

how to VIEW FREQUENTLY ASKED QUESTIONS

Frequently asked questions are displayed by the **eCo.Repair** support staff and relate to **eCo.Repair** usage.

You can enter questions by using Feedback forms. Feedback forms can be selected from the **eCo.Repair, FEEDBACK Menu Bar**, also see, **USING FEEDBACK FORMS** documentation.

You can view frequently asked questions by:



Selecting FAQ from the **eCo.Repair** Menu Bar.

and the following window will be displayed:

Frequently Asked Questions

Below is a list of frequently asked questions to the eCo.Repair support team. Click on a question in the list to be shown the answer.

Why do I sometimes get the TIMED OUT error when performing Alarm Checks on EcoRepair.

If I close the eCoRepair browser window without logging off will this cause any problems with my account.

When we see a high order failure and the customer reference begins with CSET. When does the out of service clock start ticking on the ticket?

When creating a fault report or performing an alarm check we see the following error message *Circuit does not have an inventory code. Please contact BT to rectify this.*

Can the use of a wild card be implemented on the search faults page?

Can I get account resets out of office hours as I am a shift worker.

Why do I sometimes get the TIMED OUT error when performing Alarm Checks on EcoRepair.

EcoRepair has a set time for returning Alarm Checks. If the network becomes slow EcoRepair may miss the return and will therefore return the TIMED OUT error. If you try the Alarm Check again you should find that it will then return the Alarm.

If I close the eCoRepair browser window without logging off will this cause any problems with my account.

Yes. It will appear that you are still logged in. When you try to login again your account will be revoked after three attempts to login. You will then need to phone the support team on 0800 9179425 to have your account reset. N.B. The same problem can be caused if your P.C crashes or if the browser window that you are using stops responding when you are using eCoRepair.

Back to Top