"How Can I Help You?"

A CSR's Guide to Troubleshooting

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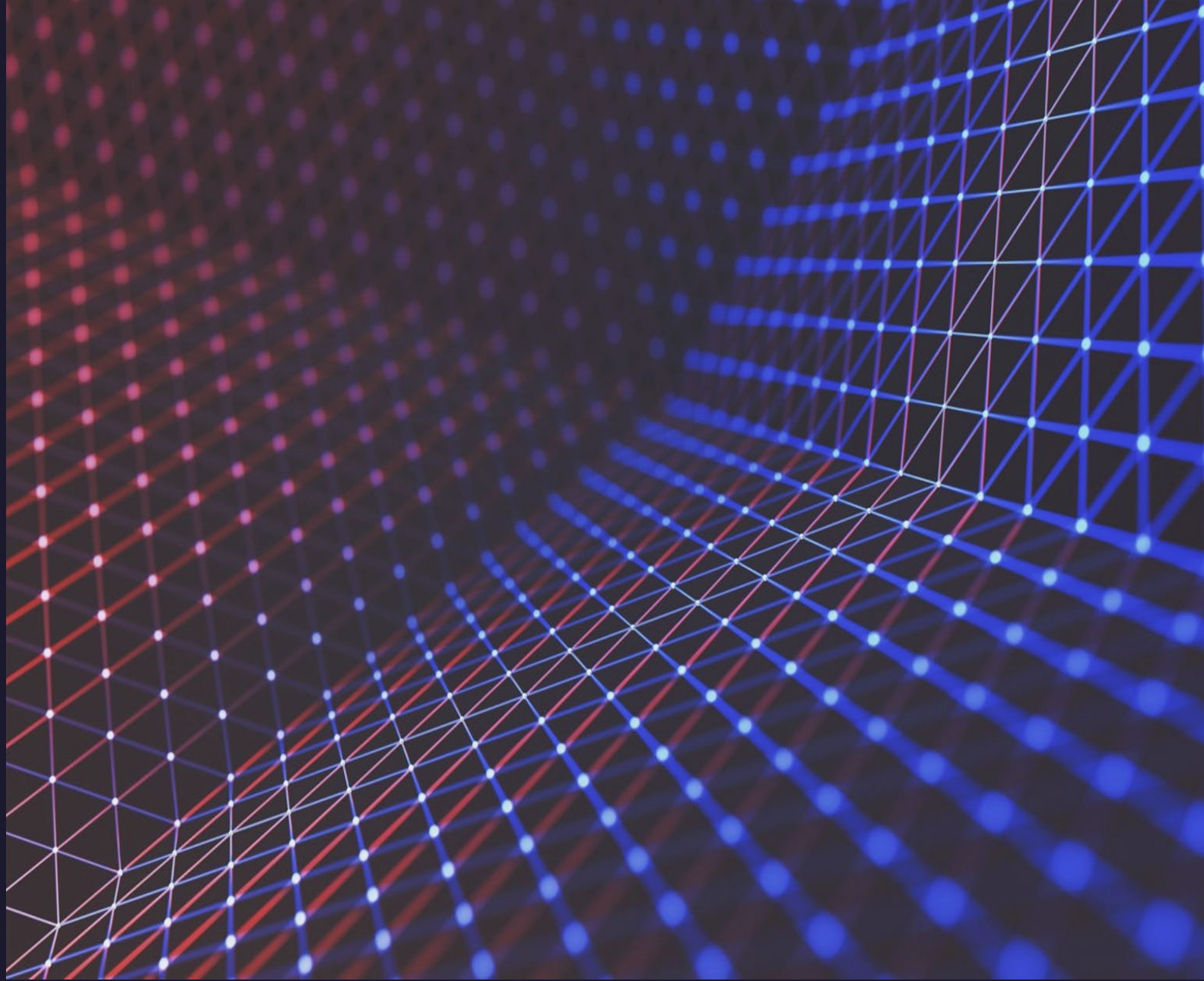
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Introduction

