

Hi Mark – so I talked to Shellie and she said that because we are only in office 9-5 Monday – Friday, and these outages can happen when we are not here (like last night) the quickest method to get these boxes operational as quickly as possible is to follow the following instructions;

- Is the TV on channel 3 and you're changing the channels on the box only and NOT the TV?
- Is the box turned on? Or did you just turn the TV on?
- Did you unplug the box & then plug it back in? If so, it may have deactivated itself and needs to be zapped to reactivate it (need the serial #). They can zap boxes by calling the toll free number on the sticker on the box 1-866-567-5778 option '3' & follow the prompts to get to tech support. OR email the serial #s to [majacc.techsupp@rci.rogers.com](mailto:majacc.techsupp@rci.rogers.com) and they will zap them. Serial numbers start with SAB or SAC. They're 9 digits. All letters. No numbers.

In the case of the issues with the 5 boxes, we already know that points 1 & 2 are not the issue – we also know, that since the boxes were turning off themselves they were automatically rebooting themselves. This leaves the 3rd option of calling or emailing with the serial numbers of each box to have the signal resent. Shellie said if you send the serial numbers to the email address above, you will have the boxes zapped within the hour. This is the quickest method to restore service to them. If you could get the 5 serial numbers now, and email them to that address they will send you an email back when the signals have been sent to each of the boxes and then you can see if that solved the issue. If it didn't, then we would have to set up service call. I would also print this email and leave it where all your front desk employees can see so they can follow these instructions in the event you are not there.