

Suggestions

Have something you would like to see added?

Amdocs Down Process

I would like to see an AMDOCS Down process added. Especially for cases waiting to be created. Do we respond to the internal emails from the noc etc... As well as order of priority. Should field ops/cust ops be handled first, or cases waiting to be created and so on. Also perhaps a small dispatch bit added for cases that need dispatching (primarily for after hours, do they go in awaiting field dispatch and the like.)

— [Vickie Vandenberg](#) 2013/10/07 23:02

TECHNICAL SUPPORT TEAM KITCHENER ARTICLE REQUESTS

Note: Please Remember to add as much detail as possible. All detail you add to the below chart should be enough to create the complete wiki page

Tech Name	Case Log# XXXXXX	Projector Model	Failure Description	Troubleshooting Details	Resolution Details
Darryl Renner	None	D4K42LH + CP42LH	No "D4K60LH" or "CP42LH" Pages on the Wiki	Customer called in and asked for the user manual. It is currently not on the Wiki. It can be found on the N: Drive, and also Agile when searching the product names. Please create a Laser Page soon including all standard specs like other pages (include all standards like user manual, service manual, etc.)	Downloaded the User Manual via Agile and sent to the customer

Tech Name	Case Log# XXXXXX	Projector Model	Failure Description	Troubleshooting Details	Resolution Details
Justin Snowden	None	HD35K	Not quite a failure. It's Error Codes Chart - Access	Found in manual but would be a lot easier and faster to access a quick reference of the chart. It would come down to the structure of the wiki. Can it be put up somewhere easier like pictures? or on the top chart?	Add to pictures, or general information template? It's really up to you
Martin Stachowski	None	Lwu501i	Throw distance question about lens offset	didn't check the wiki but they wanted lens offsets, how horizontal affects vertical offset	not sure where to put
Anthony	446475	PHOENIX	Network Connection Issue	Looking for Default IP and Subnet and instructions as to what to do if the IP Address setup fails	Needs Wiki article
Anthony	446467	LW555	Firmware request	Looking for firmware and upgrade instructions	Need to post articles to Wiki article
Anthony	446456	M-Series	Lens Line Drawing	Looking for line drawings	Need to post documents to Wiki
Anthony	446437	LX700	Lens Compatibility	Looking to see if a LX650 Lens can be used on a LX700	Need to create article as to what projectors can share lenses
Anthony	446428	LX1000	Lens Adapter Part #	Looking for Lens adapter part #	Need to create and post Wiki Article that provide Lens Adapter part #'s
Martin Stachowski	None	DHD600-G	INFO - when projector is in 90 / 270 degree orientation, you will only get 50% lamp life. (pointing sky / ground)	No troubleshooting	This was brought up in the engineering escalation meeting - website will be updated and tech bulletin created. Wiki needs to be updated with the new information - both on spec section as well as a section for lamps failing early
Anthony	446564	Cinema all Projectors	Maintenance Schedules	Looking for customer Maintenance Schedules	Need to post articles to the Wiki

Tech Name	Case Log# XXXXXX	Projector Model	Failure Description	Troubleshooting Details	Resolution Details
Martin Stachowski	None	None	Do we want a page dedicated to RS-232 troubleshooting? This would be generic to all projectors	For the specific call verifying rs-232 codes was all that was needed. So the wiki did provide the proper rs-232 codes	A troubleshooting RS-232 page can be created to help isolate whether the issue is with the projector or control system. Right now i only see a link to the RS-232 document on the WIKI
Darryl	446583	Roadster HD16K-J	Lamp Replacement Part Numbers	Customer Request: what do the 3 part numbers: 03-900518-61P, 03-900518R61P, and 03-000883-01P mean? Which should I purchase	There is a wiki article for lamp replacement instructions but it does not describe the 3 part numbers options available to the customer
Daniel	446596	Mirage 4K35	Serial Communication Issue	A troubleshooting tree to determine how to properly troubleshoot Serial communication	Confirm configuration, use test software, replace defective parts
Justin Snowden	446599	HD10K-M	Access To Product Information	Customer was looking for audible noise of the projector and airflow, was trying to use the wiki	Found the airflow on the line drawing but the audible noise wasn't available had to go to N:\ and look in specs manual
Bill	---	OEM Projectors	Issues With Brand New Lamps Article	article looks to be outdated since we no longer track OEM lamp s/n's	Article Needs to be updated
Martin Stachowski	446713	Brio	Was referencing the swap out program for Brio - wanted to swap out his unused brios for the new model	I had customer send me his email chain with the swap out program - i didn't realize until later in the conversation that these were unopened units	processed swap out - Wiki needs reference to our programs
Martin Stachowski	446737	lwu505	Trying to get lamp hours when lamps won't strike	sent core librarian with document on how to get the lamp hours through rs-232	Wiki only shows how to get lamp hours from the menu - no reference on how to get hours through RS-232

Tech Name	Case Log# XXXXXX	Projector Model	Failure Description	Troubleshooting Details	Resolution Details
Martin Stachowski	439806	HD+30K	Has Vibration in image	Explained the difference between physical vibration and electronic jitter - possible causes are blower, lens, extractor fan	try to put pressure on the lens, blower may need to be replaced. No real way to isolate the failure without safety issues
Martin Stachowski	None	Easy Rider / J series	Vibration	do a page on how to isolate where vibration is coming from	work with repair to come up with a flow chart for projectors?
Justin Snowden	446872	CP4230	Access To Product Information	Pin Out For AES cable for the IMB	Went to the user manual of the IMB and sent customer a snapshot
Martin Stachowski	None	Twist 2.1	Trying to install on mac with emulator "fusion" -	not much information on twist issues on the wiki	left them with trying a windows machine or try twist 1.6.3 or 1.6.6 on the emulator
Justin Snowden	447560	LX1000	Access To Product Information	Information on the LX1000 tried a search but couldn't find any information, customer was looking for the part number for the FLC Adapter	Went into the N:/ found the information in Sanyo » Lens Info » FLC_Adapter_Collars
Justin Snowden	NA	Cinema	Lens Calculations	Customer looking for help with picking lens, lamp, etc for a cinema projector	Walk through how to obtain the cinema configurator and how to use it
Martin Stachowski	None	repair pricing	put link for repair pricing page into the SRMA page	need to link pricing page to SRMA page	need to link pricing page to SRMA page
Martin Stachowski	None	2F on HD+25-35k	create page on undocumented 2F error	2F caused by wiring 2 projector wrong, comm cables and power cables to diff projectors	update info from my emails

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