

# HANDS ON VIDEO RELAY SERVICES

## Customer Care Log

### June 1, 2007 to May 31, 2008

#### Service Complaints

**Ticket 13305**

**Ticket Opened:** 06/14/07

**Subtype:** Rude Attitude/Manner

**Customer Comments:** VI #955 was rude and rushed. VI was impatient. VI controlled the call and got emotionally involved. Made an inappropriate VI switch, customer felt that the VI should have waited a little longer because the caller was in a sticky situation regards finance. When VI #973 switched with #955, the customer noticed a huge difference in signing and mannerism.

**Resolution:** Call Center Manager talked with VI 955 about this situation. Coached VI on proper call handling and not to rush or be impatient with customers.

**Ticket Closed:** 06/20/07

**Ticket 13661**

**Ticket Opened:** 07/02/07

**Subtype:** Rude Attitude/Manner

**Customer Comments:** VI 216 changed from another interpreter after several calls and VI 216 did not use D-link when relaying fax numbers and email addresses. With too much confusing spelling out email addresses and fax numbers I asked VI 216 to type information in the chat box; she claimed it is not working. Even though I typed in phone number to be dialed and it got through. Also with previous VI it worked just fine. VI 216's attitude was not friendly as well. I asked for the number to be typed in the box. I would appreciate if this can be resolved either with technical problem or interpreter having better attitude in any kind of situation. Thanks.

**Resolution:** Emailed to thank for feedback and Call center manager reviewed with VI on proper procedures.

**Ticket Closed:** 07/17/07

**Ticket 14532**

**Ticket Opened:** 08/02/07

**Subtype:** Rude Attitude/Manner

**Customer Comments:** HOVRS VI 127 She gave me an attitude, and impatience with me. I told her to hold for a second while I pasted the phone number and address on the Excel. She rolled her eyes on me. I don't appreciate with her attitude.

**Resolution:** Already talked with VI127 about this situation. Coached VI on proper call handling.

**Ticket Closed:** 08/05/07

**Ticket 15064**

**Ticket Opened:** 08/29/07

**Subtype:** Rude Attitude/Manner

**Customer Comments:** Video Interpreter (VI) 216 was unprofessional with me. When I have sign my message to her, she doesn't say the message nicely and pleasantly as I have sign to her to show respect to the caller and I seen her say yeah yeah yeah like she know what I was going to say and when I sign have a nice day after receiving her information, she just hung up on the caller saying only bye because of the calling waiting backup and I was aware of that but I do not tend to be rude and give the caller rude manner. I felt the interpreter should have been clear with me and approach more nicer.

**Resolution:** I have emailed this feedback to the VI and she will follow up with a discussion on her next shift.

**Ticket Closed:** 09/05/07

**Ticket 15070**

**Ticket Opened:** 08/29/07

**Subtype:** Rude Attitude/Manner

**Customer Comments:** I wants let you know that VI 166 she is not good job .. hearing does not understand and not got it point vi explain then caller did hung on her vi 166... VI 166 w as not friendly.

**Resolution:** This VI does not have an assigned call center as of yet. Unable to follow up with VI.

**Ticket Closed:** 09/05/07

**Ticket 15670**

**Ticket Opened:** 10/04/07

**Subtype:** Rude Attitude/Manner

**Customer Comments:** VI #441 had no patience with the customer, and poor facial expression, too.

**Resolution:** I talked to VI 441 and asked that she remain aware of her responses to customers. In addition, I asked her to be aware of her facial expressions in relation to her interpreting and as a customer service representative of the company. She will do that. Will monitor progress.

**Ticket Closed:** 10/08/07

**Ticket 15746**

**Ticket Opened:** 10/10/07

**Subtype:** Rude Attitude/Manner

**Customer Comments:** report Hello, this is HOVRS Video Interpreter(VI) 540. Video connected at 10/08/07 02:33 PM : While on the phone w/ customer, I been told few time that I cannot see her ASL and she got tempter. She said ok ok ok. but still cant see her ASL.

**Resolution:** Acknowledged this situation and coached VI on proper call handling and procedures.

**Ticket Closed:** 10/11/07

**Ticket 15821**

**Ticket Opened:** 10/16/07

**Subtype:** Rude Attitude/Manner

**Customer Comments:** Report 540 vi. I letting you know that 540 is not proper attitude while on the phone and bad attitude, and it is not professional while on the phone.

**Resolution:** Acknowledged this situation and coached VI on proper call handling and procedures.

**Ticket Closed:** 10/18/07

**Ticket 16291**

**Ticket Opened:** 11/14/07

**Subtype:** Rude Attitude/Manner

**Customer Comments:** Report VI 202 I am not too happy about her. I caught her what she doing that while she listen on the phone 1...2...3... while she talking to someone, and I don't know which one she talk to while 3...4... I asked, hey what did you said... she said nothing... I said hang up!!! I get upset!!! finally the phone answer... is she a fake or what, that is really bothering me. while ringing same time she talking that is very wrong and rude.

**Resolution:** There is no VI by that number, thanked customer for their feedback.

**Ticket Closed:** 11/15/07

**Ticket 18150**

**Ticket Opened:** 01/21/08

**Subtype:** Rude Attitude/Manner

**Customer Comments:** VI number 318 gave me an attitude and complained about Dial up box that I cannot put the number in the box as well. I would like to report on her for not being Professional as Video Interpreter as well.

**Resolution:** Acknowledge this with VI and coached on proper handling and procedures.

**Ticket Closed:** 01/24/08

**Ticket 18557**

**Ticket Opened:** 02/03/08

**Subtype:** Rude Attitude/Manner

**Customer Comments:** Customer complained against VI # 540. Customer kindly tried to give the phone number 866 number. VI get attitude and asked to repeat the last 4 number. Customer kindly repeated. Customer wanted to give the pass code which it is conference call. VI asked how long it would take. Customer kindly say "45 minutes, Thank you". VI dialed the conference pass code and said this number is not right. Customer kindly and wishes to make sure number was XXXXXXXX. VI gives full attitude and say I can't argue with the conference recorder. Customer repeatedly in nice way. Customer asked, "Can you repeat the phone and pass code number to ensure it's right number." VI get worst frustrated and give full body language with angry expression and say "This number is not right." Customer felt VI should work with customer in appropriately.

**Resolution:** Call Center Manager acknowledged and followed up with VI and provided coaching.

**Ticket Closed:** 02/07/08

**Ticket 18630**

**Ticket Opened:** 02/07/08

**Subtype:** Rude Attitude/Manner

**Customer Comments:** V1619 Had an attitude while transferring me on the phone via automatic system with United. She needs to be more careful with her facial expression. She seemed to be out of patience and sighed every time the system couldn't understand her. Imagine I do this all day long reserving travels for our employees and I have a short patience but I do not scapegoat this on VI.

**Resolution:** Call Center Manager acknowledged and followed up with VI and provided coaching.

**Ticket Closed:** 02/11/08

**Ticket 19182**  
**Ticket Opened:** 03/10/08  
**Subtype:** Rude Attitude/Manner  
**Customer Comments:** HOVRS Video Interpreter (VI) 626 the date / time is "Video connected at 03/07/08 08:25 PM" -- he kept yawning during our conversation. He didn't even say "excuse me" or "sorry." I just wanted to be sure interpreters stayed professional with courtesy.  
**Resolution:** Acknowledged by Call Center Manager, provided feedback with VI and to be more professional going forward.  
**Ticket Closed:** 03/15/08

**Ticket 19417**  
**Ticket Opened:** 03/31/08  
**Subtype:** Rude Attitude/Manner  
**Customer Comments:** I actually did not appreciate the interpreter attitude during this conversation. She gave me bad attitude and face expression and was very difficult to work with related to trying to work with her. She gave very bad attitude about 2 minutes issue when I was trying to explain what I was going to call because it is important information. And she even hung up on me saying "Take care" with a mean face. I hope someone can take care of her and watch her behavior... it was not appreciated. I copied the information from the screen and please follow up with this interpreter. VI #289.  
**Resolution:** Call Center Manager acknowledged and spoke with VI to be careful when dealing with customers and coached on proper procedures.  
**Ticket Closed:** 04/03/08

**Ticket 19622**  
**Ticket Opened:** 04/21/08  
**Subtype:** Rude Attitude/Manner  
**Customer Comments:** customer complained against vi #458 that gave rude attitude, when customer tried to finger spelling, VI couldn't understand her kept asking again and again. VI laughs. She felt uncomfortable to decide to hang up and try other VI. She felt that she's not that skill with finger spelling etc..  
**Resolution:** Call Center manager acknowledged complaint and spoke to VI about proper etiquette and proper procedure.  
**Ticket Closed:** 04/25/08

**Ticket 20598**  
**Ticket Opened:** 05/25/08  
**Subtype:** Rude Attitude/Manner  
**Customer Comments:** customer wants to say about vi 579. Happen on may 25th at 507pm vi being rude and didn't understand his spelling when naming him XXXX. VI kept saying XXXX there's some struggle between them, decided to ask to switch when vi gave the attitude.  
**Resolution:** Call Center Manager acknowledged and spoke to VI about proper etiquette and to be careful about expressions when dealing with customers.  
**Ticket Closed:** 05/28/08

**Ticket 14364**  
**Ticket Opened:** 07/27/07  
**Subtype:** VI disconnected call  
**Customer Comments:** Hello, I have a problem with VI 441, the interpreter wasn't able to inform me that I was signing too fast but that was when we were in middle of conversation with someone while I was telemarketing to someone. The VI hung up the call without my authority and my supervisor says to report as well.  
**Resolution:** Manager acknowledged feedback; reviewed proper call procedures with VI 441.  
**Ticket Closed:** 08/02/07

**Ticket 18716**  
**Ticket Opened:** 02/12/08  
**Subtype:** VI disconnected call  
**Customer Comments:** (On 2/3/08) The client complained that a VI hung up on him, but didn't have the VI's number.  
**Resolution:** Customer Care Manager Acknowledge this situation, but could not follow up because of no VI number.  
**Ticket Closed:** 02/13/08

**Ticket 20599**  
**Ticket Opened:** 05/25/08  
**Subtype:** VI disconnected call  
**Customer Comments:** Customer got transfer other vi from vi 579 after problem with her transferred to vi 471, still having problem with VI's with attitude, and vi calling him unprofessional. VI hung up on customer.  
**Resolution:** Call Center Manager reviewed call procedures with VI 471 and provided feedback.  
**Ticket Closed:** 05/28/08

**Ticket 13539**  
**Ticket Opened:** 06/26/07  
**Subtype:** Didn't explain/Intro to VRS  
**Customer Comments:** Customer complains which VI didn't announce VRS.  
**Resolution:** Customer Care Manager acknowledged and thanked customer for feedback.  
**Ticket Closed:** 07/09/07

**Ticket 13076**  
**Ticket Opened:** 06/04/07  
**Subtype:** VCO/HCO procedures not followed  
**Customer Comments:** Interpreter 139 very slow to dial out, I had to wait almost 1 full minute and also has trouble connecting vco did poor job with vco.  
**Resolution:** Call Center Manager reviewed call procedures with VI 139 and provided feedback and training on proper VCO procedures.  
**Ticket Closed:** 06/07/07

**Ticket 13522**  
**Ticket Opened:** 06/25/07  
**Subtype:** VCO/HCO procedures not followed  
**Customer Comments:** Caller complained that every time when he called, VI kept asking if caller wants to use vco. Caller already changed his profile on disable vco.  
**Resolution:** Call Center Manager acknowledged and brought this issue to the IT department for review. Thanked customer for feedback.  
**Ticket Closed:** 06/29/07

**Ticket 13731**  
**Ticket Opened:** 07/05/07  
**Subtype:** VCO/HCO procedures not followed  
**Customer Comments:** Interpreter 956 needs to work on VCO very slow and no experience on VCO. Nice lady but too slow for VCO. Make sure she is fully trained to be VCO friendly I lost my patience and hung up on her.  
**Resolution:** Call Center Manager reviewed call procedures with VI #956 and provided feedback and training on proper VCO procedures.  
**Ticket Closed:** 07/10/07

**Ticket 14848**  
**Ticket Opened:** 08/17/07  
**Subtype:** VCO/HCO procedures not followed  
**Customer Comments:** Interpreter 252 need serious training on vco I got disconnected 3 times from one caller which was very embarrassing.  
**Resolution:** Call Center Manager reviewed call procedures with VI #252 and provided feedback and training on proper VCO procedures.  
**Ticket Closed:** 08/17/07

**Ticket 14369**  
**Ticket Opened:** 07/27/07  
**Subtype:** Poor Signing  
**Customer Comments:** HOVRS Video Interpreter (VI) 216 her sign language is lazy and plain tone. She doesn't follow the code of ethics: she was supposed to follow my tone. My tone has more energetic than that.  
**Resolution:** I have spoken to this VI and she is aware of this feedback and will make sure that she makes improvements in this area.  
**Ticket Closed:** 07/29/07

**Ticket 14811**  
**Ticket Opened:** 08/16/07  
**Subtype:** Poor Signing  
**Customer Comments:** Customer complained that VI #949 wasn't clear in her signing. The VI didn't take advantage of appropriate spatial reference and wasn't visual enough to the caller. VI needs to work on improving on utilizing signing space. The caller noted a marked improvement when VI #920 switched with #949 and made a compliment that #920 was very clear.  
**Resolution:** No VI with that number found, thanked customer for feedback.  
**Ticket Closed:** 08/17/07

**Ticket 15163**  
**Ticket Opened:** 09/06/07  
**Subtype:** Poor Signing  
**Customer Comments:** Hello! I have been a very loyal consumer since the day 1!!! I use HOVRS almost daily and I notice lately that the quality of interpreters are not that great!! 317 - Very distracting -- misunderstood me a lot...saying fly in his eye?!?! oh please! he continued to blink his eyes...very distracting!!! If he is not ready, get someone else! 595 -- Misunderstood me a lot...can't read my finger spelling at all!! I had to spell a letter by letter!! Oh please! 425 - No facial expression at all!!! And looks like he was mad?!?! 484 and 464 -- misunderstood me!  
**Resolution:** Followed up with Vis to make sure they provide clarification if they are unsure of what the signs are.  
**Ticket Closed:** 09/10/07

**Ticket 15575**  
**Ticket Opened:** 09/26/07  
**Subtype:** Poor Signing  
**Customer Comments:** Hi, I am not happy with that VI. Number 313, She needs to improve her spelling to be more specific and clear, it was very sloppy.  
**Resolution:** referred to Call center Manager, coached VI to improve her signing so it is clear.  
**Ticket Closed:** 10/01/07

**Ticket 15816**  
**Ticket Opened:** 10/16/07  
**Subtype:** Poor Signing  
**Customer Comments:** I can't read or understand VI 687 spell finger. I had to ask her to spell again and again. I have been with HOVRS for many years. I haven't report my complaint about VI until now.  
**Resolution:** Call center Manager acknowledged, coached VI to improve her signing so it is clear.  
**Ticket Closed:** 10/22/07

**Ticket 16204**

**Ticket Opened:** 11/11/07

**Subtype:** Poor Signing

**Customer Comments:** Vi#940 was rude to me, he signed 'wht' close to the camera, he gave me mean expression, not a happy face. I couldn't understand him, I asked him to repeat, he said what, then what. I got fed up then hung up on him, and then call back different center.

**Resolution:** Supervisor #989 met with the VI. The VI doesn't recollect of this call however the supervisor has given tips how signing can be enlarged via the camera. Like signing "No" may be XXXL via camera. Supervisor has instructed to the VI to keep mindful to be extremely friendly to all clients and to be careful how he signs especially in front of camera where the view/enlargement is different than in a real human setting.

**Ticket Closed:** 11/15/07

**Ticket 17098**

**Ticket Opened:** 12/14/07

**Subtype:** Poor Signing

**Customer Comments:** report: VI 965 Her blouse color to bright and she need changing her top blouse ASAP. she is not pro VI Interpreter because she is too rough and error ASL get me confused.

**Resolution:** Supervisor #930 spoke with the VI and she acknowledged that in different stations, with different lighting, the brightness of her shirt may vary and that she is always willing to adjust the camera picture to make the caller happy. She is unaware of which shirt they are speaking of, as she always wears colors contrasting to her skin tone. (Supervisor notes that this proves to be lighter colors, as she is African American/Black and those colors do tend to be brighter under these lights, but she cant wear dark colors or her hands will disappear) She will gladly not wear the shirt again, but there is no way of knowing which shirt they were speaking of. Supervisor suggested bringing in a second shirt to leave in her locker so she has an option to change if needed and to always check out the color of her shirt in the camera to know if she may need the second shirt or not. As far as demeanor, she does not recall the situation but strives to treat all customers with the utmost of respect and will continue to provide the best services possible to our customers.

**Ticket Closed:** 12/20/07

**Ticket 17330**

**Ticket Opened:** 12/20/07

**Subtype:** Poor Signing

**Customer Comments:** VI 938 is not a good Interpreter she not even understands one of my sign asking to repeat over and over again.

**Resolution:** This is a new VI in PRCC. I will refer this to a supervisor in PRCC to meet with the VI to devise strategies on improving interpreting skills.

**Ticket Closed:** 01/03/08

**Ticket 17452**

**Ticket Opened:** 12/27/07

**Subtype:** Poor Signing

**Customer Comments:** I received a video mail link from my messages. Please click this link : XXXXXXXXXXXX and you will see that an interpreter was signing sloppy. I couldn't understand her at all!

**Resolution:** Call Center Manager acknowledged. Manager confronted VI about this and coached VI to make sure that they are clear when signing, and reminded VI to make sure the communication is clear between the hearing person before leaving a message.

**Ticket Closed:** 01/04/08

**Ticket 18406**

**Ticket Opened:** 01/25/08

**Subtype:** Poor Signing

**Customer Comments:** This is in regards about VI 687 that interpreted my call today. Her professional manner wasn't satisfactory. She signed sloppy and wasn't in the mood to make the best of it. Her appearance - long fingernails and wearing a dressy vest jacket with fur that almost surrounded her neck. If I remember correctly, her jacket was white which makes viewing her hands a challenge... Her facial expression wasn't helpful to tell me what the caller sounds like, etc...

**Resolution:** Manager spoke with this VI and she will not be wearing that vest anymore as it was probably a bit distracting with the fur. We also talked about the importance of making sure our expressiveness is coming across clearly. VI has been informed and will be working on her expressive skills.

**Ticket Closed:** 02/05/08

**Ticket 18483**

**Ticket Opened:** 01/30/08

**Subtype:** Poor Signing

**Customer Comments:** customer called and said VI 313 has attitude problem, small signing, asked vi 313 to sign bigger and finger spelling more clear. She tried to give feedback when the call is done; VI doesn't willing to take feedback from customer and told her to contact customer care.

**Resolution:** Shared the complaint with VI and to make sure that they are clear with their signs and ask for clarification. VI understood and will take steps to improve.

**Ticket Closed:** 02/01/08

**Ticket 19639**

**Ticket Opened:** 04/22/08

**Subtype:** Poor Signing

**Customer Comments:** It seems that this Video Interpreter 216 was not professional in my calls. Also, she was not cheerful when one of my staffs were trying to make conversation to the hot lead (prospected company), she used the sign language sloppy. She was not smiling at all.

**Resolution:** Call Center Manager confronted VI and spoke about areas of improvement, VI needs to ensure that they are more cheerful and upbeat to match the caller.

**Ticket Closed:** 04/27/08

**Ticket 20781**

**Ticket Opened:** 05/30/08

**Subtype:** Poor Signing

**Customer Comments:** Last Friday, 5/23/08, I attempted to communicate with my brother through VI 164.... her receptive skill is not on level of satisfactory. She did not voice all sentences/words I signed. She missed many words even she did not ask me to repeat the signing. As when I notice that she did not voice at all, I had to repeat the signing and she followed through okay but when she did not voice to translate again, I had to repeat my signing at many times. In my humble opinion, she is not qualified interpreter and will need further training on advanced interpreting skills. On that day, I thought she might be either not skilled or not motivated. My ASL/PSE skills are clear and very easy to follow.

**Resolution:** Acknowledged by Call Center Manager. Spoke with VI and coached on receptiveness with Customers and to make sure they clarify with deaf caller to ensure communication is clear.

**Ticket Closed:** 05/30/08

**Ticket 14595**

**Ticket Opened:** 08/06/07

**Subtype:** Poor Voice Tone

**Customer Comments:** HOVRS VI 245 She is moody, and she was supposed to follow my tone, but she did not. I told her to follow my tone because I was calling my car insurance, and it was urgent, but my agent hung up on me. Please notify her to be friendly little more. I am little upset with her.

**Resolution:** VI addressed and complaint and coached VI to be aware of their moods and to remember to match the mood with the caller.

**Ticket Closed:** 08/10/07

**Ticket 18974**

**Ticket Opened:** 02/25/08

**Subtype:** Poor Voice Tone

**Customer Comments:** Feedback for VI 332 Date of Call: Feb 05, 2008 Comments: VI did ok with several of my calls this day however I wasn't pleased with her voice/tone when relaying the call. Almost all of my calls ended too soon than it normally would (not interested or unimpressed with it).

**Resolution:** Met with the VI and counseled/coached her on proper voice and tone to match deaf caller.

**Ticket Closed:** 02/28/08

**Ticket 19091**

**Ticket Opened:** 03/03/08

**Subtype:** Poor Voice Tone

**Customer Comments:** 665 on 3/3/08 about 230-245pm (orange/yellowish hair) appeared to be stoic and expressionless until the end (probably prompted by the hearing person's expression thru phone). With lack of emotion, eye contact, felt alienated through cold calling process, had many non interested calls- not only that had difficulty working with her.

**Resolution:** Met with VI 665 coached to make sure that voice matches deaf caller to be aware of the tone.

**Ticket Closed:** 03/07/08

**Ticket 19278**

**Ticket Opened:** 03/17/08

**Subtype:** Poor Voice Tone

**Customer Comments:** Date: 17 Mar 08 VI :391 VI 391 relayed my call today. I wasn't pleased the way she translated my calls today. I was cheerful during the calls and she didn't voice my calls in a right cheerful tone.

**Resolution:** Met with VI 391 and coached to make sure that voice matches deaf caller to be aware of the tone.

**Ticket Closed:** 03/20/08

**Ticket 19368**

**Ticket Opened:** 03/27/08

**Subtype:** Poor Voice Tone

**Customer Comments:** VI 273 : I was already furious with a hotel where the fax payment had to be made and the VI showed no emotion during the call. She appeared as if everything is gentle and good. I certainly did want the hotel front desk people to know that I am not happy with their service. I don't know if the front desk people are frustrated with me or mindless people. Please remind VI's to show emotions (deliver messages) in the phone calls.

**Resolution:** Met with VI 273 and coached to make sure that voice matches deaf caller to be aware of the tone and expressions of deaf caller so that their message is conveyed.

**Ticket Closed:** 04/01/08

**Ticket 16559**

**Ticket Opened:** 11/27/07

**Subtype:** Poor facial expression

**Customer Comments:** 441 VI I wanted to info you about 441 She have attitude problem. She always look WORNO OUT! She never has a smile at work. She should be more calm, happy make customer feel more comfortable. When she talks to me she always have sad face, bored face! When she talks to hearing co she smiled and then when she talks to me she have sad face.

**Resolution:** No listed VI# 441, thanked customer for feedback.

**Ticket Closed:** 11/29/07

**Ticket 18911**

**Ticket Opened:** 02/22/08

**Subtype:** Poor facial expression

**Customer Comments:** I want to remark about VI 687 that relayed my call on February 19, 2008. Her signing skills was adequate but I didn't enjoy seeing her looking like a grumpy person. She wasn't smiling at all and her attitude wasn't I had expected that day. Overall, she looks like she's not happy to be an interpreter!

**Resolution:** Met with VI 687 and coached/reviewed proper etiquette and reminded VI to show cheerful attitude with customers.

