

PLATFORM OPERATIONS CONSOLE

MON TUE WED THU FRI SAT SUN

05:03:12 AM

Welcome To Buckeye Broadband Toledo IPTV

Home

My Account

Log Out

s | eVUE VOD | eVUE Linear | Reports | eVUE Metrics | eSphere | eStream Sight | Service Configurations | eVUE NS | Settings

Settings

General

DRM

CDN Setup

Globals

Manage Menus

Manage Support Users

Migration

Playback Settings

Threshold Settings

Admin Activity Logs

Settings > CDN Setup > Zones

Manage Zones

Search By Zone Name

Submit

Reset

S.No

Zone Name

Zipcode

1

Central Zone

Assign Zipcode

Use this button to assign the added zipcode to the specific zone

Displaying rows 1 to 1 of 1

Click the 'Assign Zipcode' button will redirect to "Assign Zipcode to Zone" screen and here we can view all the added zipcodes for each Headend

Settings > CDN Setup > Zones > Assign Zipcodes > Central Zone

Manage Zones

Search By Headend Name

Buckeye Broadband Toledo

Search By Status

All

S.No

Zipcode

City

State Name

Assing Zipcodes To Zone

1

77777

Aberdeen

Ohio

+

2

99999

Toledo

Iowa

+

3

43660

TOLEDO

Ohio

-

4

43659

TOLEDO

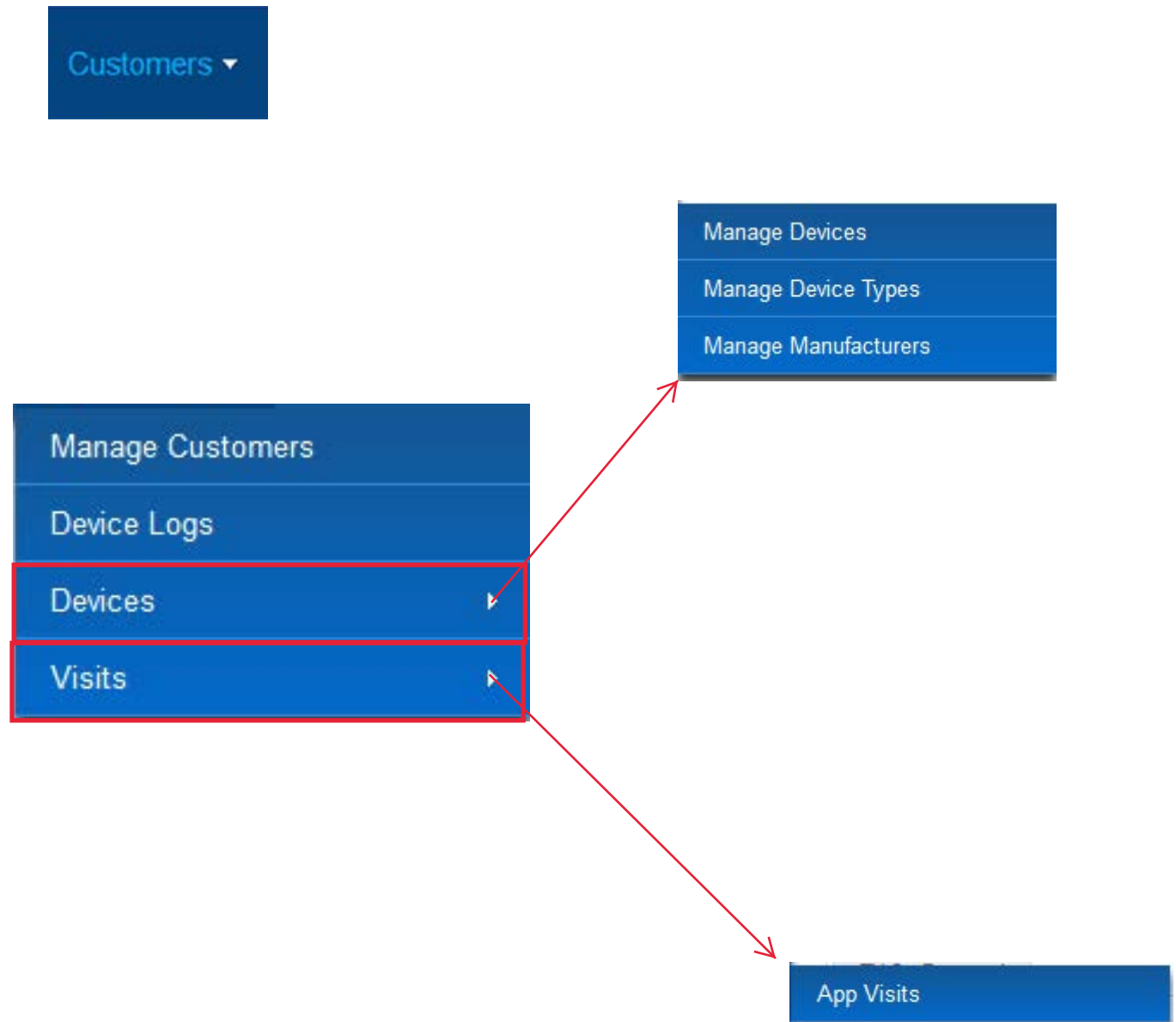
Ohio

-

Use this icon to assign the zipcode

Use this icon to remove the zipcode

41



Customers ▾

1: To add a devices on customers accounts please begin by hovering over **CUSTOMERS**

Manage Customers
Device Logs
Devices ▸
