Getting Started with

Time Warner Cable Business Class

Video Services

Customer Portal

A Guide for Administrators

Table of Contents

How to Use This Guide

Welcome to the Time Warner Cable Business Class (TWCBC) Video Services Customer Portal. The Customer Portal provides easy management of your Time Warner Cable Set Back Box (SBB) service, as well as quick visibility into the status for each set back box. Once logged in you will be able to create and manage Users necessary to assist in your set back box management, and make changes to settings (e.g., Closed Captioning, PIN, Parental Control, etc.) for one or more boxes quickly, without interruption to the end user.

This "Getting Started Guide" is divided into three main sections to allow you to find the most useful information when you need it.

1. **Video Services Quick Start** – Login instructions to get you started right away

2. **Get to Know the Customer Portal** – A brief review of how to navigate the Video Services Customer Portal, including:

   - The **Locations** tab, where you can view a list of your locations (only applicable to individuals who are assigned to multiple locations)

   - The **Rooms** tab, where you can view a status summary of all your set back boxes and enable/disable settings per box or room

   - The **Channels** tab, where you can view a list of channels available at various locations

   - The **Users** tab, viewable by the Primary and Co-Administrators only, where you can create and manage Users

   - The **Support** tab, where you can view the Customer Portal User Guide and other helpful resources

3. **Manage Rooms** – Learn about the ways in which you can edit the settings of your set back boxes

NOTE: *Supported browser versions for the Customer Portal include Microsoft Internet Explorer 9 and later, Mozilla Firefox 10 and later, Google Chrome 12 and later, and Apple Safari. Using different browsers or older versions may result in non-working functionality.*

Video Services Quick Start

Login

Access to the Customer Portal requires secure authentication using a Username and password unique to each User. The Primary Administrator must be created first and should receive login credentials for the Video Services Customer Portal from TWCBC via email. If you do not have a Username and password, please contact the priority support number provided by your Account Executive at the time of purchase. If you do not have the priority support number, contact Time Warner Cable Customer Support at 1-866-TWC-4BIZ (1-866-892-4249) to be transferred to the appropriate priority group to obtain access. Once a Primary Administrator is established and assigned to all necessary locations, they can create Users within the Video Services Portal.

1. To sign in, open a supported browser and navigate to the specific link provided in your welcome email. You should be presented with a login screen like the image in Figure 1.
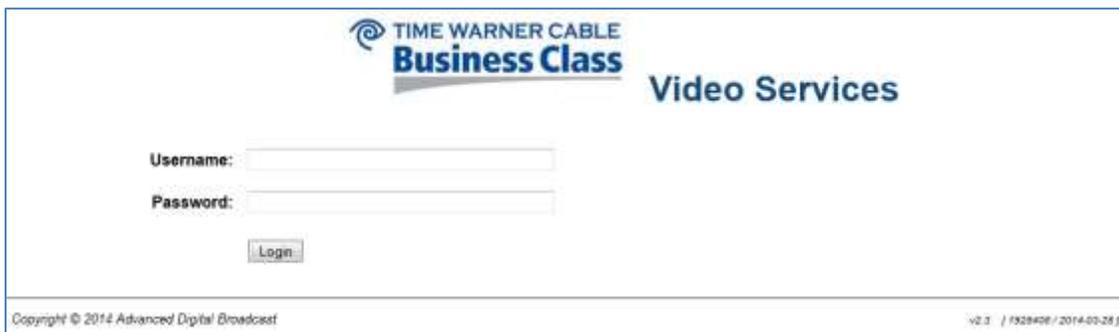

Figure 1: Video Services Customer Portal Login Screen

2. Enter the temporary Username and password provided in your welcome email into the **Username** and **Password** fields.
3. Click **Login** to access the Customer Portal.

   NOTE: If you forget your Username or password during future sign in attempts, contact the priority support number provided by your Account Executive at the time of purchase. If you do not have the priority support number, contact Time Warner Cable Customer Support at 1-866-TWC-4BIZ (1-866-892-4249) to be transferred to the appropriate priority group.

