

How to Use the Customer Community

Summary

The Customer Community provides access to service and support information, including:

- **A Knowledge Base** with a collection of articles about support issues, software & firmware releases, and documentation. Articles can be found by using the *Search* tool or by browsing the *Topics*.
- **Your Service Cases**, which can be created, reviewed, and updated.

Objective

Understand how the Customer Community is organized and how to find what you want.

Environment

Imagine Communications Customer Community.

Procedure

1. Access knowledge base articles by clicking *Topics* on the menu bar.
2. Access service case information by clicking the *Cases* tab.
3. Use the *Search* tool to find *Articles*, *Cases*, and *Products* owned by your company.



The Knowledge Base

The Knowledge Base has a collection of articles about service and support issues, software & firmware releases, and documentation.

Articles can be found by using the *Search* tool or by browsing the *Topics*.

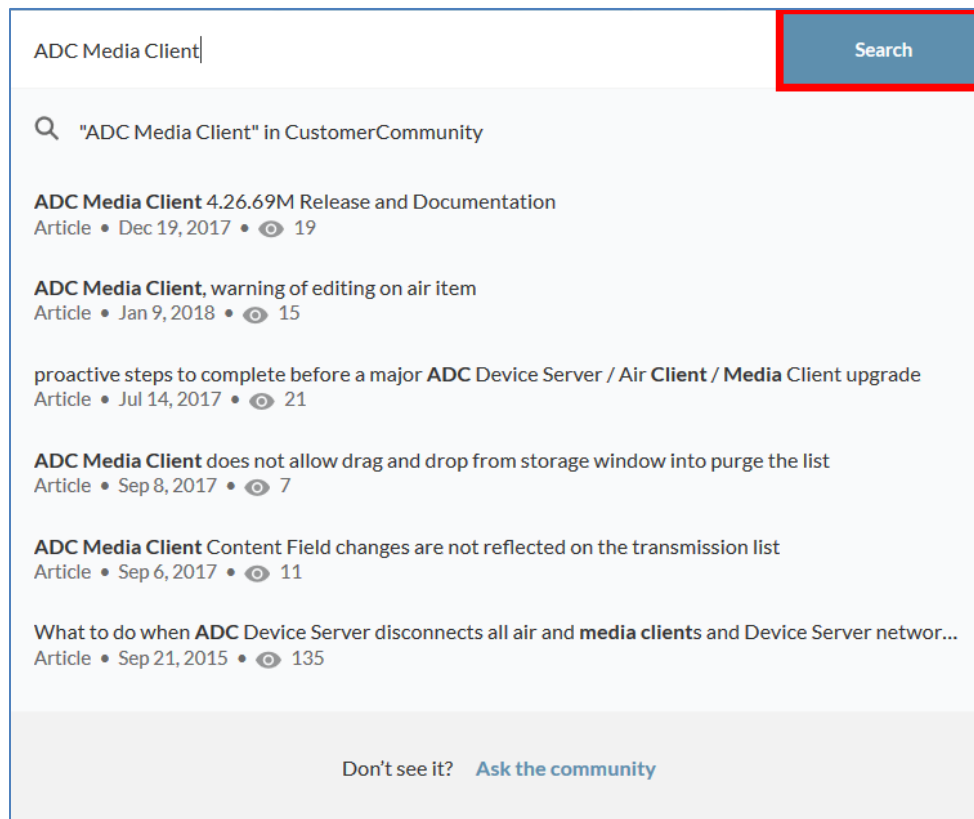
Searching for Knowledge Base Articles

1. Search for knowledge base articles by typing the name of what you are looking for into the *Search* tool, for example, *ADC Media Client*.
2. You can narrow your search by being more specific, for example, *ADC Media Client 4.26.69M* or *ADC Media Client 4.26.69M Release and Documentation*.



A list preview list will be generated as you type.

Note: If you don't see what you are looking for, click on the *Search* button to open a larger list and access search result filters.



- Click *Articles* on the *Search Results* filter on the left to narrow the search results.

