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“My Subscriptions" on OLCS

Conveniently manage all of your subscription options on the OnLine Customer Support website

May 2016

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1. “My Subscriptions” on OLCS

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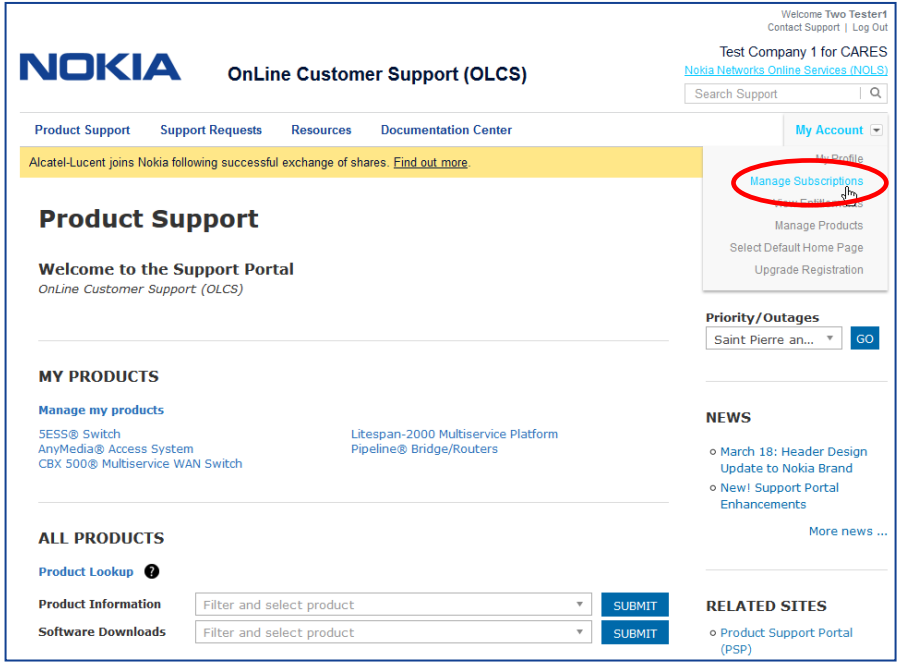
“My Subscriptions” on OLCS

- Many subscription choices are available to Nokia customers on OLCS
- You may conveniently self-manage your own subscription preferences online.

- The “Manage Subscriptions” page consolidates all available subscription options online.
- You can access this page from your “My Account ” link on any OLCS page.



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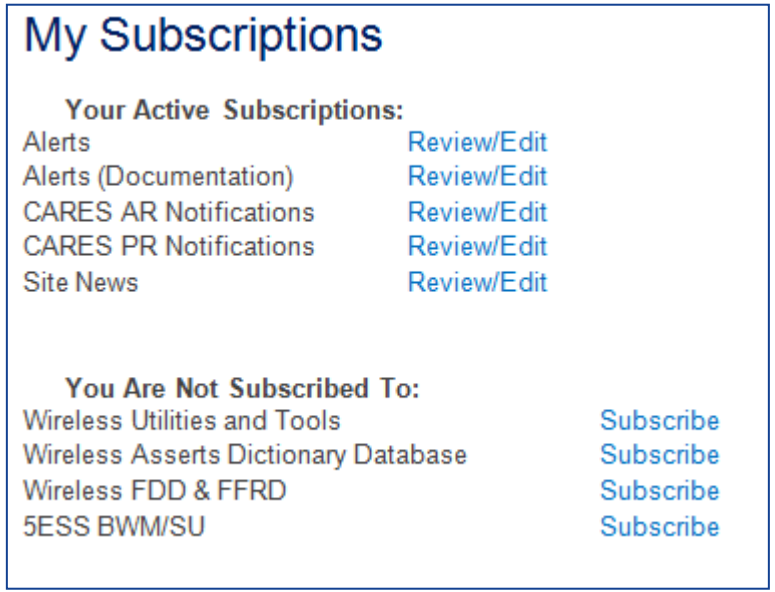
“My Subscriptions” page

- This is an example of a “My Subscriptions” page that has been customized for a user’s preferences:



On existing subscriptions you can review your choices, edit or update, and unsubscribe via these links.