Change Temporary Password

After you sign in to the Customer Portal, it is recommended to change your temporary password for security purposes. If you are the Primary Administrator assigned to multiple locations, you will need to select a location from the Locations page before you can proceed to the next step. Refer to Figure 3 for a sample page.

Click your name in the upper right corner of the page and select **Change Password** from the drop-down menu displayed in Figure 2. Enter your new password in the fields provided and click **Submit**. Your password must meet the following requirements:
- Passwords must be a minimum of four characters in length
- There is no maximum length
- Passwords can include numbers, special characters and punctuation (including spaces)

Figure 2: Change Password Feature

When you sign in to the Video Services Customer Portal, you will see up to five selectable tabs, depending on your role: Locations (for those assigned to multiple locations), Rooms, Channels, Users (for Administrators and Co-Administrators only) and Support.

Locations Tab

The Locations tab includes a list of the locations to which you are assigned. Select a location from the list to manage that location's set back boxes.

Figure 3: Locations Page Overview

Rooms Tab

On the Rooms tab you can manage rooms and set back box configurations. This tab presents a list of rooms available to be managed. Figure 4 outlines the Rooms tab navigation.

1. Rooms listed on this tab are assigned to the location displayed on the top of the screen.

2. The gray **Status** bar displays a quick summary view of room status showing the total number of rooms and their status. **Rooms Up** shows total number of rooms which are functioning as intended. **Rooms Down** is defined as a room where the set back box may be deactivated (power or cables unplugged)[1].

3. Use the **Show** drop-down list to filter your view by all rooms, rooms with boxes down or a specific room. If you select the **Specific Room** option, a text field will appear next to the drop-down list so you can enter the number of the room you would like to view. Then click **Go**.

4. Click the **Rooms per page** drop-down list to select the number of rooms to display on the screen.

5. For each room, the ⊕ icon next to the room number can be selected to provide additional status details for all set back boxes in that room. The specific serial number for each set back box associated with a TV is provided along with the communications status and the High-Definition Multimedia Interface (HDMI) status. (See Settings section for specific information on configuring set back box settings.)

6. Time Warner Cable can send out alerts to customers (e.g., to notify the location about a potential maintenance window, etc.). If there are any pending messages, they will appear in a **MSO Message** box directly below the **Status** section.

Figure 4: Overview of the Rooms Tab

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[1] The box may show as "Down" in the Customer Portal due to a networking issue although the box is fully functional.

Channels Tab

The list(s) of channels available for a specific location are available on the **Channels** tab. Begin by selecting the appropriate channel list from the drop-down menu. **NOTE:** Different set back boxes could have different lineups (e.g., a lobby TV may have more limited channels than a room).
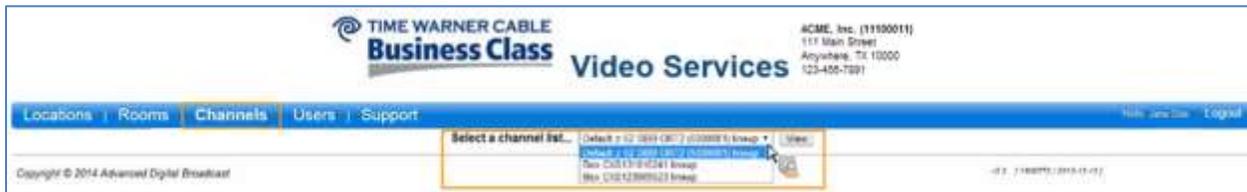

Figure 5: The Channels Tab Displays Applicable Channel Lists

Next, the selected Channel List will appear in a user-friendly format for printing or quick reference.

Figure 6: Channel List Appears for Viewing/Printing

Users Tab

Administrators can set up and manage Users via the Users tab. **NOTE**: The Users tab is visible only to Primary and Co-Administrators. Upon first sign in, the Primary Administrator will need to create Co-Administrator(s) and/or User(s) who will help manage the Video Services at a particular location.

Click the Users tab to view a list of Users for the location indicated in the page header. To create a new User, click **Create User**.