**Ticket Closed:** 02/27/08

**Ticket 18967**

**Ticket Opened:** 02/25/08

**Subtype:** Poor facial expression  
**Customer Comments:** Feedback for VI 325 Date of Call: Feb 04, 2008 Comments: VI did a good job but I wasn't pleased with her limited use of facial expression during several calls. The expression on her face was almost flat and I found it challenging to follow her throughout the calls.  
**Resolution:** Followed up with VI and reminded VI to be aware of their facial expressions when handling a call.  
**Ticket Closed:** 02/28/08

**Ticket 19033**  
**Ticket Opened:** 02/28/08  
**Subtype:** Poor facial expression  
**Customer Comments:** Date: 2/28/08 VI 608 This VI 's interpreting skills is good but I didn't feel comfortable the way he handle my calls today. First of all, When I got connected with him, he failed to introduce himself before dialing a call, he just immediately dial the number and went on without giving a pause to allow me to give instructions to make several calls; Also his facial movement wasn't satisfactory because he was exhibiting it very little or too limited and I had a difficult time reading it.  
**Resolution:** Acknowledged by Call Center Manager, met with VI and reviewed proper call procedures and reminded VI to match the mood of the caller for best communication.  
**Ticket Closed:** 04/05/08

**Ticket 19667**  
**Ticket Opened:** 04/24/08  
**Subtype:** Poor facial expression  
**Customer Comments:** Date: 4/23/08 Time: 4:35pm VI 383 I didn't appreciate this VI professional manner. She didn't show any expression at all and I had a hard time understanding what the customer's mood is during the call. She didn't sign clearly but sloppy and lazy. I find this unprofessional and quite disturbing to watch her sign.  
**Resolution:** Call Center manager acknowledged and spoke to VI about proper call etiquette and proper procedure.  
**Ticket Closed:** 04/30/08

**Ticket 19670**  
**Ticket Opened:** 04/24/08  
**Subtype:** Poor facial expression  
**Customer Comments:** 4/22 VI 325 I am not pleased how this VI translated my call. She hardly showed any facial expression and I had a difficult time to read her to hear how the customer I spoke sounded like. Nothing - just dead flat. Based on my observation, she looks lazy and isn't happy about being an interpreter. I had to hang up after one call with this VI as I wasn't comfortable with it and it was an unprofessional act on herself.  
**Resolution:** Call Center Manager acknowledged and coached VI on proper procedure and etiquette.  
**Ticket Closed:** 05/02/08

**Ticket 13287**  
**Ticket Opened:** 06/13/07  
**Subtype:** VI controlled call  
**Customer Comments:** I don't like this VI.... This male interpreter actually WAITS FOR ME TO FINISH MY SIGNING before he begins voicing on the call... therefore causing major confusion on the other end! I prefer a VI who can voice as I sign along this way it speeds up the process.  
**Resolution:** Feedback acknowledged by Call Center Manager and coached VI.  
**Ticket Closed:** 06/13/07

**Ticket 14304**  
**Ticket Opened:** 07/25/07  
**Subtype:** VI controlled call  
**Customer Comments:** interpreter 488 was awful. Very controlling of the conversation and culturally inept.  
**Resolution:** Manager acknowledged feedback, followed up with VI on proper call handling and procedures.  
**Ticket Closed:** 08/02/07

**Ticket 14882**  
**Ticket Opened:** 08/21/07  
**Subtype:** VI controlled call  
**Customer Comments:** Report: VI 127 VI 127 female is being lack of communication, her action is not proper for us. She won't let me speak beginning of communication with customer. She already talk to customer 1st and I don't know where customer is a live rep or what.  
**Resolution:** The VI got msg there was no announced as VRS call, the hearing caller was puzzled as not aware it is vrs call. The VI was doing both communications at the same time as hearing caller want to stop the conversation but the Deaf caller was keeping going... It caused miscommunication and ended up out of control.  
**Ticket Closed:** 08/29/07

**Ticket 14884**  
**Ticket Opened:** 08/21/07  
**Subtype:** VI controlled call  
**Customer Comments:** Hi, I would like to file a complaint against to this VI 127. She kept telling me that she already told the person that I was calling to. She was very interruptive when I was trying to make a conversation. She told me what to say and what to expect on the conversation mode. She would not follow what I asked for example, I asked for a department that I wanted the call to be transferred: she did say "no no", I did not appreciate this. Also she gave me ugly facial expression when we were on hold on the phone.  
**Resolution:** Call Center Manager spoke with VI and to make sure they are aware of the caller's instructions.  
**Ticket Closed:** 08/29/07

**Ticket 15072**  
**Ticket Opened:** 08/29/07  
**Subtype:** VI controlled call  
**Customer Comments:** VI 505 assumed identity without asking me in advance, she just told the person my name without signing it to me to allow me to respond... I do NOT like that at all!!!  
**Resolution:** Call Center Manager acknowledged and spoke with VI to make sure they follow customer's wishes and preferences.  
**Ticket Closed:** 09/07/07

**Ticket 15549**  
**Ticket Opened:** 09/25/07  
**Subtype:** VI controlled call  
**Customer Comments:** report: VI 441 date: 9/20/2007 Wednesday. I am letting you know that I will am not happy that the VI controlled my call. I don't want VI 441 doing for me while she explained to customer for me and with out me ASL. It's not fair.  
**Resolution:** Call Center Manager Spoke with VI 441. This complaint is somewhat unclear. I asked that she be sure to allow the Deaf caller to lead and to be sure that any time she is talking to the hearing caller as the interpreter/operator, be sure to sign. I will monitor progress.  
**Ticket Closed:** 10/05/07

**Ticket 16505**  
**Ticket Opened:** 11/21/07  
**Subtype:** VI controlled call  
**Customer Comments:** 11/21/07 11:00pm. Caller wanted to call CC but it was closed. Filing complaint against VI #566. VI was controlling when the caller tried to give number. Asked caller to move closer then further away from the camera. Caller felt this was a violation of the Code of Ethics. In addition, VI was not able to get the phone number right. Customer said they were clear and signed slowly enough. Concerned the VI may have dyslexia.  
**Resolution:** There is no VI# 566, thanked customer for feedback.  
**Ticket Closed:** 11/29/07

**Ticket 19285**  
**Ticket Opened:** 03/17/08  
**Subtype:** VI controlled call  
**Customer Comments:** On 03/14/08, the caller complained that during Spanish conference call meeting, her rep had VI # 247. VI #247 told the customer that VI wants her to hung up during the conference call because VI #247 has to leave and there's no back up for VI #247 to be switched in their center.  
**Resolution:** VI did come to me after this call and did talk to me about it. Call Center Manager went over what Policy and we talked about how she could better handle it next time.  
**Ticket Closed:** 03/20/08

**Ticket 18839**  
**Ticket Opened:** 02/19/08  
**Subtype:** VI not transparent  
**Customer Comments:** VI 268 - On conference call, I tried to cheer this VI and she seems so frustrated and pouted. I got some staffs responses that their VIs told them that they heard VI 268 as she was frustrated. Some staffs came to me, thought that I was frustrated. I was not frustrated at all. I kept trying to cheer her up and making sure she is okay. She kept saying "fine." So I would like to report that she was not being cooperative with my cheerful conversation among my staffs during conference call. She gave the wrong impression to other people on the phone that I was frustrated. Actually I was not frustrated.  
**Resolution:** Call Center Manager Acknowledged this and reminded VI to be more connected with the deaf caller as far as voice tone and mood goes. Call Center Manager will monitor progress.  
**Ticket Closed:** 02/25/08

**Ticket 18969**  
**Ticket Opened:** 02/25/08  
**Subtype:** VI not transparent  
**Customer Comments:** Feedback for VI 210 : Comments: VI did a good job relaying the call but I found her process the call/request too quickly without allowing me get the chance to explain/finish the request/instructions. For example, when the VI connected my call, she went ahead and dial the number while I was giving out instructions and got interrupted with a live call which has made this call an awkward introduction, etc. I didn't appreciate the way she has treated me with my calls. I felt that her assumption that all reps are all the same when processing/placing phone calls. For example, during this call, she managed to take control of it without my instructions or asking for help. It was out of line.  
**Resolution:** VI and I have discussed this. Call Center Manager was witness to the whole technology incident. Our technology is not supporting the number of calls, and this was unavoidable by the VI.  
**Ticket Closed:** 02/28/08

**Ticket 19877**  
**Ticket Opened:** 05/05/08  
**Subtype:** VI not transparent  
**Customer Comments:** VI655 - I was making phone calls and called a shredding facility asking questions. The caller was obviously hard headed with me because I have called them before and all that. Anyway, I got mad and wanted to hang up on the caller. I told the VI to hang up, she uhhd and uhhd for seconds! I was like, I do not want to continue the call with the caller - HANG UP! The VI finally got it but before she hang up she spoke something to the caller "Thank you, bye". I DID NOT WANT A CLOSURE. I wanted to hang up on the caller. I believe I, consumer, should be in charge of each call I make.  
**Resolution:** Call Center Manager coached VI on not taking control of the call and to follow instructions by the deaf caller.  
**Ticket Closed:** 05/16/08

**Ticket 20009**  
**Ticket Opened:** 05/08/08  
**Subtype:** VI not transparent  
**Customer Comments:** I talked with interpreter 608 number... he is not doing good job and he kept look at computer and type something on bottom and not friendly at all ... I don't like that!  
**Resolution:** Call Center Manager acknowledged and spoke to VI about proper etiquette and procedure.  
**Ticket Closed:** 05/16/08

**Ticket 14371**

**Ticket Opened:** 07/27/07

**Subtype:** VI didn't relay everything

**Customer Comments:** Hello, I was calling a company through VI 450, the interpreter wasn't able to understand what I am saying and I was signing very clear but had hard time to understand me.

**Resolution:** Manager acknowledged feedback; followed up with VI on proper call handling and procedure.

**Ticket Closed:** 08/02/07

**Ticket 14667**

**Ticket Opened:** 08/09/07

**Subtype:** VI didn't relay everything

**Customer Comments:** He doing it again that he had bad example that he is not willing communication with me and not friendly. He said that answer machine and not explain full what menu said. He said skip. I said please transfer to Operator. He said none and he gave me nod. That is very rude.

**Resolution:** Customer Care Manager acknowledged complaint. No VI number was given, thanked customer for feedback.

**Ticket Closed:** 08/17/07

**Ticket 15060**

**Ticket Opened:** 08/29/07

**Subtype:** VI didn't relay everything

**Customer Comments:** HOVRS Video Interpreter(VI) 441 I called the company, and someone answered the phone, and the VI 441 didn't pick up her hands and interpret what the person said on the phone. I don't know what VI 441 said to that person. I didn't appreciate it, and her attitude is GRUMPY. She needs to be little friendlier next time.

**Resolution:** 9/4/07 I talked to the VI. (back from vacation early) I explained the complaint. We discussed good customer service, awareness of how your expressions may look on camera and making sure that we never talk without signing while we are on camera. The VI agreed to work on these things.

**Ticket Closed:** 09/05/07

**Ticket 15078**

**Ticket Opened:** 08/30/07

**Subtype:** VI didn't relay everything

**Customer Comments:** VI 345, I was attempting to call this number and when I call the number, the VI answer in male voice and was saying that I was disturbing him, and I was trying to reassure him that I was not a business marketing and she never voice my message. after second and third attempt, the VI relay message calling me Jackass each time I call, then I call the fourth and fifth time, the VI still didn't voice my message and I was call Jackass again before I can get through. I felt really strange and I hang up and use a different VI. The Different VI relay a recorded message for me to reach someone or to leave a message and was in no way a live person answering and calling me Jackass. I think the VI was using me and making a fool of myself. I never disturb anyone and if they wish to tell me not interested then I would understand and Acted Professionally but the VI 345 just blatantly relay the message and hung up on me calling me a jackass before I can voice my message. I know it was not professional job done by VI345 and it reflect me on my part when I'm making calls.

**Resolution:** 9/04/07 I talked with this VI about this issue. She does not recall this call. We discussed good customer service. She will make sure the caller can see that she is voice interpreting and she will be sure to be clearer about when the hearing person is speaking so that callers do not think it is the interpreter who is talking.

**Ticket Closed:** 09/05/07

**Ticket 15543**

**Ticket Opened:** 09/25/07

**Subtype:** VI didn't relay everything

**Customer Comments:** HANDS ON: Hello, this is HOVRS Video Interpreter(VI) 459. Video connected at 09/25/07 09:21 AM report: when I'm calling to customer thru VI, on hold or redial or whatever. I keep caught her that I can read her lip. I caught her what she said? She oh nothing, just my lip or ect. She is really played game with me. I can read her lip that she talked to someone or on the phone. I don't like how she treats to deaf or hoh like a dumb.

**Resolution:** VI was having a problem with phone and she used voice to called other VI to help her. Call Center Manager told her to use sign language instead of voice to make the caller know what is going on.

**Ticket Closed:** 10/03/07

**Ticket 15833**

**Ticket Opened:** 10/17/07

**Subtype:** VI didn't relay everything

**Customer Comments:** During bridge conference call, VI #295 didn't interpret the call, just stared or looked away and waited to get out of this call. After the call is completed, caller tried to train this VI about this bridge conference call. VI controlled the caller by saying it was not my job to interpret. I watched this conversation, that's all. VI #295 needed to be trained to participate and interpret the bridge conference call. VI needed to identify the bridge number with the participant code to start relaying voice during the conference call.

**Resolution:** VI was addressed and a Training Memo was sent out as a reminder to the VIs.

**Ticket Closed:** 10/29/07

**Ticket 15896**

**Ticket Opened:** 10/25/07

**Subtype:** VI didn't relay everything

**Customer Comments:** I would like to file a formal complaint against VI 230. I was in a business call and I found myself having to repeat my sentences over and over due to the interpreter's lack of understanding ASL. Please do train VI 230 to be more receptive to ASL and to speak the correct words as signed.

**Resolution:** No vi# 230, thanked customer for feedback.

**Ticket Closed:** 10/29/07

**Ticket 15964**

**Ticket Opened:** 10/30/07

**Subtype:** VI didn't relay everything

**Customer Comments:** VI #777 didn't relay during bridge conference call with me and my customer. Kindly follow up to ensure VI #777 to continue interpreting during the conference call.

**Resolution:** Call Center Manager will talk with VI #777. He went through a very quick refresher course during our fires and I can see now that there were a few things that were left out of the refresher course.

Call Center Manager will make him aware of this.

**Ticket Closed:** 11/05/07

**Ticket 16509**

**Ticket Opened:** 11/25/07

**Subtype:** VI didn't relay everything

**Customer Comments:** According to my experience, I wanted to relay this message about this VI interpreter... "VI# 945 was the most lousy interpreter I had ever seen in my whole life- he kept asking to repeat what I said, he misinterpreted, and he didn't interpret properly (added things I didn't say, missed some things I said, etc).

**Resolution:** Supervisor #930 met with the VI to discuss the complaint and gave ideas for how to handle this situation in the future including to request a switch if the VI feels that the call is one that he either cannot understand or if the caller seems to not believe he understands them.

**Ticket Closed:** 12/04/07

**Ticket 16527**

**Ticket Opened:** 11/26/07

**Subtype:** VI didn't relay everything

**Customer Comments:** Deaf Client said that vi # 939 is not good interpreter #939 didn't inform the right comment to hearing person and client noticed that #939 told them in different stories as misunderstood their conversation.

**Resolution:** Call Center Supervisor met with VI and went over policy and procedure

**Ticket Closed:** 12/05/08

**Ticket 18187**

**Ticket Opened:** 01/22/08

**Subtype:** VI didn't relay everything

**Customer Comments:** Interpreter #486 actually misinterpreted my phone call I had for my identity theft situation, Jeez... and she had the guts to ask me questions that weren't even related to the situation at all (for her own benefits)- she was so unprofessional and not ready to interpret important calls. I used hours to avoid this kind of thing from sorenson, and I ended up getting this same kind of thing I didn't want.

**Resolution:** Call Center Manager followed up with VI and coached/reviewed with VI on proper procedures/policies/code of ethics. VI understood and will be careful next time.

**Ticket Closed:** 01/29/08

**Ticket 18285**

**Ticket Opened:** 01/23/08

**Subtype:** VI didn't relay everything

**Customer Comments:** I do NOT like VI 216. This is the 3rd time that I've dealt with her, and I felt that every time she was very unfriendly- she had an exasperated look on her face, and it looked like as if she didn't want to do the job at all. She didn't relay the conversation very well- using the same "bored I don't want to be here" facial expression throughout the entire conversation, and it made me want to hang up but I couldn't because I had to finish the important call.

**Resolution:** This has been handled by the Call Center Manager. Call Center Manager reviewed and coached with VI on proper procedures and suggested areas of improvement. Call Center Manager will monitor more closely with #216.

**Ticket Closed:** 02/01/08

**Ticket 18368**

**Ticket Opened:** 01/24/08

**Subtype:** VI didn't relay everything

**Customer Comments:** I like to report VI 216 it is hard to communicate with her and she did not relay everything I was saying, I was on a important business call, and I got a different response back from the hearing person--so I knew that my ASL was not being translated correctly.

**Resolution:** This has been handled by the Call Center Manager. Call Center Manager reviewed and coached with VI on proper procedures and suggested areas of improvement. Call Center Manager will monitor more closely with #216

**Ticket Closed:** 02/01/08

**Ticket 18491**

**Ticket Opened:** 01/30/08

**Subtype:** VI didn't relay everything

**Customer Comments:** VI 353 did an okay job. She didn't relay the repeated voices during a long pause while my team's VI interpreter was translating. This interpreter needs to relay to me and any deaf individuals at all times, whether it's repeating and repeating, etc.

**Resolution:** Call Center Manager Acknowledge this and coached VI on proper procedure. Call Center Manager will review calls with VI more closely.

**Ticket Closed:** 02/05/08

**Ticket 18573**

**Ticket Opened:** 02/04/08

**Subtype:** VI didn't relay everything

**Customer Comments:** VI 274 : Later in the phone call, I called for Pizza and the VI processed the call and when I was telling the Pizza place my name, they said that they couldn't find my name...I gave them both my last name and first name. Later I realized the interpreter did not interpret my name--she was looking at the name that was on my profile ( Comes on on VI platform) and this was not my name at all. This interpreter did not interpret my name at all! Also, the interpreter kept looking away and looking at the screen like she was looking for something. She did not include me in the conversation often speaking to the hearing person without letting me know what is going on. This was one of the worst calls I have had. This should have been a simple call but was so bad that I had to hang up on her.

**Resolution:** This VI is no longer with us. Thanked customer for feedback.

**Ticket Closed:** 02/14/08

**Ticket 18650**

**Ticket Opened:** 02/08/08

**Subtype:** VI didn't relay everything

**Customer Comments:** I thought VI #325 needs to improve her reception skills from me. She did not relay exactly what I said and often paused... looking sideways (I assume other interpreter right next to her assisting her)... My conference call that I am moderating is not smooth as expected and I was quite disappointed. This cause our region looking like a fool as I was asking a specific question in front of all representatives... The interpreter cannot relay it properly and he got confused and answered off the point. Please follow up with this VI.

**Resolution:** Call Center Manager Followed up with VI 325 and coached VI on receptive and emphasized to make sure communication is clarified with customer before translating—and to give full attention to customer.

**Ticket Closed:** 02/13/08

**Ticket 18898**

**Ticket Opened:** 02/22/08

**Subtype:** VI didn't relay everything

**Customer Comments:** (On 2/21/08 at 6:10pm) The client was angry that VI#876 did not sign anything when the call was connected. The client said he had an emergency call.

**Resolution:** Call Center Manager met with the VI to discuss this complaint. Discussed proper call procedure and coached VI to make sure that the relay information from the deaf caller and to clarify with deaf caller if something was not understood.

**Ticket Closed:** 02/28/08

**Ticket 18913**

**Ticket Opened:** 02/22/08

**Subtype:** VI didn't relay everything

**Customer Comments:** I want to express my disappointment with VI 527 that failed to interpret a voice mail message during one call I made today. This interpreter heard a recording and informed me it was a an "answering machine" and put his hands down during the recording without bothering signing. I had to ask him what it says but it was too late to hear it.

**Resolution:** Call Center Manager reviewed policy with VI and discussed proper procedure when getting an answering machine and leaving messages.

**Ticket Closed:** 02/29/08

**Ticket 18966**

**Ticket Opened:** 02/25/08

**Subtype:** VI didn't relay everything

**Customer Comments:** Feedback for VI 318 Date of Call: Feb 05, 2008 Comments: VI did a good Job but unable to explain what the person's voice sound like when I asked it. He just smiled and ignored my question. I didn't bother to ask for another phone call after this one.

**Resolution:** Call Center Manager met with the VI about customer service. VI will be more aware in future.

**Ticket Closed:** 02/29/08

**Ticket 19015**

**Ticket Opened:** 02/26/08

**Subtype:** VI didn't relay everything

**Customer Comments:** 116 are really bad. She doesn't voice correct for me, my friend told me. I use hvors for quality but not see quality in 116. She have attitude too, I ask for switch and she not switch, she shake head and say I understand u fine keep going not need switch. That's not right.

**Resolution:** Call Center manager acknowledged and spoke to VI about proper etiquette and procedure.

**Ticket Closed:** 03/03/08

**Ticket 19190**

**Ticket Opened:** 03/11/08

**Subtype:** VI didn't relay everything

**Customer Comments:** Client complain because vi doesn't understand and the information skewed, did not relay everything.

**Resolution:** Customer Care Manager acknowledged. Thanked customer for feedback—since we do not have VI number cannot assign to call center.

**Ticket Closed:** 03/11/08

**Ticket 19318**

**Ticket Opened:** 03/21/08

**Subtype:** VI didn't relay everything

**Customer Comments:** customer was in Conf call and she tried to interrupt and have something to say or ask question, VI didn't bother to interrupt at all, customer kept asking please I want to say something, VI still didn't do anything.

**Resolution:** Call Center Manager met with this VI and went over proper conference call procedure to make sure that they are aware of how to process these types of calls.

**Ticket Closed:** 03/24/08

**Ticket 19457**

**Ticket Opened:** 04/03/08

**Subtype:** VI didn't relay everything

**Customer Comments:** V1608, this man does not keep his eye contact, not smiling at all. I would like to have him to keep his eye contact with me. Also, he didn't sign when answer machine has been told. Please have him interpret what the answering machine says.

**Resolution:** Call Center manager acknowledged and spoke to VI about proper etiquette and procedure.

**Ticket Closed:** 04/23/08

**Ticket 19461**

**Ticket Opened:** 04/04/08

**Subtype:** VI didn't relay everything

**Customer Comments:** 04/04/08 10:45 AM PT VI 175 This VI has translated my several phone calls today and did a great Job. However, during the translation mode, I noticed she didn't follow my signs exactly when I asked for. For example, when talking to the person on the phone, I asked for a correct contact person's name but the VI asked for the person's name AND a telephone number. I didn't ask for a phone number yet and was going to do that next. I would appreciate if she translated exactly what I say instead not what I haven't said, etc.

**Resolution:** Call Center Manager acknowledged and spoke to VI about proper procedures.

**Ticket Closed:** 04/09/08

**Ticket 14034**

**Ticket Opened:** 07/16/07

**Subtype:** VI didn't follow instructions

**Customer Comments:** Representative want to file complaint against supervisor #135, which supervisor told rep what can they do about it which rep request no announcement at all before call was made. VI left message with announcement which upset customer. Customer made a call at friend's home. Customer requested VI Supervisor, #135 kept telling to customer what can he/she do and accept it and move on , that kind of attitude really upset customer.

**Resolution:** Operations Manager met with Supervisor and indicated there was a complaint. Operations Manager acknowledged the situation and the Supervisor will be more careful next time when handling the call.

**Ticket Closed:** 07/19/07

**Ticket 14472**

**Ticket Opened:** 08/01/07

**Subtype:** VI didn't follow instructions

**Customer Comments:** VI 141 she is not great.. She did not follow what it is say record.

**Resolution:** Call Center Manager acknowledged and spoke to VI about proper procedures.

**Ticket Closed:** 08/03/07

**Ticket 14885**

**Ticket Opened:** 08/21/07

**Subtype:** VI didn't follow instructions

**Customer Comments:** Report: VI 400 when I called to customer, VI 400 talked to customer ahead of me. I asked what did you said? She is not using ASL. I told her that I am lost. I asked VI to please slow down. VI did not follow me.

**Resolution:** Call Center Manager spoke to the interpreter in question. She will be sure to simcom and communication she has with the hearing caller if it is not initiated by the video caller. She remembered this situation and reported that she was trying to facilitate the communication by being appropriate with the hearing caller. She realized how that might have looked to the video caller and apologized for any inconvenience or misunderstanding.

