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/ 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:
  - FLWP 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**
- **TiVo 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