



Customer Support User Guide:
The Andrew Online Ticketing System

TP-102218.2-EN (07/10)



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How To Use And Access the Andrew Online Ticketing System
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TRADEMARKS





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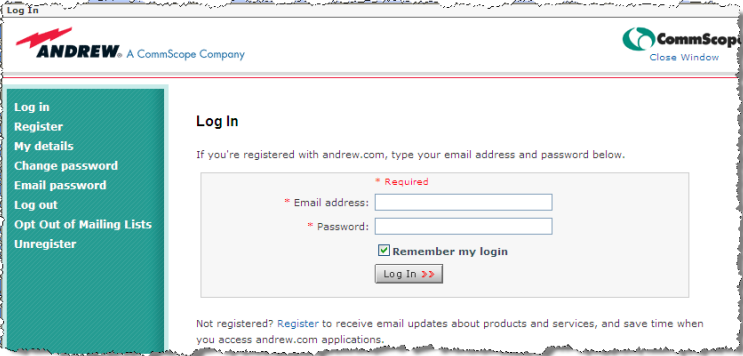
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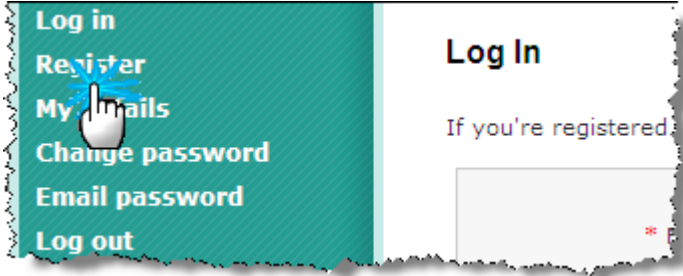
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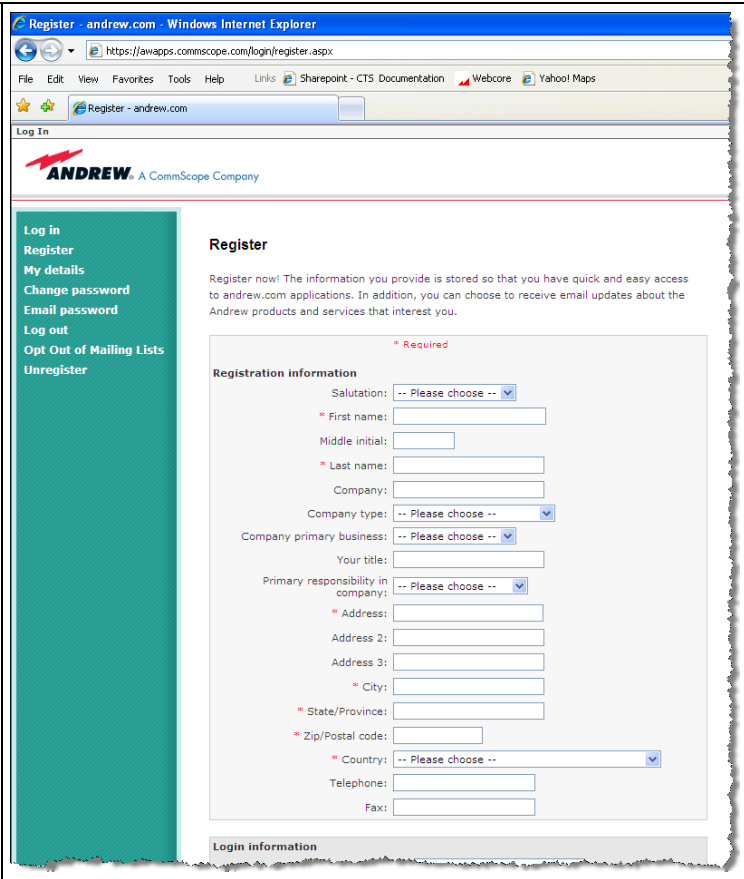
Chapter 1 Requesting Access

