



User Manual for I-CAN Customer Support Center

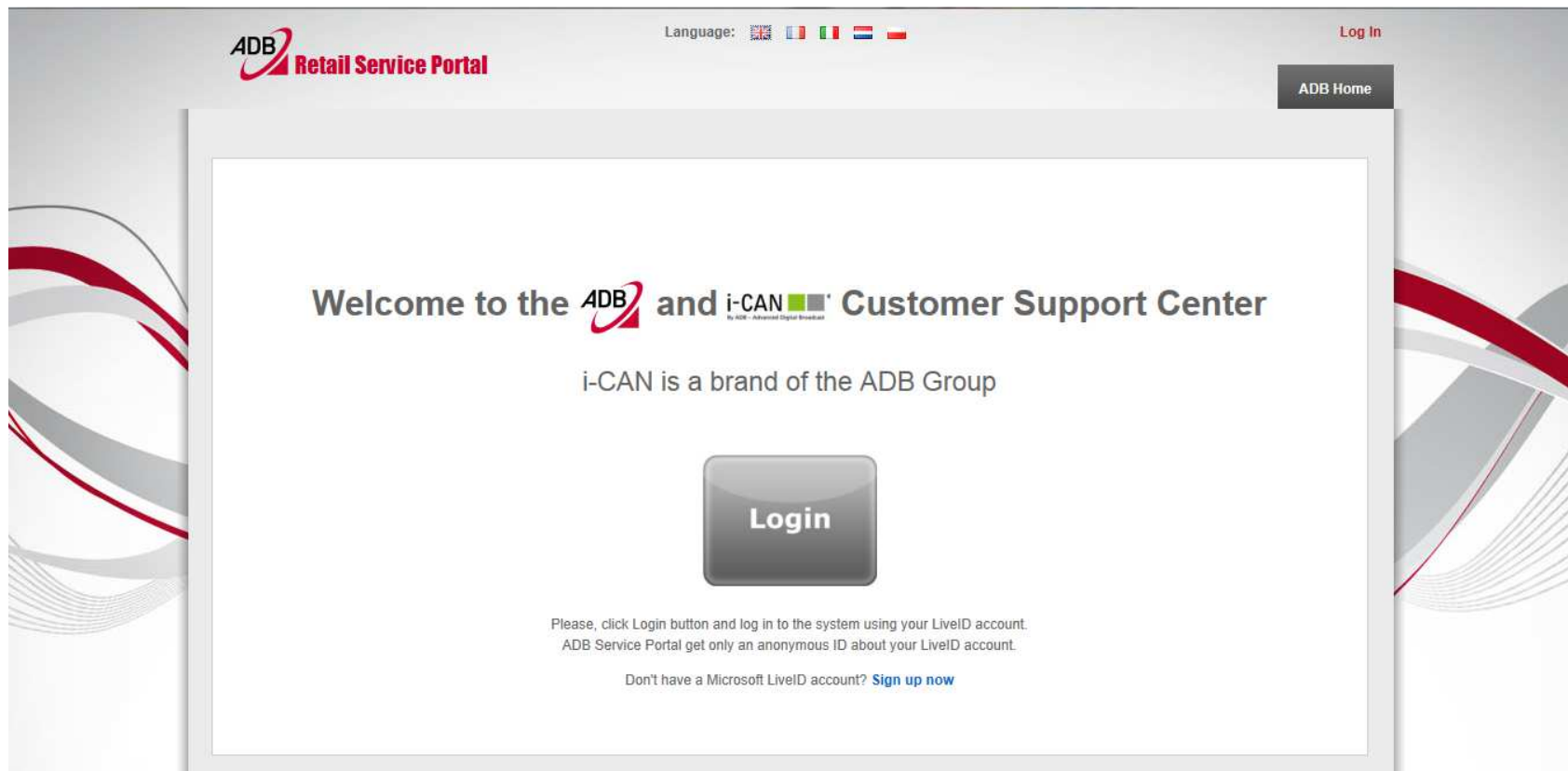


ADB Connected Thinking

Customer Support Center Login



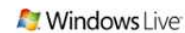
- Browse to portal at <https://retail.trc.adbglobal.com/>
- Click on “Login”



