User Manual for
I-CAN Customer Support Center
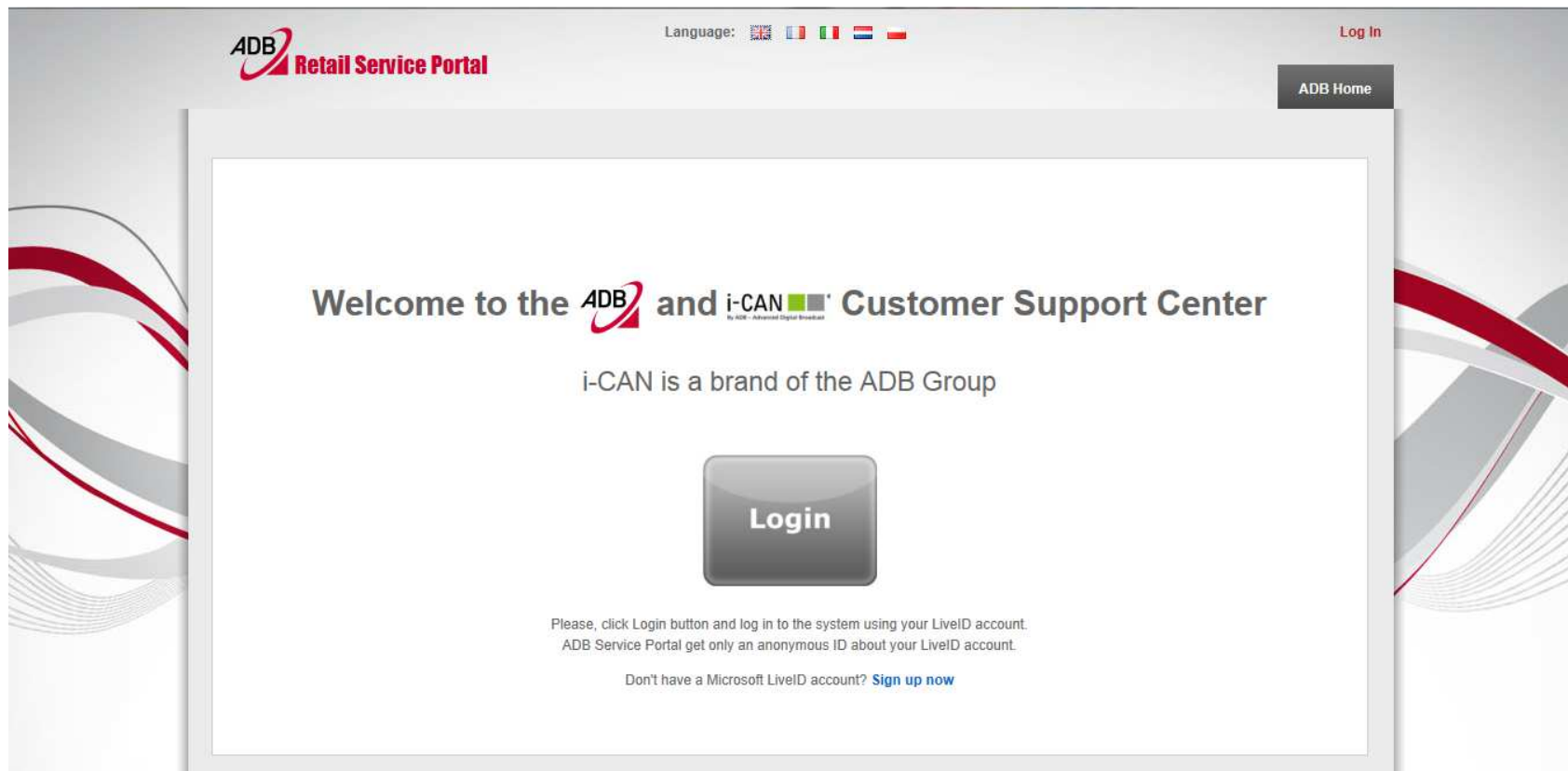
ADB Connected Thinking

Customer Support Center Login
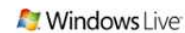
- Browse to portal at https://retail.trc.adbglobal.com/
- Click on "Login"

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?

someone@example.com

Password

☐ 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

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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

Portal Main Page (First Login)