<p>1.1 Introduction</p> 	<p>There is a four step process to accessing the Andrew Online Ticketing system:</p> <ol style="list-style-type: none"> 1. Call Andrew Customer Technical Support and request access to the Andrew Online Ticketing System and provide the agent with your Company name and contact information, including your e-mail address. <p>The phone number for Customer Technical Support is</p> <p>+1-703-726-5556 or 1-800-279-8185.</p> <p>Select Option 3.</p>
	<ol style="list-style-type: none"> 2. The Technical Support Agent can verify if your contact information is present in the ticketing system or enter you into the system, if needed.
	<ol style="list-style-type: none"> 3. You then navigate to CommScope.com and either create an Andrew account, or log into your existing account.
	<ol style="list-style-type: none"> 4. Once logged in, you can navigate to the online ticketing system using the link on the Account Information page.
<p>1.2 Login to CommScope.com</p>	<p>Navigate to the CommScope.com Website:</p> 
<p>1.3 Click "my commscope"</p>	<p>In the lower left corner, click on "my commscope."</p> 

<p>1.4 Click “Andrew Internet Business Services”</p>	<p>Navigate to the Andrew Internet Business Services page.</p> 
<p>If you are already registered, enter your E-mail address and password to login.</p>	 <p>IMPORTANT:</p> <p>Please register on CommScope.com with the same e-mail address used in your CTS customer profile.</p>

<p>1.5 If not, click “Register.”</p>	
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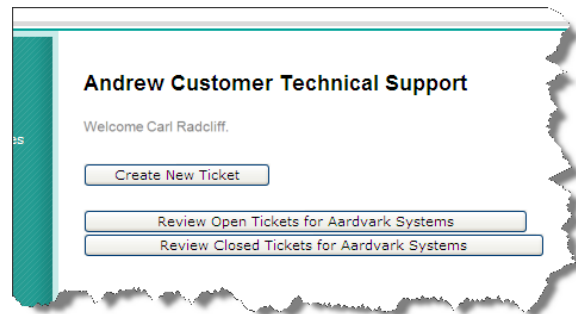
1.6 Complete the registration information:



1.7 Enter the secured area for CommScope.com

After completing the registration, you will be welcomed into the secure area and sent to the Account Information page. One of the hyperlinks on this page will be “Online Ticketing.” By selecting that link, you will be able to open a new issue and see historical and currently-opened issues.

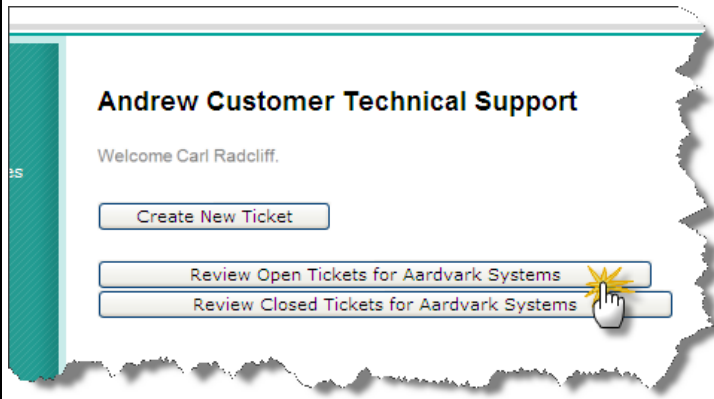
Result:




System validates your registration.