You can also subscribe to choices that you are not currently using.

https://services.support.alcatel-lucent.com/services/subscriptions/

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Available subscriptions

- Email subscriptions are available for:
  - Alerts
    - Alert Types: Maintenance, Security, Informational, Life Cycle, Documentation, and PCN Alerts
  - CARES Notifications
    - AR Notifications and PR Notifications
  - OLCS support portal news
    - Site News
  - Wireless AMPS/PCS:
    - Utilities and Tools
    - Asserts Dictionary Database
    - FDD and FFRD
    - 5ESS BWM / SU

- Some subscriptions may be limited to customers who purchase a particular service.
- Depending on your subscription choices, you are in control of:
  - The volume of post-sale communication you wish to receive from Nokia
  - Selecting the type of communication
  - Selecting the specific products, in many cases

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2. Details of Available Subscriptions

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OLCS support portal subscription

https://services.support.alcatel-lucent.com/services/subscriptions/

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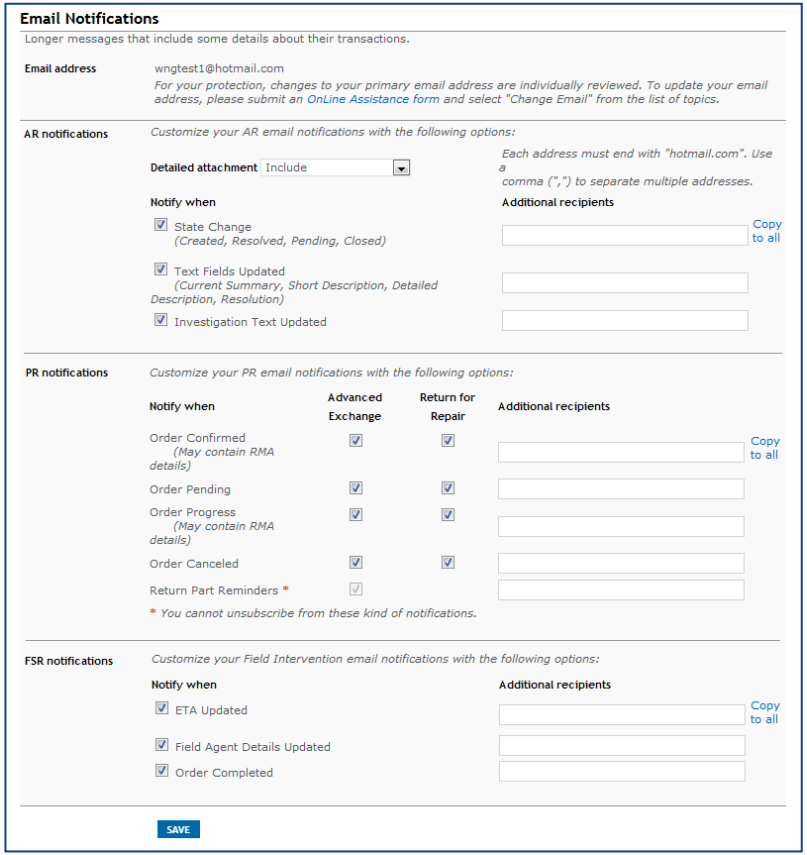
CARES notifications subscription options



Email Notifications

Longer messages that include some details about their transactions.

Email address wngtest1@hotmail.com

For your protection, changes to your primary email address are individually reviewed. To update your email address, please submit an OnLine Assistance form and select "Change Email" from the list of topics.

AR notifications

Customize your AR email notifications with the following options:

Detailed attachment Include

Each address must end with "hotmail.com". Use a comma (",") to separate multiple addresses.

Notify when	Additional recipients
☑ State Change *(Created, Resolved, Pending, Closed)*	Copy to all
☑ Text Fields Updated *(Current Summary, Short Description, Detailed Description, Resolution)*	
☑ Investigation Text Updated	

PR notifications

Customize your PR email notifications with the following options:

Notify when	Advanced Exchange	Return for Repair	Additional recipients
Order Confirmed *(May contain RMA details)*	☑	☑	Copy to all
Order Pending	☑	☑	
Order Progress *(May contain RMA details)*	☑	☑	
Order Canceled	☑	☑	
Return Part Reminders *	☑		

* *You cannot unsubscribe from these kind of notifications.*

FSR notifications

Customize your Field Intervention email notifications with the following options:

Notify when	Additional recipients
☑ ETA Updated	Copy to all
☑ Field Agent Details Updated	
☑ Order Completed	

