



Service Ticket: 2344584

385 Market Street
Kenilworth, NJ 07033
United States

Phone: (908) 445-2590
Fax: (908) 245-9346
Date: 10/28/2021

Customer Information

Wells Fargo
4363 Washington Rd
Evans, GA 30809
United States

Contact: MUST CHANGE
Phone:
Required Date:

Summary: GA142413- Evans, GA - Lobby TV Issues

Tasks:

Priority Notes

- 1 **Description:**
DMG FIELD TECHNICIAN COVID-19 SAFETY REQUIREMENTS

All DMG technicians should familiarize themselves with the most current safety requirements outlined on the COVID-19 Safety Response Plan, which is accessible in Knowledge Base section of the DivTech application.

A summary of the primary requirements include:
 - Usage of face coverings/masks and gloves on all site visits.
 - Effective hand sanitation (washing/hand sanitizer).
 - Social distancing.
 - Daily self-checks for wellness and temperature.
 - Communication with DMG and customers related to COVID-19 diagnosis, symptoms, and exposure.
 - General safety practices as outlined on the full COVID-19 Safety Response Plan.
FOR DETAILS ON THE ABOVE REQUIREMENTS - PLEASE REVIEW THE FULL SAFETY RESPONSE PLAN DOCUMENT BEFORE EACH SITE VISIT
- 2 **Description:**
Satellite Service Provider Details

Satellite Service Provider: Dish Network
Account Number: 8255707082098927
Dish Network Phone Number:
1-888-512-6788 (Primary)
1-800-454-0843
- 3 **Description:**
[SOW]

SCOPE OF WORK: Please visit site for a service call. They are reporting that the Lobby TV isn't working.

SUPPORT DOCUMENTATION:

Please also refer to the provided support documentation during all troubleshooting and repair visits. The documents were delivered to you in the original dispatch email and can also be found in the Knowledgebase section of DivTech. The support document is titled:
 - Satellite Package Installation and Troubleshooting Guide.pdf
Site Contact Info:

Site Contact Name: Nicole Widner
Site Contact Office Phone: 706-842-2141

***ELECTRONIC SECURITY BADGE REQUIRED ***
Technicians must display a Diversified electronic security badge when entering the site. The badge can be accessed in the Knowledge Base Section of DivTech and is titled "Electronic Security Badge". Please have that image displayed on your phone when entering the facility and have your Drivers License accessible as well.

4 **Description:**
[Parts and Tools]

FOR REPLACEMENT RECEIVERS PLEASE INDICATE THE FOLLOWING:

RECEIVER CAID#:

ACCESS CARD ID:

Tools Needed for On-site Technician:
Satellite Level Signal Meter

Standard Tools Needed for On-site Technician:
Laptop PC with HDMI and VGA Video Output Port & with a physical network port OR a USB network adapter (RJ45)
PC Test Monitor with HDMI and VGA Video Input Port (Minimum resolution of 1280x768)
USB Mouse and Keyboard
3.5mm Head Phones
Multi-Meter (Electrical Tester)
Cat6 Tester
Audio Toner and Wand
8-10' Ladder
Network Termination Tools
Video Termination Tools
Basic Hand Tools
Spare Cables (VGA, HDMI, DVI, Cat5: Straight Through/Patch and Crossover)
Digital Camera or Smartphone
Fishing Cable
Measuring Tape
Compass
Silicon Adhesive with Applicator Gun/Silicon Tape (Weather Proofing/Patching)

5 **Description:**
View/Print Attached Work Order Documents

Go to <https://divtech.divmedia.net/login> in a browser.
Login using your User Name/Cell Phone # and Password.
Input the Primary Ticket # and the Service Code as per the email for the DivTech Work Order Request and click "Submit".
Click the "Work Order Documents" tab on the left.
Click on each document available and read/print as necessary.
For additional information with using the DIVTech app please see the "Tutorials" and "Help Documents" links at <https://divtech.divmedia.net/home>

6 **Description:**
Call DMG NOC to Check-In

Call DMG NOC upon arrival to check in using NOC-BAC Cable Satellite TV Support Check In (ConnectWise Standard Note).
908-445-2590 - or - App button

7 **Description:**
Upload/Re-name Photos through DIV Tech App

Technician must take digital photos (ALL PICTURES MUST BE RENAMED ACCORDINGLY) and upload them via the DIV Tech app/web portal.

Photo requirements:

- Photo of affected screen(s) / equipment upon entering site (before troubleshooting)
- Wide angle photo of room before work is performed
- Wide angle photo of room after work is completed
- Photo of working screen after work is completed (if possible)
- Photos off all signage / media equipment on site (working or not)
- Photo showing wires dressed and site left in clean condition
- Wide and detailed photos of all roof-mounted satellite equipment (when applicable)
- Photo showing connections to the switch and LNB (when applicable)

If serialized equipment is installed/removed from site, technician is to use DIV Tech app "Manage Parts" field to capture Make/Model/Serial # of equipment and label part(s) as "Old" or "New".

PLEASE UPLOAD ALL PHOTOS WITHIN 48 HOURS TO THE DIVTECH APP.

Technician should also add photos of old/new equipment serial number tags in the "Manage Parts" field for the part(s) identified.

8 **Description:**
Have Site Contact Sign Off on Work Order

Use the DIV Tech app to have the site contact sign off on work order

Call DMG NOC to Check-Out

Call DMG NOC upon completion to check out using Wells Fargo Satellite TV Support Check Out (ConnectWise Standard Note)
908-445-2590 - or - App button

9 **Description:**
Part Return / Recycling:

To comply with EPA guidelines, all failed electronic parts need to be recycled at an electronics recycling center with proof of disposal receipt. DMG will reimburse all costs associated with recycling as long as a receipt is provided.

Please confirm with your service coordinator if you are not able to recycle electronic parts for any reason so we can provide you with a pre-paid UPS return label (or coordinate return freight) for the return of the failed parts to DMG for recycling.

Non-compliance with our recycling policies can result in billing delays or disputes.

Wells Fargo specific part return guidelines:

All failed parts can be recycled as per our guidelines above or returned to DMG if recycling is not possible.

Date Work Completed: _____

Completed By: _____ Signature

(print name)

Description of Work:

Customer: _____ Signature

(print name)