplifier. <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Yes</td><td>• Ask if the amplifier is plugged in/powered on. Plug it in, if it is not. • Ask if it is connected to the COAX cable. Plug it in, if it is not.</td></tr><tr><td>No</td><td>Submit a truck roll.</td></tr></table> If plugging in the amplifier to power or the COAX cable: <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>Fixes the issue</td><td>Disposition and end the call.</td></tr><tr><td>Does not fix the issue</td><td>• Return to the Signal Health Check, if it has not been performed. • If the Signal Health Check has been performed, submit a truck roll.</td></tr></table>	Customer

Continued on next page

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Lesson 5: Troubleshooting, Continued

Common Issues

PPT 63

{New Product} is a very stable product for our Customers. However, there are always common issues seen when troubleshooting a product. For {New Product}, the common issues are:

Issue	Description
Missing Channels	Customer is not receiving all the channels they are subscribed to.
Remote Control	Remote is not responding.
DVR Stops Recording Prior to Program End	DVR stops recording before the program is over.
Equipment Issues - Heat	These devices operate hotter than other equipment.
Not Authorized	Service has not been authorized or is not properly set up.
{New Product} App	RDK 403 Does not have {New Product} Service
RDK Errors	The receiver appears to be capable of handling a signal, but there is no signal coming in from the cabling.
No Signal	The Customer will see, "No Signal" on the TV. This may be because it is connected to the incorrect HDMI port on XG1, XG2, or XiD.

Note: Check {Knowledge Tool} for {New Product} articles and access the steps to resolve each of the issues above.

It is important that you practice finding these articles so you can access troubleshooting steps quickly. Remember, search results include {Old Product} and {New Product} articles.

We work to ensure that {Knowledge Tool} articles are up-to-date. For example, newly updated articles about common issues are:
- DVR Playback
- DVR Recording
- Channel Issues

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Lesson 5: Troubleshooting, Continued

Common Issues, continued

Be sure to fill out a form with detailed notes. Describe the issue and populate each field.

PPT 63

Refer to **Escalating {New Product}** article in {Knowledge Tool}. You may also want to refer to the newly updated articles:
- Escalating and Tracking
- Transferring and Escalating

Along the lines of getting into the habit of using {Knowledge Tool} articles and writing detailed notes, it is very important that you **disposition EVERY {New Product} call as {New Product}, NOT Video.**

{Old Product} Device Error Codes

There are error codes that may appear on the Customer's home device(s). The codes fall into the categories in the table below. Refer to this {Knowledge Tool} article for instructions on resolving these error codes: **{New Product} and {New Product} App Known Issues and Error Messages.**

This article references three categories of error codes and messages related to {New Product} including:
- {New Product} Known Issues
- {New Product} Error Codes and Messages
- {New Product} App Known Issues and Errors

Code Category	Description
Install/Startup	Common Error codes and troubleshooting relating to install and startup
Guide	Error codes and messages relating to the {New Product} guide
Whole Home DVR	Error codes for the Whole Home DVR networked and non-networked equipment **Note**: If a program fails to play on the client receiver, always try it on the host. If only one program fails on all receivers, it can be a recording error and not a receiver error.
Outage	Troubleshooting outages relating to {New Product}
Channel	Channel tuning error codes and messages
On Demand	Error codes and messaging for On Demand issues

Lesson 5: Troubleshooting, Continued

{New Product} App Trouble-shooting

If Customer reports a {New Product} app error message, use the following resources to troubleshoot the error.

- To begin troubleshooting {New Product} app, go to the {Knowledge Tool} article: **Troubleshooting the {New Product} App.**
- For a list of {New Product} app errors, see the {New Product} and {New Product} App Known Issues and Errors article.
- For a full list of TV apps available to Customers, see: {Company Customer Website}
- Check the IPSS code in {Customer Care System} on the Customer Services screen or in {Billing System} on the CS screen.
- For a list of requirements, see the {Knowledge Tool} article: **About the {New Product} App**.

Lesson 5: Troubleshooting, Continued

Escalation to the Field – {New Product} Codes

If you cannot resolve a Customer's issue, you may need to escalate the ticket through {Billing System}, not {Customer Care System}. You cannot use {Customer Care System}, because it does not have the Work Order Type, "70 {Old Product}2".