Figure 7: Create a New User

Complete the following fields with appropriate information:

- The Username field will automatically populate to match the email address entered
- The User Type options include:
  - User
  - Co-Admin
  - Primary Admin[2]
- First Name/ Last Name will be displayed on the User's account
- Password must be at least four characters in length (no maximum length) and can include numbers, special characters and punctuation
- Click **Create**

Figure 8: New User Fields

After creating a User, a confirmation message will appear[3]. If you delete a User, a warning message will appear asking you to validate your action.

Figure 9: User Creation Confirmation
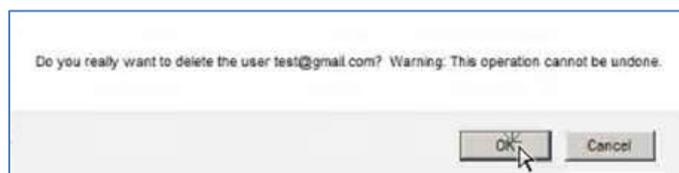
Figure 10: User Deletion Warning Message

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[2] Primary Admin will appear in the drop-down menu but is not a clickable option as there can only be one Primary Administrator assigned to each account.

[3] When you add a new Co-Administrator or User, automated notifications are <u>not</u> sent to alert them. Use the email templates at the end of this document to help notify your team that they have been added to the portal.

The table below depicts permissions of User management by role type. The role type listed in the left column can take the corresponding actions on the role types listed across the top row of the table.

For example, a Primary Administrator can create, modify and delete Co-Administrators. Co-Administrators can create, modify and delete Co-Administrators. Standard Users do not have access to the Users tab; thus, they are unable to take any action on any user type.

User Management by Role Type			
Role Performing the User Mgmt. Action	Primary Administrator	Co-Administrator	User
Primary Administrator	Modify	Create Modify Delete	Create Modify Delete
Co-Administrator	Modify	Create Modify Delete	Create Modify Delete
User	N/A	N/A	N/A

Support Tab

Helpful resources such as the Customer Portal User Guide are posted to the Support tab, which is accessible to Primary Administrators, Co-Administrators and Users. Email templates are included at the end of this document to help Administrators and Co-Administrators notify staff members who have been added to the Customer Portal.

Managing Box/Room Settings

By default, all rooms are displayed in the table on the Rooms tab. If desired, you can select to display only rooms with boxes down or a specific room via the drop-down menu next to the **Show** field. If you choose to display a specific room, enter the room number in the field provided, then click **Go**, as depicted in Figure 11.

Figure 11: Selecting Rooms to View from Drop-Down

For each individual room or group of rooms listed in the table, you can easily change and manage numerous set back box settings:

- By selecting the **Reset PIN** button in a given room's row, you can change the parental control PIN for all TVs in that specific room. The PIN is a 4-digit number used to control access to locked TV programs or channels, depending on the parental control rating level set for that TV.
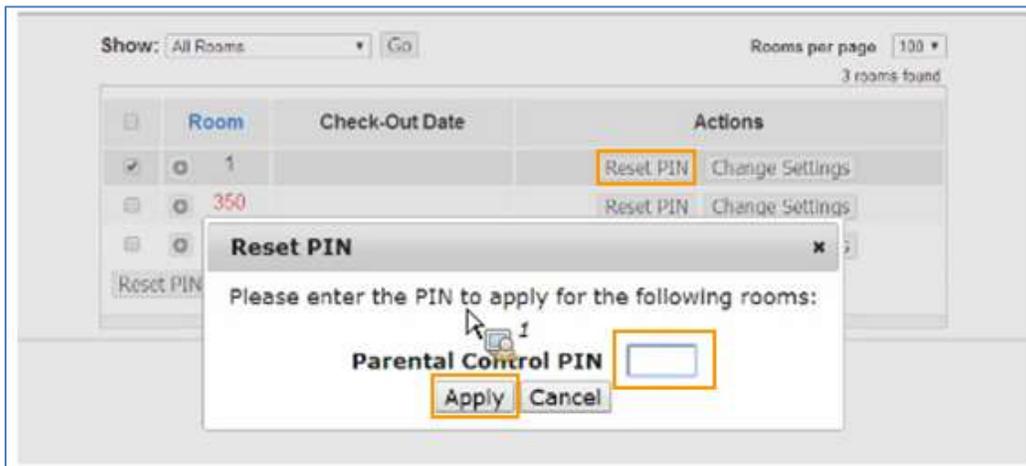

