Reprovision TiVo Article no. 4815

Introduction

Pease Note: Reprovisioning an IPTV box (removing and adding the cable occurrence) should no longer be a part of troubleshooting, especially during a declared outage. This will only prolong the restoration of services once the outage has been resolved.

Resolution Steps

TiVo Only! Not IPTV (see above)

1. Select the affected TiVo on the **Customer Equipment Maintenance** [**BX**] screen in ICOMS
    - Click **Port Occ Asgn** and highlight the **Port Typ TIVOSV / Svc Ctg D** line
    - Click **Remove Occurrence**, then click **Exit**
2. Select the affected TiVo on the **Customer Equipment Maintenance** [**BX**] screen, **again**
    - Click **Port Occ Asgn** and add a **D** in the **Ctg** column
    - Hit **F4** to query in the **Occ** column to select the correct occurrence
    - Hit **Enter** to confirm changes, then click **Exit**
3. Go to the **Customer Balancing Screen** [**EB**] screen and press **Enter** to balance the account

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=396