SAVE

https://cares.support.alcatel-lucent.com/preferences/arnotificationpref.cfm

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Alerts subscription options:

Maintenance, preventive, informational and life cycle

Classification

Type:
- ☐ Maintenance
- ☐ Security
- ☑ LifeCycle
- ☐ Informational
- ☐ Product Change

Urgency:
- ☐ Urgent
- ☐ High
- ☐ Medium
- ☐ Low

Life Cycle:
- ☐ Controlled Introduction (CI)
- ☐ General Availability (GA)
- ☐ Limited Availability (LA)
- ☐ Discontinued Availability (DA)
- ☐ Discontinued Repair (DR)
- ☐ Discontinued Support (DS)

Region:
- ☐ ALL
- ☐ Asia Pacific (excluding China)
- ☐ Caribbean & Latin America & Mexico
- ☐ China
- ☐ Europe (including Russia)
- ☐ Middle East, Africa
- ☐ North America (US & Canada)

• Step 1: Select the “Type” and “Urgency” levels of the Alerts that you wish to receive.
•Note: Most customers choose all options.

• If you selected “Life Cycle”, you will be asked what Life Cycle states you wish to be notified of.

• Step 2: Please enter your Region. This helps us when targeting distribution.

https://alerts.alcatel-lucent.com/alerts/subscribe.cgi

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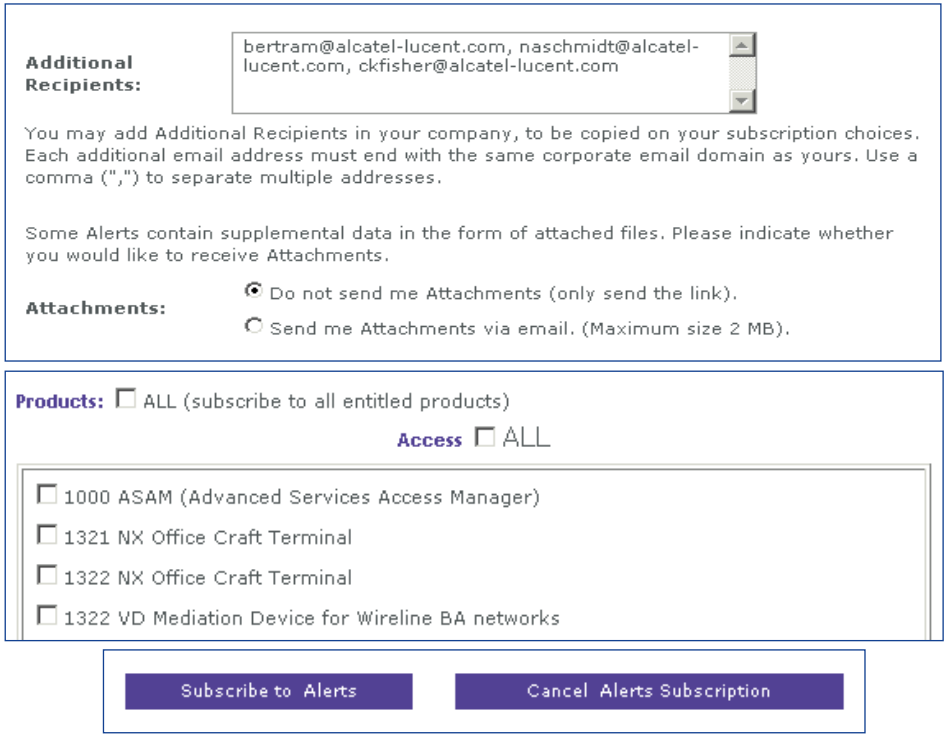
Alerts subscription options (cont.)



You may Cancel, or modify, your subscription at any time.

- Step 3: You may add "Additional Recipients" that you wish to be copied on your subscription. You may use a team alias here, but the email corporate domain must match your own.
- Step 4: Select whether you wish to receive any attachments in the email, or if you prefer to view them online.
- Step 5: Select the products that you wish to be notified about. You may select "ALL" of your entitled products, or all within a technology category, or you may select individual product(s).
- Step 6: Click "Subscribe to Alerts". Your subscription takes effect immediately.