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Ground Rules

- Avoid Assumptions

- Know the Customer/Skill Level

- Create a Question List

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Common Issues

Common Connection Issues

Unavailable

Spotty

Unreliable

Slow

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Resolutions

Resolutions

- Restart/Reset the Router

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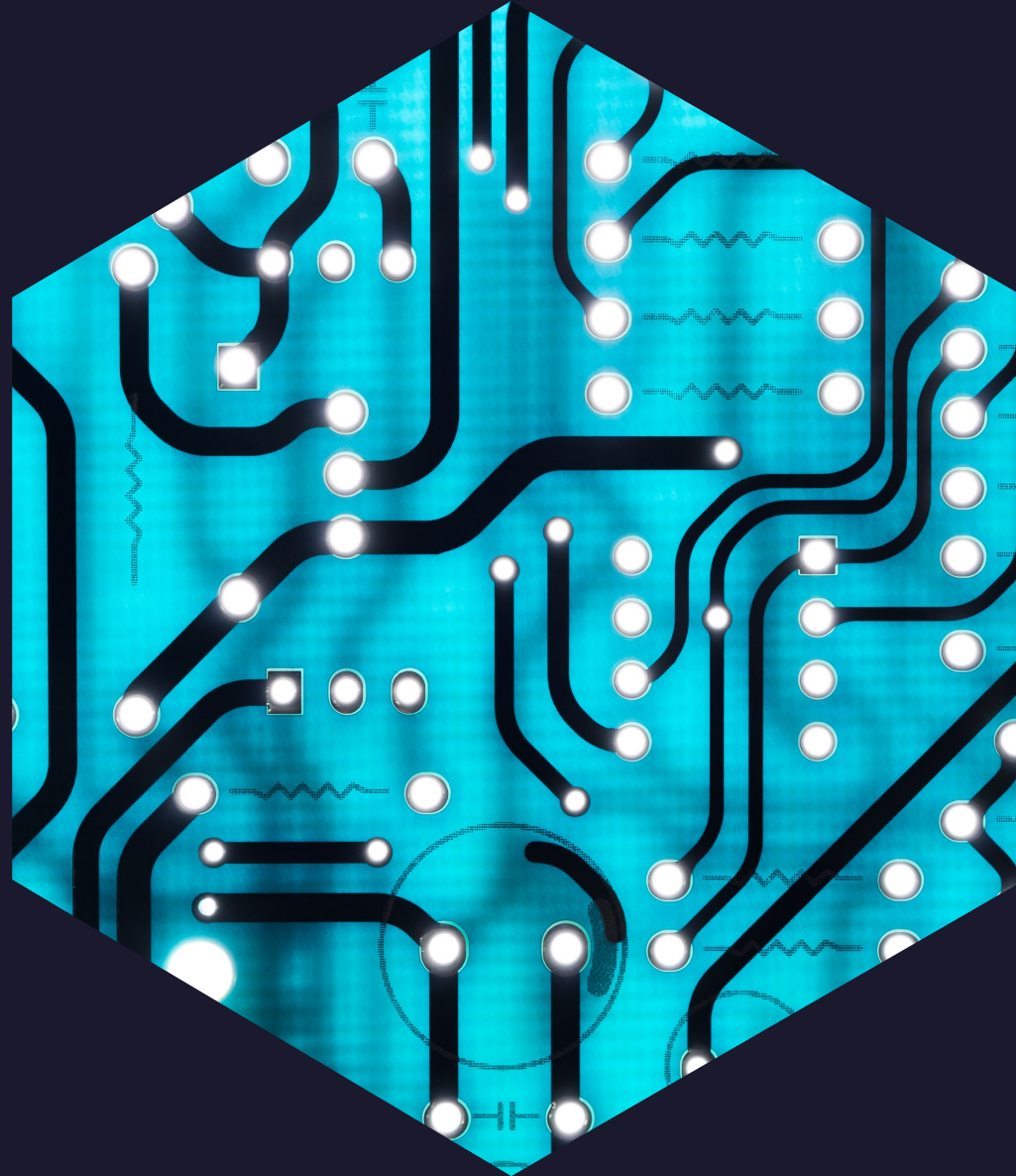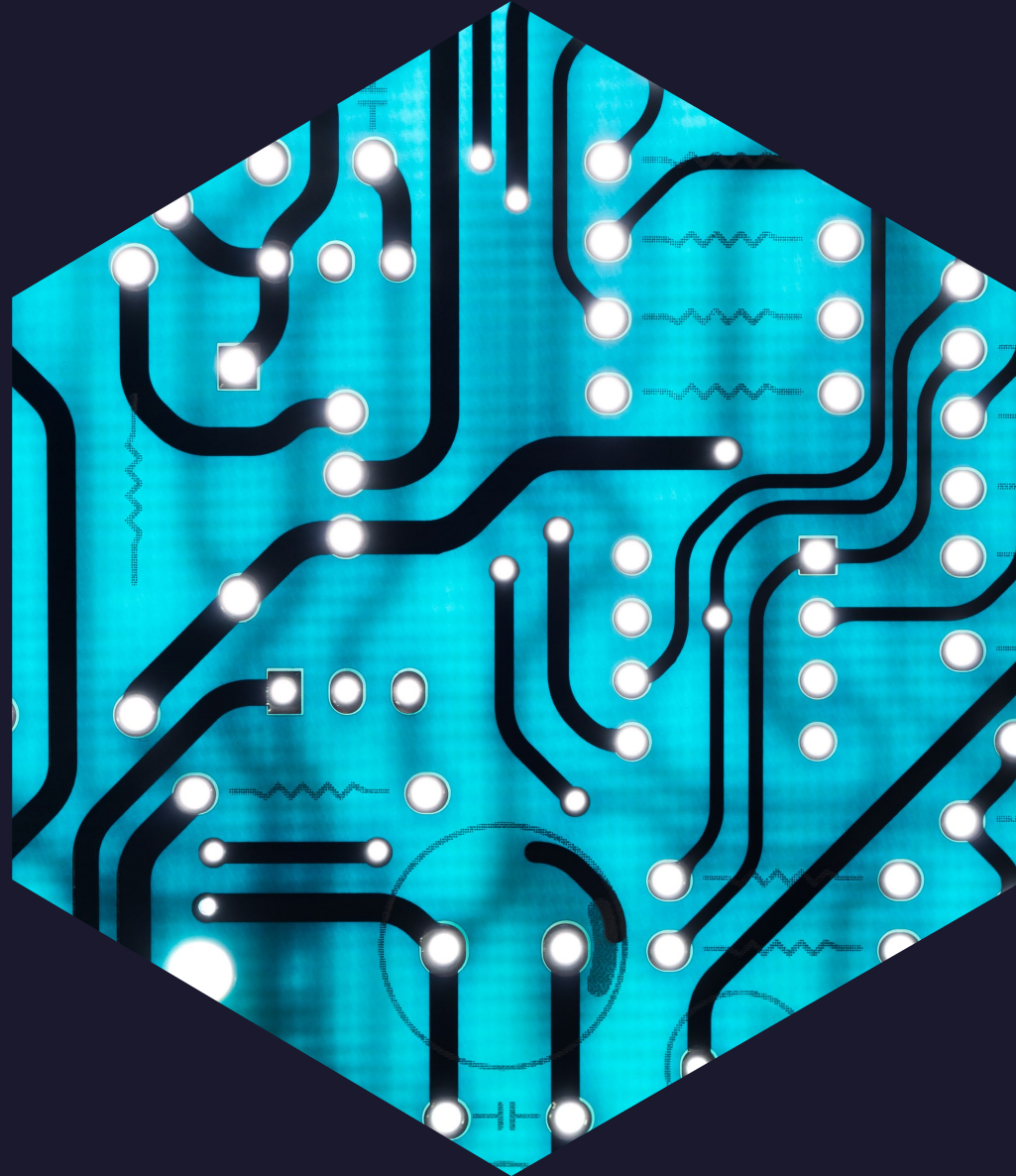CONSULTING
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Resolutions