- You will need to enter certain codes designed for {New Product}.
- The **Work Order Type** field should be "70 {Old Product}2".
- These codes will place the trouble call in a special queue in Care.
- The Customer's ticket will then be handed off to the appropriate team.
- Work order comments need to include:
    - CBR Number
    - Issue Description
    - Bad Levels

These are the primary Trouble Call (TC) problem codes that are used to schedule a TC to the field:

Code	Reason	Short Description	Full Description
C1	{Old Product} 1 Rcvr	CONTOUR1	Customer with 1 {Old Product} Receiver installed
C2	{New Product} -3 Rcvr	CONTOUR2-3	Customer with 2-3 Networked {Old Product} Receivers installed
C4	{Old Product} 4-5 Rcvr	CONTOUR4-5	Customer with 4-5 Networked {Old Product} Receivers installed
C6	{Old Product} 6-7 Rcvr	CONTOUR6-7	Customer with 6-7 Networked {Old Product} Receivers installed
C8	{Old Product} 8+ Rcvr	CONTOUR 8+	Customer with 8 or more Networked {Old Product} Receivers installed

Lesson 5: Troubleshooting, Continued

Escalating to {New Product} Technical Support Tier 2 (CAG/Tier 2) – Process, continued

When a problem can't be resolved, you will need to escalate issues through the correct channels. Refer to the **Escalating {New Product}** article in {Knowledge Tool}.

Note: When you escalate a problem, be sure that you include very detailed notes on the form.

Practice Trouble-shooting

PPT 64

Next, you will practice troubleshooting some scenarios.

Lesson 5: Troubleshooting, Continued

PPT 64

Activity: Practice Troubleshooting – Team Challenge

Let's have a little fun and practice what we have learned. For this exercise:

- Your instructor will divide you into two teams.
- You will be presented with a scenario.
- Your goal is to come up with the proper troubleshooting steps for the scenario.
- You may use:
  - o {Knowledge Tool} articles
  - o Discussion with your teammates
  - o {Customer Care System} screens
  - o Participant's Guide
- The first team to reach the correct answer wins a point.
  - o The opposite team may challenge the correctness or completeness of responses to steal the point!

Take notes, if needed:

Lesson 5: Troubleshooting, Continued

Team Challenge 1 – Remote Control	A Customer calls in and says: "My remote doesn't seem to be responding!" After asking required questions and performing health checks, you discover: • The remote requires pairing.
Team Challenge 2 – {New Product} App	A Customer calls in and says, "When I try to access the {New Product} app, I get an error that says RDK 403." After asking required questions and performing health checks, you discover: • The Customer does not have {New Product} service. • All else seems to be working properly.

Lesson 5: Troubleshooting, Continued

Team Challenge 3 – RDK Errors

A Customer calls in and says: "I'm getting an error message on my screen. It says Error RDK-XXXX. What's happening?" This is an XRE connection error.

After asking required questions and performing health checks, you discover:
- The issue can be resolved by power cycling and sending a signal to the box.

Lesson 5: Troubleshooting, Continued

PPT 64

Activity: Practice Troubleshooting – Role Play

- Your instructor will divide the class into teams of two.
- One Participant serves as the Agent, the other the Customer.
   o Customers will "call" with a specific issue.
   o For each scenario, your instructor will give the Customer additional information about the scenario.
   o Agents will talk with the Customer to discover the additional information.
   o Agents will walk the Customer through troubleshooting steps.
- Once a resolution has been reached, you should swap roles.
- You may use:
   o {Knowledge Tool} articles
   o {Customer Care System} screens
   o Participant's Guide

Take notes, if needed:

Lesson 5: Troubleshooting, Continued

**Role Play 1 –
Remote Control**

A Customer calls in and says: "My remote doesn't seem to be responding!" After asking required questions and performing health checks, you discover that (add your notes in the area below):

Lesson 5: Troubleshooting, Continued

**Role Play 2 –
{New Product}
App**

A Customer calls in and says "When I try to access the {New Product} app, I get an error that says RDK 403." After asking questions and performing the appropriate checks you discover that (add your notes in the area below):

Lesson 5: **Troubleshooting**, Continued

Role Play 3 – RDK Errors	A Customer calls in and says: "I'm getting an error message on my screen. It says Error RDK-XXXXX. What's happening?" This is an XRE connection error. After asking required questions and performing health checks, you discover that (add your notes in the area below):

Continued on next page

Lesson 5: Troubleshooting, Continued

Practice Scenario - Individual	**Activity: Practice Troubleshooting – Individual Practice**
	
	It's time to practice what we have learned. For this exercise:
	• Troubleshoot each scenario.
	• You may use:
	   o {Knowledge Tool} articles
	   o Discussion
	   o {Customer Care System} screens
	   o Participant's Guide
	• Discuss results as a group when complete.
	
