



# **User Manual for I-CAN Customer Support Center**

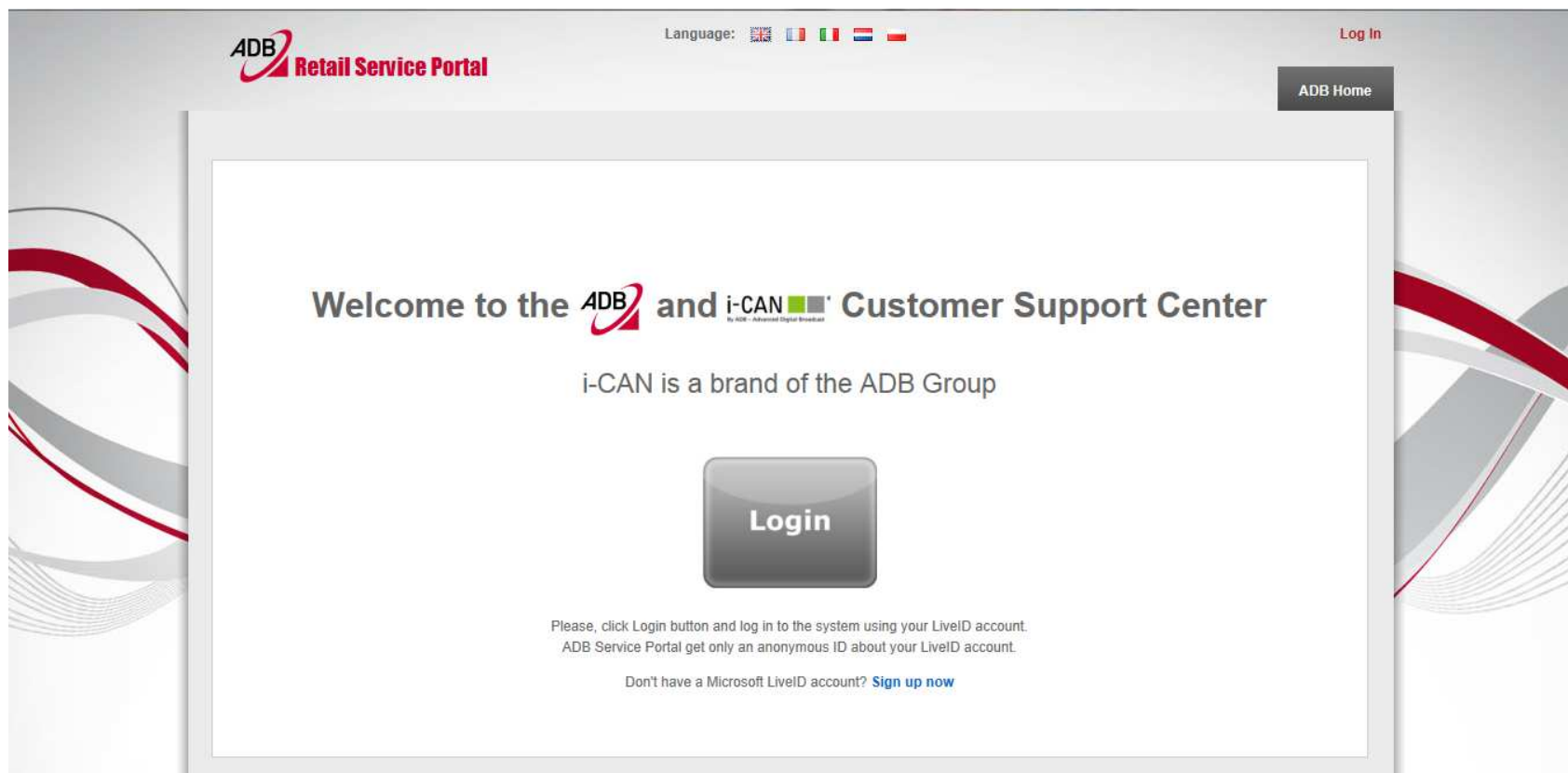


**ADB Connected Thinking**

# 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



- Enter your email address and the required information.  
**Note:** You do not need to create a new email address. You can use your existing one (i.e. talktalk.net, yahoo.co.uk, gmail.com etc....)
- Follow the instruction sent to your email address to activate your Windows Live ID

The screenshot shows the Windows Live ID creation interface. It is divided into several sections: 'Create credentials', 'Create your email address and password', 'Create your password reset option', and 'Do you have an e-mail address?'. The 'Create credentials' section prompts the user to enter an email address and a password, with a note that the password must be at least six characters long. The 'Create your email address and password' section shows the email address 'joe\_black@talktalk.net' and a password field. The 'Create your password reset option' section prompts the user to choose a question and a secret answer. The 'Do you have an e-mail address?' section prompts the user to choose whether to use an existing email address or get a free MSN Hotmail e-mail address. The 'Verification' section prompts the user to enter the characters they see.

