

Self Install Kit Issues / Not Received - Article no. 5687

Introduction

Remind the customer that it takes up to **5 business days for a Self-Install kit to arrive**

This **excludes** holidays and weekend days

FedEx is our shipping vendor; direct customers to [fedex.com/](https://www.fedex.com/) to track their package

Resolution Steps

[Expand All](#) | [Collapse All](#)

Tracking Number is Available

A **tracking number** for the Self Install Kit is sent to the customer's **preferred email address**

The tracking number is typically noted in the 2nd line of the Work Order (i.e. Fed123456789)

To track a package, enter the **tracking number** on the FedEx website

The package status activity updates as changes occur up to and including date, time and place of delivery

Tracking Number is Not Available

When a self install work order is entered incorrectly, a tracking number **does not display** in the account

Verify the [self install](#) work order was entered correctly; check the following:

• FLLWP quota used

• Correct One Time Charge was used

• Work Order has correct Service Codes

• Enter a **new work order** when confirming the self install work order was entered incorrectly

Self Install Order Entered Correctly - Self Install Kit was Not Delivered

• **Internal Call Center Agents**: email leads@astound.com with the account number and details for follow-up

• **Outsource Partners**: email relations@astound.com with the account number and details for follow-up

Self Install Kit not working after Installation

• Try to help the customer using the **Setup Guide** they received:

[Internet](#)

[TiVo](#)

[Set Top Box](#)

[Whole Home WiFi](#)

[HDTV](#)

Troubleshoot the problem by searching for the symptom:

[Cable Modem Troubleshooting](#)

[eero Troubleshooting](#)

[No Picture Troubleshooting](#)

[TVo Troubleshooting](#)

Important: If you can't resolve the issue, **do not schedule a Trouble Call!** Instead, use the [Failed Self Install](#) procedure

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=28>