- Restart/Reset the Router

- Relocate the Router

Resolutions

- Restart/Reset the Router

- Relocate the Router

- WiFi Extender/Booster

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WiFi Extender vs. Booster

EXTENDER

- Increases Range

- Installed between router and device, requires physical connection to router

- Used in places where WiFi alone cannot reach
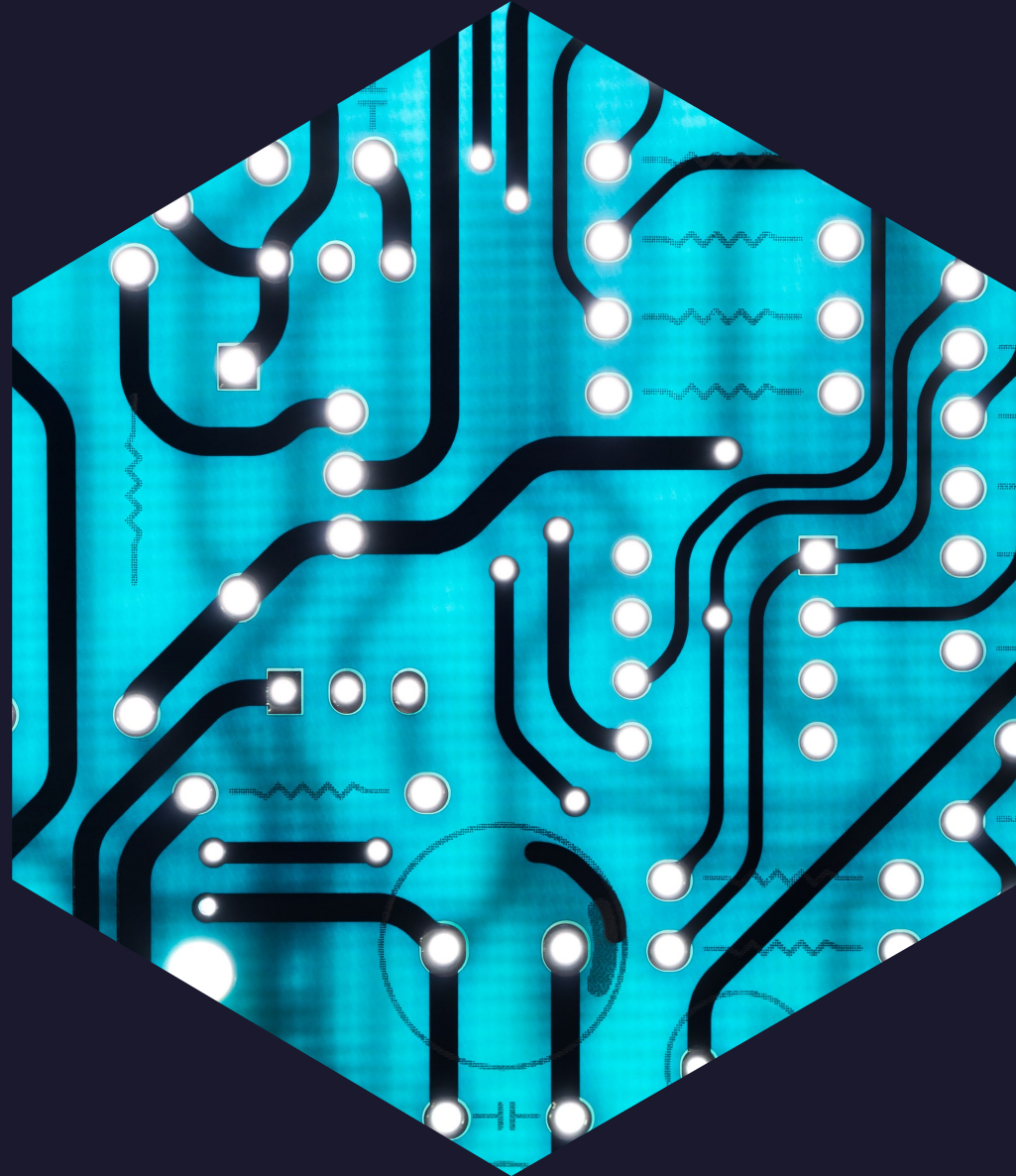
BOOSTER

- Reduces dead spots

- Established directly on router

- Used where WiFi signals reach, but are weak

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Resolutions

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- Check other Devices/Websites