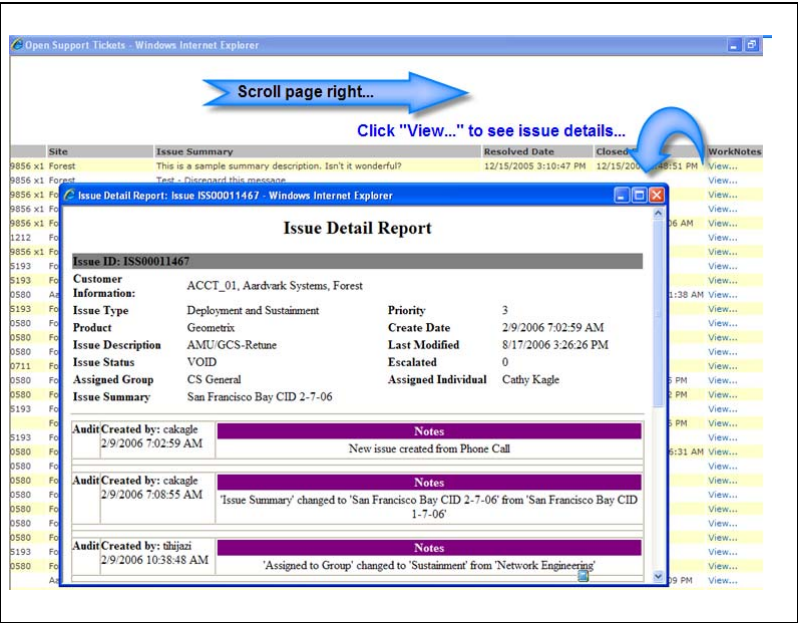
<p>1.8 Continue on or Return to the Online Ticketing Tool at a future Time</p>	<p>The remaining sections describe how to view existing issues, report a problem, or create a return materials authorization request, proceeding from the screen displayed in section 1.7.</p> <p>To return to the tool at future time, go to</p> <p>https://awapps.commscope.com/Remedy/default.aspx</p> <p>and select the Online Ticketing system hyperlink. If you are not logged into CommScope.com, you will be prompted to do so in order to continue.</p>
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Chapter 2 Viewing Existing Tickets

