

T S I :

TROUBLE SHOOTING INVESTIGATION

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Would you like to put this on all
your equipment?

ACHTUNG! Das machine is nicht fur
Gerfingerpoken und mittengraben. Is easy
schnappen der Springenwerk,
blowenfusen und poppencorken mit
spitzernsparken. Ist nich fur gerwerken by
das Dummkopfen. Das rubbernecken
sightseeren keepen hands in das pockets.
Relaxen und watch das Blinkenlights.

TSI: Trouble Shooting Investigation

➤ Why?

- Sooner or later everyone has to trouble-shoot something
- Many broadcast engineers spend a large portion of their time in trouble-shooting
- An organized approach to trouble-shooting can save time, money, and mistakes

TSI: Trouble Shooting Investigation

➤ Observe

➤ Verify complaint

- Make sure problem is as reported

- Look for "pilot error"

➤ Make sure reported symptoms are the primary symptoms

➤ Use front panel controls

➤ Look for obvious problems

- Abuse

- Evidence of tampering

TSI: Trouble Shooting Investigation

➤ Observe

➤ Study documentation

- Learn logical path

- Examine trouble-shooting tips in manual and on web site

- Search on Internet and other unlikely places for help

➤ Talk to other engineers

TSI: Trouble Shooting Investigation

➤ Open

➤ Isolate

- If equipment, disconnect from other equipment

- If software, make sure no other programs are running

- Remove covers if appropriate

- Divide logical path in half

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➤ Pursue

- Repeat previous steps as needed
- Use test equipment as needed
- Do not rely on hunches
- Ask associates for advice or help
- FOCUS

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➤ Solve

- Find problem and correct it
- Verify that operation is correct
- Repeat as needed

TSI: Trouble Shooting Investigation

Remember, The goal of trouble shooting is to return the item with a problem to normal operation.

TSI: Trouble Shooting Investigation

- Observe
- Open
- Pursue
- Solve

TSI: Trouble Shooting Investigation

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➤ S

TSI: Trouble Shooting Investigation

OOPS

TSI: Trouble Shooting Investigation

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