

Course Description

Carriers are introducing IPTV services using IPTV set top boxes. Customer services staff will need to support these new services to assist customers who use their services and to troubleshoot service calls to identify those which need technician service calls.

This will enable attendees to upgrade their knowledge about how Video and Television is carried over IP in state-of-the art systems and to recognize the key symptoms of particular faults that can occur.

At the end of the course attendees will be able to ask customers questions about their service and identify the difference between simple mis-operation of the service and serious network or service faults needing technician call-out.

Attendees will observe typical fault conditions within class to familiarize themselves with what customers might observe and practice troubleshooting test situations to identify the potential faults.

Students Will Learn

- Describe Key IPTV Services And How They Work In Simple Terms
- Distinguish Typical Fault Conditions Reported By Customers
- Appreciate What Tests Technicians Can Perform To Fix Problems
- Troubleshoot Simple Problems Caused By Customer Miss-Operation
- Communicate With Technicians That Make Service Calls What Faults Are Likely
- And More...

Target Audience

This course is aimed at Customer Services and Help Desk staff to enable them to better understand the new IPTV services and provide support to customers.

Course Outline

Module I: IPTV Services and How They Work

What the customer can expect from IPTV

Standard Definition Television

High Definition Television

Types of IPTV

Multicast Live TV

Video On Demand

Recording IPTV

Where Live TV Comes from: The Head-End

Video On Demand Servers

Module II: Troubleshooting Multicast Live TV Services

How Live TV is transported

What happens when customers select channels

The impact of network delay

The impact of network access overload

The impact of packet loss

How customers describe problems

Lip Sync and sound problems

Picture sizes and shape

Configuration and addressing issues

What the customer can do to crash the system

Tests the Technicians can perform to locate the problems

Module III: Interfacing TV to Set Top Box

S Video

Composite Video

HDMI Interfaces

Antenna feeds

High Definition sound feeds

How to tell the difference

What the customer can configure on TVs

Faults that can occur with the TV and their fixes

Module IV: Video On demand Problems

Differences between VoD and Multicast TV

Different network loading problems

Security and DRM issues and their impact on services

Access identities and age restrictions

Module V: Developing Approaches to Troubleshooting

Recognizing how customers describe problems

Matching descriptions to possible faults

Identifying which potential fault conditions can be rejected

Selecting what to ask the customer to help fix the problem

Selecting what to do next

Delivery Method

Instructor-Led with Numerous Hands-On Labs and Exercises.

Equipment Requirements

(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

Course Length

2 Days