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Resolutions

- Restart/Reset the Router

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- Run Speed Test

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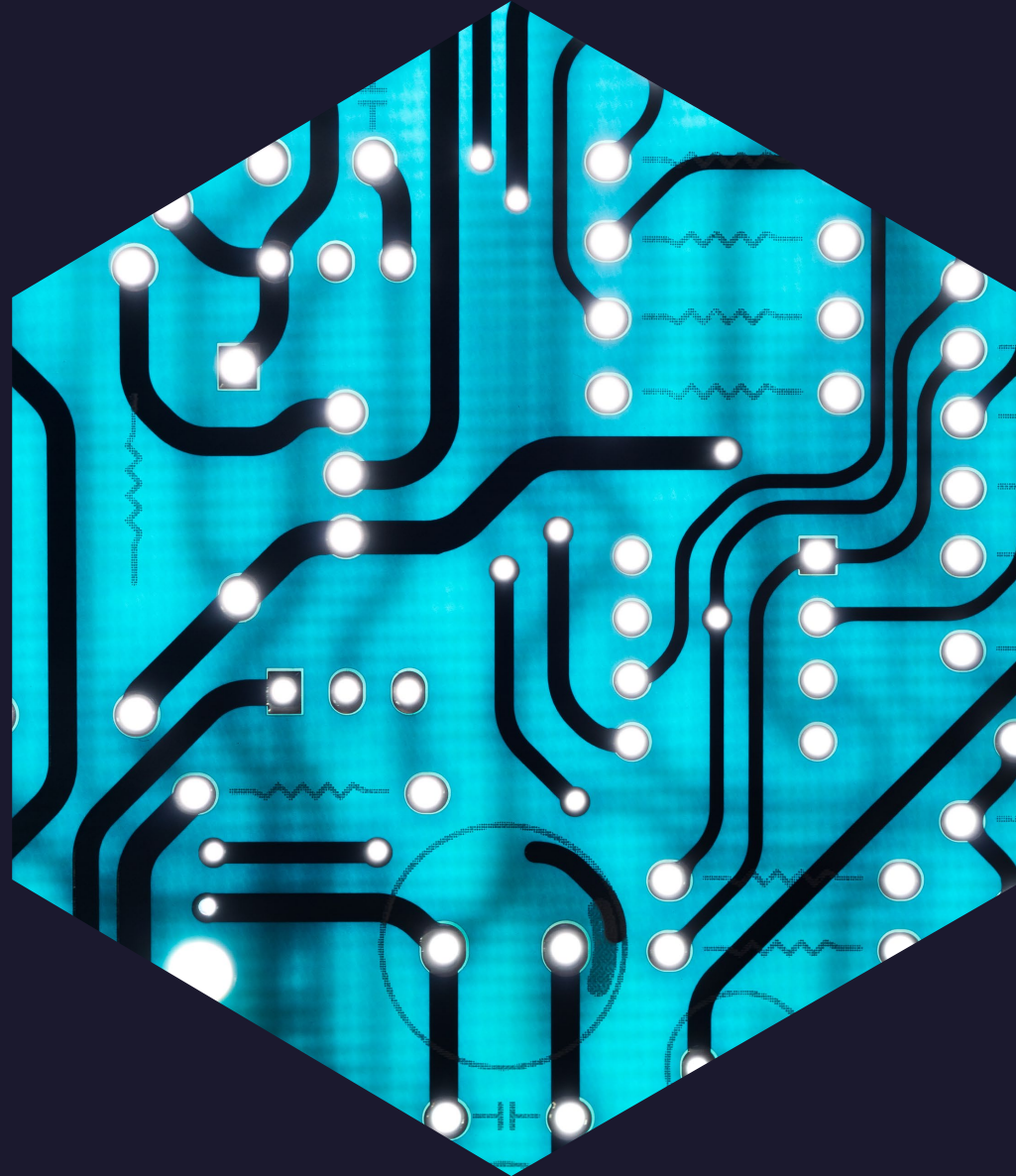
- Connect via Ethernet Cable