<p>2.1 From the result screen in step 1.7, select between reviewing Open Tickets or Closed Tickets.</p>	 <p>Answer Yes to pop-ups that result from your selection.</p>
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<p>2.2 Result: Your results are displayed in a new window.</p>	 <table border="1"> <thead> <tr> <th>Account</th> <th>Issue ID</th> <th>Status</th> <th>Assigned To</th> <th>Created</th> <th>Last Modified</th> <th>Primary Contact</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Aardvark Systems</td> <td>IS800000059</td> <td>Resolved</td> <td>Andrew Keller</td> <td>4/27/2005 5:53:04 PM</td> <td>12/15/2005 3:10:48 PM</td> <td>Aaron Brown</td> <td>+1 (408) 51</td> </tr> <tr> <td>Aardvark Systems</td> <td>IS500001931</td> <td>Assigned</td> <td></td> <td>8/15/2005 9:31:50 AM</td> <td>8/15/2005 9:32:10 AM</td> <td>Aaron Brown</td> <td>+1 (408) 51</td> </tr> <tr> <td>Aardvark Systems</td> <td>IS900001960</td> <td>Assigned</td> <td></td> <td>8/15/2005 4:19:07 PM</td> <td>9/14/2005 8:06:55 AM</td> <td>Aaron Brown</td> <td>+1 (408) 51</td> </tr> <tr> <td>Aardvark Systems</td> <td>IS800001977</td> <td>Assigned</td> <td></td> <td>8/16/2005 9:27:24 AM</td> <td>8/16/2005 5:31:40 PM</td> <td>Aaron Brown</td> <td>+1 (408) 51</td> </tr> <tr> <td>Aardvark Systems</td> <td>IS500002051</td> <td>Resolved</td> <td>Andrew Keller</td> <td>8/17/2005 3:00:15 PM</td> <td>3/6/2006 10:28:20 AM</td> <td>Aaron Brown</td> <td>+1 (408) 51</td> </tr> <tr> <td>Aardvark Systems</td> <td>IS900002651</td> <td>Assigned</td> <td></td> <td>9/26/2005 5:21:40 PM</td> <td>12/20/2005 4:39:23 PM</td> <td>Chris Smith</td> <td>+1 (434) 51</td> </tr> <tr> <td>Aardvark Systems</td> <td>IS800004036</td> <td>Resolved</td> <td>Andrew Keller</td> <td>10/3/2005 10:51:12 AM</td> <td>10/3/2005 11:15:08 AM</td> <td>Aaron Brown</td> <td>+1 (408) 51</td> </tr> <tr> <td>Aardvark Systems</td> <td>IS500008751</td> <td>Assigned</td> <td>Andrew Keller</td> <td>12/16/2005 11:15:42 AM</td> <td>7/13/2006 2:17:24 PM</td> <td>Andrew Keller</td> <td>+1 (434) 31</td> </tr> <tr> <td>Aardvark Systems</td> <td>IS900000805</td> <td>New</td> <td>Andrew Keller</td> <td>12/15/2005 6:00:24 PM</td> <td>12/17/2005 2:12:04 AM</td> <td>Andrew Keller</td> <td>+1 (434) 31</td> </tr> <tr> <td>Aardvark Systems</td> <td>IS800008947</td> <td>VOID</td> <td>Michael Bystry</td> <td>12/20/2005 10:50:18 AM</td> <td>12/20/2005 10:54:18 AM</td> <td>Alex m</td> <td>+1 (408) 6-</td> </tr> </tbody> </table>	Account	Issue ID	Status	Assigned To	Created	Last Modified	Primary Contact	Phone	Aardvark Systems	IS800000059	Resolved	Andrew Keller	4/27/2005 5:53:04 PM	12/15/2005 3:10:48 PM	Aaron Brown	+1 (408) 51	Aardvark Systems	IS500001931	Assigned		8/15/2005 9:31:50 AM	8/15/2005 9:32:10 AM	Aaron Brown	+1 (408) 51	Aardvark Systems	IS900001960	Assigned		8/15/2005 4:19:07 PM	9/14/2005 8:06:55 AM	Aaron Brown	+1 (408) 51	Aardvark Systems	IS800001977	Assigned		8/16/2005 9:27:24 AM	8/16/2005 5:31:40 PM	Aaron Brown	+1 (408) 51	Aardvark Systems	IS500002051	Resolved	Andrew Keller	8/17/2005 3:00:15 PM	3/6/2006 10:28:20 AM	Aaron Brown	+1 (408) 51	Aardvark Systems	IS900002651	Assigned		9/26/2005 5:21:40 PM	12/20/2005 4:39:23 PM	Chris Smith	+1 (434) 51	Aardvark Systems	IS800004036	Resolved	Andrew Keller	10/3/2005 10:51:12 AM	10/3/2005 11:15:08 AM	Aaron Brown	+1 (408) 51	Aardvark Systems	IS500008751	Assigned	Andrew Keller	12/16/2005 11:15:42 AM	7/13/2006 2:17:24 PM	Andrew Keller	+1 (434) 31	Aardvark Systems	IS900000805	New	Andrew Keller	12/15/2005 6:00:24 PM	12/17/2005 2:12:04 AM	Andrew Keller	+1 (434) 31	Aardvark Systems	IS800008947	VOID	Michael Bystry	12/20/2005 10:50:18 AM	12/20/2005 10:54:18 AM	Alex m	+1 (408) 6-
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2.3 Scroll to the right to find the hyperlink that allows you to read the Issue Details.