- Once logged in entering your Windows Live ID credentials, click on "Customer Account Request" and enter required personal data
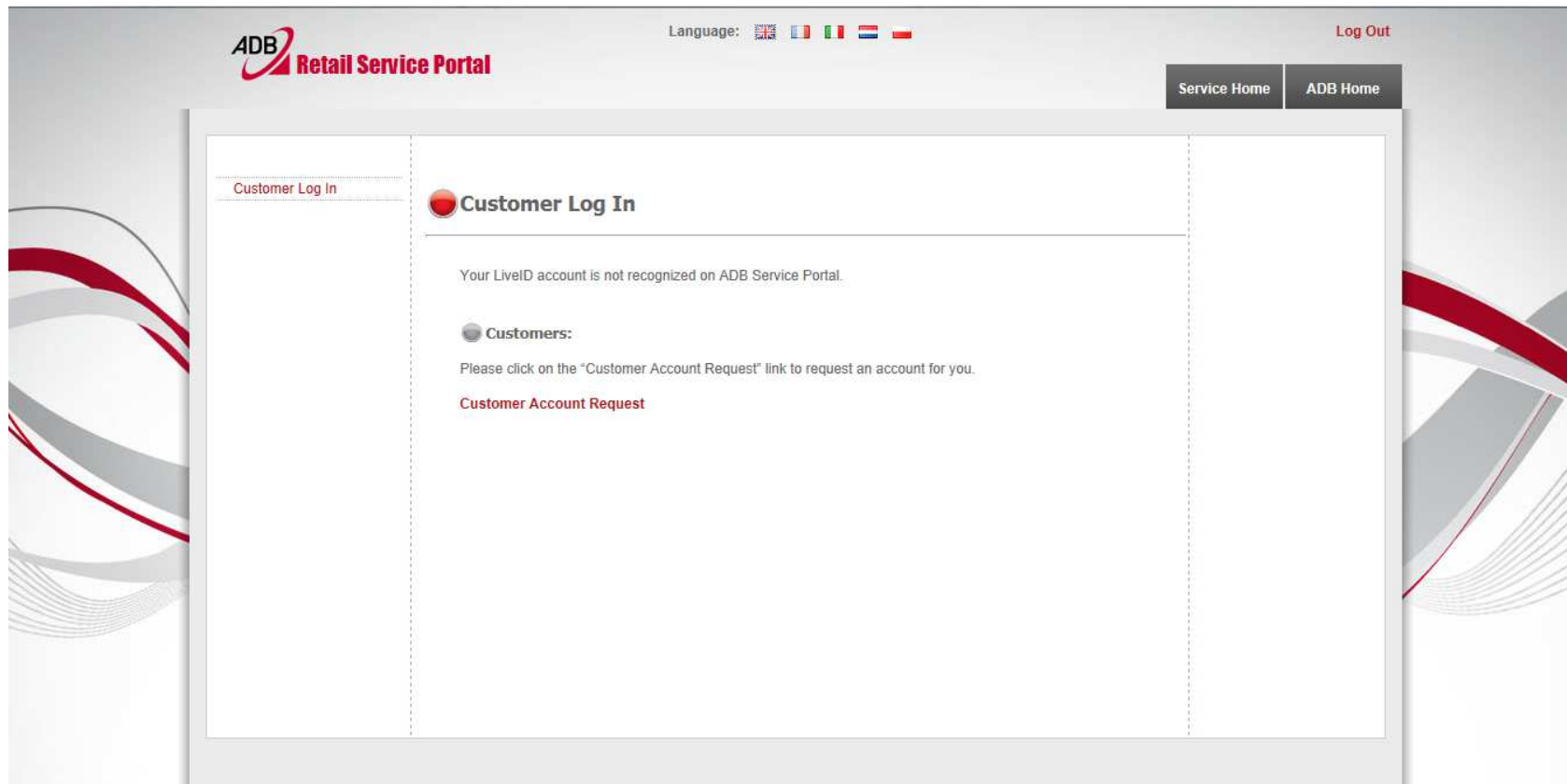
Entering Personal Data (First Login)