Figure 12: Enter a New Parental Control PIN

- By selecting the **Change Settings** button in a given room's row, you can update or clear TV settings for all set back boxes in that room[4]. Changeable TV settings depicted in Figure 13 include:
  - The **Closed Captioning** state (On/Off)
  - The **Audio Language** (English/Spanish)
  - The parental control **PIN**
  - The **Parental Control Ratings** block level (see Figure 14 for options)
    - Block content based on the TV show's maturity rating
  - The **Wakeup Channel** (see Figure 15 for options)
    - This allows you to define the channel the TV tunes to when it is first powered on.
  - Clearing **Video On Demand** (VOD) bookmarks
  - The **Check-Out Date** can also be optionally provided via a calendar pop-up, which may be useful to prevent daily resetting of TV settings to their defaults[5]
  - The **Clear Current Settings** button can be used to restore all default TV settings (e.g., when a guest has moved rooms)
- After configuring the settings for the current room, click **Apply** to save the changes.
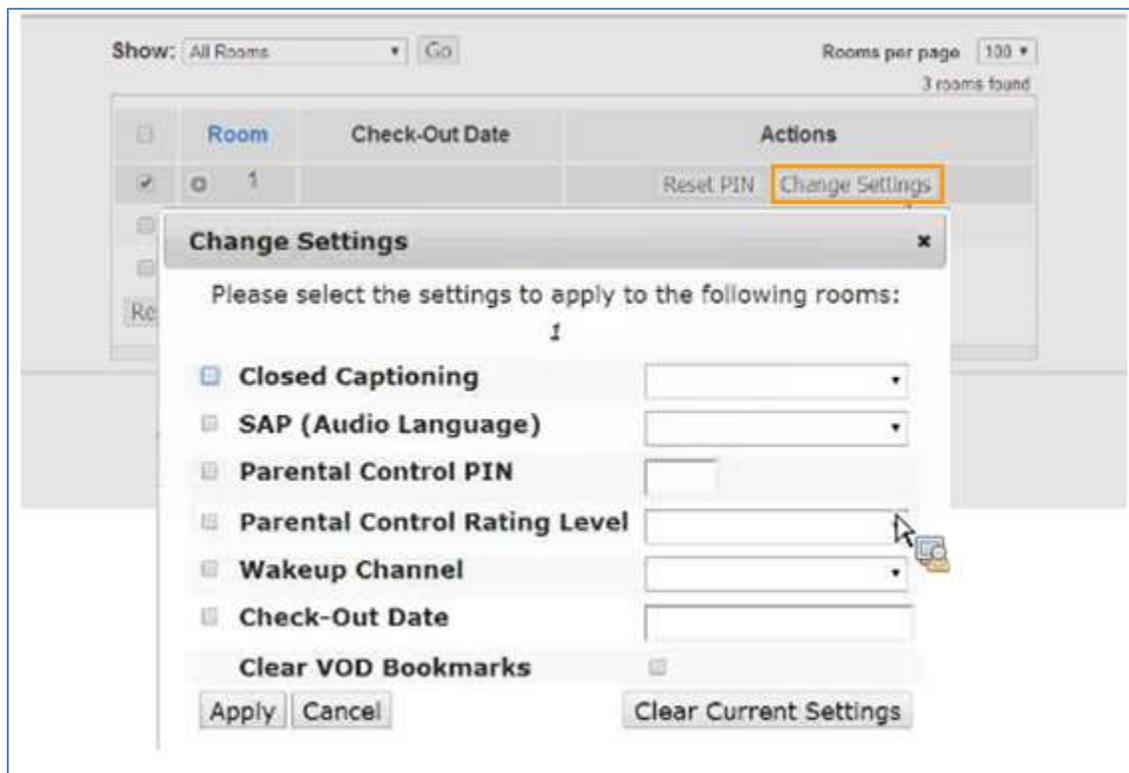
Figure 13: Change Settings on a Room

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[4] You can only update or clear current settings via the Change Settings tab. The feature will not display what current settings might be in effect.