Entering Windows Live ID Credentials



- In case you already have a Windows Live ID, enter such ID and its password and click on “Sign In”
- In case you do not have a Windows Live ID yet, please click on “Sign up now”



ADB Retail Service Portal

Please Sign in to ADB Technical Response Center using your Windows Live ID

A single Microsoft account gets you into **Hotmail, Xbox LIVE, Windows Phone, SkyDrive**, and other Microsoft services.

sign in

Sign in to retail.trc.adbglobal.com.

Microsoft account [What's this?](#)

Keep me signed in

[Sign in](#)

[Can't access your account?](#)

[Sign in with a single-use code](#)

Don't have a Microsoft account? [Sign up now](#)

Windows Live ID Creation



• **Note:** You do not need to create a new email address. You can use your existing one

• Enter your email address and the required information.

• Follow the instruction sent to your email address to activate your Windows Live ID

Windows Live ID

Return to: [Windows Live ID website](#)

Do you have an e-mail address?

If you have an e-mail address, you can use it to sign in to Windows Live ID sites. If you don't have an e-mail address, you can get a free MSN Hotmail e-mail address.

Yes, use my e-mail address

No, sign me up for a free MSN Hotmail e-mail address

Windows Live ID

Return to: [Windows Live ID website](#)

Create credentials

Enter an e-mail address and password to use for your Windows Live ID. Choose a question and secret answer to help you reset your password if you forget it.

Create your email address and password

Email address:
The address can contain only letters, numbers, periods (.), hyphens (-), or underscores (_).

Password:
Six-character minimum with no spaces
[Learn how to create a strong, memorable password.](#)

Password strength: Strong

Retype password:

Create your password reset option

If you forget your password, you can provide the secret answer to reset it. [Learn more about resetting your password](#)

Question:

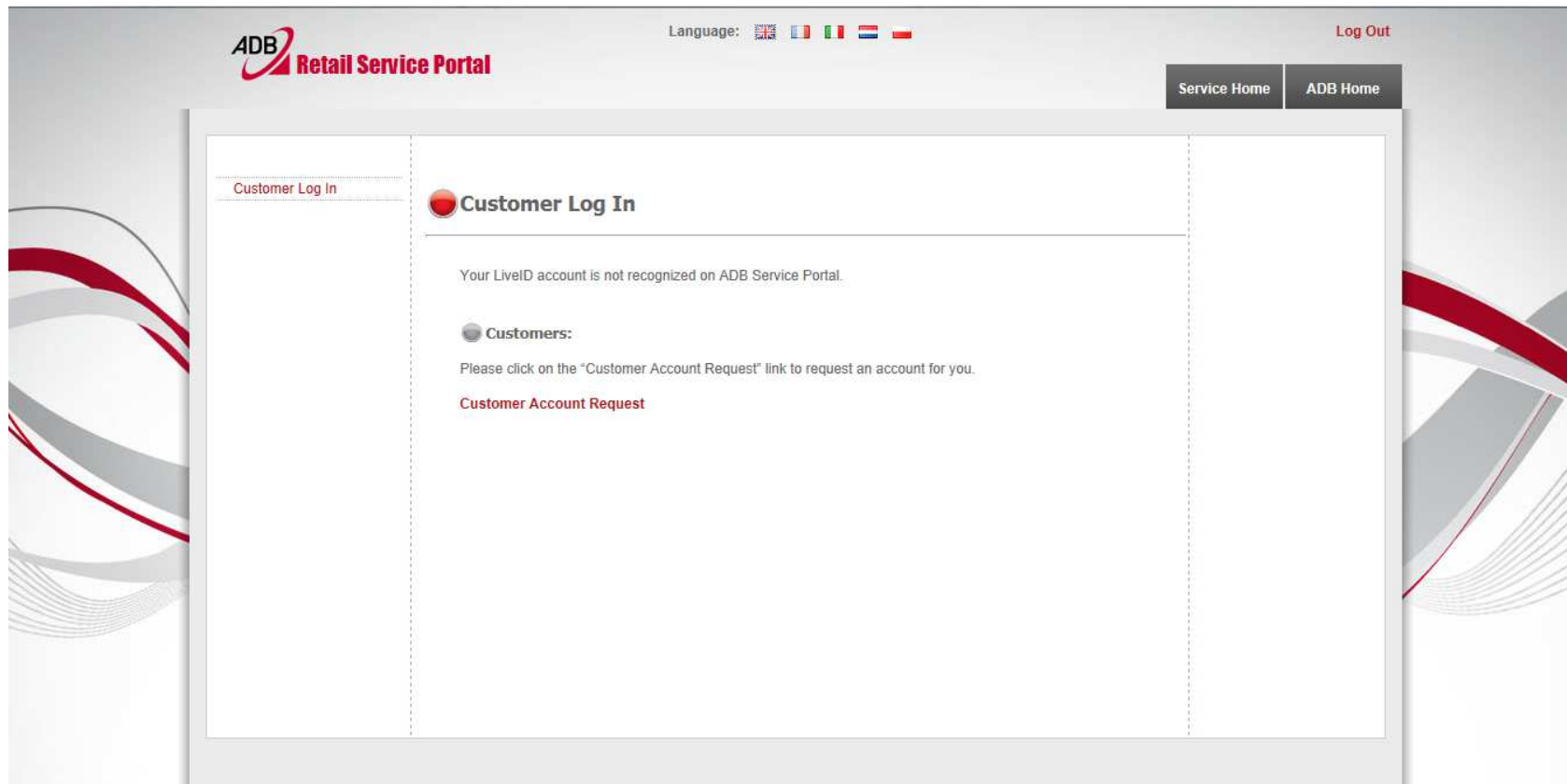
Secret answer:
Five character minimum; not case sensitive



Portal Main Page (First Login)



- Once logged in entering your Windows Live ID credentials, click on “Customer Account Request” and enter required personal data



Entering Personal Data (First Login)



- Enter your personal data and click on “Submit”
- Follow the instruction sent to your email address by the Portal



Language:

First Name	<input type="text" value="Walter"/>	Street 1	<input type="text" value="Abbey road 63"/>
Last Name	<input type="text" value="Pellegrini"/>	Street 2	<input type="text"/>
Email	<input type="text" value="pellegrini.walter@libero.it"/>	Street 3	<input type="text"/>
Confirm Email	<input type="text" value="pellegrini.walter@libero.it"/>	State/Province	<input type="text"/>
Mobile Phone	<input type="text" value="0044142523452"/>	City	<input type="text" value="London"/>
Office/Home Phone	<input type="text"/>	ZIP/Postal Code	<input type="text" value="NW8 0AE"/>
Native Language	<input type="text" value="English"/>	Country	<input type="text" value="United Kingdom"/>
Country of purchase	<input type="text" value="United Kingdom"/>		
>18 years old?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Address used for both billing and shipping?	<input checked="" type="radio"/> Yes <input type="radio"/> No		

Account Verification Mail Sent (First Login)



- The system sends an email to verify the account and after few moments logs the user out of the portal
- Follow the instruction sent by the portal to the given email address



Language:

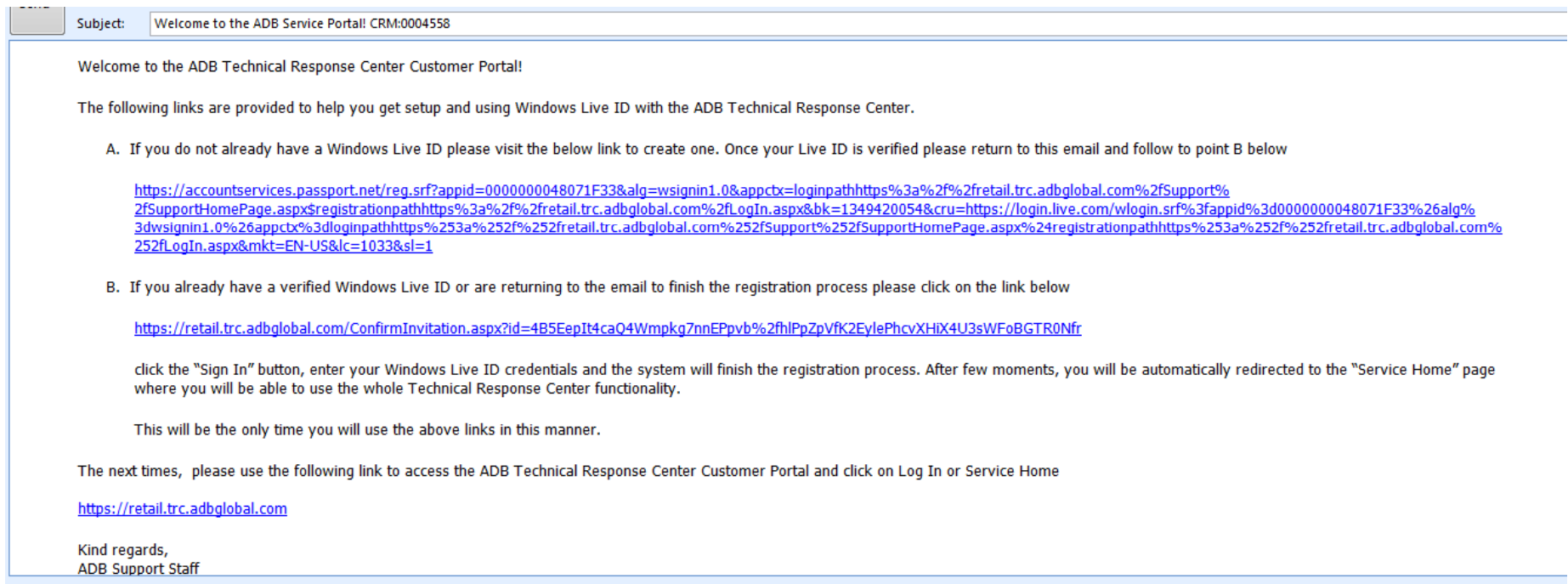
An email has been sent to the email address you provided us with.
Please follow the instruction of such email to complete the registration process.
Thank you.

First Name	<input type="text" value="Walter"/>	Street 1	<input type="text" value="Abbev Road, 10"/>
Last Name	<input type="text" value="Pellegrini"/>	Street 2	<input type="text"/>
Email	<input type="text" value="pellegrini.walter@libero.it"/>	Street 3	<input type="text"/>
Confirm Email	<input type="text" value="pellegrini.walter@libero.it"/>	State/Province	<input type="text"/>
Mobile Phone	<input type="text" value="3666036075"/>	City	<input type="text" value="London"/>
Office/Home Phone	<input type="text"/>	ZIP/Postal Code	<input type="text" value="1234"/>
Native Language	<input type="text" value="English"/>	Country	<input type="text" value="Great Britain"/>
Country of purchase	<input type="text" value="United Kingdom"/>		
>18 years old?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Address used for both billing and shipping?	<input checked="" type="radio"/> Yes <input type="radio"/> No		

Account Verification Mail (First Login)