Visits ▸

2: When the menu rolls down please mouse over **DEVICES** until the sub-menu opens to the right.

3: Please click on **MANAGE DEVICES**
You will be taken to the Manage Devices page.

Manage Devices
Manage Device Types
Manage Manufacturers

+ Add Device



Submit Reset

Import Device

4: Please click on **ADD DEVICE** to be taken to the **ADD DEVICE** page

Add Device

Please choose the **DEVICE TYPE**

Please choose the devices **MANUFACTURER**

Please fill in the devices **MODEL NO**

Please fill in the **Serial NO**
HINT: This is the TSN

Please fill out the devices **DEVICE ID**
HINT: Its the TSN again

Please choose the **HEADEND** you would like to attach this device to.

Please fill in the **FRIENDLY NAME** that you want this device to be recognized by

Please choose if you want to set this customer **ACTIVE/INACTIVE**

Device Type: STB ▾

Manufacturer: Evolution ▾

Model No:*

Serial No:*

Device ID:*

(MAC Address / TSN / HDID / UniqueID)

Headend: Buckeye Broadband Toled ▾

Friendly Name:

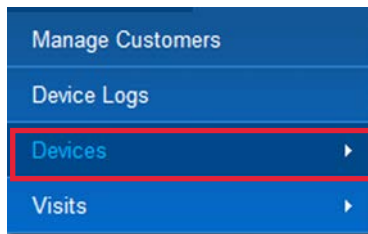
Status: Active ▾

Please do not forget to hit either Submit or Reset

Submit Reset



1: To add a devices on customers accounts please begin by hovering over **CUSTOMERS**

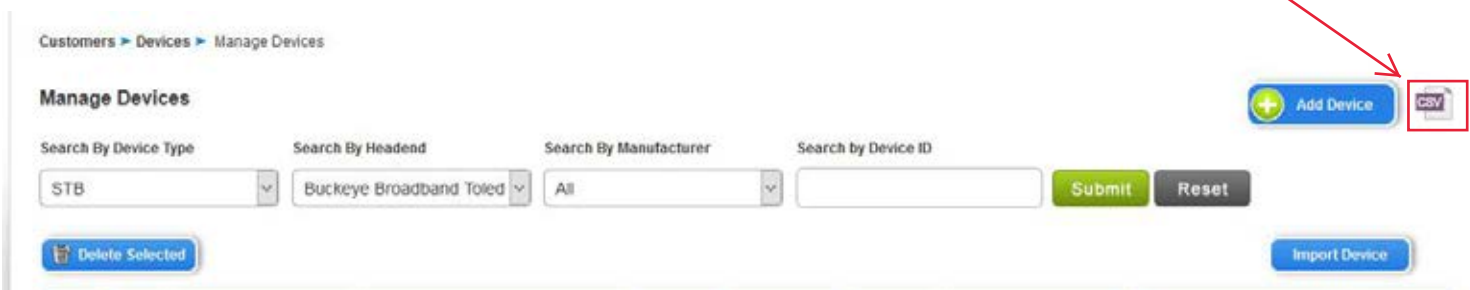


2: When the menu rolls down please mouse over **DEVICES** until the sub-menu opens to the right.



