



# Xfinity Triage

InTouchLink TV App

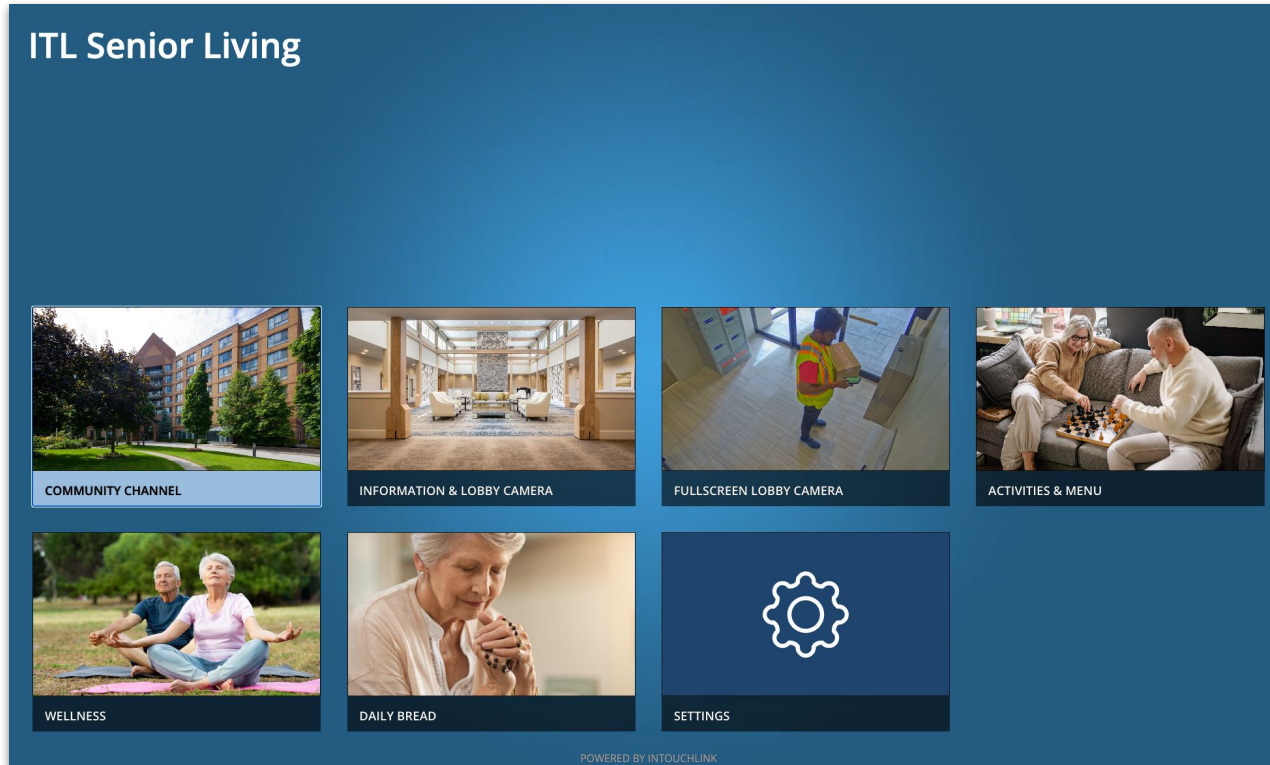
Rev\_3.12.26

# Xfinity Triage Support

## Potential Scenarios:

1. Client is having trouble navigating the App
2. Client does not have the code to login or they get a login error
3. There is no content within a channel or within a specific frame on a channel
4. A livestream or video feed is not loading on one of the channels
5. A livestream video feed is lagging on one of the channels

# General App View



Note: Each community will have their own custom channel names, and channel icons - this is for demo purposes only.