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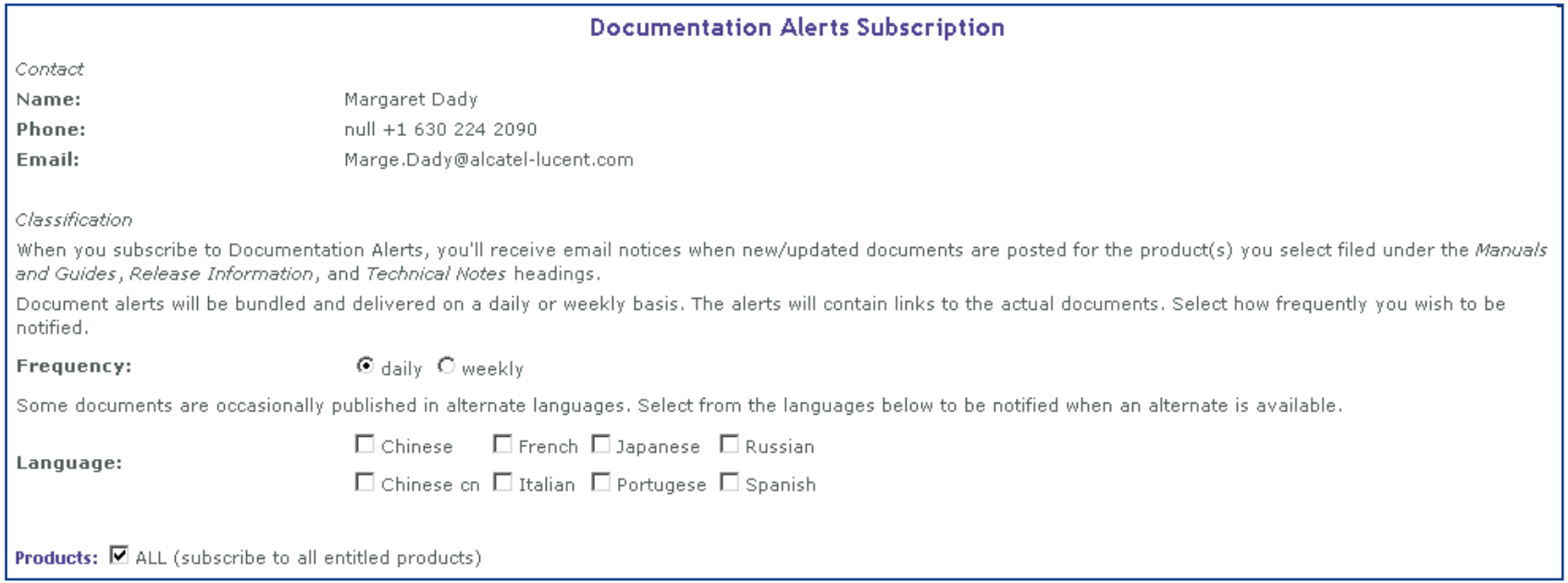
Alerts subscription options (Documentation)



Documentation Alerts Subscription

Contact

Name: Margaret Dady

Phone: null +1 630 224 2090

Email: Marge.Dady@alcatel-lucent.com

Classification

When you subscribe to Documentation Alerts, you'll receive email notices when new/updated documents are posted for the product(s) you select filed under the *Manuals and Guides*, *Release Information*, and *Technical Notes* headings.

Document alerts will be bundled and delivered on a daily or weekly basis. The alerts will contain links to the actual documents. Select how frequently you wish to be notified.

Frequency: daily weekly

Some documents are occasionally published in alternate languages. Select from the languages below to be notified when an alternate is available.

Language: Chinese French Japanese Russian
Chinese cn Italian Portugese Spanish

Products: ALL (subscribe to all entitled products)

