

Troubleshooting: Common Mistakes

DNS

Huddle Training

Technician
09/24/12

Overview

To complement the ongoing troubleshooting video series, this huddle will cover some of the common mistakes made in the process of following the Troubleshooting Job Aid (TJA). By understanding common troubleshooting pitfalls, we can see the importance of following the troubleshooting process exactly as it's outlined in the TJA.

What Changed

Nothing has changed regarding the troubleshooting process. This huddle is intended to clarify some common troubleshooting mistakes and how they can be avoided.

Why It's Important

The process outlined in the TJA was developed after hundreds of ride-alongs with top-performing technicians. As a result, the TJA details steps that will help technicians learn a systematic process that works well and will help them become effective, efficient troubleshooters. Following these steps as they appear in the TJA is very important to avoid some of the most common mistakes that technicians can make during the troubleshooting process.

What I Need to Do

Understand and avoid some of the common mistakes as described below.

1. Skipping over initial troubleshooting
 - a. Even though the customer is instructed to perform basic troubleshooting steps over the phone with a Customer Care Specialist in Technical Support, it's important to verify that all of the steps have been completed. The customer may not have been performing the steps correctly, or they may not have performed them at all.
 - b. Checking that all devices are plugged in and powered on may immediately help determine that there is an issue with the customer's electrical outlet.
 - c. Verify that all cables are secured properly. For example, the customer may have moved the receiver, or kids might have moved an HDMI or other cable to another input on the TV so they could use a game console.
 - d. If the TV is not on the correct input, that will make later troubleshooting steps irrelevant and can waste several minutes if the input isn't checked during the initial steps.
2. Using System Info from the receiver to do the initial signal scan, instead of connecting the SBSM
 - a. This will not show the dBm. You may presume that the issue is signal-related based on the information on the screen. You can replace all the cables and outside components, when the issue was with the receiver the whole time.



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- b. If you use the SBSM, you will know that the IRD and dBm is good, so the problem is localized to the receiver.
3. Trying to guess the issue
 - a. If the IRD is just under the threshold for a limit scan to pass, it might be tempting to think that the dish just needs to be repointed. If repointing and repeaking is necessary, it will be accomplished at the appropriate time when following the Troubleshooting Job Aid.
 - b. If steps are skipped and the dish just gets repointed, there may still be a failed limit scan behind the receiver. There could also be an issue with a cable or connector that is causing dBm loss as well.
4. Replacing equipment too soon
 - a. Once technicians gain experience, it can be tempting to jump to quick conclusions, especially when it seems that the issue is with the receiver. Oftentimes in these cases, a technician may automatically determine that the receiver needs to be replaced without conducting proper troubleshooting. But the issue could have been with the cables from the receiver to the TV, or a port on the TV. Not only are receivers much more expensive to replace than cables, but a great deal of productivity is lost by setting up a new receiver when it's not needed.
 - b. If the receiver or component is replaced and determined not to be the issue, a lot of time is wasted and the root cause of the problem still needs to be identified. Then we end up returning fully operational equipment.
5. Stopping the troubleshooting process too soon, or not performing Final Quick Checks
 - a. When we are in a hurry, the temptation to bypass Final Quick Checks and move on to the next appointment is understandable. But remember that once you're assigned a TC or SC, you own the job — not the previous technician and not anyone else. You will be evaluated on this job from a Trouble Call (TC), Quality Assurance (QA), and a customer satisfaction (CSAT) perspective.
 - b. Final Quick Checks take only a few minutes and can prevent repeat TCs while increasing the quality of the installation, as well as improving customer satisfaction.
 - c. Fixing issues that seem minor now can save a larger problem in the future. This will help ensure that customers have quality service for a long time.

