

TIDAK DAPAT DIPANGGIL

EKSEKUSI :

CHECK VOICE di ACSIS

1. Masukkan jastel klik CEK
2. Klik Check Voice
3. Pastikan Status Registered Telp (Phone 1 atau Phone 2)
4. Muncul tombol FIX Voice, Klik

The screenshot shows the ACSIS TOPOLOGY page. At the top, there is a network diagram with components: RADIUS, BRAS, METRO-E, AKSES, OLT, ODC, ODP, ONT, and STB. Below the diagram is a navigation bar with tabs: Customer, ONT, STB, OLT, Check Voice, Usage PCRF, Last Five Usage, Last Usage Minitools, Last Usage IPTV, User Online Node, History Action, and Panduan Solusi. The 'Check Voice' tab is selected. Below the navigation bar, there is a table for 'VOICE 1' with columns: NETWORK ELEMENT, ACTION, and BILLING. The table contains the following data:

VOICE 1	NETWORK ELEMENT	ACTION	BILLING
PHONE NUMBER : 0294383500	STATUS NE VOICE 1 : NOT REGISTERED	FIX VOICE	
STATUS : NOT REGISTERED			
PLATFORM VOICE : IMS	STATUS ISOLIR :		

The screenshot shows the ACSIS TOPOLOGY page with a confirmation dialog box. The dialog box contains the text: "acs-ibooster.telkom.co.id says" and "Klik 'OK' jika anda setuju akan melakukan perbaikan voice". There are 'OK' and 'Cancel' buttons. The 'Check Voice' tab is selected, and the 'FIX VOICE' button is highlighted with a mouse cursor.

5. Lanjut cek Double Register

DOUBLE REGISTER

- Muncul, klik show double register.
- Masukkan 3 digit SN terakhir ONT.
- Klik Cari
- Klik Sesuai

ACSIS 152409108192 telkom.net CEK Menu RAHARDYAN SUSANTO Logout

RADIUS BRAS METRO-E AKSES OLT ODC ODP ONT STB

Customer ONT OLT **Check Voice** Usage PCRF Last Five Usage Last Usage Minitools Last Usage IPTV User Online Node History Action

+62317391013

STATUS IMS	: REGISTERED
STATUS NE POTS 1	: REGISTERED
STATUS ISOLIR	: NO

+62317391014

STATUS IMS	: REGISTERED
STATUS NE POTS 2	: REGISTERED
STATUS ISOLIR	: NO

Show Double Register

https://acs-ibooster.telkom.co.id/index.php

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Customer ONT OLT **Check Voice** Usage PCRF Last Five Usage Last Usage Minitools Last Usage IPTV User Online Node History Action

+62317391013

SHOW DOUBLE REGISTER

Masukkan 3 Digit Terakhir Serial Number ONT Cari

OK

https://acs-ibooster.telkom.co.id/index.php

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Customer ONT OLT **Check Voice** Usage PCRF Last Five Usage Last Usage Minitools Last Usage IPTV User Online Node History Action

+62317391013

SHOW DOUBLE REGISTER

530 Cari

PHONE	SERIAL NUMBER	ACTION
0317391013	ZTEGC8759530	Sesuai

OK

- Jika gagal, lanjut edukasi

EDUKASI :

- Pastikan Kabel RJ11 dari telp sudah tertancap/terpasang dengan kencang/benar pada port Phone yang teregister
- ONT port Phone 1/Phone 2.

- **BISA**

- FCR, Input Irma dan Incident FCR YES

- **TIDAK BISA**

- Coba ganti pesawat telp lain (Apabila pelanggan mempunyai pesawat tlpn cadangan)
- Jika masih gagal, lanjut ESKALASI

ESKALASI :

Jika produk 1P Telepon ikut terkendala pakai symptom :

- a. Jaringan Layak - Fiber - Tidak dapat dipanggil (Save Draft)
- b. Jaringan Tdk Layak - Fiber - Tidak dapat dipanggil (Submit)

Jika produk 2P/3P ikut terkendala pakai symptom : Tidak Bisa Browsing - 2P / 3P Mati Total (Submit)