https://alerts.alcatel-lucent.com/alerts/subscribe.cgi?AlertClass=doc

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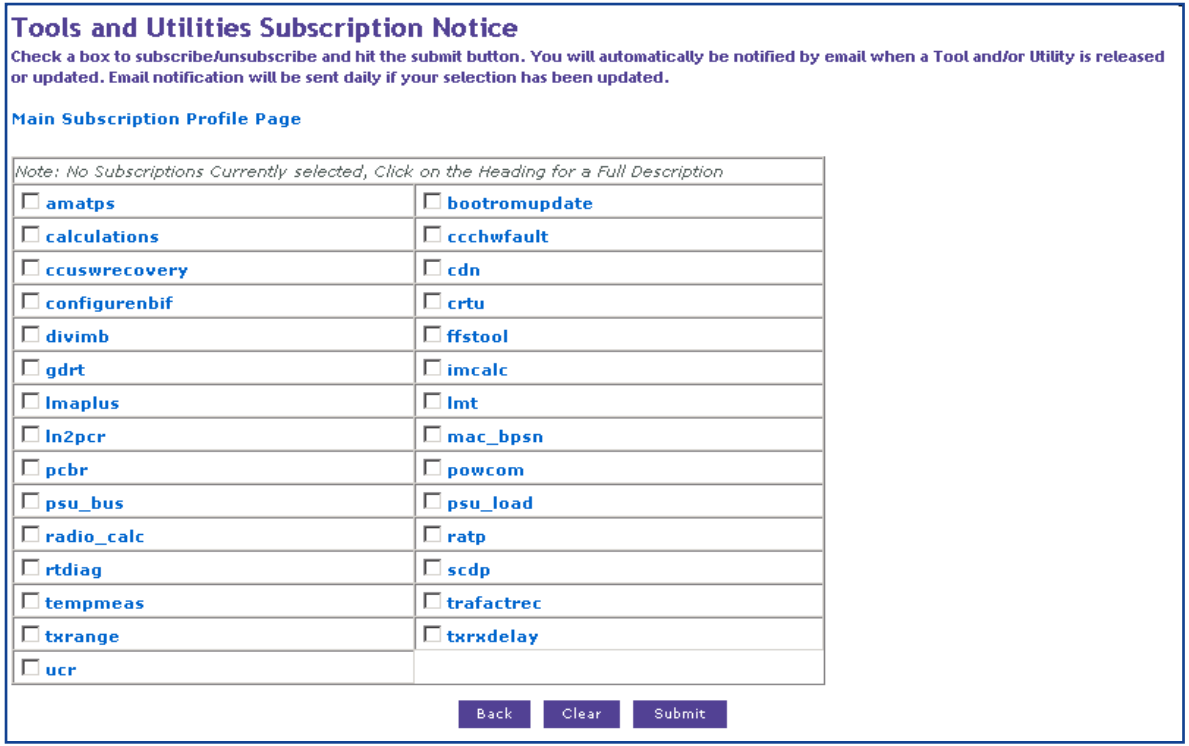
Utilities and Tools subscription options



Tools and Utilities Subscription Notice

Check a box to subscribe/unsubscribe and hit the submit button. You will automatically be notified by email when a Tool and/or Utility is released or updated. Email notification will be sent daily if your selection has been updated.

Main Subscription Profile Page

Note: No Subscriptions Currently selected, Click on the Heading for a Full Description

☐ amatps	☐ bootromupdate
☐ calculations	☐ ccchwfault
☐ ccuswrecovery	☐ cdn
☐ configurenbif	☐ crtu
☐ divimb	☐ ffstool
☐ gdrt	☐ imcalc
☐ lmaplus	☐ lmt
☐ ln2pcr	☐ mac_bpsn
☐ pcbr	☐ powcom
☐ psu_bus	☐ psu_load
☐ radio_calc	☐ ratp
☐ rtdiag	☐ scdp
☐ tempmeas	☐ trafactrec
☐ txrange	☐ txrxdelay
☐ ucr	