**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.

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#### 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:

Retype password:

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#### Create your password reset option

If you forget your password, you can provide the secret answer to reset [password](#)

Question:

Secret answer:   
Five character minimum; not case sensitive

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#### 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

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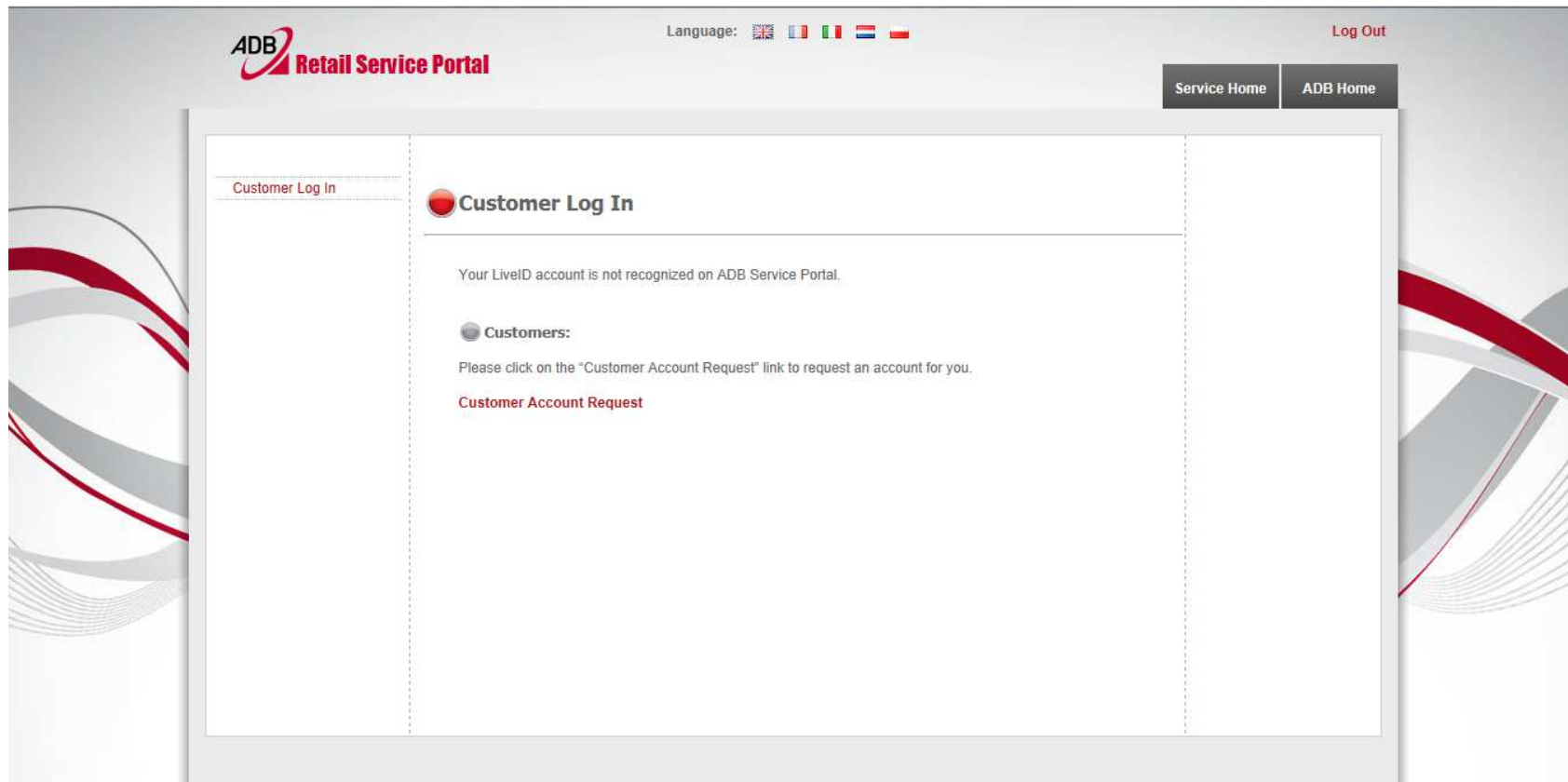
#### Verification

