

Help Us Help You...

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...how to make the most out a service call.

John took a service call this morning and it brought to mind these thoughts that I want to share. CareySound has been helping customers troubleshoot tech issues for a long time. It's our experience that half of all issues can be solved over the phone and we have some suggestions to help you get back up and running as quickly as possible.

Before your call CareySound:

- a. *Is everything plugged-in securely?*** Not only make sure that it everything is plugged into a working power source but that all interconnecting wires tightly connected
- b. *Are all of the pieces of the system turned on?*** Make sure all of your gear is turned on. It's not uncommon for one piece of gear in your equipment chain to have inadvertently been switched off.
- c. *If something requires a battery (i.e. a wireless microphone transmitter) is the battery good and fully charged?*** Low or dead batteries is our number one service call related to hearing impaired and wireless systems.
- d. *Make sure you are near the equipment you are having problems with and have complete access to the front and back of all interconnected gear.*** We will want make and model numbers and will ask you to perform a series of tests. You will be our eyes and ears during our session.

After you get us on the phone:

- a. *Stay calm.*** Don't wait until the last minute to call. Get there early and power the system up to spot issues well BEFORE everybody else arrives. We will inevitably ask you try things that you won't want an audience to have to sit through or listen to.
- b. *Listen carefully and don't become distracted.*** For us to be the most effective you need to let us lead the procedure. If possible call us with a cell phone and use a hands free option if you have it, you will need your hands free to adjust and move things. It is even better if you have one that can take and send us pictures.
- c. *Don't jump ahead.*** We will be asking you a series of questions and asking you to perform simple operations that will not give reliable results if you try to second guess us and do something out of order or that we have not asked you to do.

It also wouldn't be a bad idea to print out this article and keep it posted with your system along with our phone number so it will be handy if a problem happens. If you are already a customer and don't already have our direct cell numbers call your sales agent.

Having CareySound as your audio company has its' perks. Here's hoping that you don't need to call but in case you do our office phone number is (336) 292-8282.