**Ticket Closed:** 09/06/07

**Ticket 15069**

**Ticket Opened:** 08/29/07

**Subtype:** VI didn't follow instructions

**Customer Comments:** I have not encountered a really arrogant interpreter in a long time until this VI# 205. When the phone rang and he was signing the answering machine. It was obvious that he cant sign well at that time, so I asked to please change interpreter, he said NO will not change interpreter, I must hang up and call again. I said excuse me I have done this in the past, CAN change interpreter and he had the galls to say THE SYSTEM WILL NOT ALLOW ME TO TRANSFER THE CALLS TO OTHER CENTER. I said there's no need to do that, just ask for any other interpreter to take your place. he said NO... then he finally said ALL Vis are busy, he did not even try to check to see if anybody available. WHAT AN ARROGANT interpreter!

**Resolution:** Call Center Manager have emailed this feedback to the VI and will follow up in person on next scheduled shift.

**Ticket Closed:** 09/05/07

**Ticket 15074**

**Ticket Opened:** 08/29/07

**Subtype:** VI didn't follow instructions

**Customer Comments:** This VI#610 would not fingerspell slowly, I asked her to slow it, she said she forgot how to spell it... UGH I would NOT use her again!

**Resolution:** Call Center Manager followed up with VI and reminded VI to respect wishes of the customer.

**Ticket Closed:** 08/31/07

**Ticket 16924**

**Ticket Opened:** 12/10/07

**Subtype:** VI didn't follow instructions

**Customer Comments:** Customer complained about VI #553 that didn't follow instructions about the VCO, announce VRS. Customer felt that VI wasn't informed enough to see the information on iChat the information that customer has saved do you want to use VCO, customer selected NO and do you want HOVRS to announce VRS call, customer said NO. VI #553 said it is our policy to ask you these questions.

Customer felt insulted with that, wanted to speak with supervisor. Supervisor said the same thing such as it is our policy to ask you. Customer said, the information is already set and you can see the information rather than asking me questions.

**Resolution:** There is no VI #553. Thanked customer for feedback.

**Ticket Closed:** 12/18/07

**Ticket 16965**

**Ticket Opened:** 12/12/07

**Subtype:** VI didn't follow instructions

**Customer Comments:** VI# 585 had the GUTS to argue with me when I asked her to change interpreter please and she actually argued with me that I have to hang up and call again.. I said No I have the right to ask to change the interpreter then she demanded that if I want to change interpreter, I MUST hang up and call again. I SAID NO... she said NO that's policy I said NOPE then it was when I said I will write a formal complaint, then she changed her tune and said I looked for a interpreter and found one.

**Resolution:** NO VI# 585 on record at this time. Thanked customer for feedback.

**Ticket Closed:** 12/18/07

**Ticket 17748**

**Ticket Opened:** 01/10/08

**Subtype:** VI didn't follow instructions

**Customer Comments:** The client complained that to supervisor #970 that VI #949 asked the client if he didn't want the DO NOT ANNOUNCE. He felt that it was pointless to ask if he checked the box on DO NOT ANNOUNCE. #970 explained that it was a training policy to double check with the client before proceeding with the call. He said that it's annoying to ask the clients that, and that VIs in other centers do not ask him. Suggested to talk to Customer Care and he declined - said that no one has given him an answer that satisfied him.

**Resolution:** Acknowledge this complaint by Call Center Manager and relayed to Customer Care. Customer Care followed up with customer and thanked for feedback.

**Ticket Closed:** 01/14/08

**Ticket 18404**

**Ticket Opened:** 01/25/08

**Subtype:** VI didn't follow instructions

**Customer Comments:** VI 231 didn't try to connect back to me after my vp froze. VI 147 announced the VRS with my instruction of no announcement. That showed you a poor responsibility of the VI.

**Resolution:** Call Center Manager spoke with VI and showed/reminded VI how to re-connect customer back if video is dropped.

**Ticket Closed:** 01/30/08

**Ticket 18968**

**Ticket Opened:** 02/25/08

**Subtype:** VI didn't follow instructions

**Customer Comments:** Feedback for VI 207 Date of Call: Feb 04, 2008 Comments: VI did an excellent job but speaks/relayed the call too fast. I had requested her to slow down. At first she slowed down then resumed talking just afterwards. The person who heard my call may have thought that I was a salesperson but wasn't.

**Resolution:** Call Center Manager has spoken and have shared this with the VI and she understands the need to speak more slowly.

**Ticket Closed:** 03/05/08

**Ticket 18970**

**Ticket Opened:** 02/25/08

**Subtype:** VI didn't follow instructions

**Customer Comments:** Feedback for VI 341 Date of Call: Feb 01, 2008 Comments: VI did a good job relaying the call except for her mood. She wasn't in a friendly mood when doing her job. I offered her to type the message the name of business or person to help out, she didn't seem to care or found it not helpful at all. No gesture of appreciation at all.

**Resolution:** Call Center Manager acknowledged and spoke with VI about call handling.

**Ticket Closed:** 02/29/08

**Ticket 18971**

**Ticket Opened:** 02/25/08

**Subtype:** VI didn't follow instructions

**Customer Comments:** Feedback for VI 275 Date of Call: Feb 01, 2008 Comments: VI did an ok job but failed to read/understand my instructions when I asked. For example, I give VI instructions before placing a call but this one just smiled and acted like he understood me. I had to hang up after this call and couldn't place another relay call because of this.

**Resolution:** Call Center Manager acknowledged and spoke with VI about call handling.

**Ticket Closed:** 02/29/08

**Ticket 18972**

**Ticket Opened:** 02/25/08

**Subtype:** VI didn't follow instructions

**Customer Comments:** Feedback for VI 660 Date of Call: Jan 30, 2008 Comments: VI did a good job relaying the call but lacks in reading the text message box. For example, I typed a phone number in the message box and the VI didn't notice it until I had to tell her.

**Resolution:** Call Center Manager acknowledged and spoke with VI about call handling.

**Ticket Closed:** 03/05/08

**Ticket 18973**

**Ticket Opened:** 02/25/08

**Subtype:** VI didn't follow instructions

**Customer Comments:** Feedback for VI 592 Date of Call: Jan 28, 2008 Comments: Facial expression wasn't adequate throughout this call. VI has disconnected the call without allowing me to enter a new phone number to place another call.

**Resolution:** Call Center Manager acknowledged and spoke with VI about call handling.

**Ticket Closed:** 03/06/08

**Ticket 19177**

**Ticket Opened:** 03/10/08

**Subtype:** VI didn't follow instructions

**Customer Comments:** Last interpreter (it was a young male) - He was "translating" for me when I already made myself clear. I signed my husband's first name is XXXX but we call him XXXX. I saw the interpreter sign that the husband's nickname is XXX. I did NOT say it was a nickname - that is my husband's MIDDLE name and I made that CLEAR. so are they to TRANSLATE or just interpret for us?

**Resolution:** Call Center Manager acknowledged and spoke with VI about proper call handling and to verify with customer if not clear on names or what is being said.

**Ticket Closed:** 03/14/08

**Ticket 16580**

**Ticket Opened:** 11/28/07

**Subtype:** Customer was not kept informed

**Customer Comments:** Report 210 when make called and I got person who I talked with is done. And now, VI 210 said hold, she have problem with her computer something. I said ok.. I been wait for her respond. I can see her while she talked to someone like her supervisor something. I read d-link chat said connecting to video interpreter now four time, then dial screen show up and I typed phone number and enter. I wait, wait, about 10 min.. I wave but she ignoring me and she wont look at me. I already gave her phone number. She did not say anything. Finally, she waves me and said hello! I said I been wait and I already gave her phone number. I think her supervisor show up and she got dirty attitude and nod. I said hang up.. I am not she have tech computer problem.. I don't know what is going on.

**Resolution:** Followed up with VI. Contacted IT to let them know of the issue. This was a technical problem, and completely unavoidable by VI 210.

**Ticket Closed:** 12/03/07

**Ticket 17961**

**Ticket Opened:** 01/15/08

**Subtype:** Customer was not kept informed

**Customer Comments:** VI 441 When making sales call, two calls with VI441 and ended abruptly without allowing me to explain the service I wanted to explain. Caught "Thanks" comment from VI which I have not said and wish to continue the call with the end user. I questioned VI why the hang up, I never mentioned "thanks". She shrugged "it wasn't me", "it was the person who hang up". I ended the call with VI441 after this.

**Resolution:** 1/29/08 - Spoke with VI. The VI remembers this situation and reports that the hearing caller hung up and the VI explained it to the Video caller, but the Video caller did not believe them. VI will be cautious in future regarding this issue.

**Ticket Closed:** 01/30/08

**Ticket 18961**

**Ticket Opened:** 02/25/08

**Subtype:** Customer was not kept informed

**Customer Comments:** My hearing daughter had to hung up on me because She can't stand with Video Interpreter(VI) 633. VI spoke slow and drove my daughter crazy. Please tell VI 633 to speak normal than slow.

**Resolution:** Acknowledged by Call Center Manager and spoke/reviewed with VI #633 on proper call handling.

**Ticket Closed:** 02/26/08

**Ticket 19211**

**Ticket Opened:** 03/12/08

**Subtype:** Customer was not kept informed

**Customer Comments:** VI 306, when VI appeared on the screen. He seems not friendly and didn't say anything like ringing or someone said hello? I responded them that but I noticed he gave me a bad attitude, showed me his body moving. I didn't like his attitude.

**Resolution:** Call Center Manager have shared this feedback with this VI and he understands the need to be more customer service oriented and friendly.

**Ticket Closed:** 03/27/08

**Ticket 19669**

**Ticket Opened:** 04/24/08

**Subtype:** Customer was not kept informed

**Customer Comments:** Date 4/23/08 Time: 1:32pm VI 608 I wasn't pleased how this VI handled my business calls. He did something that I didn't asked for. For example, pressing a number that I didn't asked for or didn't bother to interpret the voices of a recording for me to select the option. He chose an option without my request. This was an unprofessional act and should never happen again in the future.

**Resolution:** Call Center manager acknowledged and spoke to VI about proper call handling and not to take control of the call.

**Ticket Closed:** 05/15/08

**Ticket 18488**

**Ticket Opened:** 01/30/08

**Subtype:** Inappropriate VI switch

**Customer Comments:** (On 1/30/08 at 5:20pm) The client complained that the VIs (#956, 949, and 945) switched each other within the 15-minute span that she was on with an Apple representative which is too often for the client. The client felt that the VI should switch so often and that this was the first time she had VIs switching on often. The client was upset because the Apple representative told the client to wait 15 more minutes so the client felt that the changes of voices cause the delay. Call Center Manager #970 observed the following: #956 was switched out because it was the end of her shift and was with the client for about 20 minutes; #949 switched out with #945 because the VI felt uncomfortable because the client was heckling her about her disability and making comments that made the VI uncomfortable. The client was repeatedly asking the VI what was wrong down there referring to the VI's legs (VI is in wheelchair) and commenting that the VI should seek group counseling. The VI felt the comments were inappropriate and asked #945 to switch with her.

**Resolution:** Call Center Manager and Customer Care Manager Acknowledge this situation. Customer Care Manager thanked customer for feedback and informed about switching policy.

**Ticket Closed:** 01/30/08

**Ticket 16532**

**Ticket Opened:** 11/26/07

**Subtype:** Verbal/Sexual harassment from VI

**Customer Comments:** customer complained about our VI but she didn't know the number but know the name. VI has been verbally harassed customer and her husband.

**Resolution:** Customer and VI knew each other so it was an uncomfortable situation for the VI. Call Center Manager reviewed code of ethics with VI and coached VI to be careful next time.

**Ticket Closed:** 12/04/07

**Ticket 14563**

**Ticket Opened:** 08/03/07

**Subtype:** Violated customer confidentiality

**Customer Comments:** Hello, I want to report on VI 132, the interpreter was violating a confidentiality principle by telling me about one of my co-worker that was doing misconduct behavior toward one of VI's co-workers sexually and I wasn't aware and puzzled of how it had to do with me. So I want to end this rumors or inappropriate conducts.

**Resolution:** VI addressed with complaint by Call Center Manager and reviewed code of ethics with VI.

**Ticket Closed:** 08/17/07

**Ticket 13196**

**Ticket Opened:** 06/07/07

**Subtype:** Other complaints

**Customer Comments:** Interpreters 456 and 127 and 179 slow with dialing, took me one minute waiting too slow to process vco and calls. Way too slow!

**Resolution:** Comments documented and reviewed by Call Center Manager. Provided more training to the VI's.

**Ticket Closed:** 06/20/07

**Ticket 13523**

**Ticket Opened:** 06/25/07

**Subtype:** Other complaints

**Customer Comments:** Customer tried to answer the call but it was only one ring then gone. Caller saw #318 on his sidekick text message.

**Resolution:** 7/10/07 I met with VI 318 and described the issue. The VI will be aware of this issue. VI did recall a day when she was on V2V line with V2V enabled on platform and an inbound video call came through. She ended up hitting END SESSION on the IBV call because she was already on the phone with a hearing caller in the process of making another call. VI thought that might be what happened. VI will be careful this does not happen again.

**Ticket Closed:** 07/10/07

**Ticket 14157**

**Ticket Opened:** 07/20/07

**Subtype:** Other complaints

**Customer Comments:** Interpreter #700 need more training on VCO took her too long to make in calls and out calls even have to hang up.

**Resolution:** Call Center Manager acknowledged and provided more VCO training to VI.

**Ticket Closed:** 07/23/07

**Ticket 15345**

**Ticket Opened:** 09/15/07

**Subtype:** Other complaints

**Customer Comments:** Report VI number is 353 date: 9/13/2007 I am letting you that I report that 353 while on the phone "while", she ate hard candy while she interpreter talked to customer. I feel that it's not proper while on the phone and front of me. If drink water for good reason fine, but candy or gum are not proper.

**Resolution:** Call Center Manager acknowledged and spoke with VI in question about proper policies and procedures.

**Ticket Closed:** 09/26/07

**Ticket 15544**

**Ticket Opened:** 09/25/07

**Subtype:** Other complaints

**Customer Comments:** VI 318 During one of my business call VI318 kept on looking down as if she's reading something. Every time the person I called said hang on, hold on, or let me think. VI318 immediately look down when I want to interrupt the caller I had to wave and wave. When VI looks up she was already signing what the caller was saying before I could correct and save time with the caller finding information or thinking. Please instruct interpreters to pay attention to both callers.

**Resolution:** 10/15/07 Spoke with VI 318. I have instructed the VI to be more attentive to caller's needs/requests. Will continue to monitor.

**Ticket Closed:** 10/02/07

**Ticket 15561**

**Ticket Opened:** 09/25/07

**Subtype:** Other complaints

**Customer Comments:** I keep getting this VI and I will ALWAYS HANG UP ON HIM Because I had problems with him in the past and I have filed complaints on this guy so you will see heavy disconnection every time I see this VI I have hung up on HOVRS over 10 times in the past 3 days because I see this VI.

**Resolution:** Customer Care Manager acknowledged and thanked customer for their feedback.

**Ticket Closed:** 10/02/07

**Ticket 15929**

**Ticket Opened:** 10/26/07

**Subtype:** Other complaints

**Customer Comments:** The customer said that VI#999 moved too much in the chair and signed too big. She felt that the VI didn't include her in the call and took control over the call. Supervisor #970 witnessed the call and observed that there was a miscommunication between VI and the customer. The hearing caller appeared to be confused on how to use the HOVRS and how to speak to the customer, instead of the interpreter. The hearing caller kept referring to the customer as a third person, and the VI interpreted everything. The customer explained, through the VI, to the hearing person on how to use HOVRS and not to refer her as a third person. When she was spelling something, the hearing caller thought a letter was A, and the VI corrected the hearing person by saying, L as in XXXX. The customer got upset when she read that on his lip and said I didn't say that then asked for switch. Appears that the VI was trying to clarify something with the hearing caller, but did not signed that part to the customer and that is where she more likely felt that the VI was controlling the call. When supervisor spoke with the customer, the customer then said that there seemed to be a miscommunication between them including the factor that the hearing person was confused on how to use HOVRS.

**Resolution:** Supervisor #975 has met with the VI. The VI does recall the incident. At the beginning, the Deaf caller didn't understand the VI's signing for "sign up" then the VI offered the caller if she wanted a switch. The caller said no. The VI felt uncomfortable during the call and called for a supervisor. Then when the hearing caller was spelling out the client's name out wrong and VI interpreted what the hearing caller said. The VI looked at the floor and spoke to the hearing person without moving to the side then the Deaf caller saw her name being spelled wrong however the VI was explaining to the hearing caller. The VI did admit that he should have let the Deaf caller to correct for herself not myself. The supervisor has recommended that VI work on empowering the client so the caller doesn't feel that the VI is controlling the call and for the VI to work on moving to the side if communicating with the hearing caller. VI understood and will modify his approach.

**Ticket Closed:** 10/31/07

**Ticket 16966**

**Ticket Opened:** 12/12/07

**Subtype:** Other complaints

**Customer Comments:** VI#293 did NOT interpret the beginning of the conversation the exact way I did it. When the hearing caller answered and asked who I was I started out saying this is XXXXXX and I'm deaf and I'm calling through HOVRS vi#..... THIS VI JUST LOOKED AT THE SCREEN AND SPELLED MY NAME. SHE DID NOT INTERPRET ENTIRELY, She obviously saw me saying my name then her eyes looked at different section of the computer screen to ensure spelling and thus causing some confusion on the hearing caller end! When the hearing caller asked to repeat she just went ahead and say this is XXXXX and spelled it out without giving me a chance to do anything... This is when I told her to HANG UP because at the point I knew the hearing caller was totally confused now so why bother wasting few moments to unscramble her mind...

**Resolution:** Call Center Manager acknowledged and will meet with VI to coach/review policy.

**Ticket Closed:** 12/18/07

**Ticket 16967**

**Ticket Opened:** 12/12/07

**Subtype:** Other complaints

**Customer Comments:** VI#309 did NOT do her job right, she was acting like an interpreter for the hearing NOT for me... I had to tell her that SHE HAD TO SPEAK WHENEVER I SIGN not wait until the person is finished. I wanted her to tell the end caller off and shut them up but she kept signing whatever the end caller was saying even though I was signing again and again to tell her to SPEAK UP! I DONT LIKE THAT AT ALL. I TOLD HER THAT SHE IS INTERPRETING FOR ME NOT FOR THE END CALLER BECAUSE I INITIATED THE CALL! She said the hearing person was talking I told her so what Just speak UP what I said period. It was obvious I was pissed and SHE DID NOT INTERPRET WORD FOR WORD BECAUSE I WATCHED HER LIPS AND SHE WAS SPEAKING NICELY WHEN I WAS FLIPPING THE CALLER OFF!! I had to force her to said the proper words that I personally finger spelled!!!! then she had to voice exactly because she then realized I was watching her carefully!

**Resolution:** I spoke with this interpreter and she indicated that this caller was behaving abusively towards her. Reviewed policy with VI and coached on proper procedure in the event this happens again.

**Ticket Closed:** 12/15/08

**Ticket 17034**

**Ticket Opened:** 12/13/07

**Subtype:** Other complaints

**Customer Comments:** Customer has filed a complaint against VI #540. The VI was unprofessional and got involved in conversation. Demonstrated poor attitude and "fought" with the caller. The caller told the VI that the VI had poor attitude. The caller is very disappointed with HOVRS interpreter quality.

**Resolution:** No VI#540, thanked customer for feedback.

**Ticket Closed:** 12/18/07

**Ticket 18370**

**Ticket Opened:** 01/24/08

**Subtype:** Other complaints

**Customer Comments:** Report VI 965 Let you know that Female VI 965 is not Friendly and hard time with customer. Customer tend to hang up on her when she announcement. I don't know what she wrong. no successful get thru any customer. I cannot afford losing any customer by her. I suggestion any Manager come up to her and what her weak spots are on the phone.

**Resolution:** Call Center Manager to met with the VI to go over protocol and proper call handling.

**Ticket Closed:** 02/06/08

**Ticket 18466**

**Ticket Opened:** 01/29/08

**Subtype:** Other complaints

**Customer Comments:** would like to report on VI number 585. She wasn't doing a professional by saying "I'm not age 20 years old" because she had a hard time to receptive with my sign language and also wore a pink shirt which shouldn't be a problem. She needs to learn how to adjust with her eyes and able to communicate efficiently!!!

**Resolution:** Call Center Manager followed up with the VI and reviewed protocol and proper call handling.

**Ticket Closed:** 02/01/08

**Ticket 18653**  
**Ticket Opened:** 02/08/08  
**Subtype:** Other complaints  
**Customer Comments:** Customer called to report on 3 vi for their awful performance vi 626 has shown some misunderstood signing such as result and weekend and VI 391 similar to vi 626 point and specific need to avoid misunderstood of words to say to hearing, and last VI 175 gave him attitude when vi said what number to call, he already send number to call, vi said not have any showing attitude and said the word " whatever" so he decide to hang up and use other location of interpreter.  
**Resolution:** Call Center Managers acknowledged this, reviewed proper procedure and call handling with all VI's.  
**Ticket Closed:** 02/14/08

**Ticket 18774**  
**Ticket Opened:** 02/15/08  
**Subtype:** Other complaints  
**Customer Comments:** (On 2/14/08 at 6pm) The client felt that VI#936 was "choppy" and paused a lot during the call. The client is not upset at all with the VI, just wants the VI to improve. The VI told Call Center Manager #970 that she noticed that the client was upset with her, but it was the hearing caller who paused a lot and repeatedly asking if the client understood what was being said.  
**Resolution:** Call Center Manager spoke to VI after the call. Reviewed how this situation could be handled better next time.  
**Ticket Closed:** 02/16/08

**Ticket 18903**  
**Ticket Opened:** 02/22/08  
**Subtype:** Other complaints  
**Customer Comments:** when vi 670 is on, and 670 signed so incompetent. He signed like he has no certification at all. Customer requested for other interpreter and 670 doesn't understand.  
**Resolution:** Thanked Customer for feedback. Call Center Manager reviewed policies and protocol with VI and made suggestions for improvement.  
**Ticket Closed:** 02/24/08

**Ticket 19090**  
**Ticket Opened:** 03/03/08  
**Subtype:** Other complaints  
**Customer Comments:** VI599 Had an attitude when I asked to repeat due to pixels in the picture. It is not my fault nor VI's but the attitude was not necessary.  
**Resolution:** Call Center Manager reviewed customer service protocol with VI.  
**Ticket Closed:** 03/10/08

**Ticket 19296**  
**Ticket Opened:** 03/19/08  
**Subtype:** Other complaints  
**Customer Comments:** Customer wanted to participate the conference call and apparently this vi-177 did not do what customer wants to do. Vi told him that the conf is cancelled and nothing. He felt that vi shouldn't inform him that the conf is cancelled earlier. Vi should proceed a call but vi didn't.  
**Resolution:** Call Center Manager spoke with this VI to make sure that they are aware of proper conference call procedure.  
**Ticket Closed:** 03/23/08

**Ticket 19331**  
**Ticket Opened:** 03/24/08  
**Subtype:** Other complaints  
**Customer Comments:** Date/Time: 24March08, 10:10am VI 208 VI 208 did a good job relaying my call. However, when I display a friendly smile, she didn't return a smile or anything like it at all. After I gave her instructions how to relay my calls to make it easier, she didn't thank me at all. It's my observation that she doesn't look happy to be an interpreter and is lacking courtesy skills.  
**Resolution:** Call Center Manager talked with VI and addressed the issue of customer service and etiquette.  
**Ticket Closed:** 03/28/08

**Ticket 19517**  
**Ticket Opened:** 04/08/08  
**Subtype:** Other complaints  
**Customer Comments:** (On 4/1/08 at 8:15pm) The client is overall satisfied with the HOVRS on Espanol service, but is disappointed with some VIs' services. The client couldn't remember the numbers of the VIs, but wanted to say that some have no facial expressions when interpreting, don't move their lips, don't use the space wisely (signing too close to the body). There are times when a VI comes up, the VI looks unhappy and don't really pay attention to what the client is telling them. The client hopes that the VIs improves on these behaviors and makes necessary improvements.  
**Resolution:** Customer Care manager acknowledge this and thanked customer for feedback.  
**Ticket Closed:** 04/10/08