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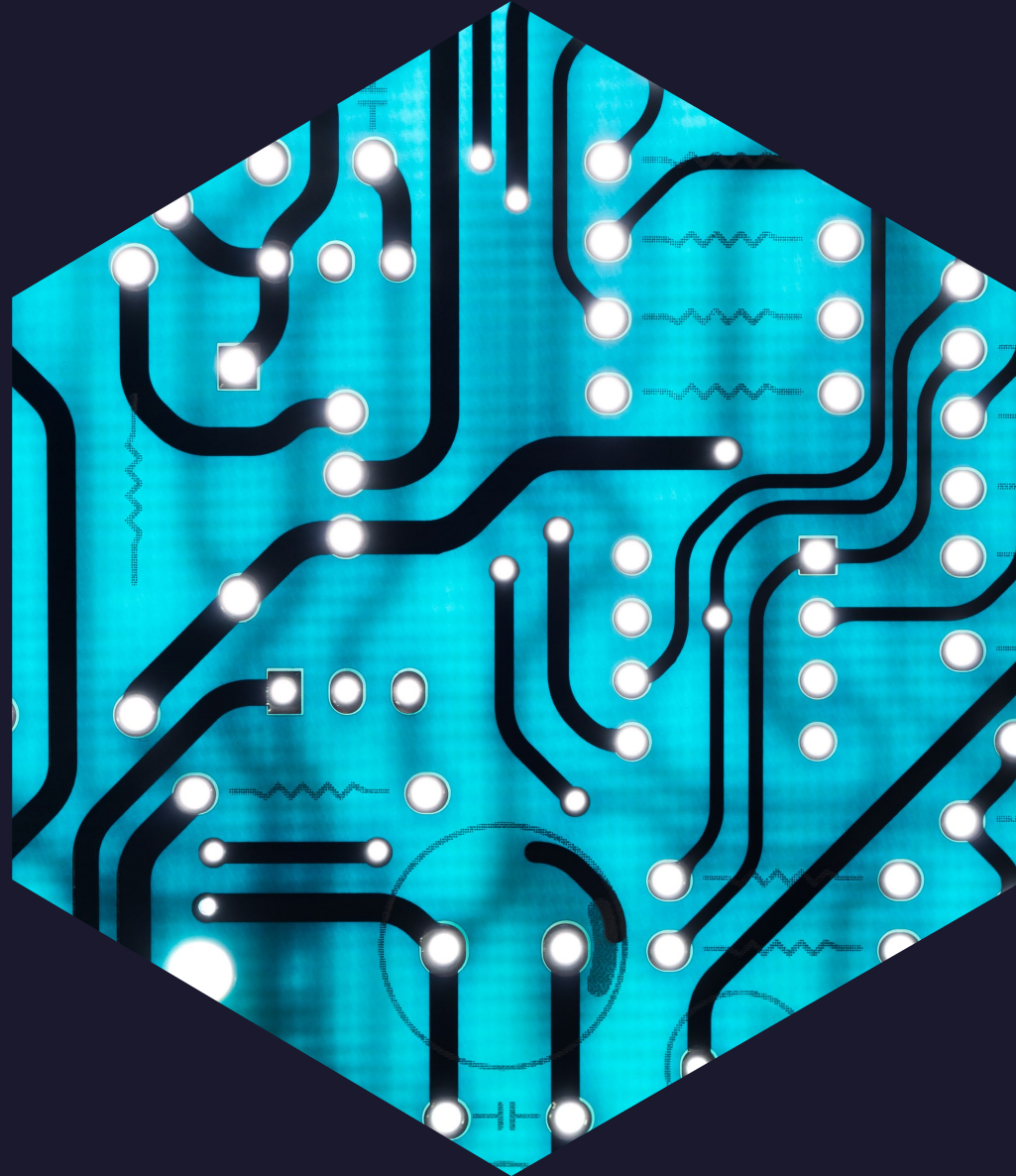
- Check Cables
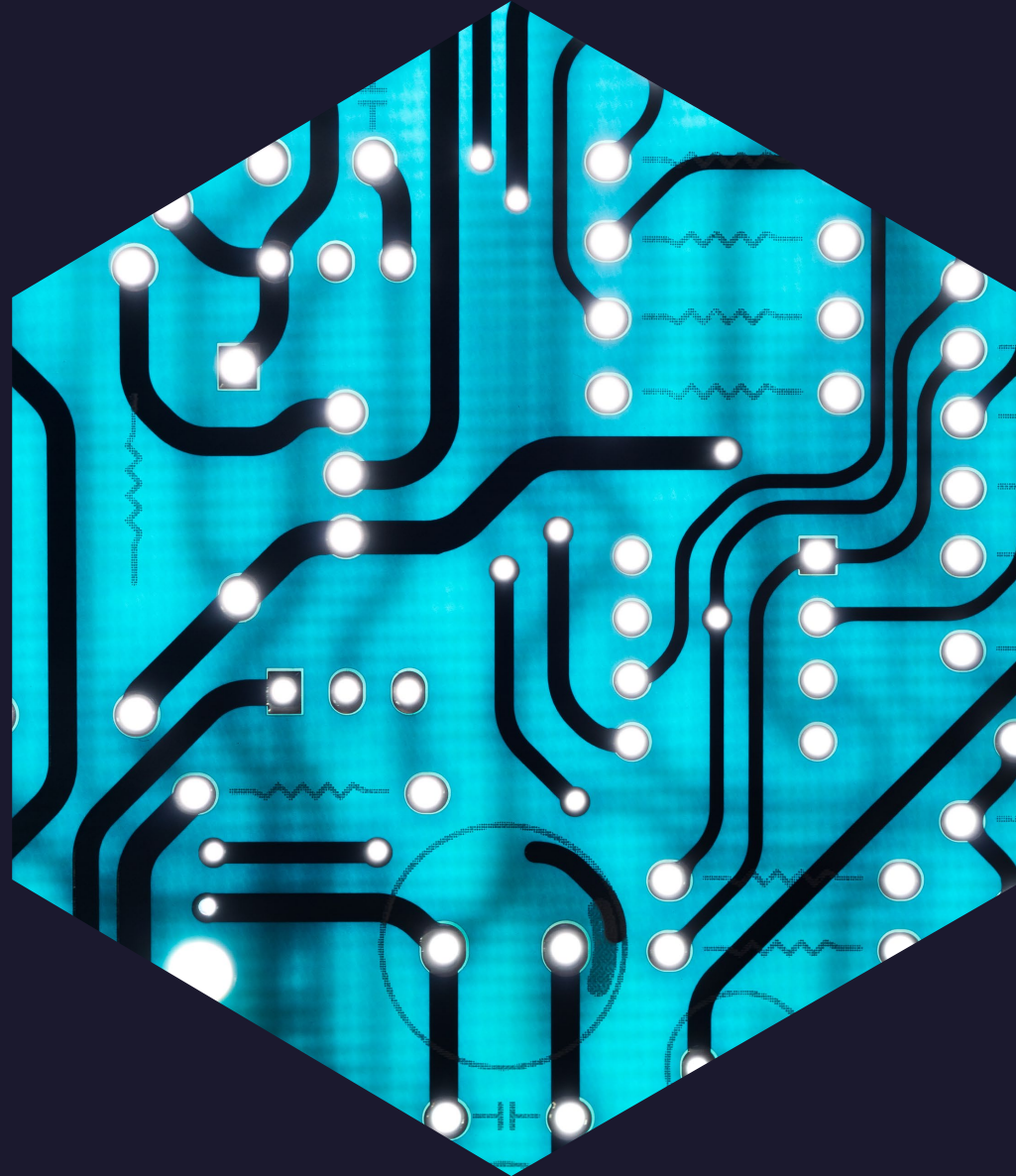
