

# Cancel / Activate Service in WebTools for DC Metro, IL, MA, NY and PA Article no. 3715



## Introduction

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**Cancel** service, then **Activate** to correct WebTools errors, and *Marry* our TiVo to a customer's retail TiVo

- *Married* TiVos are **connected** through TiVo and **share** programming
- Retail TiVo TSN do *not* appear in WebTools; changes are available on the customers **My TiVo Account** online

**Important: before you begin**, have the following information ready

- 11-digit ICOMS account number
- TiVo registration email address
- Service address Zip Code
- Home phone number on account

# Resolution Steps

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## 1. Access our TiVo in WebTools

- On the **Equipment Tab** in **BOLT**, click **Diagnostics** next to the **TiVo equipment**
- Click the **WebTools** button at the bottom of the page
- Enter your **username** and **password**, then click **Submit** to sign in

## 2. Cancel service in WebTools to inactivate all TiVos

- Choose **Cancel Service** from the **Select a Method** drop-down and click **Submit**
- Click **OK** on the **Cancel Service Succeeded** dialog box
- Repeat these steps for *each* TiVo on the account *before* moving to the next step

## 3. Activate Service in WebTools to activate all TiVos

- Click the **TiVo TSN** on the right to load the information
- Choose **Activate Service** from the **Select a Method** drop-down, **fill in** the required fields and click **Submit**

- **ICOMS Account:** 11-digit account number
  - **Phone Number:** 10-digit home phone number on account
  - **Zip Code:** 5-digit Zip code on account
  - **Retail Account Email:** email address used to register for **My TiVo Account** online
- Click **OK** on the **Service Activation Succeeded** dialog box
  - Repeat these steps for *each* TiVo on the account, then Synch the WebTools Account

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