

Failed Self Install Procedure - Article no 9272

Introduction

After exhausting the troubleshooting of a Self-Installation Kit, we need to set up a technician visit to resolve the issue

Be advised, the order below has a One Time Charge of **\$29.95** to cover the Truck Roll/Tech visit. Inform your customer of this charge

Before setting up this Work Order Type, be sure to resolve the issue by troubleshooting first

Resolution Steps

Start an Upgrade Order in ICOMS

1 Task: **Service Change**[UD]

2 Work Order Type: **Schdl TechVisit**

3 Order Entry Services [ES] screen with **Sales Type**, **Sales Reason** and **Campaign**

4 One Time Charges [OT] screen:

RFINSLC - S (\$29.95)

RFINSLD - S (\$29.95)

5 **Work Order Scheduling** [SW] screen:

Schedule a Date and Time frame that works for your customer

Work Order Comments should note **FAILED SIK**

6 On the **Order Summary** [OS] screen, **enter through** to confirm the work order

7 When installing **data**, go to the **Data Users** [DU] screen to create an [email address](#)

8 If needed, fill out the [CPNI Questionnaire \[CQ\]](#) screen and Setup [Selfcare](#)

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