Enter the characters you see  
None | Audio | Video

# 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

 **Advanced Digital Broadcast**  
ADB GROUP MEMBER

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		

[www.adbglobal.com](http://www.adbglobal.com) **ADB. Defining Digital** 

# Authentication (First Login)



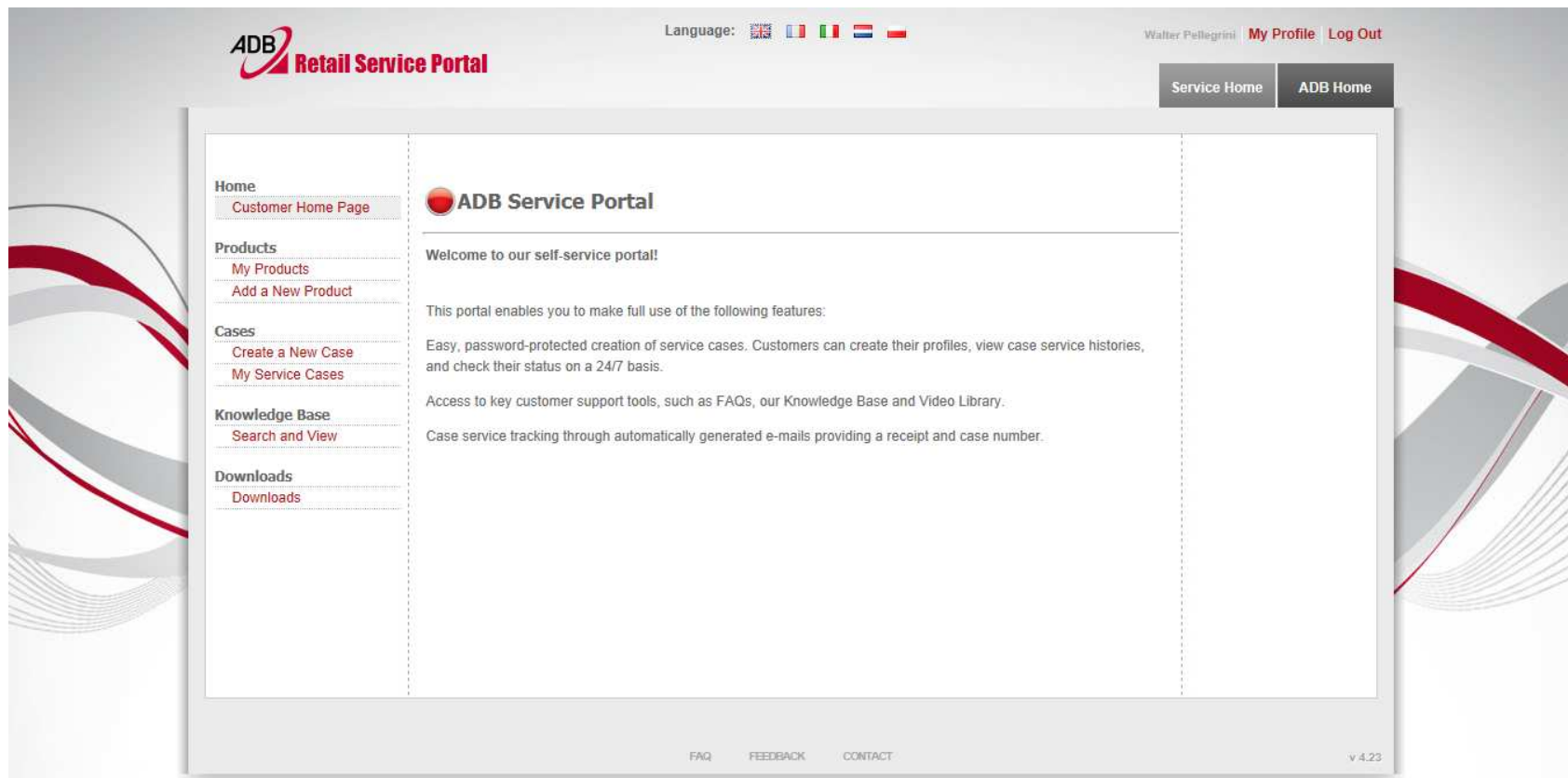
- Click on the link received in the email and sign into the portal using your Windows Live ID credentials
- Enter the invitation code (provided in the email) into the web page and click on “Confirm Invitation”
- Now the authentication procedure has ended and you can enter the portal again using your Window Live ID