## Technical Complaints

**Ticket 13216**  
**Ticket Opened:** 06/10/07  
**Subtype:** Video Quality  
**Customer Comments:** Picture looks bad, please fix?  
**Resolution:** Suggested him to use Medium instead of High in VideoSign 2.5 settings. Customer contacted back and improvement was noticed. Customer is really happy.  
**Ticket Closed:** 06/10/07

**Ticket 13231**  
**Ticket Opened:** 06/11/07  
**Subtype:** Video Quality  
**Customer Comments:** Interpreter just transferred me to you (Customer Care), interpreter said that she cannot see me very well with bad pictures. Can you see me okay?  
**Resolution:** His video quality looks great as crystal clear, Customer Care suggested to customer it was probably just a bad connection. Recommended to customer different things they can do to improve video quality.  
**Ticket Closed:** 06/11/07

**Ticket 13612**  
**Ticket Opened:** 06/28/07  
**Subtype:** Video Quality  
**Customer Comments:** Customer inquired about picture quality.  
**Resolution:** Customer Care assisted customer with speed test and speed settings for his webcam. Found out that the customer had a really low upload speed so helped customer change speed settings to low. Customer Called back to test and there was already an improvement.  
**Ticket Closed:** 06/28/07

**Ticket 13708**  
**Ticket Opened:** 07/05/07  
**Subtype:** Video Quality  
**Customer Comments:** Caller said have blurry some VRS can't see clear to caller. Caller feel frustration with video quality.  
**Resolution:** Customer Care Representative, explain to customer need change setting Speed Video High to Medium or Low. Customer Contacted VI and saw improvement.  
**Ticket Closed:** 07/05/07

**Ticket 13810**  
**Ticket Opened:** 07/09/07  
**Subtype:** Video Quality  
**Customer Comments:** Customer having problems with video quality on his MAC.  
**Resolution:** Assisted customer with speed settings from the MAC iChat system preferences. Adjusted speed to "automatic" and there was already an improvement the next time customer called in.  
**Ticket Closed:** 07/09/07

**Ticket 13807**  
**Ticket Opened:** 07/09/07  
**Subtype:** Video Quality  
**Customer Comments:** The customer wanted to know what can be done about blurred video screen.  
**Resolution:** Customer Care had the customer check bandwidth test and found out that his upload was very low. Customer Care recommended to increase the bandwidth on the upload side from his ISP. Informed customer that we would be happy to help further after his upgrade.  
**Ticket Closed:** 07/10/07

**Ticket 13909**  
**Ticket Opened:** 07/12/07  
**Subtype:** Video Quality  
**Customer Comments:** The customer reported that she encountered "frozen" video with video interpreter.  
**Resolution:** Customer Care informed the customer to check bandwidth test and check with ISP about upload setting. It was low at 123 and recommended is 256 for best video quality. Customer will contact ISP and then contact us back.  
**Ticket Closed:** 07/13/07

**Ticket 14050**  
**Ticket Opened:** 07/17/07  
**Subtype:** Video Quality  
**Customer Comments:** Customer had a bit of video quality issues while making calls.  
**Resolution:** Helped customer how to change the setting on 2.5 VS from high to medium for better video quality.  
**Ticket Closed:** 07/17/07

**Ticket 14071**  
**Ticket Opened:** 07/18/07  
**Subtype:** Video Quality  
**Customer Comments:** The customer wanted assistance with video quality using change setting in HOVRS website.  
**Resolution:** Customer Care explained to the customer how to adjust speed settings and asked to test. Customer did not call back after recommendation to call back.  
**Ticket Closed:** 07/18/07

**Ticket 14078**

**Ticket Opened:** 07/18/07

**Subtype:** Video Quality

**Customer Comments:** The customer who was using MAC informed that her video quality was in poor condition.

**Resolution:** Customer Care assisted the customer with bandwidth test which upload was found to be only 6 kbps! Recommended to customer that they contact their ISP and upgrade. Recommended minimum 256kbps upload. Customer will contact back Customer Care when ready.

**Ticket Closed:** 07/18/07

**Ticket 14117**

**Ticket Opened:** 07/19/07

**Subtype:** Video Quality

**Customer Comments:** Customer checked with me to see if his video quality is good or not

**Resolution:** Tested customer's setting to achieve increased video quality. Assisted customer with changing from High setting to medium which made improvement in video quality.

**Ticket Closed:** 07/20/07

**Ticket 14147**

**Ticket Opened:** 07/20/07

**Subtype:** Video Quality

**Customer Comments:** Caller has problem bad video quality, because was blurry and good high speed still what happen with bad video quality?

**Resolution:** Customer Care Representative explains to caller try change High to Med or Low. Confirmed caller will re-setting and called back. There was an improvement.

**Ticket Closed:** 07/20/07

**Ticket 14228**

**Ticket Opened:** 07/23/07

**Subtype:** Video Quality

**Customer Comments:** Customer complained of bad video quality.

**Resolution:** Customer Care explained customer how to change setting from high to medium which resulted in better video quality.

**Ticket Closed:** 07/23/07

**Ticket 14244**

**Ticket Opened:** 07/24/07

**Subtype:** Video Quality

**Customer Comments:** Sometimes VideoSign itself freeze once awhile while on phone.

**Resolution:** Customer Care did a remote access and noticed CPU usage was spiking and suggested him to remove the VideoSign and re-install. Customer accepted that and Customer care did the re-install. SO far, no issues, Customer care told customer to contact back if any other issues.

**Ticket Closed:** 07/24/07

**Ticket 14242**

**Ticket Opened:** 07/24/07

**Subtype:** Video Quality

**Customer Comments:** Interpreter said I have a bad video quality.

**Resolution:** Suggested him to change from high to medium for VideoSign settings. It worked better in video quality.

**Ticket Closed:** 07/24/07

**Ticket 14892**

**Ticket Opened:** 08/21/07

**Subtype:** Video Quality

**Customer Comments:** Problem with Video Sign video picture quality.

**Resolution:** Customer Care found out that customer had a really old webcam. Suggested to customer that they fill out application to get new one.

**Ticket Closed:** 08/22/07

**Ticket 15092**

**Ticket Opened:** 08/30/07

**Subtype:** Video Quality

**Customer Comments:** Video quality isn't that great when connecting with VI.

**Resolution:** Customer Care Helping customer to improve her video quality: It does improve little bit after changing her setting on sent from 384 to 256 KBPS.

**Ticket Closed:** 09/01/07

**Ticket 15098**

**Ticket Opened:** 08/30/07

**Subtype:** Video Quality

**Customer Comments:** Video quality kinda choppy is the customer's comment.

**Resolution:** Customer Care Advised customer to change setting from 384 KBPS to 256 KBPS. The picture is much better now.

**Ticket Closed:** 09/01/07

**Ticket 15120**

**Ticket Opened:** 09/01/07

**Subtype:** Video Quality

**Customer Comments:** Video quality is bad with high setting on.

**Resolution:** Advised to change the setting to medium and picture did improve. Customer was happy.

**Ticket Closed:** 09/01/07

**Ticket 15178**

**Ticket Opened:** 09/06/07

**Subtype:** Video Quality

**Customer Comments:** Representative tried to set up videosign, but picture quality is very bad.

**Resolution:** Customer care Remote Accessed and discovered which their computer has below 128 MB Ram. Recommend to upgrade to compatible with video sign video quality requirement.

**Ticket Closed:** 09/06/07

**Ticket 15280**

**Ticket Opened:** 09/13/07

**Subtype:** Video Quality

**Customer Comments:** I am having a problem with my video quality. Seems like webcam must have problem or something. It looks like slow motion like a "ghost".

**Resolution:** Advised him to modify the Logitech QuickCam 5000 pro settings. Assisted customer with settings and test call. There was a lot of improvement.

**Ticket Closed:** 09/13/07

**Ticket 15331**

**Ticket Opened:** 09/15/07

**Subtype:** Video Quality

**Customer Comments:** Video picture quality isn't that good on customer's end, the VI hard to see the customer.

**Resolution:** Customer Care Advised customer to change from High to Medium. This resulted in some improvement. Customer changed again to low and this was about the same. Recommended to customer to use either low or medium

**Ticket Closed:** 09/16/07

**Ticket 15374**

**Ticket Opened:** 09/16/07

**Subtype:** Video Quality

**Customer Comments:** Blurring on Customer's Video resulting in bad video when people see customer.

**Resolution:** Customer Care Advised customer to change the settings to medium on the website. Customer Care recommended to customer to call back but Customer Care did not hear back from customer.

**Ticket Closed:** 09/17/07

**Ticket 15395**

**Ticket Opened:** 09/17/07

**Subtype:** Video Quality

**Customer Comments:** Customer Representative needed some assistance with Videosign setting.

**Resolution:** Customer Care found out the customer computer is Below 128k MB Ram, encourage customer to upgrade Ram to above 256k MB to meet system requirement.

**Ticket Closed:** 09/17/07

**Ticket 15428**

**Ticket Opened:** 09/19/07

**Subtype:** Video Quality

**Customer Comments:** Customer Having a problem with VideoSign. Webcam must have acted up it looks like a ghost.

**Resolution:** Customer care suggested him to disable the Right Light Technology with their webcam. This helped and solved the problem.

**Ticket Closed:** 09/20/07

**Ticket 15469**

**Ticket Opened:** 09/19/07

**Subtype:** Video Quality

**Customer Comments:** Customer wanted to test if high or medium works better on Video Sign.

**Resolution:** Customer Care received call from customer : Medium works better.

**Ticket Closed:** 09/19/07

**Ticket 15481**

**Ticket Opened:** 09/20/07

**Subtype:** Video Quality

**Customer Comments:** how's my video quality?? since the interpreter said I'm having a bad video quality, what should I do?

**Resolution:** Suggested her to change her VideoSign speed to medium or low to see if her video quality improves. Customer Called VI again and transferred back, it was much better picture.

**Ticket Closed:** 09/20/07

**Ticket 15488**

**Ticket Opened:** 09/21/07

**Subtype:** Video Quality

**Customer Comments:** Customer feels that her video sign picture not very clear due to blur picture.

**Resolution:** Customer's upload was low at 151kbps. Advised customer to upgrade her internet speed from her ISP and give us a call back.

**Ticket Closed:** 09/21/07

**Ticket 15583**

**Ticket Opened:** 09/26/07

**Subtype:** Video Quality

**Customer Comments:** Customer get frustrated with logitech 5000 quickcam. Kept blurring.

**Resolution:** Troubleshooted with customer and discovered which they used air card that has 128 kbps upload speed. Suggested to customer to go to ISP to upgrade service. Reminded customer that the best upload is 256kbps and above.

**Ticket Closed:** 09/26/07

**Ticket 15668**

**Ticket Opened:** 10/03/07

**Subtype:** Video Quality

**Customer Comments:** Customer complained which their video sign picture really bad quality.

**Resolution:** Troubleshooted with customer and discovered which they used air card that has 128 kbps upload speed. Suggested to customer to go to ISP to upgrade service. Reminded customer that the best upload is 256kbps and above.

**Ticket Closed:** 10/03/07

**Ticket 15825**

**Ticket Opened:** 10/17/07

**Subtype:** Video Quality

**Customer Comments:** Caller was using vs-high, but video choppy.

**Resolution:** The video quality is all set after recommending switching to medium setting.

**Ticket Closed:** 10/18/07

**Ticket 15838**

**Ticket Opened:** 10/17/07

**Subtype:** Video Quality

**Customer Comments:** Customer upsets which their video quality on webcam isn't wonderful.

**Resolution:** Customer Care Guided customer how to set and adjustable true light boost to disable. This solved the issue.

**Ticket Closed:** 10/17/07

**Ticket 15890**

**Ticket Opened:** 10/24/07

**Subtype:** Video Quality

**Customer Comments:** caller is too bright/washed-out. Caller will adjust video quality and call back

**Resolution:** Caller did not call back, Customer Care closed ticket.

**Ticket Closed:** 10/25/07

**Ticket 15983**

**Ticket Opened:** 11/01/07

**Subtype:** Video Quality

**Customer Comments:** Blurry picture on Webcam (video quality)

**Resolution:** Customer Care explained quality is bad because due to his internet speed. Customer Care did make a suggest to customer to change from High to Medium for a bit of improvement.

**Ticket Closed:** 11/02/07

**Ticket 16127**

**Ticket Opened:** 11/07/07

**Subtype:** Video Quality

**Customer Comments:** Can you see me? Customer complained of bad video.

**Resolution:** Assisted customer with video speed settings with D-link. Changed speed settings that best matched the bandwidth test.

**Ticket Closed:** 11/08/07

**Ticket 16126**

**Ticket Opened:** 11/07/07

**Subtype:** Video Quality

**Customer Comments:** Can you see me? Customer had bad video picture.

**Resolution:** Assisted customer with website speed settings on webcam. Adjusted to high to low and was able to get better video picture.

**Ticket Closed:** 11/08/07

**Ticket 16141**

**Ticket Opened:** 11/08/07

**Subtype:** Video Quality

**Customer Comments:** Interpreter said she cannot see me very well in video, what should I do?

**Resolution:** Assisted customer with speed settings from the website. Customer called back and said there is an improvement—closed ticket.

**Ticket Closed:** 11/08/07

**Ticket 16198**

**Ticket Opened:** 11/10/07

**Subtype:** Video Quality

**Customer Comments:** Blurry picture on customer's VideoSign.

**Resolution:** Advised customer to change from High To Medium and the result was good.

**Ticket Closed:** 11/10/07

**Ticket 16222**

**Ticket Opened:** 11/12/07

**Subtype:** Video Quality

**Customer Comments:** when I dial IP to chat from my pc to other tv or pc, other could not see me. Its blurry! I tried twice and result same. I use webcam I got from you few months ago. I see myself very clear

and moving. But other could not see me good. I wonder why. It happens twice so far. Please advise.

**Resolution:** Customer care Emailed steps to customer and haven't heard any response. Closed.

**Ticket Closed:** 11/20/07

**Ticket 16306**

**Ticket Opened:** 11/15/07

**Subtype:** Video Quality

**Customer Comments:** Do you see me ok? My video looks pretty bad, what should I do?

**Resolution:** Completed assisting customer with the bandwidth setting in order to use our video quality better. Customer Called back to test, works good.

**Ticket Closed:** 11/15/07

**Ticket 16353**

**Ticket Opened:** 11/16/07

**Subtype:** Video Quality

**Customer Comments:** Customer complained about the video quality on Video Sign 2.5.

**Resolution:** Assisted customer to change the setting on Video Sign from high to medium and the result has been improved.

**Ticket Closed:** 11/16/07

**Ticket 16436**

**Ticket Opened:** 11/19/07

**Subtype:** Video Quality

**Customer Comments:** Customer wants to test if Video Sign video quality is good or not.

**Resolution:** Video quality is good, made recommendations for improving quality even more.

**Ticket Closed:** 11/19/07

**Ticket 16472**

**Ticket Opened:** 11/21/07

**Subtype:** Video Quality

**Customer Comments:** customer got transfer to customer care from vi saying that picture isn't clear.

**Resolution:** Video quality remains clear, suggested to customer to close any applications running in the background.

**Ticket Closed:** 11/21/07

**Ticket 16511**

**Ticket Opened:** 11/26/07

**Subtype:** Video Quality

**Customer Comments:** Caller on VS-high looks choppy. Customer complaints of bad video quality.

**Resolution:** Assisted with customer to adjust the video speed for a better video quality. Customer saw marked improvement.

**Ticket Closed:** 11/27/07

**Ticket 16595**

**Ticket Opened:** 11/28/07

**Subtype:** Video Quality

**Customer Comments:** Customer complained about video quality picture on Video Sign.

**Resolution:** Advised customer to change the settings high to medium. The result comes out good.

**Ticket Closed:** 11/28/07

**Ticket 16639**

**Ticket Opened:** 11/30/07

**Subtype:** Video Quality

**Customer Comments:** When I called HOVRS, the Interpreter said she cannot see me very well due to my video is chopped.. What can I do?

**Resolution:** Assisted customer with speed settings and recommended closing applications. Successfully tested and confirmed from customer that picture quality is much better.

**Ticket Closed:** 11/30/07

**Ticket 16824**

**Ticket Opened:** 12/06/07

**Subtype:** Video Quality

**Customer Comments:** I'm having a problem with VideoSign.. I can see you but can you see me?

**Resolution:** Assisted customer with video setting for video quality, made change to medium.

**Ticket Closed:** 12/06/07

**Ticket 16826**

**Ticket Opened:** 12/06/07

**Subtype:** Video Quality

**Customer Comments:** I'm having a problem with my VideoSign since it looks like my video quality is so lousy.. What should I do?

**Resolution:** Successfully adjusted customer's video setting from high to medium. This was a better fit for the customers' bandwidth.

**Ticket Closed:** 12/06/07

**Ticket 16853**

**Ticket Opened:** 12/07/07

**Subtype:** Video Quality

**Customer Comments:** I'm having difficulty to connect to HOVRS. What should I do?

**Resolution:** Successfully adjusted BandWidth speed for video quality.

**Ticket Closed:** 12/07/07

**Ticket 16974**

**Ticket Opened:** 12/12/07

**Subtype:** Video Quality

**Customer Comments:** Is my video looks ok? Since interpreter said I have a problem with video such as pixilation's.. what can I do?

**Resolution:** Completed successfully with the video adjustment of speed for video quality

**Ticket Closed:** 12/12/07

**Ticket 17264**

**Ticket Opened:** 12/19/07

**Subtype:** Video Quality

**Customer Comments:** Having a bad video quality, what should I do?

**Resolution:** Completed the video setting adjustment successfully after making a few test calls.

**Ticket Closed:** 12/21/07

**Ticket 17406**

**Ticket Opened:** 12/26/07

**Subtype:** Video Quality

**Customer Comments:** I'm having a problem with the video quality.. it doesn't look very clear to the VI, that's why she transferred me to Customer Care.

**Resolution:** Completed successful the video setting adjustment and made a few test calls to confirm.

**Ticket Closed:** 12/28/07

**Ticket 18018**

**Ticket Opened:** 01/17/08

**Subtype:** Video Quality

**Customer Comments:** I'm having a bad video quality, can you please help me?

**Resolution:** Assisted customer with software settings from website. Found out customer had many applications running in the background. Customer was able to close applications and video quality with the speed adjustment was improved a lot.

**Ticket Closed:** 01/17/08

**Ticket 18721**

**Ticket Opened:** 02/13/08

**Subtype:** Video Quality

**Customer Comments:** Do you see my video looks really bad.? What can I do?

**Resolution:** Changed from high to medium in VideoSign 2.5 settings. And called back, it went better.

**Ticket Closed:** 02/13/08

**Ticket 18850**

**Ticket Opened:** 02/20/08

**Subtype:** Video Quality

**Customer Comments:** Problem with VideoSign, can you see me ok?

**Resolution:** Customer's upload speed was 116. Recommended to customer to increase the upload speed by calling to his ISP provider. Customer will make the upgrade and contact us back from more assistance.

**Ticket Closed:** 02/20/08

**Ticket 18563**

**Ticket Opened:** 02/04/08

**Subtype:** Video Quality

**Customer Comments:** customer wanted to know is there any adjustable on logitech webcam?

**Resolution:** Customer Care explained to customer how to adjust picture and speed settings on both website and webcam.

**Ticket Closed:** 02/05/08

**Ticket 18853**

**Ticket Opened:** 02/20/08

**Subtype:** Video Quality

**Customer Comments:** Need your help and let me know when I am fixing my focus, tell me when it's clear, okay with you?

**Resolution:** Customer Care assisted customer with speed settings and recommendations for general video calls.

**Ticket Closed:** 02/20/08

**Ticket 20491**

**Ticket Opened:** 05/22/08

**Subtype:** Video Quality

**Customer Comments:** I tried to contact with my customer's vp and contacted him/her of my videesign through their vp and it was freeze and hung up then tried to do it again and did happen in the same thing. It was self for disconnected quickly. Even I can see theirs and they can see mine but it was disconnected by freeze and it self was hung up again and again. I don't understand why. Really need your help.

**Resolution:** Customer Care remotely accessed customer's PC, they had a really low RAM of 128MB and the recommendation is 256 for minimum requirement. Recommended the upgrade or to use their

VideoPhone. Customer says they will make the change and contact us back when ready.

**Ticket Closed:** 05/25/08

**Ticket 20682**

**Ticket Opened:** 05/29/08

**Subtype:** Video Quality

**Customer Comments:** hello, 2 days frustrated... connected hovrs fine.. vi come on but I cant see vi on her view vi view froze.. I only see myself vi only type.. I removed hovrs.com files...re install 3 times. still vi

view froze... cannot connect why...?? I hope to get your email ASAP.

**Resolution:** Customer care emailed customer back instructions and recommendations for minimum usage and suggestion to close applications before making calls. Customer Care recommended customer call

directly via IM for more assistance.

**Ticket Closed:** 05/31/08

**Ticket 19875**

**Ticket Opened:** 05/05/08

**Subtype:** Video Quality

**Customer Comments:** I would like to know why Interpreter's video has problems with blurred that can't see under the face and my webcam is normal I tried to type message but they didn't reply me back and

disconnected. Thank you.

**Resolution:** Customer Care thanked customer for feedback and informed customer that we had tested and determined that it was probably a bad connection. Gave customer direct Customer Care contact

information.

**Ticket Closed:** 05/06/08

**Ticket 19984**

**Ticket Opened:** 05/07/08

**Subtype:** Video Quality

**Customer Comments:** Logitech webcam slow. Interpreter can't read my signs. Too blurry. How can fix that? Please let me know.

**Resolution:** Customer Care has not gotten any response from the customer after 2 weeks... Closed the ticket.

**Ticket Closed:** 05/28/08

**Ticket 13151**

**Ticket Opened:** 06/06/07

**Category:** Technical-Routers

**Customer Comments:** HOVRS rep is assisting the customer with router - DMZ setting and he needed further assistance.

**Resolution:** Customer Care discovered that the "Network Everywhere" affiliated linksys Cisco and caused unable to use videostreaming even DMZ. Advised to get DL 1310 router.

**Ticket Closed:** 06/06/07

**Ticket 13167**

**Ticket Opened:** 06/07/07

**Category:** Technical-Routers

**Customer Comments:** Having a problem with I2eye that couldn't see each others in video.

**Resolution:** Instructed him through Westell D90-327W15-06 Router settings for Port Forwarding which it doesn't have DMZ built-in.. Have tested through call and it succeeded.

**Ticket Closed:** 06/07/07

**Ticket 13410**

**Ticket Opened:** 06/19/07

**Category:** Technical-Routers

**Customer Comments:** Caller wanted to know why his VP wouldn't work.

**Resolution:** Caller was advised not to use a switch and buy a router and place the VP IP address in the DMZ. Sent email to customer with instructions.

**Ticket Closed:** 06/19/07

**Ticket 13413**

**Ticket Opened:** 06/19/07

**Category:** Technical-Routers

**Customer Comments:** Caller needed assistance in setting up Airport Extreme.

**Resolution:** Caller will call back the next day to recheck to see if AE configuration is correct. Caller called back and was able to assist him with the airport extreme router for configuration.  
**Ticket Closed:** 06/21/07

**Ticket 13459**

**Ticket Opened:** 06/21/07

**Category:** Technical-Routers

**Customer Comments:** HOVRS representative was at customer's place to replace the old router with new one.

**Resolution:** Customer care suggested HOVRS rep to go ahead and replace the old router with new one before did "run the wizard." Assisted rep with DMZ setting and testing.

**Ticket Closed:** 06/22/07

**Ticket 13657**

**Ticket Opened:** 07/02/07

**Category:** Technical-Routers

**Customer Comments:** I am having trouble seeing picture of myself when I was testing my web camera with Sorenson 100. I have Logitech Quickcam Pro 5000 and am using Norton Internet Security 2007. The person who came to my house to setup my webcam and he thinks it is the firewall may have block the picture on Sorenson 100.

**Resolution:** Informed of router/setting requirements to allow video transmission. Assisted customer with set up and testing. Customer was able to call into Customer care and also get VI.

**Ticket Closed:** 07/03/07

**Ticket 13769**

**Ticket Opened:** 07/08/07

**Category:** Technical-Routers

**Customer Comments:** I have changed the router and the videophone doesn't work and the screen shows the black screen.. What can I do??

**Resolution:** Customer care fixed her router settings for DMZ while using Access Remote PC. VideoPhone is now working fine.