[5] Set back boxes will be restored to their default settings (no Closed Captioning, no content block, no PIN, and English as the user interface and audio languages) on a daily basis. The reset takes place based on default times if you choose not to make this configurable for your location(s) using the Check-Out Date function illustrated in Figure 13.
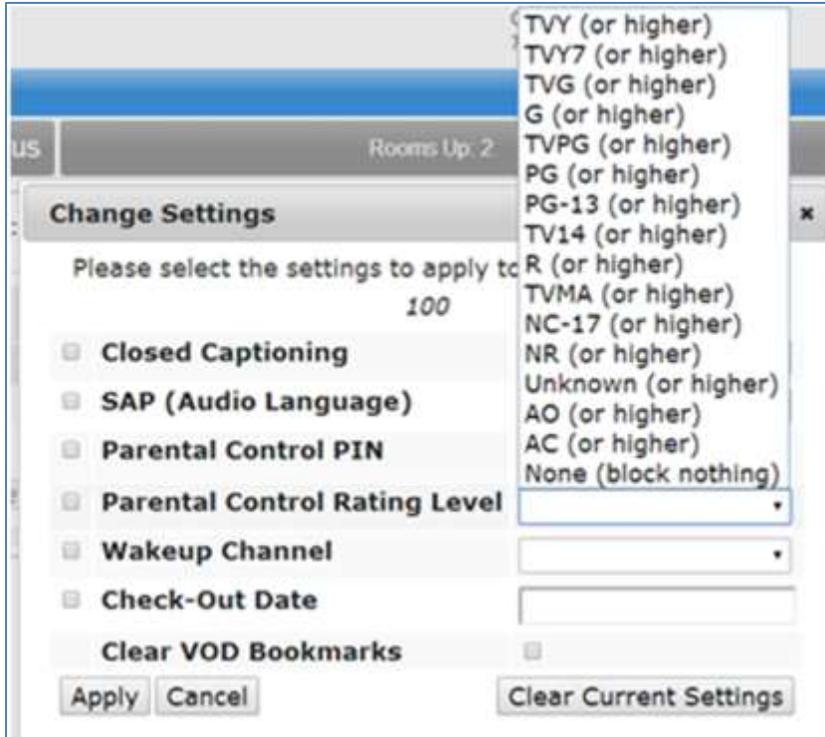
Figure 14: Parental Control Rating Levels

Figure 15: Wakeup Channel Options (May Vary by Customer)

Multiple rooms can also have their set back box settings changed simultaneously by selecting the left-handed checkboxes for the desired rooms and then selecting the **Reset PIN** or **Change Settings** button at the bottom of the table, depicted in Figure 16.

Figure 16: Change Multiple Room Settings Simultaneously via Multiple Selection Tool