3: Please click on **MANAGEDDEVICES** You will be taken to the Manage Devices page.

After clicking on the Manage Devices page where you can search for and manage already configured customers. When you complete a search, as with any search screen throughout the POC, if your search yielded results you can download a (in this section) CSV only copy of the results by clicking on the button located by the ADD DEVICE button.



S.No	1 Zone	2 Customer Name	3 Account No	Login ID	Parent Login ID	VoD Installation Status	VoD Installed Version	Status	Phone
1	Central Zone	Chennai Account	Evo1000	4 100	5 None	6 <button>Reset</button>	7 3.3	8	9 N/A

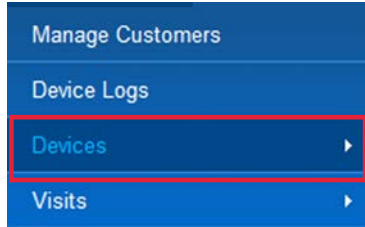
VOD Entitlements	Credit Limit	Device Type	Device	Service Entitlements	Child Accounts	Profile	Login ID	18 Action
10 <button>Bundle List</button>	11 \$ 1000.00	12 Roku	13 YR003C388693	14 Details	15 <button>Details</button>	16 <button>Details</button>	17 100	18
								a b c d e

- 1: Zone the customer is assigned to.
- 2: Customer Name
- 3: Account Number
- 4: Login ID (IMPORTANT) you will need this to search data in other screens.
- 5: Parent Login ID If the device is a second or child device on the account will have a parent device.
- 6: VOD installation status **THIS IS TO RESET ACCOUNT SETTINGS**
- 7: VOD version
- 8: Status this does not tell if the device is working or not this is explaining if the account is active or not
- 9: Customer Phone Number
- 10: Click on Bundle List to see whast bundles are available
- 11: The amount the account can spend before being disallowed from purchasing click on this field will allow to mod.
- 12: Device Type
- 13: Device TSN / Mac address
- 14: Service Entitlements Clicking on Details allows you to modify what bundles the customer is assigned.
- 15: Lists any child accounts attached to that account.
- 16: Detailed information on the account
- 17: Login ID
- 18: These are configuration buttons
 - 18a: Edit
 - 18b: Release
 - 18c Billing Setails
 - 18d Watched Log
 - 18e PPV Bllling Details

1: To manage devices on customers accounts please begin by hovering over **CUSTOMERS**

Customers ▾

2: When the menu rolls down please mouse over **DEVICES** and please then choose **MANAGE DEVICES**.



3: You will be taken to the **Manage Devices** page.

■	S.No	Manufacturer	Device ID	Device Type	Added Date	Status	Account No.	Assigned Customer	Action
	1	2	3	4	5	6	7	8	9

1: S.NO

2: Manufacturer you have 10 choices; Evolutioin, Justek, Samsung, HTC, Mele, Apple, Arris, Roku, Tivo, and Amazon Fire TV.

3: Device ID, this will be the TSN / MAC address of the assigned device.

4: Device Type here there are 11 different device types; STB (Set Top Box), Android Mobile, Android Pad (tablet), iPhone iPad, HDMI Stick, Apple TV, QAM STB, Amazon Fire TV, Roku, and Android STB. If this is incorrect the customer will have issues viewing content on their device.

5: Added Date; this will be the date the device was added to the system

6: Status which is actually set by simply clicking the green check, a confirmation box will pop up asking if you are sure, when you click yes, it changes the green check to a red X.