**Ticket Closed:** 07/08/07

**Ticket 13952**

**Ticket Opened:** 07/13/07

**Category:** Technical-Routers

**Customer Comments:** Customer had the Belkin router which caused disconnections often.

**Resolution:** Customer care advised customer to get a new router--this model was not compatible with video streaming.

**Ticket Closed:** 07/16/07

**Ticket 13941**

**Ticket Opened:** 07/13/07

**Category:** Technical-Routers

**Customer Comments:** Customer had very bad picture because of wireless issue.

**Resolution:** Customer care advised customer to set up and block anyone from using his internet service in his router since he suspected that others were "stealing" his bandwidth.

**Ticket Closed:** 07/16/07

**Ticket 14122**

**Ticket Opened:** 07/19/07

**Category:** Technical-Routers

**Customer Comments:** Customer said that his router and modem had some problems because of bad weather caused an outage and seems not working.

**Resolution:** Customer care suggested that customer should contact his cable company to check the modem and networking system.

**Ticket Closed:** 07/21/07

**Ticket 14116**

**Ticket Opened:** 07/19/07

**Category:** Technical-Routers

**Customer Comments:** Customer stated his router isn't working properly

**Resolution:** Customer Care assisted customer how to set up his router and make test calls.

**Ticket Closed:** 07/20/07

**Ticket 14149**

**Ticket Opened:** 07/20/07

**Category:** Technical-Routers

**Customer Comments:** Caller report already setup of router and VP. But still fall picture is black can't see video.

**Resolution:** Customer Care Representative explain to Caller step by step of router and confirmed was successful

**Ticket Closed:** 07/20/07

**Ticket 14291**

**Ticket Opened:** 07/25/07

**Category:** Technical-Routers

**Customer Comments:** VideoSign isn't working when using website to call but didn't get any call from interpreter.

**Resolution:** Customer Care Suggested to customer to use Port Forwarding in router settings for VideoSign. Succeeded and was able to call Customer care.

**Ticket Closed:** 07/25/07

**Ticket 14560**

**Ticket Opened:** 08/03/07

**Category:** Technical-Routers

**Customer Comments:** Customer need some assistance how to set up linksys wcg220-cc and replace to dlink.

**Resolution:** Couldn't get modem direct to cpu to get network to work, therefore will need to contact ISP to modify the setting. Customer was able to connect with ISP with Customer care's help and get this solved. Customer able to connect now.

**Ticket Closed:** 08/03/07

**Ticket 14613**

**Ticket Opened:** 08/07/07

**Category:** Technical-Routers

**Customer Comments:** Customer had Linksys router and she said that she had a hard time to use our VRS service.

**Resolution:** Customer care advised customer to get Dlink 1310 router. Linksys was not the best choice for video.

**Ticket Closed:** 08/08/07

**Ticket 14865**

**Ticket Opened:** 08/20/07

**Category:** Technical-Routers

**Customer Comments:** Customer could not make any phone calls because of black screens.

**Resolution:** Customer care advised customer with router settings and explained step by step how to setup router for DMZ.

**Ticket Closed:** 08/21/07

**Ticket 14887**

**Ticket Opened:** 08/21/07

**Category:** Technical-Routers

**Customer Comments:** I have old router DI-524 I like to get one that compatible with DVC 1000 so can u give me list of what router can compatible to DVC 1000.

**Resolution:** Provided customer with incompatible router list

**Ticket Closed:** 08/22/07

**Ticket 15144**

**Ticket Opened:** 09/05/07

**Category:** Technical-Routers

**Customer Comments:** Asked for help for setting up AirPort router settings for VP.

**Resolution:** Gave out the information for port mapping in AirPort router settings. Customer was able to connect.

**Ticket Closed:** 09/06/07

**Ticket 15229**

**Ticket Opened:** 09/11/07

**Category:** Technical-Routers

**Customer Comments:** I fixed my new router and still getting black screen. What can I do?

**Resolution:** Instructed him through Router's settings and the DMZ settings.

**Ticket Closed:** 09/11/07

**Ticket 15231**

**Ticket Opened:** 09/11/07

**Category:** Technical-Routers

**Customer Comments:** Problem with replacing new router and unable to see each others.

**Resolution:** Instructed him for setting up with routers including DMZ settings.

**Ticket Closed:** 09/11/07

**Ticket 15306**

**Ticket Opened:** 09/13/07

**Category:** Technical-Routers

**Customer Comments:** Customer wanted to know more on how to set up his new router via DMZ.

**Resolution:** Customer care gave the instruction on how to set up the new router/DMZ to customer.

**Ticket Closed:** 09/14/07

**Ticket 15312**

**Ticket Opened:** 09/14/07

**Category:** Technical-Routers

**Customer Comments:** Customer wanted to know which router he should buy.

**Resolution:** Customer care advised customer to buy a router: Dlink series routers.

**Ticket Closed:** 09/15/07

**Ticket 15453**

**Ticket Opened:** 09/19/07

**Category:** Technical-Routers

**Customer Comments:** Customer complains that her VP isn't working due to router problem.  
**Resolution:** Explaining customer how to set up DMZ on her router and the problem had been solved.  
**Ticket Closed:** 09/19/07

**Ticket 15666**

**Ticket Opened:** 10/03/07

**Category:** Technical-Routers

**Customer Comments:** Report, the router doesn't work. Only cable modem directly to VP does work. What I do with router?  
**Resolution:** Customer Care was unable to access this router, sent a representative who was able to solve this for the customer.  
**Ticket Closed:** 10/05/07

**Ticket 15758**

**Ticket Opened:** 10/10/07

**Category:** Technical-Routers

**Customer Comments:** Customer wanted to know if airport extreme will work with VP?  
**Resolution:** Customer Care explained to customer how it will work and gave details to contact us for more information.  
**Ticket Closed:** 10/10/07

**Ticket 15911**

**Ticket Opened:** 10/25/07

**Category:** Technical-Routers

**Customer Comments:** Customer needed some assistance with wbr 1310 setting.  
**Resolution:** Remotely accessed and was able to Set up successfully.  
**Ticket Closed:** 10/26/07

**Ticket 15997**

**Ticket Opened:** 11/02/07

**Category:** Technical-Routers

**Customer Comments:** I'm a new customer, could you please give me step by step for setting up for Router.  
**Resolution:** Explained everything for D-Link router settings like DMZ, Setup Wizard, etc.  
**Ticket Closed:** 11/02/07

**Ticket 16038**

**Ticket Opened:** 11/03/07

**Category:** Technical-Routers

**Customer Comments:** Caller wanted to know why his DI-524 router would not accept DMZ and enable it.  
**Resolution:** Customer Care assisted customer with DMZ setting.  
**Ticket Closed:** 11/05/07

**Ticket 16090**

**Ticket Opened:** 11/06/07

**Category:** Technical-Routers

**Customer Comments:** HOVRS Rep. I have several questions for setting up with DMZ for Customer's DSL in office.  
**Resolution:** Westell modem with router, assisted customer with set up for DMZ and was able test and make calls fine afterwards.  
**Ticket Closed:** 11/06/07

**Ticket 16134**

**Ticket Opened:** 11/07/07

**Category:** Technical-Routers

**Customer Comments:** Danielle had problems accepting incoming calls and black screen. I helped her to set up DMZ host with the assistance of XXXXX and XXXXX. We worked on the last step of DMZ setting before we lost the connection.  
**Resolution:** Customer Care successfully assisted customer with setting up DMZ on router to work with Videophone.  
**Ticket Closed:** 11/10/07

**Ticket 16210**

**Ticket Opened:** 11/11/07

**Category:** Technical-Routers

**Customer Comments:** At request of HOVRS Representative, XXXXXX, remote access was needed to establish DMZ on a BellSouth 2Wire 2701HG-B router.  
**Resolution:** Successfully completed this assignment using remote access.  
**Ticket Closed:** 11/13/07

**Ticket 16453**

**Ticket Opened:** 11/20/07

**Category:** Technical-Routers

**Customer Comments:** Buenos Dias, le escribo es porque cuando llamo vrs sallo negro que no se ve nada y se apaga solo por favor que si me puedes ayudar que yo puedo hacer o puedes llamar con este numero comunicas con Lourdes y ella me puedes ayudar ok, espero tu respuesta pronto.  
**Resolution:** Customer Care and HOVRS representative went to the customer and correct the DMZ - the customer now can place call.  
**Ticket Closed:** 12/04/07

**Ticket 16566**

**Ticket Opened:** 11/27/07

**Category:** Technical-Routers

**Customer Comments:** I did plug vp into router, but keeps unplugging.  
**Resolution:** Advised caller to try a different router port, or try a different cord if the prong on the end is broken, customer was able to successfully do this and connect.  
**Ticket Closed:** 11/29/07

**Ticket 16556**

**Ticket Opened:** 11/27/07

**Category:** Technical-Routers

**Customer Comments:** hello there please, come to my home to fix the videophone, it doesn't work with black picture.  
**Resolution:** Rep has been assigned to complete this.  
**Ticket Closed:** 11/28/07

**Ticket 16893**

**Ticket Opened:** 12/10/07

**Category:** Technical-Routers

**Customer Comments:** I just bought WBR-1310 router recently. I hooked up everything but seems Router not working right. I did reset router.. Nada! Also, I did give it try on CD setting up.. Still nothing works..  
**Resolution:** Acknowledged this problem, and assisted customer with setting up of DMZ and testing. Videophone is able to make calls now.  
**Ticket Closed:** 12/10/07

**Ticket 16906**

**Ticket Opened:** 12/10/07

**Category:** Technical-Routers

**Customer Comments:** I'm having a problem with router: WBR-1310 that couldn't connect to anywhere else except this VideoSign works fine for now.. Even though, I couldn't get into Router Settings.. All I did type is admin as username and password leave as blank but went back to Login Screen over and over..  
**Resolution:** Successfully assisted customer the proper instructions with the router setting through remote assistance.  
**Ticket Closed:** 12/10/07

**Ticket 16945**

**Ticket Opened:** 12/11/07

**Category:** Technical-Routers

**Customer Comments:** Having a problem with incoming call. Like someone tries call me but will not be able to see phone rings or whatever. Only way for us to call outbound works fine.  
**Resolution:** Resolved by setting up router to receive incoming calls. Tested with customer.  
**Ticket Closed:** 12/13/07

**Ticket 17241**

**Ticket Opened:** 12/18/07

**Category:** Technical-Routers

**Customer Comments:** Customer wanted to know if wrt54g will work with VP.  
**Resolution:** Completed clarification with customer regarding router, recommended that customer get different router as this Linksys is not the best choice.  
**Ticket Closed:** 12/18/07

**Ticket 17388**

**Ticket Opened:** 12/23/07

**Category:** Technical-Routers

**Customer Comments:** Could you please instruct me how to setup wireless router that it has enable with WEP or WPA in order to secure our router so no one else will be able to use my Internet?  
**Resolution:** Assisted successfully in order to secure the router from outside hackers.  
**Ticket Closed:** 12/28/07

**Ticket 18179**

**Ticket Opened:** 01/21/08

**Category:** Technical-Routers

**Customer Comments:** Customer called in reporting trouble with her router and her VP was having a black screen.  
**Resolution:** Successfully accessed remotely to complete the troubleshooting assignment. Customer Care did remote access and configured her router and VP successfully and did a bonus of configuring her router with WPA/PSK security and her laptop connected successfully.  
**Ticket Closed:** 01/22/08

**Ticket 18199**

**Ticket Opened:** 01/22/08

**Category:** Technical-Routers

**Customer Comments:** Customer complained that her D Link WBR 1310 router isn't working properly.  
**Resolution:** Advised customer/rep to replace new router. Rep was already at house and had an extra one, so replaced and now works just fine.

**Ticket Closed:** 01/22/08

**Ticket 18560**

**Ticket Opened:** 02/04/08

**Category:** Technical-Routers

**Customer Comments:** Hi, My friends have been trying to call me. However, it doesn't come up on my screen that anyone tried to call. I tried to call them, but all I got was a black screen. I tried calling hours help, but got a black screen then as well. What could be causing this, how can it be solved?

**Resolution:** No response from customer, closing this ticket

**Ticket Closed:** 02/11/08

**Ticket 18722**

**Ticket Opened:** 02/13/08

**Category:** Technical-Routers

**Customer Comments:** Would like to use VideoSign 2.5. It worked fine but the problem is there's no way for incoming calls but outbound? Can you possibly help and fix my incoming calls, please?

**Resolution:** Fixed into his router and setting up port forward for his VideoSign 2.5. (Doesn't have Videophone). It worked flawlessly.

**Ticket Closed:** 02/13/08

**Ticket 19165**

**Ticket Opened:** 03/09/08

**Category:** Technical-Routers

**Customer Comments:** Customer called in wanting assistance in setting up his new Time Capsule with his 2Wire Router/Modem in a bridge mode.

**Resolution:** Assignment was completed successfully with customer.

**Ticket Closed:** 03/11/08

**Ticket 19293**

**Ticket Opened:** 03/18/08

**Category:** Technical-Routers

**Customer Comments:** VP I have problem with black screen through to my friends with no answer nothing and not contact to us on VP yet!!!! Really weird!!!!

**Resolution:** Customer Care assisted customer with DMZ settings in router. Tested and works great.

**Ticket Closed:** 03/20/08

**Ticket 19545**

**Ticket Opened:** 04/11/08

**Category:** Technical-Routers

**Customer Comments:** Would like to have HOVRS rep to come over my place, to setup my new router. I couldn't do myself setting up. Can anyone come to my place and fix my router, pretty please?

**Resolution:** Customer Care offered to do remote assistance, but wanted a rep. Rep went over and was able to set up router.

**Ticket Closed:** 04/12/08

**Ticket 19743**

**Ticket Opened:** 05/01/08

**Category:** Technical-Routers

**Customer Comments:** The customer requested to have their router fixed again. The router stopped working.

**Resolution:** Remotely assisted this customer and set up router DMZ and tested to make sure VRS works.

**Ticket Closed:** 05/06/08

**Ticket 19973**

**Ticket Opened:** 05/07/08

**Category:** Technical-Routers

**Customer Comments:** Customer was using VideoSign with AT&T high speed internet. Customer switch ISP to ClearWire and is now unable to access VideoSign. Customer had limited information about their

computer set up or connection type.

**Resolution:** Customer Care determined that the customer will have to contact Clearwire to get more information. Explained that we are happy to work with them. After several attempts did not hear back from customer.

**Ticket Closed:** 05/15/08

**Ticket 20656**

**Ticket Opened:** 05/28/08

**Category:** Technical-Routers

**Customer Comments:** The couple is not able to receive incoming calls. Their router is Dlink WIR 615. Please contact them and set up an appt with them at XXXXXX.

**Resolution:** Customer Care assisted customer with router settings to get both incoming/outgoing calls. Tested successfully.

**Ticket Closed:** 06/03/08

**Ticket 13052**

**Ticket Opened:** 06/01/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer wanted to know why hoursMail, video transmission not working in office

**Resolution:** Instructed to work with office IT manager to open required router ports. Issued specific ports necessary through website.

**Ticket Closed:** 06/01/07

**Ticket 13092**

**Ticket Opened:** 06/04/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer had firewall on.

**Resolution:** Instructed to disable firewall for video transmission, gave ports to open and customer was successful.

**Ticket Closed:** 06/05/07

**Ticket 13198**

**Ticket Opened:** 06/07/07

**Category:** Technical-Firewalls

**Customer Comments:** I'm currently using HOVRS for a week now and yesterday, it stopped working. I have no clue how to fix this. I do not understand how this live agent work and is struggling. I tried to call

my friends, and yet can not receive any calls. I could for a week until yesterday. Please let me know what I can do...

**Resolution:** Responded to possible factors and solutions; requested additional information for further assistance if necessary.

**Ticket Closed:** 06/07/07

**Ticket 13637**

**Ticket Opened:** 06/29/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer is having trouble with firewall.

**Resolution:** Unable to contact customer after several emails. Closed ticket after non-response.

**Ticket Closed:** 07/09/07

**Ticket 13778**

**Ticket Opened:** 07/08/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer wanted to know why he could not get incoming point to point calls.

**Resolution:** Customer was guided through disabling firewall settings and customer was not computer literate enough to administer instructions on how to change router DMZ settings or enable port forwarding.

Customer claimed that his VP-200 was broken and is still attached to his router. Customer did not understand how to make changes so he was suggested to call back tomorrow 7/9 to have someone do a remote

desktop access to make the necessary configurations.

**Ticket Closed:** 07/09/07

**Ticket 13868**

**Ticket Opened:** 07/11/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer was a student at one of universities and could not get through any VRS.

**Resolution:** Customer care advised customer to contact IT at his university. IT person connected with Customer Care, and Customer Care sent IT firewall diagram. Tested with IT and was able to successfully

make a VRS call.

**Ticket Closed:** 07/11/07

**Ticket 13918**

**Ticket Opened:** 07/12/07

**Category:** Technical-Firewalls

**Customer Comments:** Tech support have problem with firewall at college campus. Cant use Mac or I2eye Videophone.

**Resolution:** Customer request a instruction how to set up dns/ip for polycom. Customer Care sent customer a firewall diagram and suggested to IT to contact us back.

**Ticket Closed:** 07/13/07

**Ticket 14107**

**Ticket Opened:** 07/18/07

**Category:** Technical-Firewalls

**Customer Comments:** Do you use UDP(User Datagram Protocol)? Do you use TCP?

**Resolution:** Provided customer with HOVRS specific port and protocol usage.

**Ticket Closed:** 07/20/07

**Ticket 14526**

**Ticket Opened:** 08/02/07

**Category:** Technical-Firewalls

**Customer Comments:** caller at home tried to call from a Kinkos office and was blocked

**Resolution:** explained that most businesses with hotspots have firewalls that can block video. Recommended caller to contact manager at any business he frequently needs VRS in, and get firewall adjusted

**Ticket Closed:** 08/02/07

**Ticket 14607**

**Ticket Opened:** 08/07/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer said that his friends tried to reach him but he never was able to answer their calls.

**Resolution:** Customer care told customer to check his windows firewall and to disable or turn it off.

**Ticket Closed:** 08/08/07

**Ticket 14783**

**Ticket Opened:** 08/15/07

**Category:** Technical-Firewalls

**Customer Comments:** Can't see VI, can see caller.

**Resolution:** 2nd attempted, no answer to customer, closed ticket.

**Ticket Closed:** 08/17/07

**Ticket 14855**

**Ticket Opened:** 08/18/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer was at his work and could not be able to make some phone calls because of Firewall

**Resolution:** Customer care advised customer to contact his IT at work to turn firewall off and open one port for his office. Emailed customer firewall diagram.

**Ticket Closed:** 08/20/07

**Ticket 15550**

**Ticket Opened:** 09/25/07

**Category:** Technical-Firewalls

**Customer Comments:** We would like to use HOVRS for our users in the USGS, we will be creating firewall policies to allow incoming and outgoing communication, We would also like to restrict access to the

HOVRS source IPs, would you be able to provide this information to us ?

**Resolution:** Emailed IP addresses for usage and ports to open for firewalling.

**Ticket Closed:** 09/28/07

**Ticket 15552**

**Ticket Opened:** 09/25/07

**Category:** Technical-Firewalls

**Customer Comments:** I tried to call VRS twice and couldn't see the interpreter. I was able to see myself and per HOVRS FAQ that I have turned off the firewall at control panel. Still no avail. Is there other way

that need to be resolved in order to have it operating? Your input would be greatly appreciated.

**Resolution:** Emailed contact info for remote access and provided initial causes of issue and sent firewall diagram.

**Ticket Closed:** 09/27/07

**Ticket 15727**

**Ticket Opened:** 10/09/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer needed to turn firewall OFF.

**Resolution:** Customer care rep gave the instruction on how to turn firewall off to customer.

**Ticket Closed:** 10/10/07

**Ticket 15751**

**Ticket Opened:** 10/10/07

**Category:** Technical-Firewalls

**Customer Comments:** I have problem with block screen from outsider who didn't see me. I didn't see the person or interpreter either. My Logitech QuickCam Pro 5000. I think Firewall is blocked. Can you talk

with my boss?

**Resolution:** Customer has been informed of entry points and firewall port forwarding rules.

**Ticket Closed:** 10/15/07

**Ticket 15736**

**Ticket Opened:** 10/10/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer needed to know what's the firewall port opening lists.

**Resolution:** Emailed customer entry points and firewall rules.

**Ticket Closed:** 10/10/07

**Ticket 15945**

**Ticket Opened:** 10/30/07

**Category:** Technical-Firewalls

**Customer Comments:** Greetings, I am trying to configure our firewall to make an exception for your service. What is the public IP address clients connect to while using HOVRS?

**Resolution:** Customer Care sent customer firewall diagram complete with entry points. Gave Customer Care contact info for more information.

**Ticket Closed:** 11/01/07

**Ticket 15988**

**Ticket Opened:** 11/01/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer's friend, who was at RIT and lived at dormitory, had a hard time to VP each other.

**Resolution:** Spoke to RIT IT contact and gave firewall diagram with current entry points for setting up.

**Ticket Closed:** 11/05/07

**Ticket 16211**

**Ticket Opened:** 11/11/07

**Category:** Technical-Firewalls

**Customer Comments:** Caller could not get calls in using Videosign.

**Resolution:** Successfully using remote access to complete this troubleshooting assignment.

**Ticket Closed:** 11/13/07

**Ticket 16457**

**Ticket Opened:** 11/20/07

**Category:** Technical-Firewalls

**Customer Comments:** Customer needed to turn the windows firewall off in his computer.

**Resolution:** Completed to disable the firewall setting for video connection.

**Ticket Closed:** 11/21/07

**Ticket 19138**

**Ticket Opened:** 03/06/08

**Category:** Technical-Firewalls

**Customer Comments:** The Network Administrator at Kaiser Permanente refuses to open certain ports to accommodate HOVRS VP using I2eye. He said that I can use a VPN switch and assign the IP address to

talk to HOVRS. Do you have instructions for VPN users and what kind of switch I could buy?

**Resolution:** Customer Care recommended that appointment be set up to talk with Network Admin—but have not heard back from customer or Network Admin for recommendations.

**Ticket Closed:** 03/24/08

**Ticket 19434**

**Ticket Opened:** 04/01/08

**Category:** Technical-Firewalls

**Customer Comments:** You could contact to XXXXXX. Voice: XXXXX, because he works with IT Department at XXXXXX. XXXXX had tried to set up for XXXXXX office: however, it was a firewall. I explained to

XXXXX and XXXXX that when you use HOVRS to call other users over the Internet, several IP ports are required to establish the outbound connection. I gave them for the following table shows the ports, their

functions, and the resulting connection. Also, XXXX had not chance to answer my questions such as Router model, broadband, because they had to go a busy day. XXXX had inquired me to require for Rep Visit.

**Resolution:** With assistance of Customer Care and Representative, customer was able to successfully get his network set up to receive and make VRS calls.

**Ticket Closed:** 04/10/08

**Ticket 20099**

**Ticket Opened:** 05/12/08

**Category:** Technical-Firewalls

**Customer Comments:** DoD agency. Firewall Issue Have HOVRS techie contact me.

**Resolution:** Customer Care sent firewall diagram with entry points for set up. Also gave contact information for further assistance.

**Ticket Closed:** 05/19/08

**Ticket 13048**

**Ticket Opened:** 06/01/07

**Category:** Technical-Webcam

**Customer Comments:** Customer had questions regarding webcam and videophone connections

**Resolution:** Instructed on differences and use of our services utilizing both methods.

**Ticket Closed:** 06/01/07

**Ticket 13249**

**Ticket Opened:** 06/11/07

**Category:** Technical-Webcam

**Customer Comments:** Customer asked : will any MicroSoft lifecam work for Videosign?

**Resolution:** Customer Care informed customer any webcam with CCD sensors will work.

**Ticket Closed:** 06/11/07

**Ticket 13257**

**Ticket Opened:** 06/12/07

**Category:** Technical-Webcam

**Customer Comments:** Why is my webcam turned blue all over video?

**Resolution:** Customer Care will have outreach send and install new webcam since this one is defective.

**Ticket Closed:** 06/16/07

**Ticket 13299**

**Ticket Opened:** 06/13/07

**Category:** Technical-Webcam

**Customer Comments:** Customer wanted to know which webcam he should buy.

**Resolution:** Informed of CCD compatibility requirements, and recommended webcams

**Ticket Closed:** 06/14/07

**Ticket 13497**

**Ticket Opened:** 06/23/07

**Category:** Technical-Webcam

**Customer Comments:** Wanted to know how to call VP through my Mac?

**Resolution:** Suggested her to search Xmeeting in Google and will be able to use xmeeting-2-VP or PC webcam.

**Ticket Closed:** 06/25/07

**Ticket 13500**

**Ticket Opened:** 06/23/07

**Category:** Technical-Webcam Connection

**Customer Comments:** Wanted to know will VX-6000 (LifeCam) work for Windows 2000?

**Resolution:** Found out the webcam VX6000 isn't compatible for Windows 2000. That is only working for XP or Vista. Suggested him to return to the store and replace Logitech 5000 that it will work for Windows 2000.