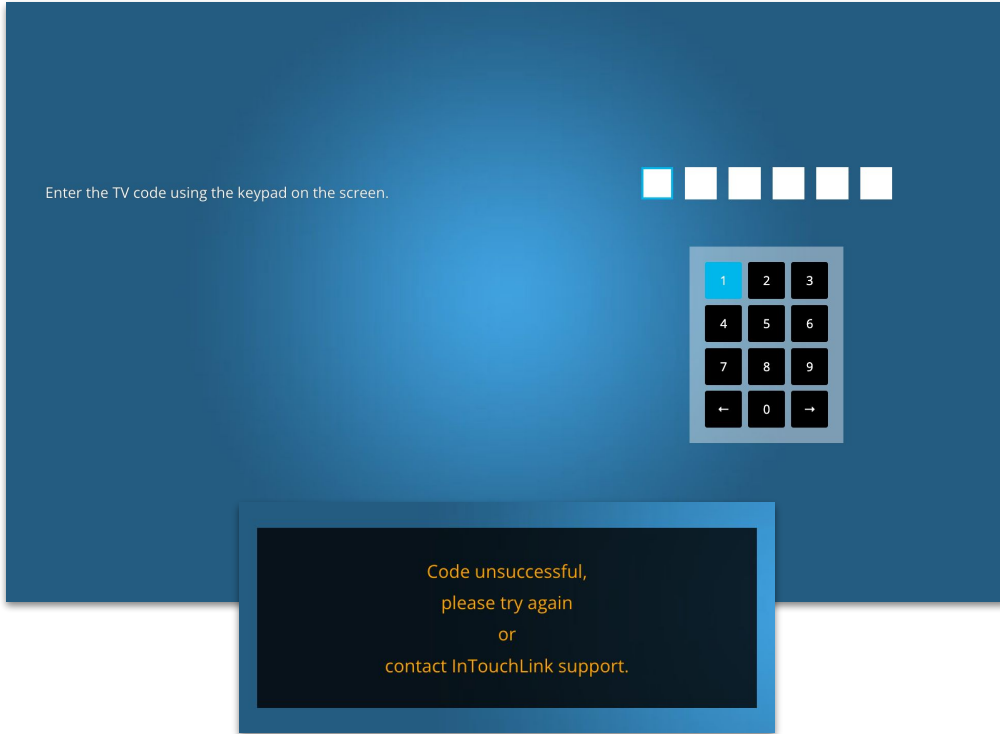
# Scenario 1: Trouble with Navigation

The main remote buttons used to operate the App are as follows:

Left Arrow Right Arrow Up Arrow Down Arrow	1	To move through different channel options
Enter/OK button	2	To Select a channel
Back	3	To Exit a Channel



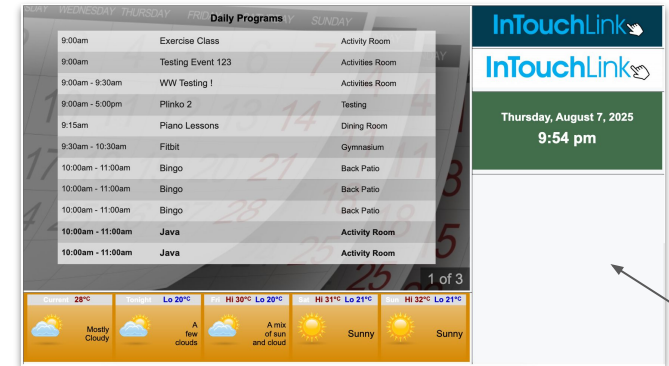
# Scenario #2: No Login Code or Login Error



- Client can request a login code from the Activity Director/Engagement Director on site (if it is a senior living community).
  - If the AD has questions about the codes, they can reach out to the InTouchLink Support Team.
- If the client has entered a code, but they are receiving an error, they should double check that they are entering the correct code, or reach out to Engagement Director on site.

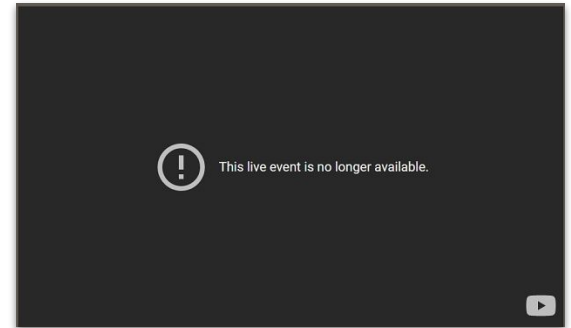
# Scenario #3: Lack of Content on a Channel or Frame

- This is due to staff on site not yet having entered content to appear in that particular channel, or in that particular frame on a channel
- The Client should reach out to their Activity/Engagement Director on site to report this
- If the AD is having trouble entering content, or is unsure of how to do so, they can reach out to the InTouchLink Support Team