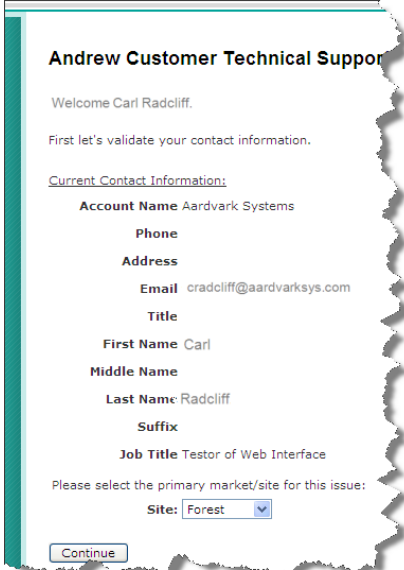
The screenshot shows a web browser window titled "Open Support Tickets - Windows Internet Explorer". At the top, a blue arrow points right with the text "Scroll page right...". Below it, another blue arrow points to a "View..." link in a table, with the text "Click 'View...' to see issue details...". The table has columns for "Site", "Issue Summary", "Resolved Date", "Closed", and "WorkNotes". The "View..." link is highlighted in yellow. Below the table, a smaller window titled "Issue Detail Report" is open, showing details for "Issue ID: ISS00011467". The details include Customer Information, Issue Type, Product, Issue Description, Issue Status, Assigned Group, Issue Summary, and a list of audit notes.


Chapter 3 Reporting a Problem

3.1 From the result screen in step 1.7, Click "Create New Ticket."



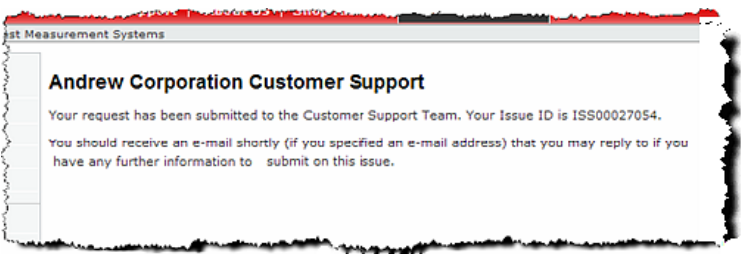
The screenshot shows a web page titled "Andrew Customer Technical Support". Below the title, it says "Welcome Carl Radcliff." There are three buttons: "Create New Ticket", "Review Open Tickets for Aardvark Systems", and "Review Closed Tickets for Aardvark Systems". A hand cursor is pointing to the "Create New Ticket" button.

<p>3.2 System verifies account name and E-mail address. Next, Click “Continue.”</p>	
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<p>Result:</p> <p>Browser navigates to Ticket System Entry Page. Select “Report a or problem with my Andrew Product” and click “Continue.”</p>	
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IMPORTANT! Service affecting issues should always be reported by telephone in order to receive timely service. Issues opened using the web interface may not receive immediate attention.

<p>3.3 Click “Continue.”</p>	<p>Follow the screen directions and press “Continue” until you have answered all questions.</p>
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<p>Result:</p> <p>Andrew ticketing system verifies receipt of your report. Please refer to the issue ID in future communication with Andrew Customer Technical Support.</p>	 <p>You will receive an E-mail confirmation.</p>
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Note:	<p>By replying to this E-mail, users may submit additional comments which will automatically be added to the ticket log.</p> <p>When replying, users may also include necessary file attachments such as:</p> <ol style="list-style-type: none"> 1. Screen shots 2. Log files 3. Excel sheets
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Chapter 4 Creating a Return Materials Authorization Request