**Ticket Closed:** 06/25/07

**Ticket 13524**

**Ticket Opened:** 06/25/07

**Category:** Technical-Webcam

**Customer Comments:** Caller want to know how to set up incoming calls through VideoSign 2.5

**Resolution:** CC returned call, attempted 3 times.(No Respond)

**Ticket Closed:** 06/27/07

**Ticket 13707**

**Ticket Opened:** 07/05/07

**Category:** Technical-Webcam

**Customer Comments:** I am using notebook with wi-fi so can I install this for this notebook with wi-fi with webcam??

**Resolution:** Informed customer on various factors correlated to video transmission and how to download and get the correct drivers.

**Ticket Closed:** 07/09/07

**Ticket 13737**

**Ticket Opened:** 07/06/07

**Category:** Technical-Webcam

**Customer Comments:** Customer wanted to know more about webcam and its function.

**Resolution:** Customer care gave some advices on which webcam customer should get.

**Ticket Closed:** 07/10/07

**Ticket 13765**

**Ticket Opened:** 07/07/07

**Category:** Technical-Webcam

**Customer Comments:** Got a call from Ramy Bustamante regarding technical difficulties using a MS VX-6000 webcam with a Compaq Presario. Video was gritty with spots of green and purple in the background.

**Resolution:** Tried different approaches such as firewall, testing the webcam with different video software, uninstalling and reinstalling VS2.5 and webcam software and drivers. To no avail, nothing was successful. Video worked fine with other applications but appeared gritty in VideoSign 2.5 and would not make calls out.

**Ticket Closed:** 07/09/07

**Assigned by:** Mike Payne

**Assigned to:** Matt Idler

**Resolved by:** Rich Arroyo

**Ticket 13979**

**Ticket Opened:** 07/15/07

**Category:** Technical-Webcam

**Customer Comments:** This is XXXXX I already install of webcam on laptop and well done. But one problem is Videosign appear can't see any picture both caller and VI. Already check in Firewall is off still cannot see picture. how solve this problem?

**Resolution:** Customer Care Representative, checked in windows firewall and look for exception list name appear and assisted customer with firewall setting—it was successful after configuration.

**Ticket Closed:** 07/15/07

**Ticket 14100**

**Ticket Opened:** 07/18/07

**Category:** Technical-Webcam

**Customer Comments:** I just received the new webcam as Microsoft LifeCam VX-3000few days ago from I711VRS. I have some problem that message said hardware was not installed because the wizard can not find the necessary software. I am waiting for their responses.

**Resolution:** Emailed customer with troubleshooting solutions.

**Ticket Closed:** 07/20/07

**Ticket 14424**

**Ticket Opened:** 07/31/07

**Category:** Technical-Webcam

**Customer Comments:** What webcams work with Windows Vista?

**Resolution:** Customer Care advised that most brands have driver updates for Vista, best to look at the website for each brand. Also advised caller to make sure cam has CCD for compatibility with HOVRS

**Ticket Closed:** 08/02/07

**Ticket 14514**

**Ticket Opened:** 08/01/07

**Category:** Technical-Webcam

**Customer Comments:** Customer wanted to know more about THE POSSIBILITY OF HAVING THE WEBCAM AND ITS FUNCTION/BENEFITS.

**Resolution:** Customer care shared some information about webcam with customer.

**Ticket Closed:** 08/03/07

**Ticket 14997**

**Ticket Opened:** 08/25/07

**Category:** Technical-Webcam

**Customer Comments:** How do I use webcam via HOVRS? I have Logitech QuickCam 5000 Pro.

**Resolution:** Customer care Advised him to go to HOVRS website and download the VideoSign 2.5 so he will be able to see and use it.

**Ticket Closed:** 08/27/07

**Ticket 15113**

**Ticket Opened:** 08/31/07

**Category:** Technical-Webcam

**Customer Comments:** Customer had some questions and wanted to check with us before he decided to buy a new webcam.

**Resolution:** Customer care advised customer to look into our home page via FAQ and spoke about options with customer.

**Ticket Closed:** 09/01/07

**Ticket 15435**

**Ticket Opened:** 09/19/07

**Category:** Technical-Webcam

**Customer Comments:** Customer wanted to know which is recommend to buy 3000 or 6000 microsoft webcam?

**Resolution:** Recommend the newer versions, therefore 6000 recommended to customer.

**Ticket Closed:** 09/19/07

**Ticket 15848**

**Ticket Opened:** 10/19/07

**Category:** Technical-Webcam

**Customer Comments:** I Am having a problem with AIM with webcam before it was working fine until now.

**Resolution:** Using AIM 6.x, I advised her to use 5.9 that will work. Told me that she just upgraded to 6.x very recently. This was the problem. Customer got 5.9 back and able to make calls.

**Ticket Closed:** 10/19/07

**Ticket 16219**

**Ticket Opened:** 11/12/07

**Category:** Technical-Webcam

**Customer Comments:** there are problem with my webcam ... today I hooked up ... sometime slow ... or fast ... but I bought it from comp usa store and I looked at Hovrs.. they recommend different what I bought it .. so could they mail me or install me one?

**Resolution:** Customer Care spoke to customer about different options and encouraged customer to apply on website.

**Ticket Closed:** 11/13/07

**Ticket 16610**

**Ticket Opened:** 11/28/07

**Category:** Technical-Webcam

**Customer Comments:** Customer had some questions about webcam because he planned to buy one soon.

**Resolution:** Customer Care explained options to customer including which webcams recommended and encouraged to apply on website.

**Ticket Closed:** 11/29/07

**Ticket 16625**

**Ticket Opened:** 11/29/07

**Category:** Technical-Webcam

**Customer Comments:** I already had downloaded with HOVRS but I do not have webcam to go with it... My husband, Richard Clair already made an order on web cam from I711. Will this webcam work with HOVRS?

**Resolution:** Customer Care acknowledged to customer that the webcam on order will work just fine.

**Ticket Closed:** 12/01/07

**Ticket 16731**

**Ticket Opened:** 12/04/07

**Category:** Technical-Webcam

**Customer Comments:** Customer called and asked how to adjust the webcam as its dark

**Resolution:** Succeed in assisting customer adjusting the video with the settings.  
**Ticket Closed:** 12/04/07

**Ticket 16765**  
**Ticket Opened:** 12/05/07

**Category:** Technical-Webcam  
**Customer Comments:** Customer wanted to know if logitech quickcam pro 9000 is ccd or cmos image chip?  
**Resolution:** Customer Care recommended customer get the CCD sensor. Helped customer check website for compatibility.  
**Ticket Closed:** 12/05/07

**Ticket 16983**  
**Ticket Opened:** 12/12/07

**Category:** Technical-Webcam  
**Customer Comments:** Wanted to know what do you recommended for using webcam such as CMOS or CCD sensors?  
**Resolution:** Customer Care advised CCD due to compatible with our service, spoke about options with customer.  
**Ticket Closed:** 12/12/07

**Ticket 17624**  
**Ticket Opened:** 01/04/08

**Category:** Technical-Webcam  
**Customer Comments:** what kind of webcam do I need for my computer?  
**Resolution:** Advised customer to select proper webcam that is compatible with our service.  
**Ticket Closed:** 01/04/08

**Ticket 17888**  
**Ticket Opened:** 01/14/08

**Category:** Technical-Webcam  
**Customer Comments:** Hi there, I downloaded the VideoSign software to use with my HP laptop that has a built in webcam (I am using the Vista OS). However, when I open up the program, it says "searching for video capture card", and doesn't seem to connect to my camera. Is there something else I need to do? Thanks for your help.  
**Resolution:** Customer Care emailed customer to connect with us for assistance but after several attempts got no response. Closed Ticket.  
**Ticket Closed:** 01/19/08

**Ticket 19415**  
**Ticket Opened:** 03/31/08

**Category:** Technical-Webcam  
**Customer Comments:** Hi, I was wondering will Logitech QuickCam Pro 3000 will work with VideoSign 2.5. It has CCD sensor but I am not sure if it still meet requirement like Image sensor, CCD, Resolution and Refresh rate. Please copy the link and paste it see if it still acceptable for meet system requirement for VideoSign 2.5  
**Resolution:** Customer Care Successful completed this troubleshooting assignment and assisted customer with webcam installation.  
**Ticket Closed:** 04/05/08

**Ticket 20275**  
**Ticket Opened:** 05/16/08

**Category:** Technical-Webcam  
**Customer Comments:** Customer requested a MAC compatible webcam.  
**Resolution:** Customer Care assisted customer with website application for webcam. Field Rep completed installation of the KD webcam on customer's MAC system.  
**Ticket Closed:** 05/25/08

**Ticket 20487**  
**Ticket Opened:** 05/22/08

**Category:** Technical-Webcam  
**Customer Comments:** I am just ask you a question, are you required the deaf to use a hours to get a webcam? It is say are you planning to use a hours?  
**Resolution:** no responsive from customer, closing this ticket  
**Ticket Closed:** 06/03/08  
**Assigned by:** Dean Papalia  
**Assigned to:** Dean Papalia  
**Resolved by:** Dean Papalia

**Ticket 20698**  
**Ticket Opened:** 05/29/08

**Category:** Technical-Webcam  
**Customer Comments:** I bought a webcam today a Logitech QuickCam Pro 9000 and I can not figure out how to get it to work with HOVRS. I have tried everything and I can't get the interpreter to see me. I can see the interpreter without a problem. How do I get my camera to work with HOVRS? Thanks!!!  
**Resolution:** Customer Care Sent an email to the customer explaining that he needs to turn off the firewall and gave other recommendations to make video work. Gave direct contact information for further assistance.  
**Ticket Closed:** 06/05/08

**Ticket 13209**  
**Ticket Opened:** 06/08/07

**Category:** Technical-Incompatible Webcam  
**Customer Comments:** The customer reported that Video Sign 2.5 software did not work in his HP in-built camera laptop.  
**Resolution:** Customer Care informed that the customer make one of choices: 1. Use external webcam or 2. Try using AIM 5.9 with video. Customer has external webcam which worked.  
**Ticket Closed:** 06/11/07

**Ticket 13355**  
**Ticket Opened:** 06/16/07

**Category:** Technical-Incompatible Webcam  
**Customer Comments:** Can you see me clear? Interpreter just transferred me here with you. She can't see me very well.. Wonder you can see me clear or not??  
**Resolution:** Found out the webcam she has Phillips which is definitely incompatible that it has CMOS sensor which shows very bad slow/bad video quality. Suggested her to apply for VRS equipment in website so she can have better webcam.  
**Ticket Closed:** 06/16/07

**Ticket 13416**  
**Ticket Opened:** 06/20/07

**Category:** Technical-Incompatible Webcam  
**Customer Comments:** Customer having problems making a VRS call through software.  
**Resolution:** Customer had incompatible CMOS camera and suggested to customer to either apply for one or buy one with a CCD sensor.  
**Ticket Closed:** 06/20/07

**Ticket 13845**  
**Ticket Opened:** 07/10/07

**Category:** Technical-Incompatible Webcam  
**Customer Comments:** Customer just bought a new laptop with built in camera and Vista.  
**Resolution:** Customer care advised customer to get external webcam for the laptop that will work with the laptop. Customer had external webcam and tested. Worked great.  
**Ticket Closed:** 07/10/07

**Ticket 13865**  
**Ticket Opened:** 07/11/07

**Category:** Technical-Incompatible Webcam  
**Customer Comments:** Hello, Yesterday, I signed up hours and download VideoSign so it wont show my webcam. It is Windows Vista and webcam is built-in by Toshiba. It is cliché. I open VideoSign then it went light on for cam for few sec then went off so I tried to click on Self View but nothing there. Also I tried to click on HOVRS for VideoSign for help when it pop up for one sec then it went close itself. I checked in firewall by windows and it is unblock for hours. Something missing here!  
**Resolution:** Informed customer to place test call though website and instructed on CCD/CMOS lens compatibility. The webcam has CMOS and recommended the camera with the CCD sensor. Customer understood.  
**Ticket Closed:** 07/13/07

**Ticket 14162**  
**Ticket Opened:** 07/20/07

**Category:** Technical-Incompatible Webcam  
**Customer Comments:** The customer reported that his inbuilt webcam laptop did not work with VideoSign 2.5 software.  
**Resolution:** Customer Care found out that the customer's Acer Aspire 5610 inbuilt webcam was CMOS sensor - CC informed that it won't work with VideoSign 2.5 and suggested that he apply for external webcam.  
**Ticket Closed:** 07/21/07

**Ticket 14209**  
**Ticket Opened:** 07/22/07

**Category:** Technical-Incompatible Webcam  
**Customer Comments:** Caller wanted to know why his webcam was stalling and missing frames.  
**Resolution:** Caller was advised after findings that he was using a CMOS based webcam which would explain why he was experiencing quality problems with his video. Caller was advised to try and apply online at www.hours.com for a webcam. Caller was also advised that he could go out and buy his own CCD sensor webcam.  
**Ticket Closed:** 07/22/07

**Ticket 14260**  
**Ticket Opened:** 07/24/07

**Category:** Technical-Incompatible Webcam  
**Customer Comments:** The customer wanted to know if his new webcam will work.  
**Resolution:** Customer Care informed the customer that his webcam has CMOS which will not work with video. Gave options and recommendations.  
**Ticket Closed:** 07/24/07

**Ticket 14465**  
**Ticket Opened:** 08/01/07

**Category:** Technical-Incompatible Webcam  
**Customer Comments:** How do I fix my HP Laptop comes with webcam built-in? (Vista)

**Resolution:** Told Customer he will not be able to use VideoSign from his HP Notebook WebCam built-in. It's incompatible. Gave customer options and recommendations.  
**Ticket Closed:** 08/01/07

**Ticket 14561**

**Ticket Opened:** 08/03/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** I have Logitech Webcam Fusion connected to my computer and it seems not operating right. I have downloaded the Video software and followed the instruction. I would like to have this resolve soon so I can make phone calls. Your input would be greatly appreciated.

**Resolution:** Customer Care Emailed incompatible webcam info, suggested to replace or apply for new webcam.

**Ticket Closed:** 08/07/07

**Ticket 14594**

**Ticket Opened:** 08/06/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** Hi, I'm using a digital camera as a webcam. All the other programs recognize it as a webcam (MSM Messenger, oovoo, etc.) But when I open the HOVRS the window displays a drawing of the VRS sign; and when I placed a call I could see the interpreter but she could not see me. What can I do?

**Resolution:** Customer Care Emailed customer explanation of software using incompatible webcams and provided solutions for customer.

**Ticket Closed:** 08/10/07

**Ticket 14619**

**Ticket Opened:** 08/07/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** Customer bought a webcam which was CMOS.

**Resolution:** Customer care advised customer to get another webcam with CCD (not CMOS).

**Ticket Closed:** 08/08/07

**Ticket 14666**

**Ticket Opened:** 08/09/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** I bought new HP Pavillion Entertainment PC laptop with window vista and that comes with webcam on it - is it possible to use it with videosign?

**Resolution:** Emailed customer with compatibility issues with HP and provided options for better connectivity.

**Ticket Closed:** 08/10/07

**Ticket 14826**

**Ticket Opened:** 08/17/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** I have trouble getting hovrs picture on my laptop and I cant see myself but I only see them. How do I set that up? Please let me know.

**Resolution:** Emailed customer with solutions and known compatibility issues with VideoSign and gave options.

**Ticket Closed:** 08/18/07

**Ticket 14994**

**Ticket Opened:** 08/25/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** VideoSign not working. I can't see myself in view. Showing white with light gray 2 hands in view. I'm using HP Notebook Windows Vista.

**Resolution:** Suggested him to fill out the application for request Webcam equipment so the Notebook HP Webcam Built-in isn't compatible with VideoSign.

**Ticket Closed:** 08/27/07

**Ticket 16320**

**Ticket Opened:** 11/15/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** Help! I want to use video sign 2.5- but got Vista and no idea where to find compatible video drivers for my internal webcam. Hmm. I'm using HP webcam. What other info do you need?

**Resolution:** Assisted successfully customer with the webcam compatibility on camera driver and it is working.

**Ticket Closed:** 11/16/07

**Ticket 16636**

**Ticket Opened:** 11/30/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** I'm using Veo Stingray webcam, can you see me ok?

**Resolution:** Customer Care gave list of compatible webcams for usage and spoke about options.

**Ticket Closed:** 11/30/07

**Ticket 16766**

**Ticket Opened:** 12/05/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** Customer wanted to know why vista isn't compatible with video sign 2.5.

**Resolution:** Customer Care assisted customer with the webcam driver installation for his PC. Successful test.

**Ticket Closed:** 12/05/07

**Ticket 16849**

**Ticket Opened:** 12/07/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** I'm trying to get VideoSign working while using my HP notebook dv6000 since it has webcam built-in. When I loaded the videosign but I don't see myself in self-view.

**Resolution:** Customer Care assisted customer with options for using our service. Recommended external webcam at this time, customer happened to have one already so Customer Care assisted with installation.

**Ticket Closed:** 12/07/07

**Ticket 17451**

**Ticket Opened:** 12/27/07

**Category:** Technical-Incompatible Webcam

**Customer Comments:** I don't think that the kind of camera is working with the hovrs. I have a built-in camera for a Toshiba pc. If you have any idea if I should try and reinstall or any other suggestions as in it may be blocked by a firewall, then please let me know.

**Resolution:** Emailed customer the webcam compatibility solution.

**Ticket Closed:** 12/31/07

**Ticket 18493**

**Ticket Opened:** 01/30/08

**Category:** Technical-Incompatible Webcam

**Customer Comments:** I have this Logitech Quickcam Orbit AF web camera and Video Sign is not recognizing it even though I use it for other programs. I tried using HOVRS' s video conference the other day and that is when I discovered that it is not recognizing web camera.

**Resolution:** Acknowledge this, emailed customer that it is incompatible due to firmware not recognized and assisted customer with upgrading driver and firmware.

**Ticket Closed:** 01/30/08

**Ticket 18727**

**Ticket Opened:** 02/13/08

**Category:** Technical-Incompatible Webcam

**Customer Comments:** I'm having a problem with VideoSign.. I couldn't see myself in self view..

**Resolution:** The customer is using notebook comes with webcam built-in. It doesn't work when loading his VideoSign and all he could see is white screen with light gray symbol of hands on vrs. Assisted customer with options to get compatible webcam.

**Ticket Closed:** 02/13/08

**Ticket 19158**

**Ticket Opened:** 03/09/08

**Category:** Technical-Incompatible Webcam

**Customer Comments:** Customer has integrated webcam. Will it work with video sign 2.5?

**Resolution:** Customer Care assisted customer with options for getting their PC to work with our software. Encouraged customer to apply on website.

**Ticket Closed:** 03/09/08

**Ticket 13090**

**Ticket Opened:** 06/04/07

**Category:** Technical-Webcam Connection

**Customer Comments:** Customer got the webcam from her friend and she tried to connect the webcam but couldn't get thru.

**Resolution:** Customer care advised customer to re-plug in the webcam and go through the set up wizard to install. Customer was able to connect now.

**Ticket Closed:** 06/05/07

**Ticket 13552**

**Ticket Opened:** 06/27/07

**Category:** Technical-Webcam Connection

**Customer Comments:** how can I install MS lifecam on Vista?

**Resolution:** Customer Care noticed customer had outdated driver and advised to ensure updated drivers at www.microsoft.com site.

**Ticket Closed:** 06/28/07

**Ticket 13650**

**Ticket Opened:** 07/02/07

**Category:** Technical-Webcam Connection

**Customer Comments:** Customer had a problem with webcam's installation.

**Resolution:** Customer care gave the instruction on how to reinstall webcam to customer.

**Ticket Closed:** 07/03/07

**Ticket 13813**

**Ticket Opened:** 07/09/07

**Category:** Technical-Webcam Connection

**Customer Comments:** trouble shooting on his webcam (6000VX)

**Resolution:** Customer Care helped customer to solve problem on his web cam and assisted with connection and installing drivers.

**Ticket Closed:** 07/11/07

**Ticket 13893**  
**Ticket Opened:** 07/12/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Customer had difficult time to hook up webcam.  
**Resolution:** Instructed how to set up webcam and place test call.  
**Ticket Closed:** 07/13/07

**Ticket 14343**  
**Ticket Opened:** 07/26/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Customer wanted to know how to use webcam and Video Sign 2.5.  
**Resolution:** Instructed customer on VS use and assisted with webcam connection.  
**Ticket Closed:** 07/27/07

**Ticket 14495**  
**Ticket Opened:** 08/01/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Customer's Webcam not working and no picture.  
**Resolution:** Customer Care assisted customer with webcam installation and webcam driver installation, tested—works great.  
**Ticket Closed:** 08/01/07

**Ticket 14661**  
**Ticket Opened:** 08/09/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Having a problem with Webcam, unable to view in VideoSign and QuickCam program too.  
**Resolution:** Customer Care attempted to assist customer with this but unable to do so. Outreach representative was able to help customer at their home with the assistance of Customer Care.  
**Ticket Closed:** 08/15/07

**Ticket 14746**  
**Ticket Opened:** 08/14/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Why isn't AIM Express working with webcam in Mac? What should I do?  
**Resolution:** Advised him to use iChat that it will work for using Mac to call through HOVRS instead of using AIM Express or any other third parties for AIM software.  
**Ticket Closed:** 08/14/07

**Ticket 14992**  
**Ticket Opened:** 08/25/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Was wondering why am I getting black when I plugged USB into computer, the software I have followed instructions but it's not working right.. What should I do?  
**Resolution:** Customer Care found out the webcam is defective. Customer Care made request to have outreach send another webcam to customer.  
**Ticket Closed:** 08/27/07

**Ticket 15142**  
**Ticket Opened:** 09/05/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Using Mac, iSight may be problem when using iChat. Can't see myself in view and the webcam didn't turn the green lights on.. What can I do?  
**Resolution:** Customer Care Advised customer to check the firewire connection. Found it was unplugged. Assisted customer with re-installation.  
**Ticket Closed:** 09/05/07

**Ticket 15483**  
**Ticket Opened:** 09/21/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Customer has difficult time to get on Video Sign with built in webcam  
**Resolution:** Customer Care assisted customer with webcam driver installation, tested with customer and it is working.  
**Ticket Closed:** 09/25/07  
**Assigned by:** Bert Enos  
**Assigned to:** Bert Enos  
**Resolved by:** Bert Enos

**Ticket 16408**  
**Ticket Opened:** 11/19/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** How do I set up my webcam?  
**Resolution:** Successfully assisted customer with webcam setting.  
**Ticket Closed:** 11/19/07

**Ticket 17150**  
**Ticket Opened:** 12/16/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** I have tried to use HOVRS - it says I had problem so here my webcam just got new called QuickCam Pro 5000 as I tried to get through as it says not able to connect.. I read more info as they don't have QuickCam 5000 yet.. Please let me know ASAP as I need to use it ASAP.  
**Resolution:** Customer Care emailed customer follow up email. No response from customer, closing this ticket.  
**Ticket Closed:** 12/18/07

**Ticket 17402**  
**Ticket Opened:** 12/26/07  
**Category:** Technical-Webcam Connection  
**Customer Comments:** I tried to install Logitech QuickCam driver into Windows XP but it wouldn't let me..?  
**Resolution:** Completed instructions with customer in order to make this webcam recognized. Tested successfully.  
**Ticket Closed:** 12/28/07

**Ticket 19157**  
**Ticket Opened:** 03/09/08  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Customer needed some assistance to re install the webcam logitech 5000 driver to enable video sign 2.5.  
**Resolution:** Customer Care assisted customer with webcam driver installation through remote access. Customer is able to make calls now.  
**Ticket Closed:** 03/09/08

**Ticket 19314**  
**Ticket Opened:** 03/21/08  
**Category:** Technical-Webcam Connection  
**Customer Comments:** We just received our Logitech webcam today in the mail... along with a postcard that explained how to download videosign 2.5 when I plugged in the webcam, it asked for a CD for drivers... there was no CD for drivers... can you tell me where to find the drivers for the webcam?? also, I have no idea what the model is of this webcam... it simply says logitech... the only items in the UPS bag was a webcam and the postcard.  
**Resolution:** Customer Care emailed customer the instructions to complete webcam installation and gave direct contact information for further assistance.  
**Ticket Closed:** 03/24/08

**Ticket 19608**  
**Ticket Opened:** 04/17/08  
**Category:** Technical-Webcam Connection  
**Customer Comments:** A customer wants a rep to come over her house to fix her webcam.  
**Resolution:** Customer Care assisted customer Webcam and software re-installed remotely.  
**Ticket Closed:** 04/21/08

**Ticket 20689**  
**Ticket Opened:** 05/29/08  
**Category:** Technical-Webcam Connection  
**Customer Comments:** Hello.. i like to use my laptop with HOVRS.. but not show on webcam.. my laptop have inside webcam.. what do my laptop doing or other downloading a program.. you can explain me where downloading and other program.  
**Resolution:** Customer Care sent email instructing customer how to use their webcam with our service and gave contact info for further help.  
**Ticket Closed:** 05/29/08

**Ticket 13096**  
**Ticket Opened:** 06/05/07  
**Category:** Technical-Dlink  
**Customer Comments:** I don't know what's going on for 2 days!!! I type VP number and nobody answers me on my VP My number doesn't changed. But I don't know if I change new IP address because I bought a new Dell PC. Is that true? How cold I change IP to your system? How do I call you VP customer service? How? I need to be fix ASAP!  
**Resolution:** Customer Care Emailed instructions for setup. advised for test call completion. Customer Called and was able to help set up.  
**Ticket Closed:** 06/05/07

**Ticket 13100**  
**Ticket Opened:** 06/05/07  
**Category:** Technical-Dlink  
**Customer Comments:** Customer requesting help for light flasher issues.  
**Resolution:** Customer had incoming auto answer settings on, advised to uncheck, this solved the problem.  
**Ticket Closed:** 06/05/07

**Ticket 13212**  
**Ticket Opened:** 06/08/07  
**Category:** Technical-Dlink  
**Customer Comments:** Can I unplug my dlink and bring to my dad's house? will it be a hassle?  
**Resolution:** Customer Care explained to caller that he will need to setup dad's modem and/or router, but that as long as he doesn't change any settings on vp, it should work just fine.