The screenshot shows a web application interface. At the top, there is a search bar with the placeholder text 'Search...' and a 'Search' button. To the right of the search bar are a notification bell icon with a red '1' and a user profile icon. Below the search bar is a navigation bar with links for 'HOME', 'TOPICS' (with a dropdown arrow), and 'CASES'. On the left side, there is a 'SEARCH RESULTS' sidebar with a red border. It contains a list of filters: 'ALL', 'ARTICLES', 'CASES', and 'PRODUCTS'. The 'ARTICLES' filter is currently selected. The main content area is titled 'Articles' and shows '5+ Results • Sorted by Relevance'. A 'View More' link is visible in the top right of the article list. The first article is titled 'Media Client reporting playback devices offline' with ID '000014682', status 'Validated External', and a last modified date of 'Jul 27, 2017 4:22 PM'. The description mentions 'ADC Media Client' and 'media client'. The second article is titled 'ADC Media Client Operations Reference' with ID '000005922', status 'Validated External', and a last modified date of 'Mar 2, 2018 2:39 PM'. The description mentions 'ADC Media Client', 'ADC', and 'Air Client'. The third article is titled 'ADC Media Client 4.26.69M Release and Documentation' with ID '000022677', status 'Validated External', and a last modified date of 'Dec 19, 2017 4:03 PM'. The description mentions 'ADC Media Client', 'ADC', and 'Media Client'.

- Click on the name of the item you are looking for to open up the article.





The screenshot shows the full article page for 'ADC Air Client 4.26.73M Release and Documentation'. The article title is prominently displayed at the top. Below the title is a paragraph of text describing the release, mentioning 'ADC Air Client v4.26.73M' and 'ADC v4.26.71M'. It notes that defects and enhancements were tested at both development and QA levels. A 'Stability Note' mentions that ADC system stability changes implemented in the v12.22M and 4.22M maintenance builds have been rolled up into the ADC v12.23/4.23 release. An 'IMPORTANT' note states that with Air Client v4.23 and higher, the Borland Database Engine (BDE) is not required. Another 'IMPORTANT' note mentions that support for ADC v11 is dropped with the release of ADC Air Client and Media Client v4.23. Below the text, there is a 'RELEASE NUMBER' section with the value '4.26.73M', a 'RELEASE DATE' section with the value '1/31/2018', and a 'DOWNLOAD LINK' section with a URL. A 'DESCRIPTION' section at the bottom repeats the information about the release and stability. On the right side of the article, there is a 'FOLLOW' button, a 'RELATED ARTICLES' section with a list of links and view counts, and a 'TRENDING ARTICLES' section with a list of links.

5. Review the article information.
6. Click the *Download Link* to open a folder on Box where the files are kept.

DOWNLOAD LINK ⓘ

<https://imaginecommunications.box.com/s/tcauna3za0u2wjibic4delmimjmwgwa>

7. Click a file to download it.

ADC Air Client 4.26.73M Release and Documentation			
Name	Updated ▾	Size	
 AIRCLIENT_4.26.73.0M.exe	Feb 7, 2018 by Jeff...	74.7 MB	
 ADC_Air_Client_v4.26.73_Ops_Install_Ref_20180131.pdf	Feb 7, 2018 by Glen...	6.3 MB	
 Air_Client_v4.26.73M_Maintenance_Release_Note_20180...	Feb 7, 2018 by Glen...	167 KB	
 Air Client Getting Started_20180131.pdf	Feb 7, 2018 by Glen...	842.4 KB	

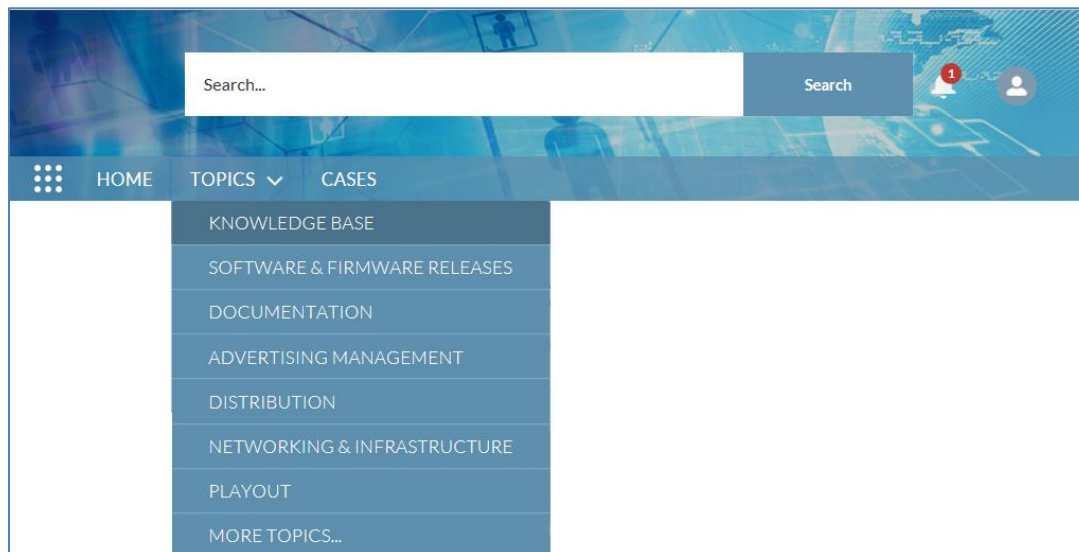
Note: PDFs can be previewed by clicking on them.