<p>4.1 From the result screen in step 1.7, Click “Create New Ticket.”</p>	
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<p>4.2 From the result screen in step 1.8, Click “Continue.”</p>	
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<p>Result:</p> <p>Browser navigates to Ticket System Entry Page.</p>	<p>Select Request a Return Materials Authorization (RMA) for a failed piece of Andrew Equipment.</p> <div data-bbox="625 331 1364 588"><p>Andrew Customer Technical Support</p><p>Creating a ticket for Timothy Bodor.</p><p>I would like to:</p><ul style="list-style-type: none"><input type="radio"/> Report a problem with my Andrew Product. I am requesting a response by the next business day.<input type="radio"/> Report a non-technical issue, request information, make a complaint or comment.<input checked="" type="radio"/> Request a Return Materials Authorization (RMA) for a failed piece of Andrew Equipment.</div>
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<p>4.3 Select the product to be returned.</p>	<div data-bbox="625 724 1364 997"><p>Andrew Customer Technical Support</p><p>Creating a ticket for Timothy Bodor.</p><p>Ticket type: Request a Return Materials Authorization (RMA) for a failed piece of Andrew Equipment.</p><p>Please select the Andrew product you are interested in support for:</p><ul style="list-style-type: none"><input checked="" type="radio"/> BSA-Antennas<input type="radio"/> RXAIT<input type="radio"/> TMA<p><input type="button" value="Continue"/></p></div> <p>You can only select a single product line for an on-line return request. You may return multiple items within the same product line.</p>
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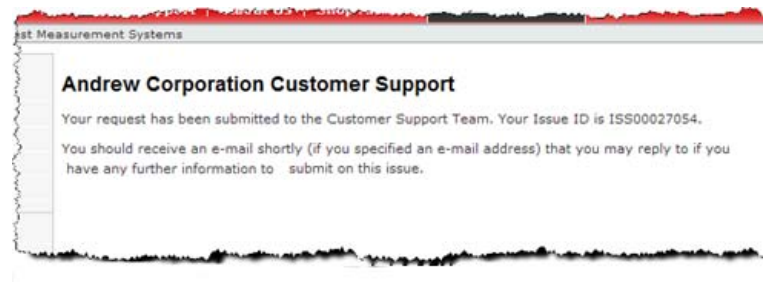
Selecting any product causes the browser to present the following page:

4.4 Enter information into all fields, then press “Continue.”

The screenshot shows the 'Andrew Corporation Customer Support' form. It includes a navigation menu, a search bar, and a sidebar with links like 'Drive Test Measurement Systems', 'Support', and 'Related Industry Solution'. The main form area is titled 'Return and Repair Specific Information' and is divided into two sections: 'Customer Contact Information' and 'Shipping Address (if different)'. Below these are 'Parts Order Information' and a 'Continue' button. Callouts provide instructions: 'i.e., Out of box Failure from Texas...' points to the issue description; 'Complete this side of form if you want the repaired equipment shipped to an alternate location.' points to the shipping address section; 'Enter the number used to purchase the equipment.' points to the 'Model Number' field in the parts order table; 'Please be as specific as possible in describing the failure, enter any alarm codes if noted.' points to the 'Reason for Failure' column; and 'Enter Product Type or name.' points to the 'Description' column.

Result:

Andrew ticketing system verifies receipt of your request. Please refer to the issue ID in future communication with Andrew Customer Technical Support.



<p>Note:</p>	<p>By replying to this E-mail, users may submit additional comments which will automatically be added to the ticket log.</p> <p>When replying, users may also include necessary file attachments such as:</p> <ol style="list-style-type: none"> 1. Screen shots 2. Log files 3. Excel sheets
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4.5 Agent E-mails the RGA number.

Date:	Fri, 31 Aug 2007 14:13:49 -0400 (EDT)
From:	"Andrew CTS" <Andrew.CTS@Andrew.com> info
To:	radcliffc@your.company.com
Subject:	Re: Issue ISS00027056

Dear Customer,

Please return the defective units with reference to RGA ZZZZZZ.

Please include a copy of the attached Return Authorization Form. They should be sent to the address shown below:

ANDREW DISTRIBUTION SERVICE CENTER
 Returns Dept.-RGA # ZZZZZZ
 1111 Location Rd
 City, ST zipcode
 Attn: Return Material Coordinators

Please label all shipping containers, packing list, and freight bills with the RGA #ZZZZZZ to ensure accurate tracking and timely processing of credit. Please send back to Andrew using our UPS ground acct# SAM-PLS surface. Please provide tracking information once you have shipped defective material back.

We will send you an advanced replacement unit under Sales Order# yyyYYYYY.

Thanks, Andrew Staff Member

<p>4.6 Return Equipment to Andrew</p>	<p>Return equipment per Instructions to location indicated in confirmation E-mail.</p>
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www.commscope.com/andrew

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