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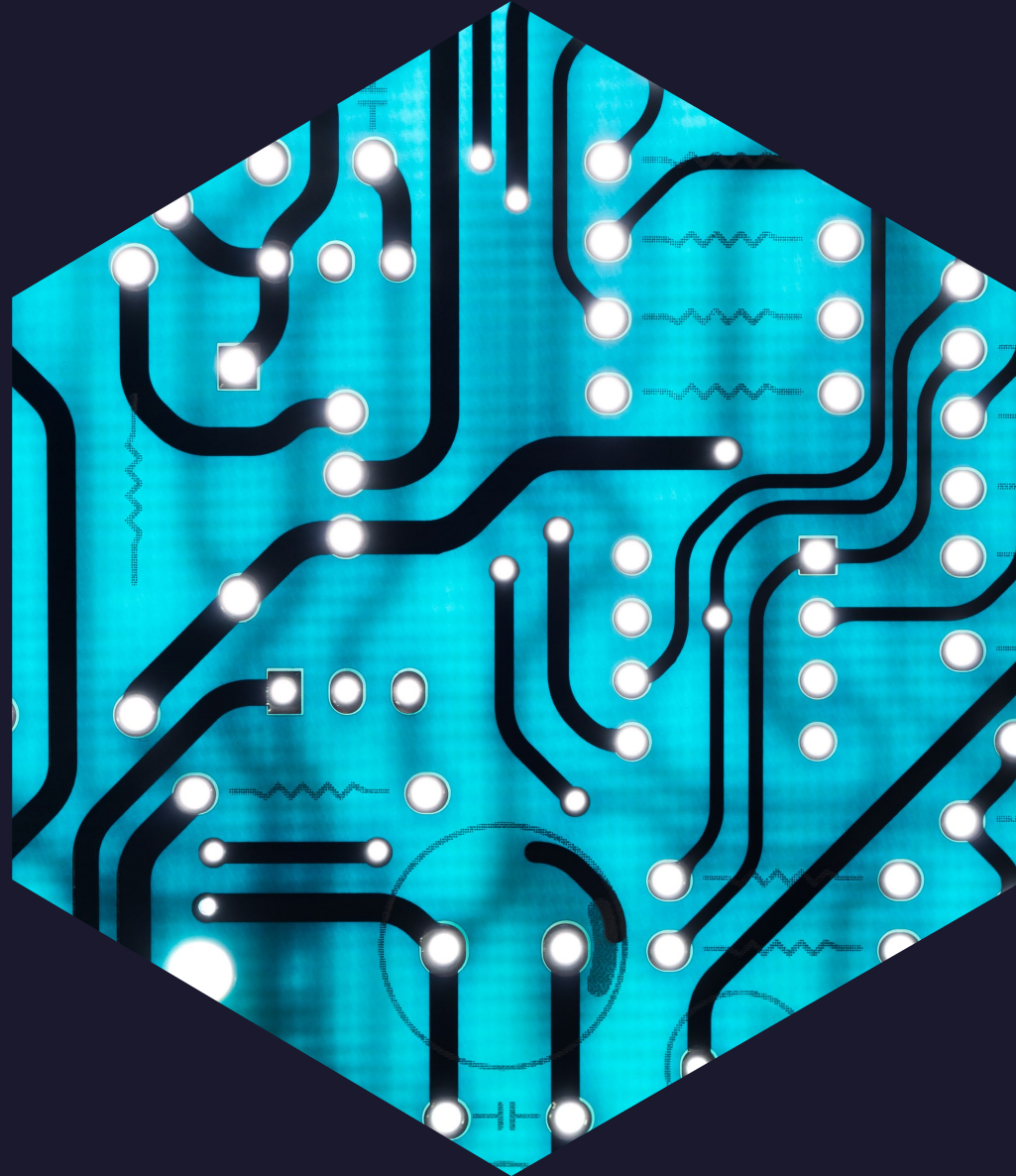*Here for you.*