Back Clear Submit

https://wireless.support.alcatel-lucent.com/amps/ut_tools/subscribe.cgi

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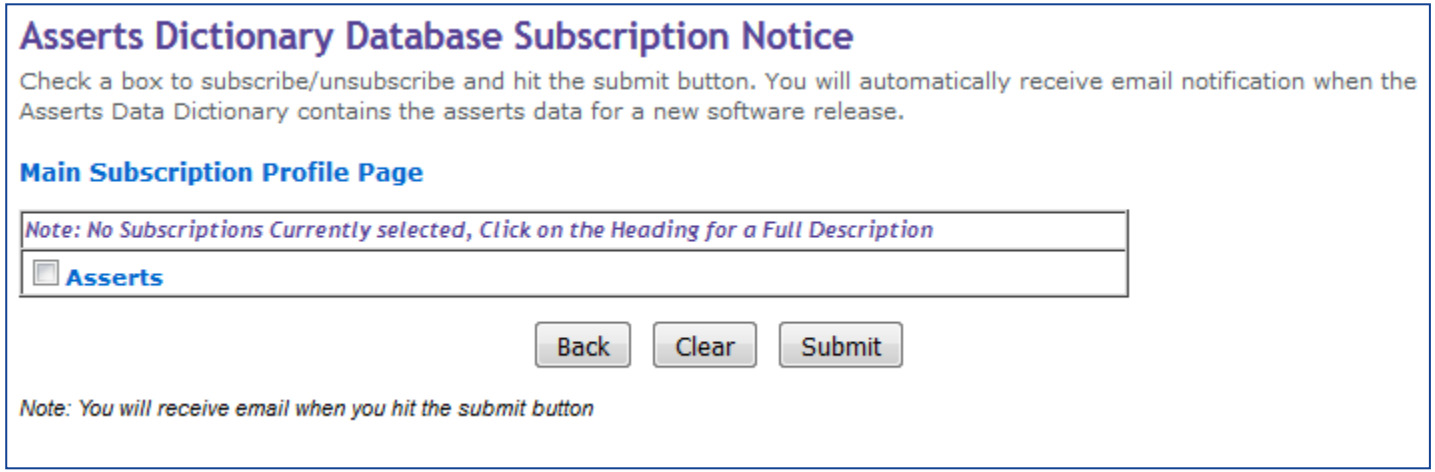
Asserts Dictionary subscription options



https://wireless.support.alcatel-lucent.com/amps/ut_tools/asserts/subscribe.cgi

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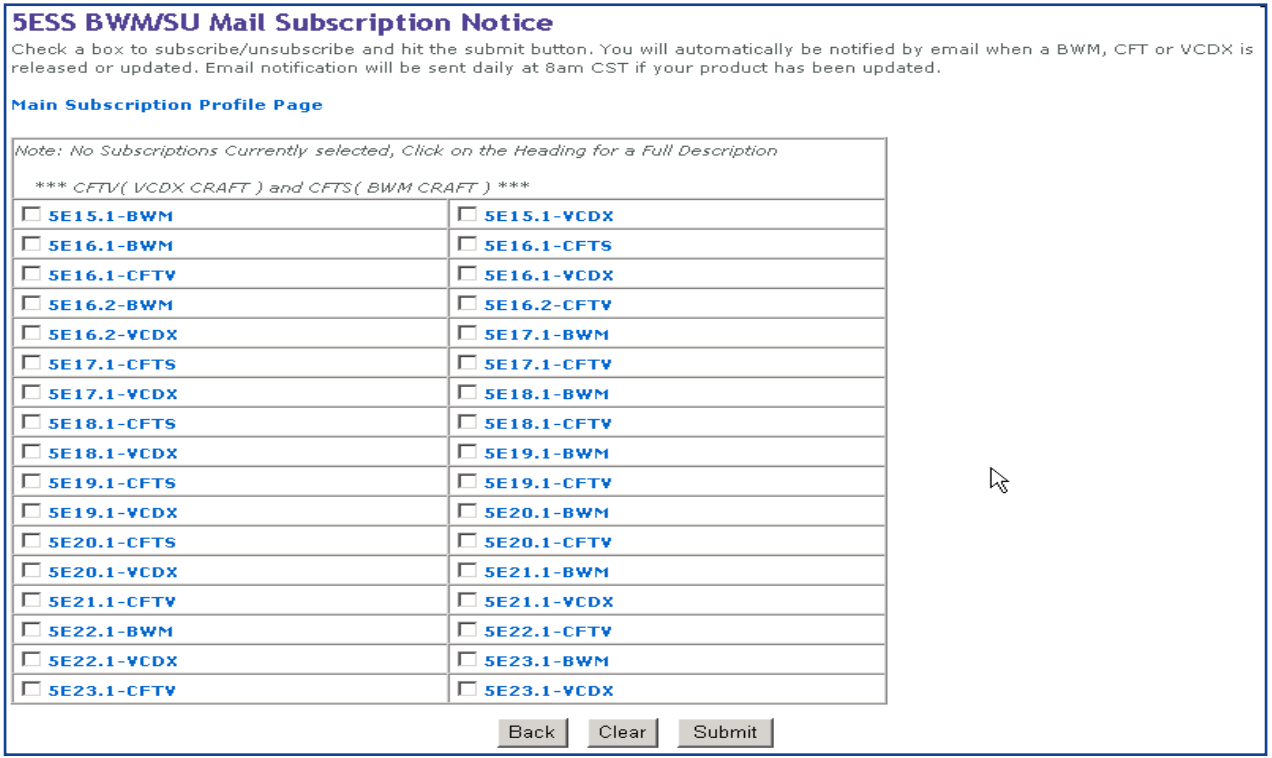
5ESS BWM/SU subscription options



5ESS BWM/SU Mail Subscription Notice

Check a box to subscribe/unsubscribe and hit the submit button. You will automatically be notified by email when a BWM, CFT or VCDX is released or updated. Email notification will be sent daily at 8am CST if your product has been updated.