**Ticket Closed:** 06/11/07

**Ticket 13280**

**Ticket Opened:** 06/13/07

**Category:** Technical-Dlink

**Customer Comments:** Why is lights are not working when incoming calls? Can you help me fix this please?

**Resolution:** Helped him to fix the correct settings in his i2eye Videophone for lights. It worked.

**Ticket Closed:** 06/13/07

**Ticket 13302**

**Ticket Opened:** 06/14/07

**Category:** Technical-Dlink

**Customer Comments:** my phone flasher doesn't work

**Resolution:** tested with caller to be sure "automatically answer incoming calls" was disabled, and still no flash. Advised caller that next step is to test the flasher with a different vp or phone. Flasher happened to be broken.

**Ticket Closed:** 06/14/07

**Ticket 13308**

**Ticket Opened:** 06/14/07

**Category:** Technical-Dlink

**Customer Comments:** caller at friend's house. Caller's house dlink not work, she thinks it is router

**Resolution:** advised caller to try unplug router and use dlink directly with modem. Caller will try that and call back. Caller IM'ed us and we were able to successfully set up her Videophone.

**Ticket Closed:** 06/14/07

**Ticket 13313**

**Ticket Opened:** 06/14/07

**Category:** Technical-Dlink

**Customer Comments:** Customer is struggling with HOVRS.tv... all other IP addresses work, and HOVRS(IM) works, but can't get purple screen on HOVRS.tv

**Resolution:** advised to try our IP number instead of HOVRS.tv. Caller said failed (which means not a DNS problem) so advised try a different Dlink—this D-link happened to be defective. Send request to outreach to set up appointment with customer for re-installation of new Videophone.

**Ticket Closed:** 06/14/07

**Ticket 13342**

**Ticket Opened:** 06/15/07

**Category:** Technical-Dlink

**Customer Comments:** why does HOVRS have "call back" and I must accept for interpreter?

**Resolution:** Explained that "call back" handshake is normal and has benefits of deaf person being alerted when interpreter is ready

**Ticket Closed:** 06/15/07

**Ticket 13399**

**Ticket Opened:** 06/19/07

**Category:** Technical-Dlink

**Customer Comments:** caller said set 512/512, very blurry.

**Resolution:** Customer Care advised customer to set VP speed to 256/256—reports that picture is much better.

**Ticket Closed:** 06/20/07

**Ticket 13451**

**Ticket Opened:** 06/21/07

**Category:** Technical-Dlink

**Customer Comments:** how can I find my public IP with my dlink?

**Resolution:** Customer Care explained how to click "settings" "network" "public IP" to see your IP address on the bottom.

**Ticket Closed:** 06/22/07

**Ticket 13686**

**Ticket Opened:** 07/03/07

**Category:** Technical-Dlink

**Customer Comments:** caller said set to 512, still choppy.

**Resolution:** Customer Care recommended 256/256--caller did not call back. Closed ticket

**Ticket Closed:** 07/05/07

**Ticket 13694**

**Ticket Opened:** 07/03/07

**Category:** Technical-Dlink

**Customer Comments:** caller is setting up new dlink. Getting message "Invalid IP" even though spelled right "hovrs.tv".

**Resolution:** Advised to change DNS from 192.168.0.125 to 192.168.0.1, caller called back and works.

**Ticket Closed:** 07/04/07

**Ticket 13800**

**Ticket Opened:** 07/09/07

**Category:** Technical-Dlink

**Customer Comments:** Hello I would like to know what s wrong black cover on it . I would like to use the service.

**Resolution:** Customer Care Emailed with possible solutions and additional information to troubleshoot, and gave customer direct contact information.

**Ticket Closed:** 07/10/07

**Ticket 13796**

**Ticket Opened:** 07/09/07

**Category:** Technical-Dlink

**Customer Comments:** The customer reported that he was unable to connect with HOVRS.VI.

**Resolution:** Customer Care made test call and there appear a temporary problem. Customer Care suggested that the customer wait few minutes before making the call again. It is working again and informed customer.

**Ticket Closed:** 07/10/07

**Ticket 13816**

**Ticket Opened:** 07/10/07

**Category:** Technical-Dlink

**Customer Comments:** caller is choppy, called in to complaint of technical issue.

**Resolution:** Customer Care recommended changing speed settings in D-link and calling back to test. Customer did not call back. Closed ticket.

**Ticket Closed:** 07/10/07

**Ticket 13832**

**Ticket Opened:** 07/10/07

**Category:** Technical-Dlink

**Customer Comments:** Buenos Dias, Instalaron el video phone Julio 8 de 2007 como a las 8:00pm terminaron como a las 11:00pm, me puedo comunicar con los interpretes por video phone pero no me puedo comunicar con las otras personas dice la pantalla number you called is currently unregistered solamente se conecta una vez y se friso inmediatamente y no trabajo mas nesito un tecnico que venga a mi casa lo mas pronto posible y aregle el problema favor llamar al XXXXXX para la cita.

**Resolution:** Responded to customer with solutions and test calls in Spanish.

**Ticket Closed:** 07/11/07

**Ticket 13889**

**Ticket Opened:** 07/12/07

**Category:** Technical-Dlink

**Customer Comments:** Helping the customer how to set light flash for D-link VP

**Resolution:** Customer Care solved problem. explaining customer how to set up. closed ticket.

**Ticket Closed:** 07/13/07

**Ticket 14006**

**Ticket Opened:** 07/15/07

**Category:** Technical-Dlink

**Customer Comments:** How do I add my my friends in Dlink contact lists?

**Resolution:** Guided him how to add Contact Lists in D-Link Videophone.

**Ticket Closed:** 07/16/07

**Ticket 14045**

**Ticket Opened:** 07/17/07

**Category:** Technical-Dlink

**Customer Comments:** Customer stated that her Dlink seems not work properly.

**Resolution:** Customer Care assisted customer with D-link settings and also Fixing her router and it works again after testing.

**Ticket Closed:** 07/19/07

**Ticket 14099**

**Ticket Opened:** 07/18/07

**Category:** Technical-Dlink

**Customer Comments:** Hello Tech Support: I'm new at this. I have i-2-eye model(application version 3.0.0.221)(App Loader Version 1.0.300.108)(Primary DNS 192.168.0.1)(Subnet mask:

255.255.255.0)(Gateway: 192.168.0.1). I tried to VP to my friend, but couldn't get through. Then I contacted HOVRS tech support. From our conversation, he said our IP change from time to time. Our old IP was 72.39.159.199. he gave us a new IP which is 72.39.153.158. He also said, if it doesn't work, call back. I made the change to new IP. It didn't work, and could not call back to HOVRS as there is an "X" beside the dial box as well as the setting. I tried to change it back to the old IP, and it still didn't work. Can you contact us by my blackberry(XXXXXX) and advise us what to do next, please? Thanks. Kelly P.S. There has been no other modification in other areas. Just only the IP box was touched and change. I hope this helped. Under the Public IP Address box: there is Auto-detect public IP address has been selected with the "X", then press the ok button, a window of warning popped up, stating " the automatic detection of the public IP address failed. Please check the system is connected to the network and try the automatic public IP address detecting again, or manually enter your IP address. Thus we followed Tech Support accordingly with 2 different IP numbers, both failed...H E L P !!

**Resolution:** Emailed customer with instructions on trying to power down the modem and router and VP and power them up in the following order, modem, router then VP so the router can read the correct IP from the modem. The VP should be able to pick up the correct DNS and public IP.

**Ticket Closed:** 07/21/07

**Ticket 14131**

**Ticket Opened:** 07/19/07

**Category:** Technical-Dlink

**Customer Comments:** I am having a problem with my d-link and its settings.

**Resolution:** Customer Care suggested to customer to change speed settings to get better picture and helped them with adding contacts to their speed dial.

**Ticket Closed:** 07/19/07

**Ticket 14167**

**Ticket Opened:** 07/21/07

**Category:** Technical-Dlink

**Customer Comments:** Hi, I've been trying to use HOVRS to make calls but it will not accept or take my calls... waited for awhile... tried again... same problem...

**Resolution:** Customer Care Emailed customer troubleshooting recommendations and gave direct contact information for immediate help.

**Ticket Closed:** 07/24/07

**Ticket 14386**

**Ticket Opened:** 07/30/07

**Category:** Technical-Dlink

**Customer Comments:** My video quality looks bad, what can I do?

**Resolution:** Got results from his bandwidth, it does look OK but suggested wait till later today. The internet speed may be improved. Customer Called back and noted there was an improvement. Will continue to monitor.

**Ticket Closed:** 07/30/07

**Ticket 14411**

**Ticket Opened:** 07/30/07

**Category:** Technical-Dlink

**Customer Comments:** Customer's Dlink Vp is broken

**Resolution:** Customer Care confirmed D-link is broken and made request to outreach to have replacement installation done.

**Ticket Closed:** 08/02/07

**Ticket 14522**

**Ticket Opened:** 08/02/07

**Category:** Technical-Dlink

**Customer Comments:** Customer asked : can I use vp with wireless internet?

**Resolution:** Customer Care advised DSL and cable are still best. Confirmed with customer they meant satellite.

**Ticket Closed:** 08/02/07

**Ticket 14598**

**Ticket Opened:** 08/06/07

**Category:** Technical-Dlink

**Customer Comments:** how can I change the name that people see when I do point-to-point?

**Resolution:** Customer Care told caller about "general" -> "personal info" and advised caller to set whatever she wants people to see.

**Ticket Closed:** 08/07/07

**Ticket 14602**

**Ticket Opened:** 08/06/07

**Category:** Technical-Dlink

**Customer Comments:** my IP address keeps changing

**Resolution:** Customer Care advised caller to either try calling ISP for a static IP address, or setting up www.no-ip.org .

**Ticket Closed:** 08/07/07

**Ticket 14660**

**Ticket Opened:** 08/09/07

**Category:** Technical-Dlink

**Customer Comments:** My Videophone is not working well. Caller mentioned speedtest.net shows upload 31kbps

**Resolution:** Customer Care advised caller that VRS requires 128 kbps upload minimum and to contact ISP to get improvement.

**Ticket Closed:** 08/09/07

**Ticket 14683**

**Ticket Opened:** 08/09/07

**Category:** Technical-Dlink

**Customer Comments:** Customer just got Dlink videophone and wanted to ask a few questions about Dlink VP's features.

**Resolution:** Customer care answered customer's questions about his new Dlink videophone's features and functions.

**Ticket Closed:** 08/10/07

**Ticket 14741**

**Ticket Opened:** 08/14/07

**Category:** Technical-Dlink

**Customer Comments:** Wants to know how to setup for D-Link Videophone without using router.

**Resolution:** He needs to setup his Videophone in network as DHCP instead of Fixed IP address that it will work from Cable Modem direct to Videophone without using router. Explained to customer.

**Ticket Closed:** 08/14/07

**Ticket 14881**

**Ticket Opened:** 08/21/07

**Category:** Technical-Dlink

**Customer Comments:** I need an IP number and help connecting my i2eye and pc web cam...

**Resolution:** Emailed customer with instruction and solutions for installation and gave direct contact information for additional help.

**Ticket Closed:** 08/23/07

**Ticket 14978**

**Ticket Opened:** 08/24/07

**Category:** Technical-Dlink

**Customer Comments:** Customer receives friends phone number, dialed it, and it doesn't work.

**Resolution:** Customer Care Explained that it s possible that their phone number isn't working and to get in contact with the person and get their IP address.

**Ticket Closed:** 08/28/07

**Ticket 15034**

**Ticket Opened:** 08/29/07

**Category:** Technical-Dlink

**Customer Comments:** I have Dlink upstairs, my sister wants one downstairs. Can we do that with 1 IP address?

**Resolution:** Customer Care advised caller that either needs 2 IP addy or else only one vp can receive calls.

**Ticket Closed:** 08/30/07

**Ticket 15055**

**Ticket Opened:** 08/29/07

**Category:** Technical-Dlink

**Customer Comments:** Some reason I Could not Call a friend on Vp and plus i seeing other friend black they only can see me . And when I call it's telling me that it's not going through .

**Resolution:** Customer Care Emailed with solutions for configuration changes on VP.

**Ticket Closed:** 09/04/07

**Ticket 15077**

**Ticket Opened:** 08/30/07

**Category:** Technical-Dlink

**Customer Comments:** My DLink VP doesn't work. I tried to contact with several friends of mine, but no luck so far. My VP can contact with video interpreters, but not deaf friends. I need your help AS SOON AS POSSIBLE, thanks. F.Y.I, my internet company is SureWest, and I am well aware that XXXX is the one who knows how to fix the problems with(Surewest).

**Resolution:** Customer Care assisted customer with set up of Videophone and configuration of router.

**Ticket Closed:** 09/06/07

**Ticket 15119**

**Ticket Opened:** 09/01/07

**Category:** Technical-Dlink

**Customer Comments:** Will D link show missed calls?

**Resolution:** Customer Care Advised customer that D Link wont show any missing calls.

**Ticket Closed:** 09/06/07

**Ticket 15150**

**Ticket Opened:** 09/05/07

**Category:** Technical-Dlink

**Customer Comments:** Everything was working fine with my system the other day, but now I can not seem to connect. Can you please assist me.

**Resolution:** Customer Care Emailed customer that it might have been a temporary outage. Customer tried again and it is working at this moment. Gave contact information.

**Ticket Closed:** 09/10/07

**Ticket 15195**

**Ticket Opened:** 09/07/07

**Category:** Technical-Dlink

**Customer Comments:** My father is having a problem with his Dlink at his home. Can you help him, please?

**Resolution:** Customer care assisted customer and father with his set up. Configured D-link to work with the DSL provided modem.

**Ticket Closed:** 09/07/07

**Ticket 15214**

**Ticket Opened:** 09/09/07

**Category:** Technical-Dlink

**Customer Comments:** The customer wanted some help with Dlink i2eye setting.

**Resolution:** Customer Care Representative assisted customer with their settings and address book.

**Ticket Closed:** 09/10/07

**Ticket** 15256

**Ticket Opened:** 09/12/07

**Category:** Technical-Dlink

**Customer Comments:** Customer wants to test if his D link VP is working or not

**Resolution:** Customer Care Advised customer that his D Link works fine picture is clear.

**Ticket Closed:** 09/12/07

**Ticket** 15245

**Ticket Opened:** 09/12/07

**Category:** Technical-Dlink

**Customer Comments:** how can I tell if deaf called me and I missed call on my l2eye?

**Resolution:** Customer Care advised caller that l2eye does not have "missed call" list.

**Ticket Closed:** 09/13/07

**Ticket** 15247

**Ticket Opened:** 09/12/07

**Category:** Technical-Dlink

**Customer Comments:** why does screen blink black for short time every call?

**Resolution:** Customer care explained that l2eye must adjust to your room light when call starts.

**Ticket Closed:** 09/13/07

**Ticket** 15289

**Ticket Opened:** 09/13/07

**Category:** Technical-Dlink

**Customer Comments:** Cant see each other on D-Link Vp.

**Resolution:** Customer Care helped customer with their D-link settings and router configuration.

**Ticket Closed:** 09/14/07

**Ticket** 15542

**Ticket Opened:** 09/25/07

**Category:** Technical-Dlink

**Customer Comments:** I can't use this. It worked great when the guy came to install it. But then now the operators say I'm coming in too slow for them to understand me. The live tech guy keeps telling me to

call my internet connection. I've called Verizon and they say that my connection is fine. Can someone come and help me figure this out?

**Resolution:** Customer care emailed customer back with recommendations to troubleshoot. Gave customer direct contact information in case he needs immediate assistance.

**Ticket Closed:** 09/28/07

**Ticket** 15655

**Ticket Opened:** 10/02/07

**Category:** Technical-Dlink

**Customer Comments:** Is having a problem with VideoPhone, unable to see agent at all.

**Resolution:** Customer Care assisted customer with D-link set up and router configuration for calls. Tested, works fine.

**Ticket Closed:** 10/04/07

**Ticket** 15660

**Ticket Opened:** 10/03/07

**Category:** Technical-Dlink

**Customer Comments:** Can't see each others.. It's all black.

**Resolution:** Customer Care assisted customer with D-link set up and router configuration.

**Ticket Closed:** 10/03/07

**Ticket** 15672

**Ticket Opened:** 10/05/07

**Category:** Technical-Dlink

**Customer Comments:** I'm here to call you for my friend, he seems to have a problem with his VP with black screen so what can we do?

**Resolution:** Instructed her DI-604 Router Settings to make it enables in DMZ. Since the customer unplugged DI-604's power for a long time when powered up everything goes back as default settings included DMZ to be disabled settings.

**Ticket Closed:** 10/05/07

**Ticket** 15767

**Ticket Opened:** 10/11/07

**Category:** Technical-Dlink

**Customer Comments:** Caller sees me with black border.

**Resolution:** Customer Care assisted customer with speed settings. Customer Care noted caller did not call back, assumed resolved.

**Ticket Closed:** 10/12/07

**Ticket** 15873

**Ticket Opened:** 10/22/07

**Category:** Technical-Dlink

**Customer Comments:** No picture and not working as my monitor at work is all snowy-due to poor reception for over 2 weeks??

**Resolution:** Customer care : Wrong set-up with D-link..with the video capabilities. It is now working properly after testing multiple times with customer.

**Ticket Closed:** 10/23/07

**Ticket** 16013

**Ticket Opened:** 11/02/07

**Category:** Technical-Dlink

**Customer Comments:** Question about l2eye videophone's features

**Resolution:** Customer Care explained the features of the D-link Videophone.

**Ticket Closed:** 11/05/07

**Ticket** 16012

**Ticket Opened:** 11/02/07

**Category:** Technical-Dlink

**Customer Comments:** "what does "ping" mean in Dlink settings? How can see send speed? should I tell friends my private IP or Public?..."

**Resolution:** Customer Care answered all caller's questions, including explaining why public IP is the one to give friends.

**Ticket Closed:** 11/02/07

**Ticket** 16103

**Ticket Opened:** 11/06/07

**Category:** Technical-Dlink

**Customer Comments:** I can make calls fine, but I see "D/S" on my dlink screen.

**Resolution:** advised caller that Dlink directory service is down at the moment, but can still call anyone through IP number. Only vp number affected.

**Ticket Closed:** 11/06/07

**Ticket** 16163

**Ticket Opened:** 11/08/07

**Category:** Technical-Dlink

**Customer Comments:** I would like to get a provider to come over my home for inspect V.P. What wrong having only picture of myself. I need to have it for important such as doctor, lawyer, other important business.

**Resolution:** At customer's request sent a representative over to the home to check out to see if the VP was defective or not. Outreach is handling the issue.

**Ticket Closed:** 11/11/07

**Ticket** 16175

**Ticket Opened:** 11/09/07

**Category:** Technical-Dlink

**Customer Comments:** last night no "pls wait" purple screen on vp

**Resolution:** Customer Care advised caller that if that happened again he can call help.hovrs.tv for immediate help. Seems working now, after speaking with customer.