Resolutions

- Restart/Reset the Router

- Relocate the Router

- WiFi Extender/Booster

- Check other Devices/Websites

- Run Speed Test

- Connect via Ethernet Cable

- Check Cables

- Software Updates/Virus Protection

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Other than Broadband...

- Landlines

  - No Dial Tone

  - Voice Quality Issues

  - Dropped/Disconnected Calls

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Other than Broadband...

- Landlines

  - No Dial Tone

  - Voice Quality Issues

  - Dropped/Disconnected Calls

- Resolution

  - Ensure cables are secure

  - Check for damage/wear (i.e. keypad/frayed wires, etc.)

  - Other Phones

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Other than Broadband…

- TV or TV Channels

  - Picture is Missing or Pixelated

  - Video/Audio Mismatch or Echo

  - Lines/Crack in Screen

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Other than Broadband...

- TV or TV Channels

  - Picture is Missing or Pixelated

  - Video/Audio Mismatch or Echo

  - Lines/Crack in Screen

- Resolution

  - Change the Input/Source

  - Check Audio Settings for 'Audio Delay'

  - TV Panel may need to be repaired – Check product warranty

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Other than Broadband...

- Security Cameras

    - Offline

    - Stopped Recording

    - Won't Power Up

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Other than Broadband…

- Security Cameras

  - Offline

  - Stopped Recording

  - Won't Power Up

- Resolution

  - Reboot/Restart (Have Login Details available!)

  - Check Power Source/Cables

  - Update Software and Firmware

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Summary

- Ask Questions
- Listen
- Be Patient

Questions?

Thank You!

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