Browsing the Knowledge Base Articles

You can browse the knowledge base for articles by clicking *Topics* and selecting the *Knowledge Base* topic on the home page menu.

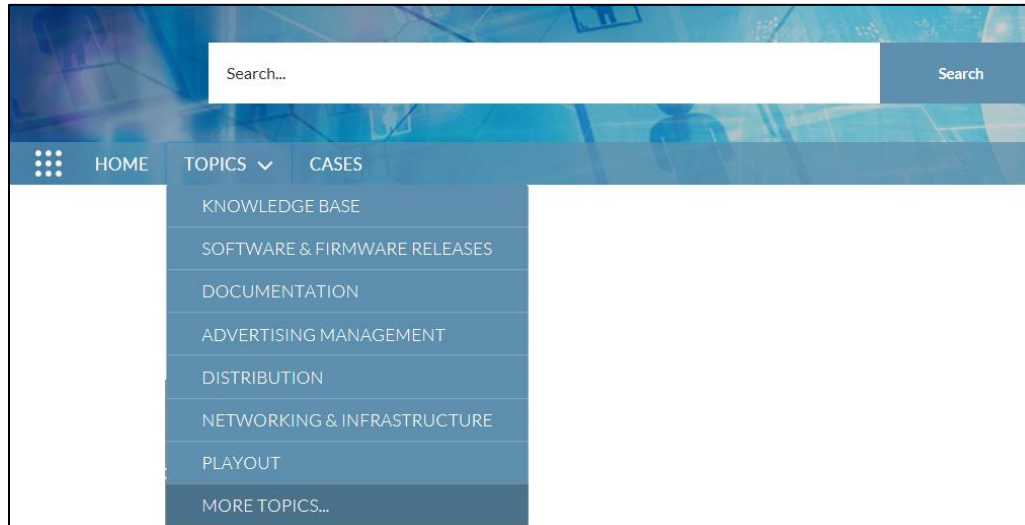
Articles are categorized by topic and can be assigned to more than one topic.

Knowledge base *Topics* include *Knowledge Base Articles*, *Software and Firmware Releases*, *Documentation*, *Advertising Management*, *Distribution*, *Networking & Infrastructure*, and *Playout*.



Articles can be written for service and support issues such as *AdConnections: how do I create a proposal*, or for product resources such as *ADC Media Client 4.26.69M Release and Documentation*.

To see a complete list of topics and subtopics, click *More Topics* on the Topics dropdown list.



It will open a page that looks like this.