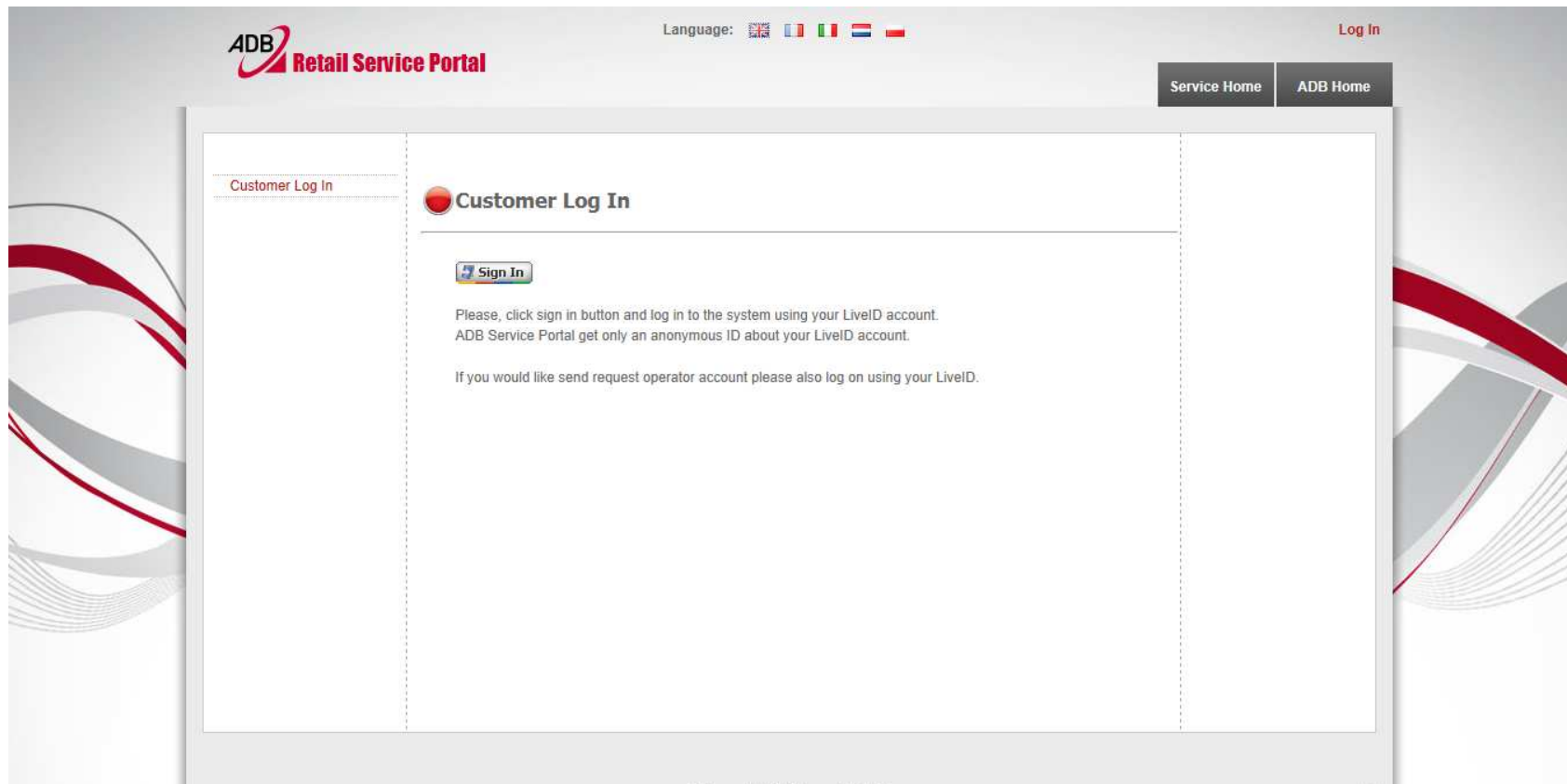
- Please click on the second link present in the received email and log in again into the portal using your Windows Live ID