Main Subscription Profile Page

Note: No Subscriptions Currently selected, Click on the Heading for a Full Description

**** CFTV(VCDX CRAFT) and CFTS(BWM CRAFT) ****

5E15.1-BWM	5E15.1-VCDX
5E16.1-BWM	5E16.1-CFTS
5E16.1-CFTV	5E16.1-VCDX
5E16.2-BWM	5E16.2-CFTV
5E16.2-VCDX	5E17.1-BWM
5E17.1-CFTS	5E17.1-CFTV
5E17.1-VCDX	5E18.1-BWM
5E18.1-CFTS	5E18.1-CFTV
5E18.1-VCDX	5E19.1-BWM
5E19.1-CFTS	5E19.1-CFTV
5E19.1-VCDX	5E20.1-BWM
5E20.1-CFTS	5E20.1-CFTV
5E20.1-VCDX	5E21.1-BWM
5E21.1-CFTV	5E21.1-VCDX
5E22.1-BWM	5E22.1-CFTV
5E22.1-VCDX	5E23.1-BWM
5E23.1-CFTV	5E23.1-VCDX

Back Clear Submit

https://wireless.support.alcatel-lucent.com/amps/5edcs/subscribe.cgi

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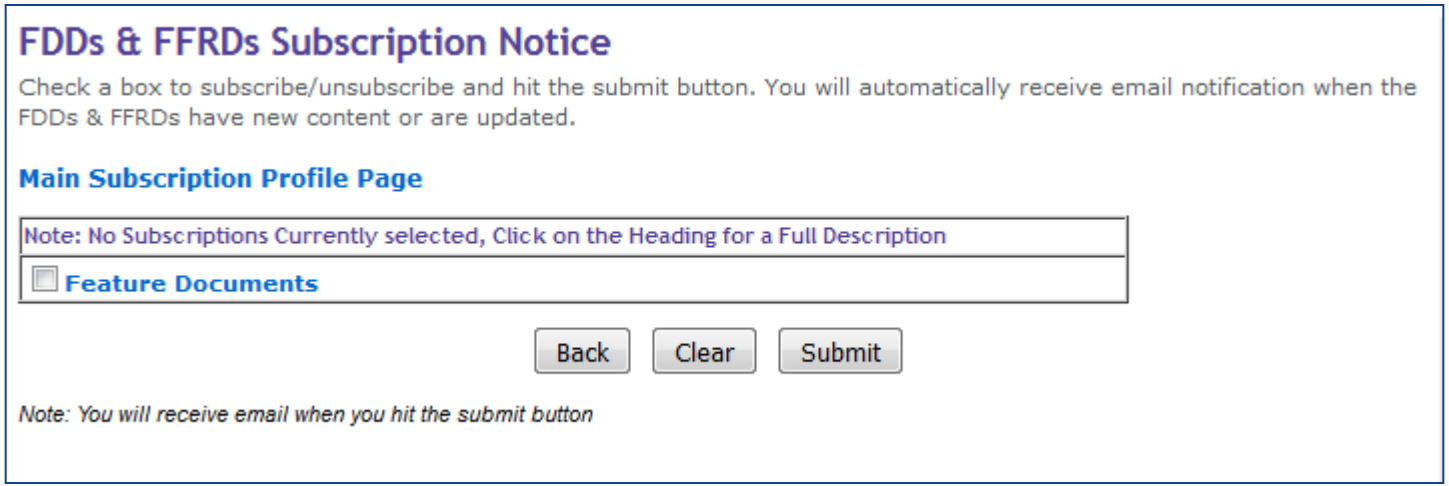
Wireless AMPS/PCS FDD & FFRDs subscription options



https://wireless.support.alcatel-lucent.com/amps/info_exchange/FDD/subscribe.cgi

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