Troubleshooting & Usage Examples

"My set back box is down. How do I get it back up?"
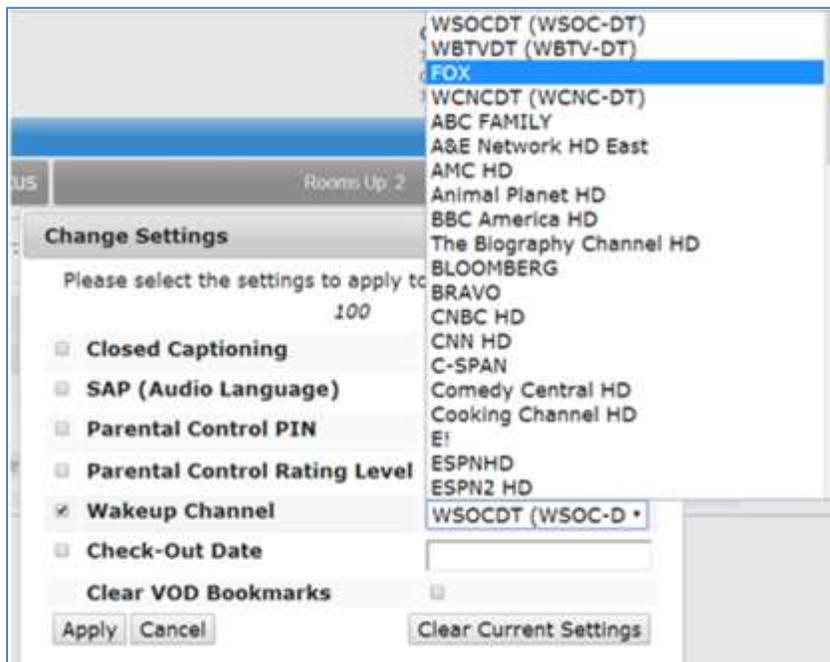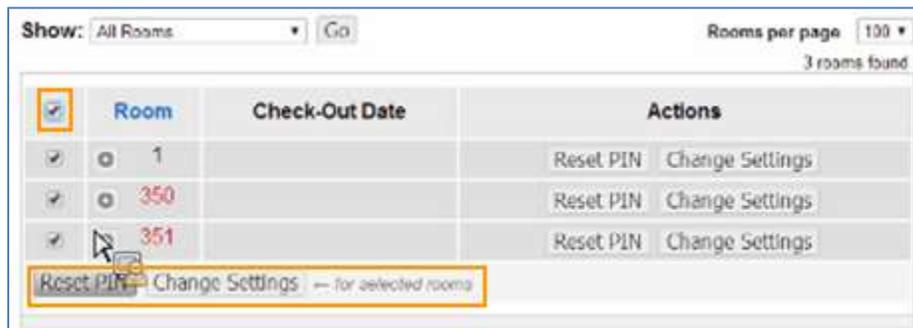In the event of a set back box being down, the room will display a box status of **Down**. The causes could be the power cord is unplugged or the HDMI cable is unplugged (HDMI status would show "Inactive" or no status).

- Make sure the TV is turned on. Ensure the set back box is plugged in and receiving power. Then ensure all set back box cabling is correctly and securely connected.
- Click the **Change Settings** button for that set back box and click the **Clear Current Settings** button.
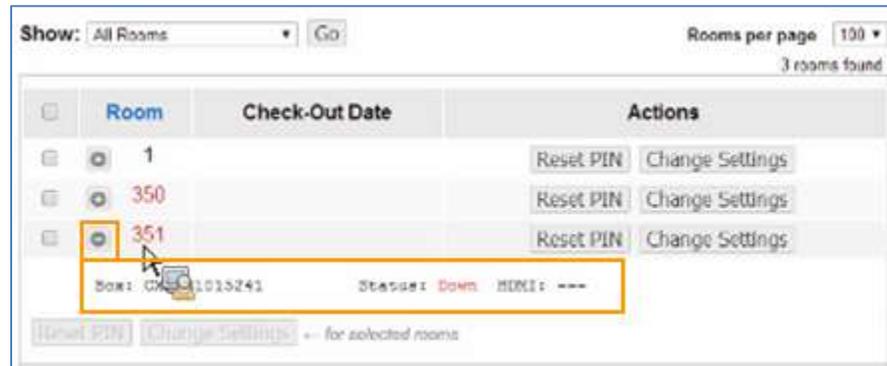
Figure 17: Example of a Set Back Box Down with HDMI Status Unavailable

"The Remote Control isn't working."
- Ensure the remote control does not have missing or low-powered batteries.
- Ensure the proper remote control is being used (and wasn't accidentally swapped with some other remote control).
- If there is an infrared (IR) dongle used for remote control signals, ensure that it is still properly mounted with line of sight to the remote control and is connected to the set back box in the IR port.

"There is no signal on the TV/ Black (or Blue) screen on TV."
- Ensure the TV and set back box are plugged into a working power outlet.
- Ensure the video cable (e.g., HDMI cable) is present and connected to the set back box HDMI port and to the proper TV video input port.
- Ensure the TV has the proper video input (Source) port selected.

If you are unable to successfully resolve the issue after reviewing these troubleshooting tips, please contact the priority support number provided by your Account Executive at the time of purchase. If you do not have the priority support number, contact Time Warner Cable Customer Support at 1-866-TWC-4BIZ (1-866-892-4249) to be transferred to the appropriate priority group for support.