Authentication (First Login)



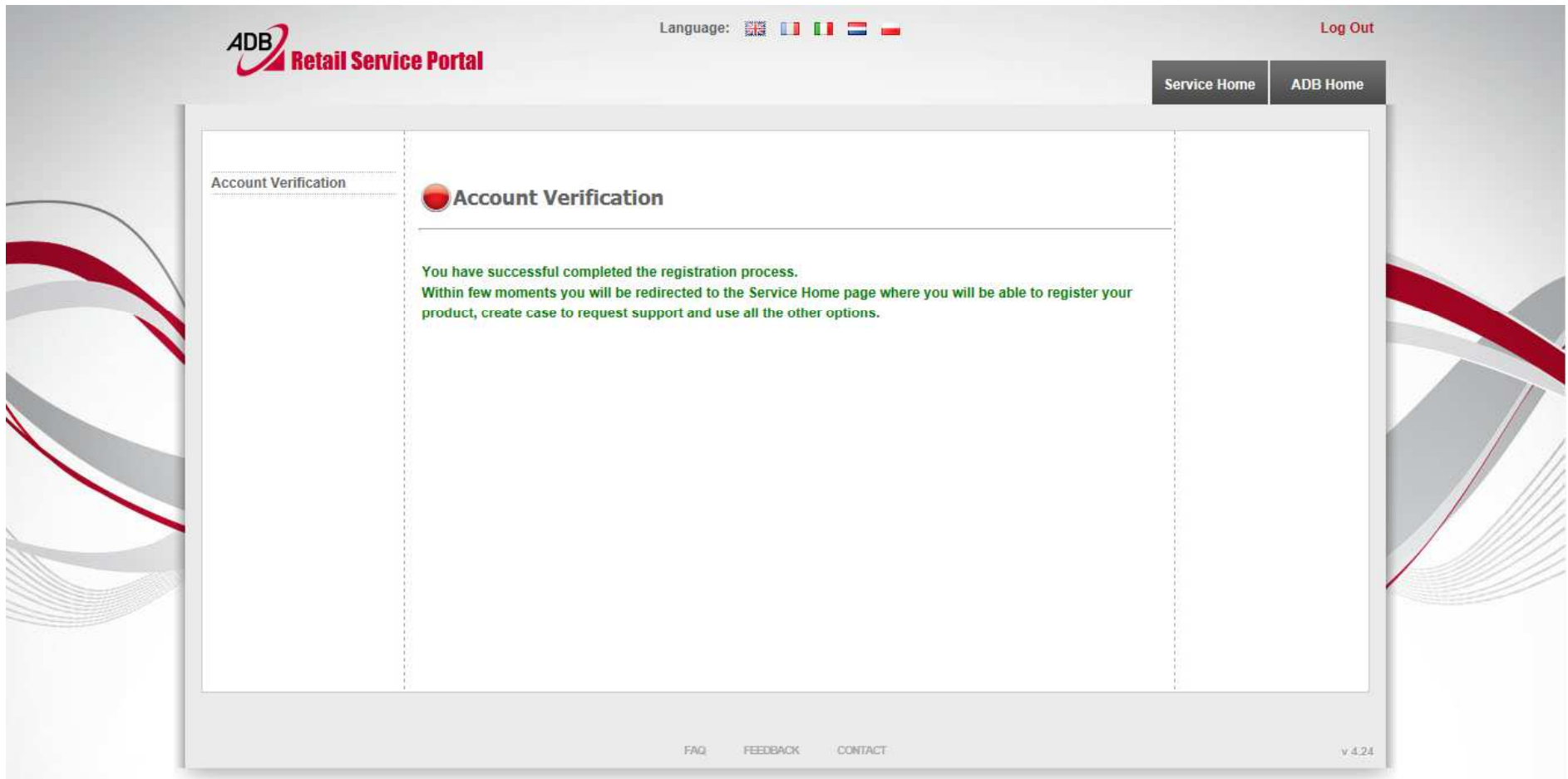
- By clicking on “Sign In” please log in again into the portal using your Windows Live ID in order to finish the account verification procedure