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

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
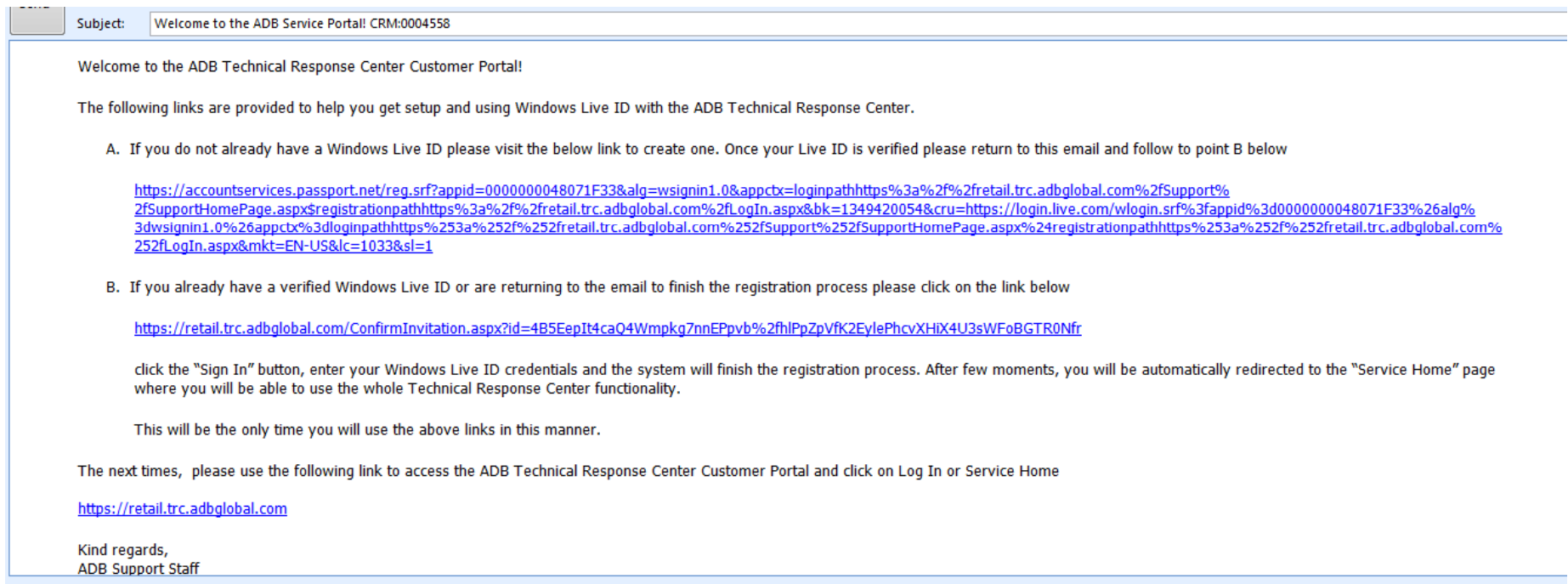- Follow the instruction sent by the portal to the given email address

Account Verification Mail (First Login)

ADB

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

Subject: Welcome to the ADB Service Portal! CRM:0004558

Welcome to the ADB Technical Response Center Customer Portal!

The following links are provided to help you get setup and using Windows Live ID with the ADB Technical Response Center.

A. If you do not already have a Windows Live ID please visit the below link to create one. Once your Live ID is verified please return to this email and follow to point B below

https://accountservices.passport.net/reg.srf?appid=0000000048071F33&alg=wsignin1.0&appctx=loginpathhttps%3a%2f%2fretail.trc.adbglobal.com%2fSupport%2fSupportHomePage.aspx$registrationpathhttps%3a%2f%2fretail.trc.adbglobal.com%2fLogIn.aspx&bk=1349420054&cru=https://login.live.com/wlogin.srf%3fappid%3d0000000048071F33%26alg%3dwsignin1.0%26appctx%3dloginpathhttps%253a%252f%252fretail.trc.adbglobal.com%252fSupport%252fSupportHomePage.aspx%24registrationpathhttps%253a%252f%252fretail.trc.adbglobal.com%252fLogIn.aspx&mkt=EN-US&lc=1033&sl=1

B. If you already have a verified Windows Live ID or are returning to the email to finish the registration process please click on the link below

https://retail.trc.adbglobal.com/ConfirmInvitation.aspx?id=4B5EepIt4caQ4Wmpkg7nnEPpvb%2fhlPpZpVfK2EylePhcvXHiX4U3sWFoBGTR0Nfr

click the "Sign In" button, enter your Windows Live ID credentials and the system will finish the registration process. After few moments, you will be automatically redirected to the "Service Home" page where you will be able to use the whole Technical Response Center functionality.

This will be the only time you will use the above links in this manner.