Usage Examples	
Task	**Instructions**
1. Check the status of all TVs at a location	- View the **Status Overview** section in the upper part of the screen. - Here you will see the number of TVs that are fully working (as "Boxes Up"), and the number of TVs that are not fully working (as "Boxes Down").
2. Check if all TVs for a single room are working	- Find the desired room – either scroll through the table of rooms, or select the **Specific Room** option and enter the room number next to the **Go** button above the table of rooms. - In the table of rooms, click on the ⊕ next to the desired room number and the status for the set back boxes installed in that room will be displayed. - The **Status** field will indicate "Up" for all set back boxes that are fully working, or "Down" for all set back boxes that are not fully working.
3. Check if the HDMI Cable is Connected between the SBB and the TV	- Find the desired room – either scroll through the table of rooms, or select the **Specific Room** option and enter the room number next to the **Go** button above the table of rooms. - In the table of rooms, click on the ⊕ next to the desired room number and the status for the TVs installed in that room will be displayed. - The **HDMI** field will indicate "Active" if the set back box has an active HDMI connection to the TV, or "Inactive" if the set back box does not have an active HDMI connection to the TV. **NOTE**: *If the TV is powered off, the HDMI status may be **Disconnected** even though the HDMI cable is properly connected, so ensure that the TV is powered on before performing this test.*
4. Set the parental control PIN for a single room	- Find the desired room – either scroll through the table of rooms, or select the **Specific Room** option and enter the room number next to the **Go** button above the table of rooms. - In the table of rooms, click on the **Reset PIN** button on the same row as the room number. This will pop up a small window in which a new 4-digit PIN can be entered. - Enter the new 4-digit PIN number into the **PIN** field. - Press the **Apply** button to immediately update the PIN for all the TVs in that room.

Usage Examples	
Task	**Instructions**
5. Set the audio language (SAP) for a single room to Spanish	• Find the desired room – either scroll through the table of rooms, or select the **Specific Room** option and enter the room number next to the **Go** button above the table of rooms. • In the table of rooms, click on the **Change Settings** button on the same row as the room number. This will pop up a small window in which all of the TV settings for that room can be (optionally) set. In this case, only the audio language (SAP) setting will be modified. • Select **Spanish** in the drop-down list to the right of the **SAP** field. The checkbox to the left of the SAP field will automatically be selected. Settings with cleared checkboxes are not changed from their current state. • Press **Apply** to immediately update the selected settings for all the TVs in that room. Review the text in the subsequent confirmation window, and press the **OK** button if everything is correct.
6. Clear all settings for all TVs in multiple rooms	• Click on the checkboxes to the left of each room number for all of the desired rooms to be changed. • Select the **Change Settings** button at the bottom of the table of rooms to manage multiple rooms at a time. This will pop up a small window in which all of the TV settings for the selected room(s) can be (optionally) set. • Instead of setting specific values for the various TV settings, click on the **Clear Current Settings** button to clear the TV settings for all of the selected rooms (which will return all of the settings to their default values). Review the text in the subsequent confirmation window, and press the **OK** button if everything is correct.
7. View a current list of available TV channels	• Click on the **Channel List** menu link on the top navigation bar within the site. Select the desired channel list in the drop-down menu next to the **Select a channel list** field (typically the name of this location, or a specific area name such as "Bar" or "Lobby"). • Click on the **View** button to see the list of available channels (channel names and numbers).

Welcome Email Templates for New Users

Administrators can use the two email templates below to notify new Co-Administrators and/or Standard Users of their login credentials to the Video Services Customer Portal as well as key portal features once you create their accounts.

Instructions:

1. Locate the appropriate email template based on the User you created (Co-Administrator or Standard User). The template language is slightly different because the roles of each user type are varied.
2. Copy the template into a blank email and complete the custom information in red brackets (remove optional orange language if it is not applicable).
3. Attach the User Guide to the email for reference.
4. Customize with any additional information you choose to include, and send.