Account Verification Completed (First Login)



- The authentication procedure has ended and in few moments you will be redirected to the portal main page



Main Portal page (after account creation and authentication)



- Once logged in with your Windows Live ID, the portal main page will appear

The screenshot shows the ADB Retail Service Portal main page. At the top left is the ADB logo and the text 'Retail Service Portal'. To the right of this is a language selection menu with flags for UK, France, Italy, Netherlands, and Poland. Further right is the user name 'Walter Pellegrini' and links for 'My Profile' and 'Log Out'. Below the language menu are two buttons: 'Service Home' and 'ADB Home'. The main content area is divided into a left sidebar and a main content area. The sidebar has sections for 'Home' (with 'Customer Home Page' selected), 'Products' (with 'My Products' and 'Add a New Product'), 'Cases' (with 'Create a New Case' and 'My Service Cases'), 'Knowledge Base' (with 'Search and View'), and 'Downloads' (with 'Downloads'). The main content area features the ADB Service Portal logo and a welcome message: 'Welcome to our self-service portal!'. Below this, it lists features: 'This portal enables you to make full use of the following features: Easy, password-protected creation of service cases. Customers can create their profiles, view case service histories, and check their status on a 24/7 basis. Access to key customer support tools, such as FAQs, our Knowledge Base and Video Library. Case service tracking through automatically generated e-mails providing a receipt and case number.' At the bottom of the page are links for 'FAQ', 'FEEDBACK', and 'CONTACT', and a version number 'v 4.23'.

Product registration



- Register your product by clicking on “Add a New Product”
- Clicking on “My Products” you get the list of registered products

Add a New Product

This form allows you to add product that you owns to the list of your products. Please, select its model, provide a serial number and give purchase information.

You must provide a value for all required fields which are marked with an asterisk.

Product Overview

Product: i-CAN Easy HD 2851T

Serial Number: 12345678

Date of Purchase: 01/11/2012

Place of Purchase: Amazon

Purchase receipt:

The serialization label is placed on the product and its carton.
The serial number is the first one.
The example serialization label with marked S/N is shown in the picture below.

i-CAN *Model
S/N: BCWQ XXX YWW X P P P P P P
MAC ADDRESS: XX XXXX XXXX YY
CA S/N: XX XXXX XXXX YY

CE

Recycling symbol

New Case creation (1/2)



- Create a support request by clicking on “Create a New Case”
- The list of open and/or solved cases can be seen by clicking on “My cases”
- Enter required data. Grayed out fields will be automatically filled in by the system once the case is created

The screenshot shows the 'Create Case' form in the ADB Retail Service Portal. The page header includes the ADB logo, 'Retail Service Portal', language selection (English, French, Italian, Spanish, German), user name 'Walter Pellegrini', and links for 'My Profile' and 'Log Out'. Navigation buttons for 'Service Home' and 'ADB Home' are also present.

The left sidebar contains a navigation menu with sections: Home (Customer Home Page), Products (My Products, Add a New Product), Cases (Create a New Case, My Service Cases), Knowledge Base (Search and View), and Downloads (Downloads).

The main content area is titled 'Create Case' and includes the following fields and sections:

- Instructions:** 'To ensure a better service, please select the correct product.' and 'You must provide a value for all required fields which are marked with an asterisk.'
- Case Number:** A grayed-out text input field.
- Created On:** A grayed-out text input field.
- JIRA Case Number:** A grayed-out text input field.
- Title:** A text input field containing 'No EPG Menu'.
- When was the issue discovered?:** A date picker set to '01/11/2012'.
- General Information:**
 - Case Type:** A dropdown menu with 'Bug' selected.
 - Case Severity:** A dropdown menu with 'Minor' selected.
 - Product:** A dropdown menu with 'I-CAN Easy HD 2851T' selected.
 - My Product:** A dropdown menu with '1234567890' selected.
- Issue Specifics:**
 - Issue Type*:** A dropdown menu.
 - Antenna Type*:** A dropdown menu.