A screenshot of the ADB Retail Service Portal's 'Confirm Invitation' page. The page has a light gray header with the ADB logo and 'Retail Service Portal' text on the left. In the center of the header, there is a 'Language:' label followed by flags for the United Kingdom, France, Italy, the Netherlands, and Germany. On the right side of the header, there is a 'Log Out' link. Below the header, there are two dark gray buttons: 'Service Home' and 'ADB Home'. The main content area is white and contains a 'Confirm Invite' tab on the left. The central part of the page features a red circular icon with a white 'i' inside, followed by the heading 'Confirm Invitation'. Below this, a message reads: 'Please confirm your invitation by entering your invitation code.' There is a text input field labeled 'Invitation Code' containing the alphanumeric string '2348-585e56fe22-d52c-e211-8673-005056bd2ca03c-1569'. To the right of the input field is a 'Confirm Invitation' button. At the bottom of the page, there are links for 'FAQ', 'FEEDBACK', and 'CONTACT', along with the version number 'v 4.23'.

# Main Portal page (after account creation and authentication)



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





# Product registration



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

The screenshot shows a web interface for product registration. On the left is a sidebar with navigation links: 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 'Add a New Product' and includes a red circular icon. Below the title is a descriptive paragraph and a red warning: 'You must provide a value for all required fields which are marked with an asterisk.' The 'Product Overview' section contains form fields for Product (a dropdown menu showing 'i-CAN Easy HD 2851T'), Serial Number (text input with '12345678'), Date of Purchase (text input with '01/11/2012' and a calendar icon), and Place of Purchase (text input with 'Amazon'). Below these is a 'Purchase receipt' field with a 'Browse...' button. Three green instructions follow: 'The serialization label is placed on the product and its carton.', 'The serial number is the first one.', and 'The example serialization label with marked S/N is shown in the picture below.' The example label is for 'i-CAN \*Model' and includes a red box around the S/N 'BCWQ XXX YWW X PPPPPP', a barcode, a MAC address 'XX XXXX XXXX YY', another barcode, and a CA S/N 'XX XXXX XXXX YY'. It also features a CE mark and a crossed-out trash can icon.

**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 PPPPPP

MAC ADDRESS: XX XXXX XXXX YY

CA S/N: XX XXXX XXXX YY

CE

# 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' page of the ADB Retail Service Portal. The page has a header with the ADB logo, 'Retail Service Portal', language selection (English, French, Italian, Dutch, Spanish), user information (Walter Pellegrini), and links for 'My Profile' and 'Log Out'. There are also buttons for 'Service Home' and 'ADB Home'. A left sidebar contains navigation links for Home, Products, Cases, Knowledge Base, and Downloads. The main content area is titled 'Create Case' and includes a message: 'To ensure a better service, please select the correct product.' and a red warning: 'You must provide a value for all required fields which are marked with an asterisk.' The form fields are as follows:

- Case Number:
- Created On:
- JIRA Case Number:
- Title:
- When was the issue discovered?:
- General Information:
  - Case Type:
  - Case Severity:
  - Product:
  - My Product:
- Issue Specifics:
  - Issue Type\*:
  - Antenna Type\*:

## 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"

A screenshot of a web form for creating a new support case. The form is titled 'New Case creation(2/2)' and is part of the ADB support system. It contains several sections for user input: 'Type' and 'Severity' are dropdown menus; 'Product' and 'My Product' are text input fields with dropdown arrows; 'Issue Specifics' includes 'Issue Type', 'Antenna Type', and 'Channels Affected' dropdowns; 'TV Set & DVD Recorder' includes 'TV Set' (Brand and Model) and 'DVD Recorder' (Use of DVD Recorder?) dropdowns; 'Descriptions' includes a 'Description' text area and an 'Upload file' section with a 'Browse...' button. A 'Save' button is at the bottom right. The footer of the form includes links for 'FAQ', 'FEEDBACK', and 'CONTACT', and a version number 'v. 4.23'.

Type  Severity

Product

My Product

Issue Specifics

Issue Type

Antenna Type

Channels Affected

TV Set & DVD Recorder

TV Set

Brand  Model

Connected Via

DVD Recorder

Use of DVD Recorder?

Descriptions

Description

Upload file

FAQ FEEDBACK CONTACT 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

The screenshot displays a web-based case management interface. At the top, a 'Description' field contains 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 'Notes & attachments' section 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 single row containing the text 'What is the display resolution set?'. A 'Create New Note' button is positioned to the right of the table. The 'Case closure' section features 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 the form. The footer of the page contains links for 'FAQ', 'FEEDBACK', and 'CONTACT', along with the version number 'v 4.23'.



Thank you

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