Email to New Co-Administrators

Subject: Your Time Warner Cable Video Services Customer Portal Access
Attachments: Video Services Customer Portal User Guide (.pdf)

Welcome to the Time Warner Cable Business Class (TWCBC) Video Services Customer Portal. The Customer Portal provides easy management of your Time Warner Cable Set Back Box (SBB) service, as well as quick visibility into the status for each set back box. Once logged in you will be able to create and manage Users necessary to assist in your set back box management, and make changes to settings (e.g., Closed Captioning, PIN, Parental Control, etc.) for one or more boxes quickly, without interruption to the end user.

You have been added as a Co-Administrator. To get started, sign in to the portal using the link and login credentials below:

Access the portal: [insert specific link provided by Time Warner Cable Business Class]
Username: [insert User's email address]
Password: [insert temporary password]

[Optional – complete this section if you have assigned this Co-Administrator to multiple geographic areas with different login credentials and/or links; otherwise, remove this section.
If you are a Co-Administrator for multiple locations that span different geographical areas, you will receive unique login credentials for each area. See the additional links and login credentials below:

Access the portal: [insert specific link provided by Time Warner Cable Business Class]
Username: [insert User's email address]
Password: [insert temporary password]
End optional language.]

Once you are signed in, we recommend you take three initial actions:
1. **Save the link to your favorites.** This will make it quick and easy for you to return to the portal in the future.
2. **Change your password.** After you sign in to the Customer Portal for the first time, it is recommended to change your temporary password for security purposes.
   a. If you are assigned to multiple locations, you must choose a location from the list to manage before you can make changes to your password.
   b. Once you are on the home screen, click your name in the upper right corner of the page and select **Change Password** from the drop-down menu. Follow the prompts to reset your password.
3. **Create Users.** Coordinate with the Primary Administrator on your account to create other Co-Administrators and/or Users. This will help ensure proper management of the rooms and set back boxes. **Note:** When you add a new Co-Administrator or User, automated notifications are not sent to alert them. Use the email templates in the User Guide on the Customer Portal to help notify your team that they have been added to the portal.

From here, you can explore the Customer Portal, including:
- The **Rooms** tab, where you will enable and disable features for each set back box
- The **Channels** tab, where you can view a list of channels available at various locations
- The **Support** tab, where you can view the Customer Portal User Guide and other helpful resources

For detailed information on the portal, see the attached User Guide or contact your Primary Administrator.

Email to New Standard Users

Subject: Your Time Warner Cable Video Services Customer Portal Access
Attachments: Video Services Customer Portal User Guide (.pdf)

Welcome to the Time Warner Cable Business Class (TWCBC) Video Services Customer Portal. The Customer Portal provides easy management of your Time Warner Cable Set Back Box (SBB) service, as well as quick visibility into the status for each set back box. Once logged in you will be able to create and manage Users necessary to assist in your set back box management, and make changes to settings (e.g., Closed Captioning, PIN, Parental Control, etc.) for one or more boxes quickly, without interruption to the end user.

You have been added as a User. To get started, sign in to the portal using the link and login credentials below:

Access the portal: [insert specific link provided by Time Warner Cable Business Class]
Username: [insert User's email address]
Password: [insert temporary password]

[*Optional – complete this section if you have assigned this User to multiple geographic areas with different login credentials and/or links; otherwise, remove this section.*
If you are a User for multiple locations that span different geographical areas, you will receive unique login credentials for each area. See the additional links and login credentials below:

Access the portal: [insert specific link provided by Time Warner Cable Business Class]
Username: [insert User's email address]
Password: [insert temporary password]
End optional language.]

Once you are signed in, we recommend you take two initial actions:
1. **Save the link to your favorites.** This will make it quick and easy for you to return to the portal in the future.
2. **Change your password.** After you sign in to the Customer Portal for the first time, it is recommended to change your temporary password for security purposes.
   a. If you are assigned to multiple locations, you must choose a location from the list to manage before you can make changes to your password. Once you are on the home screen, click your name in the upper right corner of the page and select **Change Password** from the drop-down menu. Follow the prompts to reset your password.

From here, you can explore the Customer Portal, including:
- The **Rooms** tab, where you will enable and disable features for each set back box
- The **Channels** tab, where you can view a list of channels available at various locations
- The **Support** tab, where you can view the Customer Portal User Guide and other helpful resources

For detailed information on the portal, see the attached User Guide or contact your Primary Administrator.