7: Account number, this will be the number of the account the box is assigned

8: Assigned Customer will be the customers name the account is under.

9: ACTION BUTTONS

9a

9b

9c

The screenshot shows the 'Manage Customers' interface. At the top, there's a breadcrumb 'Customers > Manage Customers'. Below it is the title 'Manage Customers'. There are five search filters: 'Search By Customer Name', 'Search By Account No', 'Search By Login ID', 'Search By Device Type' (with a dropdown set to 'All'), and 'Search By Zone Name' (with a dropdown set to 'All'). A 'Delete Selected' button is below the 'Search By Device Type' filter. To the right of the filters are 'Submit' and 'Reset' buttons. Further right are two icons: a CSV icon and an Excel icon. Below these icons is an 'Import Customer Data' button. A red arrow points from the 'Add Customer' button (a blue button with a green plus icon) to a text box. A green arrow points from the Excel icon to a text box. A blue arrow points from the 'Import Customer Data' button to a text box. A cyan arrow points from the 'Search By Headend' dropdown (which is set to 'Buckeye Broadband Toled') to a text box.

Customers > Manage Customers

Manage Customers

Search By Customer Name Search By Account No Search By Login ID Submit Reset

Search By Device Type Search By Zone Name Search By Headend

All All Buckeye Broadband Toled

Delete Selected

+ Add Customer

CSV X

Import Customer Data

4: When you click on add customer you will be taken to a new screen allowing you to add a new customer.

When searching make sure choose either ALL or the headend the customer connected to or you will not get any results.

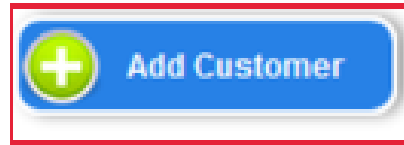
Clicking on the green X icon will allow you to download your search results into an Excel Spreadsheet.

Clicking on the CSV icon will allow you to download your search results in a comma separated value format.

PLEASE NOTE, JUST CLICKING ON EITHER ICON WILL ALLOW YOU TO DOWNLOAD A LISTING OF ALL CUSTOMERS, THIS TAKES A VERY LONG TIME DEPENDING ON THE AMOUNT OF CUSTOMERS YOU HAVE

This will allow you to import a Excel spreadsheet or CSV into the POC.

4: Please click on **add customer**
You will be taken to a new screen



Add Customer

Account No:*

Bsid:

Headend:

Zone:*

First Name:*

Last Name:*

Gender:* ☒ Male ☐ Female

PIN:

Address:*

State:*

City:* ☐ Other

Zip Code:*

Mobile Number:

Status:

Customers Account number.

BBilling system ID

Headend the customer should be placed under. Please make sure to choose the appropriate zone

Zone

Customer first name

Customer last name

Set the purchasing pin here

Customer Address HINT: Just the street address.

Select the State

Select the City

Zip Code

Mobile Number

Mark the customer Active or Inactive

Please use either the submiit or reset

*** Fields are mandatory**

Manage Customers

Manage Customers

5: Please click on **Manage Customers in the top/bottom right to get back to the previous page**



Customers ▾

1: Please hover on CUSTOMERS



Manage Devices

2: Please click on MANAGE CUSTOMERS

Manage Device Types

Manage Manufacturers

3: Please grab the slider and pull it to the RIGHT till you see **SERVICE ENTITLEMENTS**



Service
Entitlements

Details

4: Please click on SERVICE ENTITLEMENTS
on the line of the customer you want to
change

Instructions on next page

Subscription Details

Subscription Logs

Login ID : 100

Created Date: 11-08-2018 04:08:31 AM

Customer Name : Chennai Account

Updated Date: 01-22-2019 04:47:58 AM

VoDVoD Subscription ☒ Active ☐ Inactive

VoD Subscription On 08-Nov-2018

VoD Subscription Fee(\$) 0.00

NDVRNDVR Subscription ☐ Yes ☒ No**Catch Up TV**Catch Up TV Subscription ☐ Yes ☒ No**Start Over**Start Over Subscription ☐ Yes ☒ No