	Use the following space to take notes, if needed.

Individual Practice 1 – Remote Control	Scenario: A Customer calls in and says: "My remote doesn't seem to be responding!" After asking required questions and performing health checks, you discover: • The remote requires pairing.

Continued on next page

Lesson 5: Troubleshooting, Continued

Individual Practice 2 – Equipment Issues	Scenario: A Customer calls in and says "When I try to access the {New Product} app, I get an error that says RDK 403."
	After asking questions and performing the appropriate checks, you discover:
	• The Customer does not have {New Product} service.
	• All else seems to be working properly.

Individual Practice 3 – RDK Errors	Scenario: A Customer calls in and says: "I'm getting an error message on my screen. It says Error RDK-XXXX. What's happening?"
	After asking required questions and performing health checks, you discover:
	• This is an XRE connection error.
	• The issue can be resolved by power cycling and sending a signal to the box.

Lesson 5: Troubleshooting, Continued

Answer the following questions about Troubleshooting. When the class has completed the Knowledge Check, your Facilitator will review the correct answers.

PPT 65

Question 1   When an issue can't be resolved and the levels are good, who should you escalate the problem to?
  a. Comm Center
  b. Field Services
  c. UNO
  d. {New Product} Technical Support Tier 2

Question 2   If the Customer is having an RF issue, you should escalate to:
  a. RNOC
  b. UNO
  c. Field Services as a TC
  d. Field Services as an SRO

Question 3   Select all that apply. Which of the following are formatted the way an error code would appear on the TV screen?
  a. 3-digit code
  b. iNAV-XXXXX
  c. RDK-XXXXX
  d. XRE-XXXXX

Lesson 5: Troubleshooting, Continued

Question 4

Select all that apply. Which of the following health checks are required on every call?
a. Account Health Check
b. Amplifier Health Check
c. Receiver Health Check
d. Signal Health Check

Question 5

Which of the following may help when troubleshooting {New Product} app issues?
a. Checking for the IPSS code in {Customer Care System} or {Billing System}
b. {Knowledge Tool} articles
c. List of TV apps available to Customers on www.cox.com/myconnection
d. Use the {Customer Care System} Corrective Action button to send a ping to the device

Lesson 5: Troubleshooting, Continued

Lesson Summary

PPT 66

You should now be able to:

1. Perform required health checks to the Customer's account, receivers, and signals.
2. Identify and access steps to correct device issues using {New Product} error codes.
3. Identify and access the steps to {New Product} app issues.
4. Describe the escalation process.

Course Summary and Assessment

PPT 68

At this time you should be able to:
1. Describe the {New Product} product.
2. Describe network architecture and compatible Customer Premise Equipment (CPE).
3. Identify the new user functionalities.
4. Identify tools and resources to support {New Product} Customers.
5. Troubleshoot and resolve Customers' technical issues.

PPT 70

Please follow your Facilitator's instructions for completing the assessment.

To pass the assessment, you will need to answer 80% of the questions correctly.

**{Company Logo}**

Role Play Instructions for "Customers"

**Role Play 1:
Remote Control**

1. As the Customer, begin the role play by stating:
   o "My remote doesn't seem to be responding!"

2. During the role play, help the Agent to identify that:
   o The remote requires pairing.

3. Work with the Agent to identify relevant {Knowledge Tool} articles.

4. Work with the Agent to determine the troubleshooting steps.
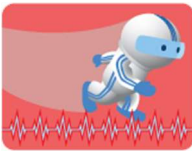
**Role Play 2:
{New Product}
App**

1. As the Customer, begin the role play by stating:
   o "When I try to access the {New Product} app, I get an error that says RDK 403."

2. During the role play, help the Agent to identify that:
   o The Customer does not have {New Product} service.
   o All else seems to be working properly.

3. Work with the Agent to identify relevant {Knowledge Tool} articles.

4. Work with the Agent to determine the troubleshooting steps.
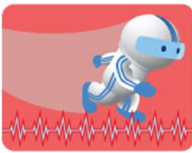
**Role Play 3:
RDK Error**

1. As the Customer, begin the role play by stating:
   o "I'm getting an error message on my screen. It says Error RDK-XXXXX. What's happening?"

2. During the role play, help the Agent to identify that:
   o This is an XRE connection error.
   o It can be resolved by power cycling and sending a signal to the box.

3. Work with the Agent to identify relevant {Knowledge Tool} articles.

4. Work with the Agent to determine the troubleshooting steps.