▶ 4:31:37 PM PDT : Welcome! Thank you for using TELUS Chat Support, please be advised that your chat session will be recorded to ensure a quality customer experience.

  4:31:37 PM PDT : Kerry: Initial Question/Comment: Hello, we have an Actiontec V1000H router as part of our Optik internet with you, and I'm currently experiencing some problems with it. In particular, I am unable to log in to certain pages of the device without it dropping the connection and logging me out, leaving me unable to configure parts of the router that I think normally I would be able to. I have unplugged the router for 10 minutes, and replugged it back in with no effect. Thanks, Kerry

▶ 4:31:43 PM PDT : Estimated wait time is 0 hours 5 minutes 39 seconds

▶ 4:40:31 PM PDT : Estimated wait time is 0 hours 8 minutes 51 seconds

▶ 4:42:33 PM PDT : Estimated wait time is 0 hours 10 minutes 52 seconds

▶ 4:45:13 PM PDT : Joseph has joined this session!

▶ 4:45:14 PM PDT : Connected with Joseph. Your reference number for this chat session is 300918.

  4:45:22 PM PDT : Kerry: Hi Joseph

  4:45:23 PM PDT : Joseph: Thank you for using TELUS Support Centre, my name is Joseph and I am here to assist you. Am I chatting with Kerry?

  4:45:32 PM PDT : Kerry: Yep!

  4:45:48 PM PDT : Joseph: To assist in locating your account can I get your phone number, house address and account number please.

  4:46:49 PM PDT : Kerry: I don't have a Telus phone number. My address is (redacted). My account number is (redacted).

  4:47:23 PM PDT : Joseph: Are you able to log into the Actiontec modem

  4:47:44 PM PDT : Kerry: Yes.

  4:48:03 PM PDT : Joseph: What particular issues are you having after you log in

  4:48:05 PM PDT : Kerry: The problem arises when I try to view certain areas, it seems to log me out and put me back at the main screen.

  4:48:32 PM PDT : Joseph: Can you tell me what areas exactly

  4:49:12 PM PDT : Kerry: In particular, if I were to log in on the initial page, then click on "Firewall" along the top, and then on "DMZ Hosting", I get booted back to the first page and logged out.

  4:49:24 PM PDT : Kerry: I also see the same when I clicked on the "Advanced Setup" button along the top too.

  4:49:39 PM PDT : Joseph: What web browser are you using to log into the Actiontec modem with

  4:50:20 PM PDT : Kerry: I have used Safari 5.0.4 and Firefox 4.0 on Mac OS X 10.6.7. I have also tried Internet Explorer 8 on Windows 7, and the same occurs under all setups.

  4:50:56 PM PDT : Joseph: Okay, what settings are you trying to change exactly on the Actiontec modem

4:52:29 PM PDT : Kerry: I have an additional router that I would like to use, and I heard that the only supported setup for using an additional router under Optik is to connect it to the WAN port and set it as the DMZ zone. I'm also curious as to what other settings I might have control over under the "Advanced Setup" page, such as VLANs, or setting DHCP options based on MAC addresses.

4:53:38 PM PDT : Joseph: Okay, unfortunately the Actiontec modem will not work properly when added another router as it is specially configured to work with TELUS TV and certain features are disabled

4:55:31 PM PDT : Kerry: No problem, I would still like to be able to see the other menu options though. I believe the modem is faulty in some way by kicking me out by simply browsing some of the tabs.

4:55:57 PM PDT : Joseph: What other options are you trying to change

4:55:58 PM PDT : Joseph: or view

4:58:34 PM PDT : Kerry: I would like to be able to assign specific IP addresses to certain clients within my home network based on their MAC address. To do this, I need access to some of the DHCP configuration options, similar to the old D-Link + ALU setup we had only a month or two ago before Telus put in the Actiontec.

4:59:06 PM PDT : Kerry: Should I not be able to view the other sections using the client-friendly admin/telus account? What is the expected behavior?

4:59:16 PM PDT : Joseph: I am not sure if this feature is enabled on the Actiontec modem, give me a few moments to check

4:59:23 PM PDT : Kerry: Okay, thanks.

▶ 5:00:59 PM PDT : Connected with Joseph

5:04:04 PM PDT : Joseph: Unfortunately we do not have any steps or information or assigning specific IP addresses for the Actiontec modem as the advanced features fall outside of our scope of support

5:05:10 PM PDT : Kerry: My only concern is that the modem software seems faulty in that it is erroneously booting me out of the system. Should it be doing this or do we have a faulty modem?

5:05:34 PM PDT : Joseph: I am curious, does the Internet and TV work okay through the modem

5:06:59 PM PDT : Kerry: The internet seems great. The TV however does seem to have problems. We've been unable to record a show successfully for a number of nights now. I was waiting to configure our home network today or tomorrow and then re-assessing the TV performance then, but since you mentioned it, yes we've been having some problems with the TV.

5:07:33 PM PDT : Kerry: The show will record, however it will be very pixelated and slow, with sound usually absent and the video very choppy.

5:07:49 PM PDT : Joseph: Our scope of support is limited to the Internet and TV, are you able to record any programs on the TV or just a particular program

5:10:03 PM PDT : Kerry: The Actiontec router supplied by Telus appears to me to be faulty. All I need to know is if accessing the areas I mentioned before is supposed to result in me being booted out?

5:10:37 PM PDT : Kerry: We are unable to record any and all programs. The video and sound is unwatchable. It seems to have been worse this last week or so.

