



HelloTech

HOME THEATER

2017

Support@HelloTech.com

WHAT IS THE SCOPE OF WORK?

As a HelloTech technician looking to pursue home theater jobs, you will be faced with a variety of equipment and setups. By gaining eligibility for this job type, you will be expected to be able to both setup home theater systems as well as troubleshoot them. You will be faced with a variety of expensive equipment so only accept this job type if you are comfortable working with audio and video components.

Due to the amount of wiring, electrical involved, and the price of the equipment involved, we do not recommend taking this job if you are not comfortable with elaborate setups. Home theater jobs are simple and all similar once you understand the concept however this is not a job type for amateurs and the customer's property is not yours to practice on!

Pre Appointment: When first contacting the customer to confirm date, time and address of the appointment, and make sure the customer has all necessary items for the appointment. These items may include:

- Receiver and Speakers
- Speaker Wires (Customer is responsible however providing this may result in a better experience)
 - **NOTE:** You are not required to fish speaker wires unless stated on the work order. We do not wire whole homes.
- Necessary cables (HDMI, Analog, etc.)(If the customer doesn't know what these are coming with extra could be helpful)
- Wi-Fi name and password (newer receivers)

Setup: When setting up a brand new receiving, make sure to have the receiver's power OFF when wiring the speakers. Knowledge of polarities, channels, equalizers, and other features of audio components may be required if the receiver does not automatically recognize the configured devices. If the speakers are already wired through the walls of the home, be sure to the wires so that speakers are attached to the right terminals on the receiver. Briefly introduce the functions on the receiver as your configuration may not be as obvious to the customer.

Troubleshooting: When setting up a brand new receiving, make sure to have the receiver's power OFF when wiring the speakers. Knowledge of polarities, channels, equalizers, and other features of audio components may be required if the receiver does not automatically recognize the configured devices. Check all connections and settings before deeming a device to be faulty. Wire strippers may be necessary as well as a AA or 9V battery for testing speakers and wires.

Appointment Wrap-up: After completing the service, ask the customer if they have any additional questions or need a quick review on how to use their receiver. Be sure to include detailed notes so that if another technician is sent out they can read your notes and have an understanding of the situation. **If you are unable to complete the job for any reason please submit a problem note and/or call the technician escalation line at (424) 209-4660.**
Do not mark any job complete unless the work was completed as expected by HelloTech and the customer.