**Ticket Closed:** 11/09/07

**Ticket** 16231

**Ticket Opened:** 11/12/07

**Category:** Technical-Dlink

**Customer Comments:** Customer wants to know how can he dial his friend's IP address on his D-Link VP.

**Resolution:** Customer Care explained to customer how the videophone features work.

**Ticket Closed:** 11/12/07

**Ticket** 16251

**Ticket Opened:** 11/13/07

**Category:** Technical-Dlink

**Customer Comments:** caller's friend tried to call his IP address (he gave me correct IP) but it did not work.

**Resolution:** Ip address of customer remains valid with successful test. Customer Care and customer tested together.

**Ticket Closed:** 11/16/07

**Ticket** 16381

**Ticket Opened:** 11/14/07

**Category:** Technical-Dlink

**Customer Comments:** caller dlink is set to 256/256. He sees V1 clear, but V1 sees him blurry.

**Resolution:** Customer Care advised caller to change speed to 128 receive. Caller called back, it is much better

**Ticket Closed:** 11/14/07

**Ticket** 16280

**Ticket Opened:** 11/14/07

**Category:** Technical-Dlink  
**Customer Comments:** I gave my phone number to my friend. She's trying to call me but failed. So, I decided to call her videophone that is only IP address instead of phone number, it works fine. Looks like there's something wrong with phone number??  
**Resolution:** Customer Care Clarified the difference in video connection with customer.  
**Ticket Closed:** 11/14/07

**Ticket 16471**  
**Ticket Opened:** 11/21/07  
**Category:** Technical-Dlink  
**Customer Comments:** Caller said Tilt Focus for VP. that little broken, where can get replace of focus?  
**Resolution:** Customer care will have one mailed to customer. Closed ticket.  
**Ticket Closed:** 11/25/07

**Ticket 16479**  
**Ticket Opened:** 11/21/07  
**Category:** Technical-Dlink  
**Customer Comments:** my i2eye work but not work I not see interpreter internet not work help me  
**Resolution:** Customer Care Tried to get a hold of customer, no luck, closing this ticket.  
**Ticket Closed:** 11/27/07

**Ticket 16560**  
**Ticket Opened:** 11/27/07  
**Category:** Technical-Dlink  
**Customer Comments:** I tried to call hovrs interpreter vrs. but no working.. how come and what happened ?! please send me email, and repairing.  
**Resolution:** Customer Care emailed customer troubleshooting suggestions.. not heard back--Emailed for a follow up, no contact-closing this ticket.  
**Ticket Closed:** 12/03/07

**Ticket 16586**  
**Ticket Opened:** 11/28/07  
**Category:** Technical-Dlink  
**Customer Comments:** caller received a dlink in the mail, but it does not turn on. green power light doesn't turn on, no picture to the screen.  
**Resolution:** Customer Care advised caller to send back the VP and we will send a replacement--caller already mailed back the box he received.  
**Ticket Closed:** 11/29/07

**Ticket 16764**  
**Ticket Opened:** 12/05/07  
**Category:** Technical-Dlink  
**Customer Comments:** my internet is very slow 96kbps upload.  
**Resolution:** Customer care advised customer to contact ISP to increase upload speed.  
**Ticket Closed:** 12/06/07

**Ticket 16854**  
**Ticket Opened:** 12/07/07  
**Category:** Technical-Dlink  
**Customer Comments:** Dlink dvc-1100 having wireless connection problems  
**Resolution:** Wrong information (equipment), it is wireless network adaptor. Customer care advised customer should call D-link to get the wireless adaptor.  
**Ticket Closed:** 12/07/07

**Ticket 17060**  
**Ticket Opened:** 12/13/07  
**Category:** Technical-Dlink  
**Customer Comments:** Customer wanted to send back dlink due to power failure.  
**Resolution:** Customer Care Gave customer instructions to return defected dlink, and alerted outreach to send a replacement.  
**Ticket Closed:** 12/13/07

**Ticket 17116**  
**Ticket Opened:** 12/14/07  
**Category:** Technical-Dlink  
**Customer Comments:** My video stream seem have frozen very often, what can I do to improve it?  
**Resolution:** Customer Care Advised to increase network speed through ISP.  
**Ticket Closed:** 12/14/07

**Ticket 17129**  
**Ticket Opened:** 12/14/07  
**Category:** Technical-Dlink  
**Customer Comments:** How do I get missed calls in my d-link i2eye?  
**Resolution:** Clarified with customer regarding the missed calls in D-Link VP and the features of the D-link.  
**Ticket Closed:** 12/15/07

**Ticket 17184**  
**Ticket Opened:** 12/17/07  
**Category:** Technical-Dlink  
**Customer Comments:** Over the weekend, our vp was turned off. Do we need someone to reset the system? It's asking for the name, country code, etc.  
**Resolution:** Customer Care assisted customer with re-setting D-link.  
**Ticket Closed:** 12/18/08

**Ticket 17296**  
**Ticket Opened:** 12/20/07  
**Category:** Technical-Dlink  
**Customer Comments:** Customer complained that he could not see himself on D Link Vp.  
**Resolution:** Customer wants to replace new D Link Vp. Advised customer to reset the D Link Vp and the result came out good. Customer could see himself again.  
**Ticket Closed:** 12/20/07

**Ticket 17389**  
**Ticket Opened:** 12/23/07  
**Category:** Technical-Dlink  
**Customer Comments:** Wanted to know is it ok to use LCD TV or HDTV hooking up with Dlink i2eye?  
**Resolution:** Assisted with better clarification in order to use VP with proper monitor setting.  
**Ticket Closed:** 12/28/07

**Ticket 17395**  
**Ticket Opened:** 12/23/07  
**Category:** Technical-Dlink  
**Customer Comments:** Do you noticed my video looks a little bit too dark. ?  
**Resolution:** Assisted customer with videophone settings and there was an improvement in picture.  
**Ticket Closed:** 12/28/07

**Ticket 17481**  
**Ticket Opened:** 12/28/07  
**Category:** Technical-Dlink  
**Customer Comments:** My deaf friend might be getting a d-link i2eye, but because of the price of getting one myself, I will have to be stuck using VideoSign. If my friend gets the i2eye, will I still be able to call him using VideoSign so we can sign directly? I believe it will require me to use the P2P function in VideoSign. Is this possible? cc reply: I explained Peter about using IP Address to make point to point call.  
**Resolution:** Assisted customer in email the call connection using VS 2.5 and D-Link  
**Ticket Closed:** 12/28/07  
**Resolved by:** Dean Papalia

**Ticket 17603**  
**Ticket Opened:** 01/03/08  
**Category:** Technical-Dlink  
**Customer Comments:** dlink(web) is not working. HOVRS.com clicked "change settings" and noted that IP address there was different than Dlink.  
**Resolution:** Customer Care Clarified issue with customer and succeed in VP setting, advised customer to call again if still having problems.  
**Ticket Closed:** 01/04/08

**Ticket 17612**  
**Ticket Opened:** 01/03/08  
**Category:** Technical-Dlink  
**Customer Comments:** Customer's dlink settings were wrong and customer unsure of what to do.  
**Resolution:** Customer Care successfully corrected the VP Network setting and helped make a test call.  
**Ticket Closed:** 01/04/08

**Ticket 17870**  
**Ticket Opened:** 01/14/08  
**Category:** Technical-Dlink  
**Customer Comments:** Customer wanted to know why heir dlink isn't working just now.  
**Resolution:** Customer Care assisted customer with D-link settings and made sure everything is correct. Tested and works fine.  
**Ticket Closed:** 01/15/08

**Ticket 17951**  
**Ticket Opened:** 01/15/08  
**Category:** Technical-Dlink  
**Customer Comments:** "I see you very slow"  
**Resolution:** Customer Care advised caller to reduce speed in their videophone settings. This improved the picture.  
**Ticket Closed:** 01/16/08

**Ticket 17992**

**Ticket Opened:** 01/16/08

**Category:** Technical-Dlink

**Customer Comments:** I have problem with ip address. It is not work set up to D-Link through computer internet wont work it and please help me to set up.

**Resolution:** Customer Care emailed back customer with troubleshooting suggestions. Did not hear back from customer.

**Ticket Closed:** 01/24/08

**Ticket 18180**

**Ticket Opened:** 01/22/08

**Category:** Technical-Dlink

**Customer Comments:** how can I make people see me without choppy?

**Resolution:** Customer care advised caller to reduce "send" speed on her dlink, this helped and customer was happy.

**Ticket Closed:** 01/23/08

**Ticket 18374**

**Ticket Opened:** 01/24/08

**Category:** Technical-Dlink

**Customer Comments:** I don't know what is problem on internet. I don't understand what is happen wait to contact to someone send to me. I am confused. I don't have lamping, I should buy new lamp for help identify.

**Resolution:** Sent email to customer and information customer he can buy a strobe light at Radio Shack or other electronic stores for the flasher on the videophone.

**Ticket Closed:** 01/28/08

**Ticket 18422**

**Ticket Opened:** 01/27/08

**Category:** Technical-Dlink

**Customer Comments:** Customer wanted to know how to set up right ip address into the setting (dlink dvc 1000)

**Resolution:** Customer Care assisted customer with information and setup.

**Ticket Closed:** 01/27/08

**Ticket 18456**

**Ticket Opened:** 01/28/08

**Category:** Technical-Dlink

**Customer Comments:** my dlink doesn't work any more need to replace but I have only vp200

**Resolution:** Customer Care encouraged customer to add our service to his Vp-200, and said if they wanted it replaced we can do so.

**Ticket Closed:** 01/31/08

**Ticket 18451**

**Ticket Opened:** 01/28/08

**Category:** Technical-Dlink

**Customer Comments:** To whom it may concern: Having trouble, couldn't get through (Unable to obtain an IP address automatically. May need to unselect "Obtain an IP address automatically" and manually enter my IP address and other network settings. See the I2eye(TM) Videophone user Manual for details). Anyway, still don't understand. Already put on IP address, etc. wont work. Need your help> Subnet mask ?? Gateway?? How can I find this two (Subnet mask and gateway to type it on.

**Resolution:** Customer Care assisted customer remotely and worked with customer to set up D-link videophone so they can receive and make calls.

**Ticket Closed:** 01/29/08

**Ticket 18474**

**Ticket Opened:** 01/29/08

**Category:** Technical-Dlink

**Customer Comments:** Customer inquired about her video quality.

**Resolution:** Customer Care assisted customer with adjustment of speed to better match their bandwidth. Videophone picture is much better.

**Ticket Closed:** 01/31/08

**Ticket 18564**

**Ticket Opened:** 02/04/08

**Category:** Technical-Dlink

**Customer Comments:** Customer wanted to switch dlink to older dlink because this dlink has the green lines on the screen.

**Resolution:** Customer Care assisted customer with swap out of D-link including set up.

**Ticket Closed:** 02/05/08

**Ticket 18634**

**Ticket Opened:** 02/07/08

**Category:** Technical-Dlink

**Customer Comments:** I'm having problems with my Video Phone. I have a DVC-1000 video phone. It was working fine until yesterday it says error has occurred and when I view the details bunch of different letters show up. My video won't even work at all. If I use a friend's video phone on my network it works fine but not mine.

**Resolution:** Customer Care assisted customer with their videophone settings and did a remote access for the router settings. Currently everything is working fine.

**Ticket Closed:** 03/03/08

**Ticket 18799**

**Ticket Opened:** 02/16/08

**Category:** Technical-Dlink

**Customer Comments:** Customer kept seeing black screen.

**Resolution:** Customer Care assisted customer with D-link settings and set up of router.

**Ticket Closed:** 02/16/08

**Ticket 18837**

**Ticket Opened:** 02/19/08

**Category:** Technical-Dlink

**Customer Comments:** Hello I have just gotten the Dlink eye installed. However the problem is that when I am calling hovrs or anyone else that have a dlink, they can see me but I cannot see them at all the screen is black for me.. in their view box. Please email me or phone me to help me work through the process of allowing me be able to view others as well as carry a conversation since they can see me only.

**Resolution:** Sent customer email. Advised customer to contact us via Help.Hovrs.Tv. Customer called and gave customer instructions.

**Ticket Closed:** 02/20/08

**Ticket 18868**

**Ticket Opened:** 02/20/08

**Category:** Technical-Dlink

**Customer Comments:** how can I use hovrs.com phone list to call on my vp?

**Resolution:** Customer Care advised caller to "change settings" to "dlink/videophone" and caller tested it. Works good.

**Ticket Closed:** 02/21/08

**Ticket 18933**

**Ticket Opened:** 02/24/08

**Category:** Technical-Dlink

**Customer Comments:** Customer's home town got bad storm. Lighting strikes his home. Dlink DVC100 had Blown, wanted replacement.

**Resolution:** Customer Care will have outreach send a replacement. Informed customer to contact Customer Care for assistance setting up the new one.

**Ticket Closed:** 02/24/08

**Ticket 18964**

**Ticket Opened:** 02/25/08

**Category:** Technical-Dlink

**Customer Comments:** Customer claimed that his DLink Videophone is not working right now. He tried to use another AC plug, but still no power on. He had used that for over 4 years now.

**Resolution:** Customer Care had an extra plug, and will mail to customer.

**Ticket Closed:** 02/28/08

**Ticket 19060**

**Ticket Opened:** 03/02/08

**Category:** Technical-Dlink

**Customer Comments:** Customer inquired about his dlink because whenever he calls through dlink, it always say resolve then dial and connect with other person at other end.

**Resolution:** Customer Care assisted customer with D-link settings and ensured that calls are going though both point to point and VRS.

**Ticket Closed:** 03/02/08

**Ticket 19224**

**Ticket Opened:** 03/13/08

**Category:** Technical-Dlink

**Customer Comments:** Customer wanted to know what h.323 is for when setting up his D-link

**Resolution:** Customer care explained h.323 and how it relates to the Videophone technology.

**Ticket Closed:** 03/14/08

**Ticket 19279**

**Ticket Opened:** 03/17/08

**Category:** Technical-Dlink

**Customer Comments:** Hi.. Let you know I don't report this as problem or bug. I just have some question related to I2eye camera. I was wondering.. If I turn off the i2eye machine where green light will go off. I know anyone of my friend or HOVRS interpreter can't contact me unless I turn it on. However, I was wondering.. If I turn off the i2eye machine.. hearing caller to VRS to call my home but my i2eye machine is off. Will VRS able to leave a message while my machine is off? then I will receive message box in my mail box to receive video clip of left message for me?? Let me know Thank you Chris Newman Proudly to be Deaf.

**Resolution:** Customer Care explained to customer features of our service and also the features of the D-link Videophone.

**Ticket Closed:** 03/20/08

**Ticket 19329**

**Ticket Opened:** 03/24/08

**Category:** Technical-Dlink

**Customer Comments:** It is about videophone the screen is blank I can't see someone on the screen and I can see myself only.

**Resolution:** Still no word from the customer after 3 attempts via email. Closed ticket.

**Ticket Closed:** 03/28/08

**Ticket 19412**  
**Ticket Opened:** 03/31/08  
**Category:** Technical-Dlink  
**Customer Comments:** How can I use Dlink(web)?  
**Resolution:** Customer Care walked caller thru "Change settings" then "dlink/video phone". Assisted customer with making call to show how works.  
**Ticket Closed:** 04/01/08

**Ticket 19530**  
**Ticket Opened:** 04/10/08  
**Category:** Technical-Dlink  
**Customer Comments:** Hi I just finally got the high speed internet with special equipment which I live in the country. I need to know what is the minimum K per sec for upload.  
**Resolution:** Sent email to customer advised customer to have 256 KBPS or more for better video quality.  
**Ticket Closed:** 04/10/08

**Ticket 19527**  
**Ticket Opened:** 04/10/08  
**Category:** Technical-Dlink  
**Customer Comments:** Hi, I am very very frustrated with a few things. I read everything by the book and it is working good and got thru to help.hovrs.tv and hovrs.tv without problems but trying to call a friend with IP address, couldn't go through and I am currently using DHCP and Private IP because that s the way it works for me at home. I did try the other auto/public but that didn't work so Private. And The router is hooked for three different places in the home and I do not understand why it is not working thru TV link when I want to make a call to a friend by using IP address. So I will have my husband (he s hearing) to call hours by phone and hopefully it ll work out sometime soon! Thank you I would appreciated if you reply with your suggestions of getting Dlink TV to work!  
**Resolution:** Customer Care emailed customer troubleshooting suggestions and gave direct contact information for further assistance.  
**Ticket Closed:** 04/10/08

**Ticket 19589**  
**Ticket Opened:** 04/15/08  
**Category:** Technical-Dlink  
**Customer Comments:** How can I set up dlink-web?  
**Resolution:** Customer Care assisted customer with training and set up of their VP-Chat feature from the web.  
**Ticket Closed:** 04/16/08

**Ticket 19868**  
**Ticket Opened:** 05/05/08  
**Category:** Technical-Dlink  
**Customer Comments:** Hello there, My Dlink died on me, so replaced second dlink. My VP is not working properly because I see the blank screen on me. I don't know how to fix or understand.  
**Resolution:** Customer Care assisted customer with getting the second D-link installed and the settings dialed in. Tested and works good.  
**Ticket Closed:** 05/08/08

**Ticket 20102**  
**Ticket Opened:** 05/12/08  
**Category:** Technical-Dlink  
**Customer Comments:** I tried to contact my deaf friends that who have VP they can see me but I can't see them. Why that?? I tried to fix my VP to chat with them not work  
**Resolution:** Customer Care emailed customer back and explained some troubleshooting suggestions but did not hear back from the customer.  
**Ticket Closed:** 05/20/08

**Ticket 20200**  
**Ticket Opened:** 05/14/08  
**Category:** Technical-Dlink  
**Customer Comments:** how can I add hovrs.tv on my dlink i2eye?  
**Resolution:** Customer Care explained how to set up our service on their D-link and also added Customer Care.  
**Ticket Closed:** 05/15/08

**Ticket 20483**  
**Ticket Opened:** 05/22/08  
**Category:** Technical-Dlink  
**Customer Comments:** Hello... there is no DLINK list in setting on hovrs.com... so I won't directly call back to my dlink i2eye... I already talked to CC on i2eye...  
**Resolution:** Sent an email to him informing that the phone book at www.hovrs.com is down for a temporary time due to the new system changes. I apologized to him for any inconvenience.  
**Ticket Closed:** 05/23/08

**Ticket 20780**  
**Ticket Opened:** 05/30/08  
**Category:** Technical-Dlink  
**Customer Comments:** I have 3 X on right right side of my VP next to dial, view and settings.  
**Resolution:** Customer Care assisted customer with Videophone settings and tested with customer to ensure it is working.  
**Ticket Closed:** 05/31/08

**Ticket 13293**  
**Ticket Opened:** 06/13/07  
**Subtype:** Unable to download Videosign  
**Customer Comments:** Customer said that he already downloaded Video Sign 2.5 thru AOL.  
**Resolution:** Customer care advised customer to delete Video Sign 2.5 and re-downloaded VS 2.5 thru Internet Explorer. This solved the problem and customer is able to use service.  
**Ticket Closed:** 06/14/07

**Ticket 13634**  
**Ticket Opened:** 06/29/07  
**Subtype:** Unable to download Videosign  
**Customer Comments:** "object variable or with block variable not set" is customer's error message.  
**Resolution:** Emailed customer back several times, Non responsive. Closed ticket.  
**Ticket Closed:** 07/05/07

**Ticket 15349**  
**Ticket Opened:** 09/15/07  
**Subtype:** Unable to download Videosign  
**Customer Comments:** When I attempt to dial a number using HOVRS' s web site, it says I need to download the videosign 2.5 software. When I download it and click on it to run, it says the application to do so is missing. It does not suggest which one I should pick, and I don't know which one to pick.  
**Resolution:** Emailed customer to uninstall and download with instruction option. Direct link provided. This worked after following up with the customer.  
**Ticket Closed:** 09/18/07

**Ticket 15642**  
**Ticket Opened:** 10/01/07  
**Subtype:** Unable to download Videosign  
**Customer Comments:** Customer last month got virus computer. I take all over a new program again. Customer failed to set download again.  
**Resolution:** Notified customer of download procedure via email, and a follow up call revealed he was able to call without any issues.  
**Ticket Closed:** 10/05/07

**Ticket 17309**  
**Ticket Opened:** 12/20/07  
**Subtype:** Unable to download Videosign  
**Customer Comments:** Hi, I am unable to get your program to run on my laptop. It still says "searching for video capture card". Can you please tell me how to solve this problem? My laptop is new and has a built-in web cam and all is working with that. Also, can I call someone who has a Sorenson VP? Thank you very much.  
**Resolution:** Customer Care explained that VS 2.5 is not compatible depending on the model of her built in webcam laptop, in this particular model, it was not compatible, recommended via email which webcam to get  
**Ticket Closed:** 12/22/07

**Ticket 17722**  
**Ticket Opened:** 01/09/08  
**Subtype:** Unable to download Videosign  
**Customer Comments:** Hello, When I tried to call. The box came and said please wait while we launch the video software. But the screen never open to process the call. Let me know what I need to do.  
**Resolution:** Customer Care send email back with instructions and a follow up call revealed customer's VideoSign is now working fine.  
**Ticket Closed:** 01/12/08

**Ticket 18274**  
**Ticket Opened:** 01/23/08  
**Subtype:** Unable to download Videosign  
**Customer Comments:** Customer wanted to know why they couldn't able to download videosign 2.5  
**Resolution:** Customer care send direct email link to download Videosign with instructions. Customer was able to install and call Customer care.  
**Ticket Closed:** 01/24/08

**Ticket 18528**  
**Ticket Opened:** 01/31/08  
**Subtype:** Unable to download Videosign  
**Customer Comments:** Your technician named XXXXX spent two hours figuring out how to solve the launching problem of the HOVRS a couple of days ago. I kept receiving an error message. He instructed me to uninstall Norton Antivirus and reinstall it. I did that for two hours today. And that error box popped up again. I am not able to launch HOVRS software. XXXX also told me to AIM him at XXXXX. I spent half an hour trying to create my account with AIM and gave up. So I have no way of contacting him. I will try calling him tomorrow at CC or find someone there to please fix this problem. Could you mail me the HOVRS software disk? I really would like to use the software soon.  
**Resolution:** Customer Care spent more time with customer to ensure he is able to use our service. Mailed him a direct copy of the software program and did a follow up to make sure everything is working.  
**Ticket Closed:** 02/10/08

**Ticket 19184**  
**Ticket Opened:** 03/10/08  
**Subtype:** Unable to download Videosign  
**Customer Comments:** I am unable upload the software for my computer, Dell window XP professional under U.S. Dept of Veterans Affairs. My webcam is Logitech quickcam Pro5000.

**Resolution:** His computer is an ancient and barely met the requirements. Will get replace sooner then start work on webcam and videosign later on. Customer will contact us back.  
**Ticket Closed:** 03/11/08

**Ticket 19689**

**Ticket Opened:** 04/27/08

**Subtype:** Unable to download Videosign

**Customer Comments:** I try to get on hovrs videosign it seem not work. Can you help me how solve problems please.

**Resolution:** Customer Care emailed customer instructions with direct download link to get software. Customer confirmed working by calling into Customer Care the next day.

**Ticket Closed:** 04/28/08

## Miscellaneous

**Ticket 13560**

**Ticket Opened:** 06/27/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Customer Complained of long wait for Video Interpreter.

**Resolution:** Customer Care thanked customer for feedback and we will continue to beef vis up to meet customers demands and apologized for inconvenience.

**Ticket Closed:** 06/28/07

**Ticket 14080**

**Ticket Opened:** 07/18/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** 2 days in a row, waited for calls for a loooong time at 5:10am.

**Resolution:** Customer care thanked customer for feedback and that we are adding call centers due to our service's popularity.

**Ticket Closed:** 07/18/07

**Ticket 14552**

**Ticket Opened:** 08/03/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Customer complained they waited for VI more than 5 minutes.

**Resolution:** Explained that possible which our service is very busy at the moment, Wanted to say thank for calling us so we can improve our service. Call back if this happen too often and thank the customer for the feedbacks.

**Ticket Closed:** 08/03/07

**Ticket 14641**

**Ticket Opened:** 08/08/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Customer complained about queue time on Espanol interpreter.

**Resolution:** Thanked customer for feedback and acknowledged. Apologized for the inconvenience.

**Ticket Closed:** 08/09/07

**Ticket 14813**

**Ticket Opened:** 08/16/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Customer complained that our interpreter didnt answer the call within 2 minutes

**Resolution:** Apologized to customer for inconvenience and that we are expanding our call centers to improve wait times.

**Ticket Closed:** 08/17/07

**Ticket 14820**

**Ticket Opened:** 08/16/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Complaint on interpreter wait time.

**Resolution:** Apologized to customer for long wait and that we are adding new call centers due to our popularity.

**Ticket Closed:** 08/17/07

**Ticket 15180**

**Ticket Opened:** 09/06/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Customer complained which their business hearing called through v2v. One single call took hearing person around 20 minutes to get through while business call. Considering switching to another service.

**Resolution:** Escalated to Operations Management for review and action. Thanked Customer for feedback.

**Ticket Closed:** 09/10/07

**Ticket 15619**

**Ticket Opened:** 09/29/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Complained on queue time on VI.

**Resolution:** Reported to Operations, Customer care thanked customer for their feedback and apologized for inconvenience.

**Ticket Closed:** 09/29/07

**Ticket 15651**

**Ticket Opened:** 10/02/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Today (10/1/07) I had to wait 20 minutes for a call at ~10am. HOVRS always so fast, but this time very slow.

**Resolution:** Customer's contact information isn't recorded, therefore this customer couldn't be followed up.

**Ticket Closed:** 10/03/07

**Ticket 15652**

**Ticket Opened:** 10/02/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** waited 16 minutes for an interpreter on 10/1/07

**Resolution:** Operations is aware of the issue and are continuing to meet demand. Thanked customer for feedback and apologized for inconvenience.

**Ticket Closed:** 10/04/07

**Ticket 16542**

**Ticket Opened:** 11/27/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Customer complained about Queue time.

**Resolution:** Customer Care informed customer Operations is working dligently to resolve issues of long wait times. Thanked customer for feedback and apologized for inconvenience.

**Ticket Closed:** 11/30/07

**Ticket 16546**

**Ticket Opened:** 11/27/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Customer complained about queue time (Spanish VI)

**Resolution:** Customer Care thanked customer for feedback and apologized for inconvenience. Customer is satisfied overall with HOVRS en Espanol.

**Ticket Closed:** 11/28/07

**Ticket 17152**

**Ticket Opened:** 12/16/07

**Subtype:** Complaint-Queue Time

**Customer Comments:** Customer complained about the queue time. She said she waited too long.

**Resolution:** Acknowledged this situation, apologized to customer for the inconvenience.

**Ticket Closed:** 12/17/07

**Ticket 19821**

**Ticket Opened:** 05/04/08

**Subtype:** Complaint-Queue Time

**Customer Comments:** Customer tried call in last night at 10 30 pm EST. Purple splash came up and never connect to VI.

**Resolution:** Apologized for the inconvenience, this happened to be a technical problem on customer's end. Customer Care helped solve the issue.

**Ticket Closed:** 05/05/08