New Case creation(2/2)



- Select the product for which you need support (select General in case you do not have yet purchased the product)
- Fill in the field with a detailed description of the problem you are experiencing and click on “Save”

The screenshot shows a web-based form for creating a new support case. The form is organized into several sections:

- Type** and **Severity**: Each has a small icon and a dropdown menu.
- Product**: A dropdown menu with the value "i-CAN Easy HD 2851T".
- My Product**: A dropdown menu with the value "1234567890".
- Issue Specifics**: A section header.
- Issue Type**: A dropdown menu with the value "Using the decoder".
- Antenna Type**: A dropdown menu with the value "Terrestrial".
- Channels Affected**: A dropdown menu with the value "All".
- TV Set & DVD Recorder**: A section header.
- TV Set**:
 - Brand**: A dropdown menu with the value "Sony".
 - Model**: A dropdown menu with the value "Bravia".
 - Connected Via**: A dropdown menu with the value "SCART".
- DVD Recorder**:
 - Use of DVD Recorder?**: A dropdown menu with the value "No".
- Descriptions**: A section header.
- Description**: A text area containing the text: "The EPG does not appear when I press the EPG button on the RCU. I can watch the TV channels and switch among them. I can not see any menu or channel banner as well."
- Upload file**: A text input field with a "Browse..." button next to it.
- Save**: A button at the bottom right of the form.

At the bottom of the page, there are links for [FAQ](#), [FEEDBACK](#), and [CONTACT](#), along with the version number "v. 4.23".

Adding new note to the case / Case closure



- Select the case clicking on “My Service cases” and then on the “Update” button
- To add a new note, fill in the text in to the field and click on “Create new note”
- To close the case, click on “Case closure”, insert an eventual comment and click on the “Submit” button

A screenshot of a web-based case management interface. The interface is divided into several sections. At the top, there is a 'Description' field with a text area containing the text: "The EPG does not appear when I press the EPG button on the HCU. I can watch the TV channels and switch among them. I can not see any menu or channel banner as well." Below this is a 'Save' button. The next section is titled 'Notes & attachments' and includes an 'Upload Document(s):' field with a 'Browse...' button and an 'Upload' button. Below this is a 'Notes:' section with a table header 'Note' and a text input field containing the text "What is the display resolution set?". There is a 'Create New Note' button to the right of the input field. The final section is titled 'Case closure' and includes a 'Close Case' button. Below this is a 'Comment' field and a 'Satisfaction' dropdown menu currently set to 'Very Satisfied'. A 'Submit' button is located at the bottom right of this section. At the very bottom of the page, there are links for 'FAQ', 'FEEDBACK', and 'CONTACT', and a version number 'v 4.23'.

Adding new note to the case via email



You can also add a new note to the case just replying to the mail you received. Please make sure you do not modify the subject content of the email

Oggetto: Case #CAS-01638-L8N4K7 has been updated by ADB support staff ADB:0004895
Da: trc_retail_support@adbglobal.com +
A: "Walter Pellegrini" <pellegrini.walter@libero.it> +
Data: 18/04/2013 11:40

Hello Walter Pellegrini,

Your case, titled Test Case, has been updated by our support team. Please see the comment made below by our support team for details. You may respond to this either by logging into the [ADB Service Portal](#) and adding a note to the case or by responding directly to this email. If responding to this email please maintain the subject line in its entirety and make no changes to it.

Support comment

This is the ADB operator's reply.

Thank you,
ADB Support Staff

ADB



Thank you

adbglobal.com
blog.adbglobal.com
[#adbnews](https://twitter.com/adbnews)