The next times, please use the following link to access the ADB Technical Response Center Customer Portal and click on Log In or Service Home

https://retail.trc.adbglobal.com

Kind regards,
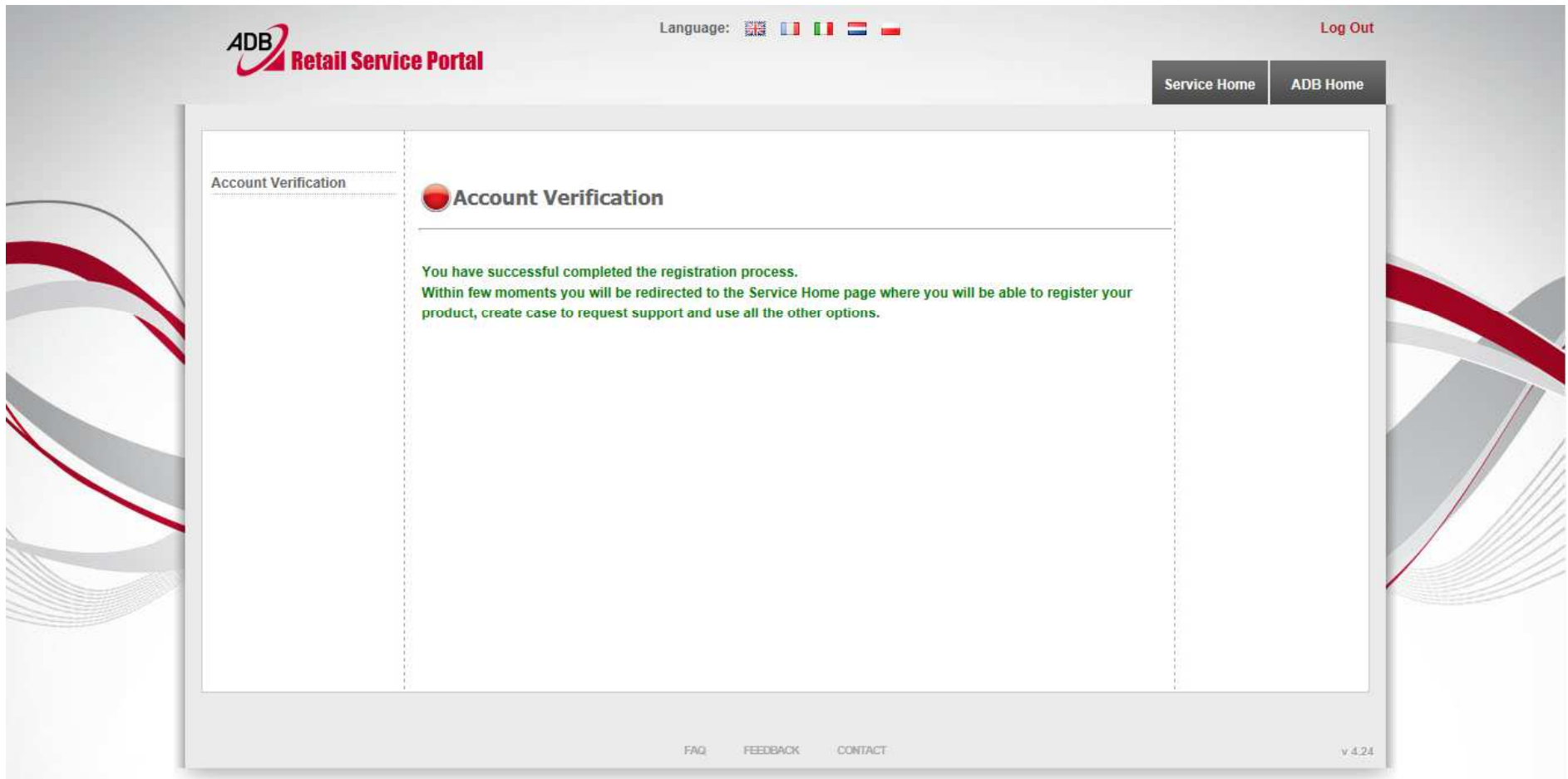ADB Support Staff

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
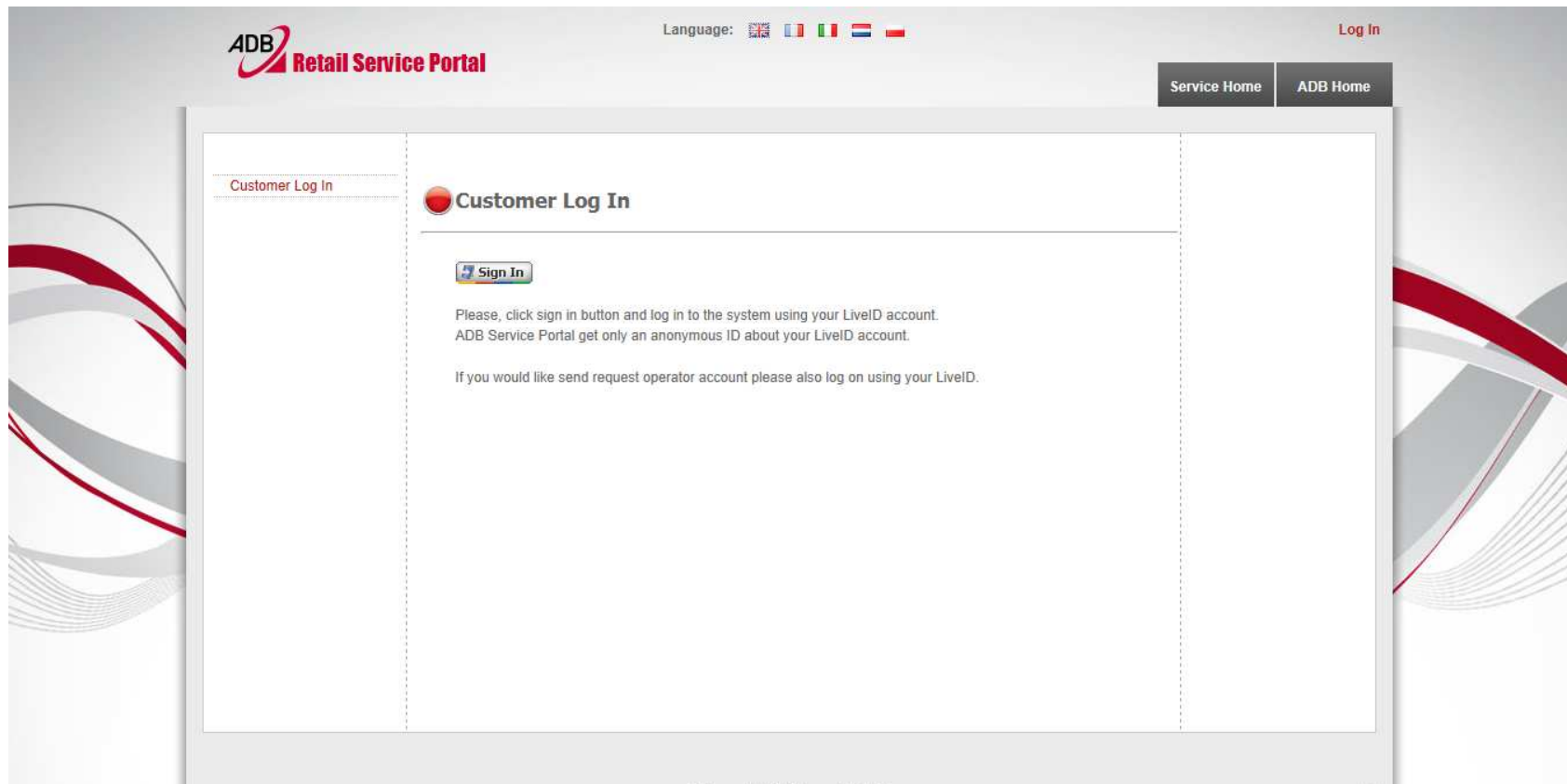
Account Verification Completed (First Login)

ADB

- The authentication procedure has ended and in few moments you will be redirectyed 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

Product registration

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

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

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 filed with a detailed description of the problem you are experiencing and click on "Save"

Type	Bug	Severity	Minor
Product	i-CAN Easy HD 2851T	
My Product	1234567890	

Issue Specifics

Issue Type	Using the decoder
Antenna Type	Terrestrial
Channels Affected	All

TV Set & DVD Recorder

TV Set

Brand	Sony	Model	Bravia
Connected Via	SCART		

DVD Recorder

Use of DVD Recorder?	No

Descriptions

Description	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 menù or channel banner as well.
Upload file	Browse...

Save

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

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 entirely and make no changes to it.

Support comment

This is the ADB operator's reply.

Thank you,
ADB Support Staff

Thank you