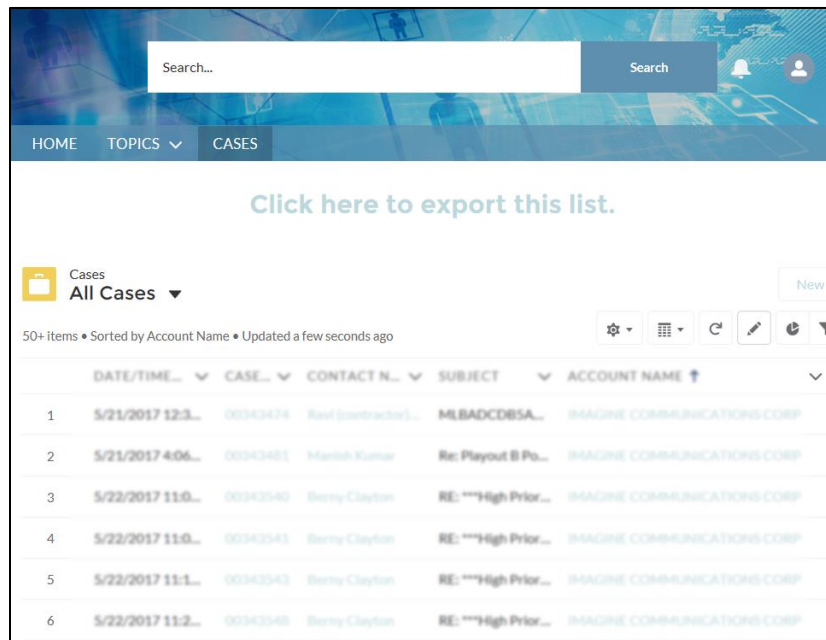
Cases

To access your service case information, do the following:

1. Click the *Cases* tab.



This will open the *Cases* page.



2. Use the case information filters by clicking the arrow beside *All Cases*.

The screenshot shows the 'All Cases' dropdown menu in a web application. The menu is open, displaying a list of recent list views and all other lists. The 'All Cases' option is selected and highlighted. The menu also includes a search bar and a 'New' button.

Search...

Search

HOME TOPICS CASES

Cases
All Cases ▼

50+ items

RECENT LIST VIEWS

- 1. ✓ All Cases
- 2. NA Broadcast Graphics Service
- 3. Recently Viewed
- 4. Recently Viewed Cases

ALL OTHER LISTS

- 5. 00354134
- 6. Abandoned Cases
- 7. 1/19/2018 12:21... 3/2/2018 12:21... 00384548 Heather Kaman Air Client applicaiton freezes w

New

3. Click a *Case Number* to see the information for that service case.

The screenshot shows the 'All Cases' table in a web application. The table is sorted by Account Name and updated a few seconds ago. The 'CASE#' column is highlighted with a red box, and the first row's case number, 00343474, is also highlighted. The table includes columns for DATE/TIME, CASE#, CONTACT N..., SUBJECT, and ACCOUNT NAME.

Search...

Search

HOME TOPICS CASES

Click here to export this list.

Cases
All Cases ▼

50+ Items • Sorted by Account Name • Updated a few seconds ago

	DATE/TIME...	CASE#	CONTACT N...	SUBJECT	ACCOUNT NAME
1	5/21/2017 12:3...	00343474	Real Contractor...	MLBADCD85A...	IMAGINE COMMUNICATIONS CORP
2	5/21/2017 4:06...	00343481	Marish Kumar	Re: Playoff B Po...	IMAGINE COMMUNICATIONS CORP
3	5/22/2017 11:0...	00343540	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
4	5/22/2017 11:0...	00343541	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5	5/22/2017 11:1...	00343542	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
6	5/22/2017 11:2...	00343543	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP

New

This will open that case's *Feed* page with an overview of activity.

The screenshot shows the 'Case Citrix Password Reset' page. The 'FEED' tab is selected and highlighted with a red box. The page displays a post from 'PT919837' by 'Suzanne Travis' with the text 'created a time.' and a 'Share' button. Below the post is a comment section with a 'Write a comment...' field. On the right side, there are several widgets: 'Case Comments (0)', 'Emails (0)', 'Asset Associations (0)', 'Articles (1)' (showing 'LAS Reset...' by 'Leslie Beck'), 'Bugs (0)', and 'Times (1)' (showing 'PT919...' by 'Suzanne Travis'). The top navigation bar includes 'HOME', 'TOPICS', and 'CASES'.

4. Click *Details* to see the complete information for the case.

The screenshot shows the 'Case Citrix Password Reset' page with the 'DETAILS' tab selected and highlighted with a red box. The page is divided into two main sections: 'Customer Information' and 'Case Details'. The 'Customer Information' section includes fields for 'Account Name', 'Status', 'Contact Name', 'Contact Phone', and 'Call Back Phone'. The 'Case Details' section includes fields for 'Case Number', 'Priority', 'Subject', 'Description', and 'Thank!' button. On the right side, there are several widgets: 'Case Comments (0)', 'Emails (0)', 'Asset Associations (0)', 'Articles (1)' (showing 'LAS Reset...' by 'Leslie Beck'), 'Bugs (0)', and 'Times (1)' (showing 'PT919...' by 'Suzanne Travis'). The top navigation bar includes 'HOME', 'TOPICS', and 'CASES'.