# Scenario #4: Video/Livestream Not Loading

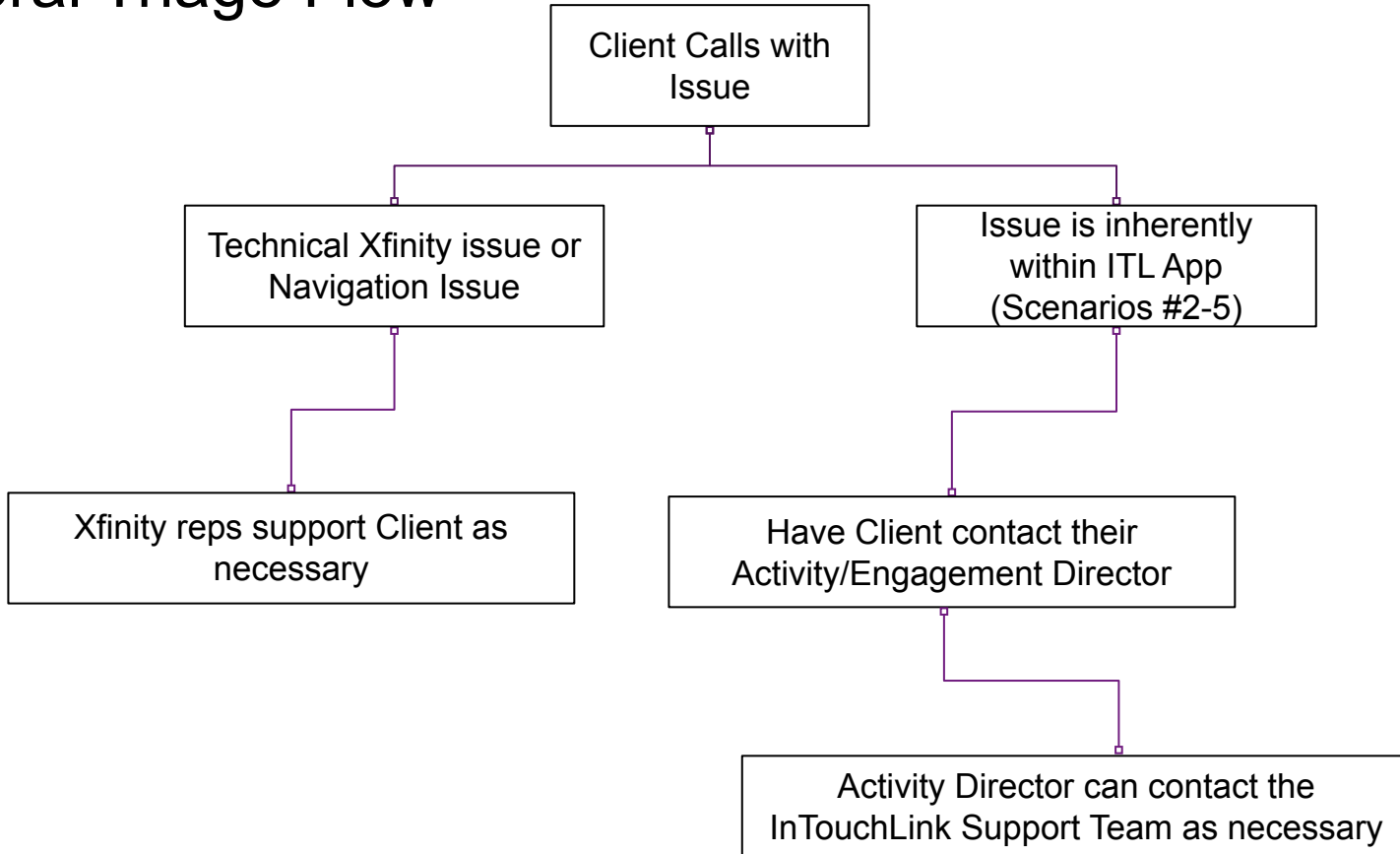
- There are many potential reasons for this, such as:
  - Video is now unavailable on the platform it was pulled from e.g. YouTube or Vimeo
  - Livestream feed has ended
  - Lack of a stable or strong internet connection
- Connecting with the Activity/Engagement Director is the best first option here, so that they can remove or replace the video, change its end time, or assist with internet speeds and connection
- If the AD struggles to figure out the issue, they can contact the InTouchLink Support Team



## Scenario #5: Video/Livestream Lagging

- Most commonly due to internet connectivity speed/strength being insufficient for the purpose of High Definition video streaming
- This feedback can be passed on to the Activity/Engagement Director for record and they may send a technician to take a look
- For further support or guidance, they can also reach out to the InTouchLink Support Team

# General Triage Flow



# InTouchLink Support Team: Contact Information

Available Monday to Friday 9am to 5pm EST

Email: [support@intouchlink.net](mailto:support@intouchlink.net)

Phone: 1-877-784-6868 / Extension **2** for Support