5:11:19 PM PDT : Joseph: The actiontec modem is designed to offer Internet and TV access, we can not support the advanced features of the modem, however if you wish I can give you steps to do a reset on the modem if you think it will help

5:12:51 PM PDT : Joseph: Let me test the connection to the modem

5:14:38 PM PDT : Kerry: Sure, I can try that. Although I know that Telus does supply the admin/telus password so that customers can configure their home network. I'm simply trying to do the same. If our particular router is faulty in this regard then that should fall under your internet support services. Although I know (nor expect) you're unable to help with each individual home network, a faulty device in any respect should not be left up to me to deal with, as it was equipment supplied by Telus.

5:14:41 PM PDT : Kerry: Okay, thanks.

5:15:41 PM PDT : Kerry: The quickest way to know if it's faulty is to find out if customers are supposed to be logged out and booted back to the main screen when they try to click on buttons in the Telus supplied Actiontec.

5:16:04 PM PDT : Joseph: The connection to the modem looks good, can I have you reboot the PVR/430 box and then attempt to record a live show

5:16:14 PM PDT : Kerry: Will do, one moment.

5:23:59 PM PDT : Kerry: Live recording seems to work okay.

5:24:11 PM PDT : Kerry: One show two nights ago recorded okay (HD).

5:24:20 PM PDT : Joseph: Excellent, and how is the picture showing up

5:24:38 PM PDT : Kerry: About 5-6 programs in the last few days though have not recorded, all HD.

5:24:45 PM PDT : Kerry: No problem with the live recording.

5:25:35 PM PDT : Joseph: Okay, what channel numbers and times

5:30:14 PM PDT : Kerry: 3/23: 606 @ 8:00-9:00pm; 604 @ 9:00-9:30pm; 3/24: 628 @ 7:00-7:30pm; 604 @ 9:00-10:00pm; 604 @ 10:00-11:00pm.

5:32:05 PM PDT : Joseph: Okay, from what you stated before, in that you were unable to record any shows, it now seems that you are able to record live TV, I would like you to setup a scheduled programming either for tonight or tomorrow to monitor if the show is recorded

5:34:11 PM PDT : Kerry: It seems intermittent, as I know we had problems recording live TV a few nights ago too (it said "PVR is busy"). As I mentioned, some programs record (scheduled or otherwise), some don't.

5:34:25 PM PDT : Kerry: I'd be happy to help test it though. Do you have a specific program/time/channel you'd like me to record?

5:35:50 PM PDT : Joseph: Any scheduled programming should be fine

5:37:12 PM PDT : Kerry: No problem. I've set it to record channel 606 at 7:30pm tonight.

5:37:50 PM PDT : Joseph: Okay, if the issue with the recording continues please call us at 310 8324

5:39:02 PM PDT : Kerry: Can do. Now about the Actiontec, is there no way you can answer my question about whether those buttons should be accessible so that we can properly set up our home network?

5:39:46 PM PDT : Joseph: I am not sure what else to tell you as we do not support any of the advanced features of the modem

5:39:57 PM PDT : Kerry: Is my router faulty?

5:40:28 PM PDT : Joseph: Does your TV and Internet work

5:43:09 PM PDT : Kerry: Just as I mentioned before. It does not however integrate as well with our home network as the previous devices Telus had installed here. It should be simple to know if the router is supposed to automatically kick out users looking to configure it, as Telus provides the information for their customers to do just this. If it is faulty, it should not be up to me to deal with when it is equipment supplied by Telus.

5:44:06 PM PDT : Joseph: All that I can tell you again is that we only support the basic functionality of the modem, if the TV and Internet are both working, then this would tell me that them modem is working as intended

5:54:45 PM PDT : Kerry: The TV hasn't been working lately as we've just discussed, and the modem is poor in regards to its ability to integrate into home networks, something that should be integral to a company providing internet service. Keep in mind I am not looking for details on how to implement any "advanced features", merely to find out if the areas of the device that Telus allows access to is operating as intended so that I can configure it without your involvement. For the 75 minutes that I have spent so far on this support request, nothing has

actually been accomplished. You do not believe me that a problem exists with the TV, nor can you answer a question about the interface on the router supplied by you, even when access to this interface is specifically provided by you to your customers. If I (or others, including those I talk to) cannot integrate the device insofar as DHCP static addresses and even simple DMZ settings are concerned (as I guarantee that your competitors support this), you will lose your most technically adept customers and those who look to them for advice. The only thing I can do now is to take this to dslreports.com and hope that another Telus Optik user can click on that button and tell me if they see the same as I do (a task taking them perhaps 45 seconds). Otherwise, this has been a waste of my time tonight and I don't feel like Telus has any interest in addressing my concerns beyond the simplest of inquiries.

 5:56:51 PM PDT : Joseph: I am really sorry you feel that way, again all I can tell you is that we support just the basic functionality of the modem, along with the Internet and TV. After rebooting the PVR you indicated that you can now record live shows which you indicated earlier that you could not record any content

 5:57:51 PM PDT : Joseph: The only step left that we can troubleshoot is to have you follow up on the scheduled recording, if it does not work then I would advise calling in at 310 8324

 5:59:33 PM PDT : Kerry: What does the "basic functionality" of the modem entail exactly?

 6:00:11 PM PDT : Joseph: Internet though LAN and wireless and the ability to View TV

 6:01:01 PM PDT : Joseph: If you require more advanced features I would recommend that you speak with our client care department to see what other packages they can offer you, that will allow yo to connect your own router

 6:01:56 PM PDT : Joseph: Our client care department can be reached at 310 2255 tomorrow between 9am to 5pm tomorrow

 6:02:23 PM PDT : Kerry: Do they also deal with service cancellations?

 6:02:42 PM PDT : Joseph: Yes they do

 6:03:45 PM PDT : Kerry: Thanks, I'll give them a call if I can't seem to figure this problem out for myself via dslreports.com and Twitter. Will there be a customer service survey form after this conversation?