Using the data gained from tickets achieve the following

* Most common calls, why do they happen, can we prevent them with GUI or other local information
* Create a tech support script for each item we can
* Get everyone capable of retrieving information about the site that is calling
  + Pictures to help visualize what the manager is seeing
  + Documents to get information on how the system works, what the components are in the system
  + Clear knowledge of what document they need to be able to answer the questions they have about the site. Familiarity with how we document stuff, where we put it, and what document is needed for1` what information (one day, the wiki should help with this)
* Expose people to probuilder and vmware and how to connect to a station
* Get people able to relate the system at a site with the system in the test room, familiarity with the Lutron equipment and how to manipulate it
* As calls come in at the office, if JENE related, EVERYONE should join, this is the fastest way to get others in the office trained on the JENE stuff. Everyone is already at work, rather than adding additional people on the weekend.

1. Lighting Issues – Retrieve information about restaurant
   1. Lights not on 4A dimmer reset breaker or call EC
   2. Exterior lighting not turning on in a LCP panel system. Check timeclock is enabled, check panel not in override. Turn lights on/off with override screen, check keypad functionality
   3. Interior Lighting not changing automatically. Check timeclock is enabled, check panel not in override. Reset the LCP controller breaker 1. Check keypad functionality
   4. Graffik Eye circuit is not working – check power to Graffik eye
   5. Lighting issue special site
   6. GUI issue
   7. Lighting percentages adjustment
   8. EC onsite troubleshooting dimmer, found it works now or jumper was in
   9. Lutron 232 or NWKE Failure
   10. Breakers off
2. Touch Panel Issues
   1. Surface is on and displaying but frozen. Rebooting TP corrected
   2. Surface is off and has a black screen. Powering it up corrected
   3. Technexion/Advantech Stuck on White screen or other java related error VNC or Tera Term into it and reboot it.
   4. Technexion/Advantech Off– Off. Check POE injector for power, swap the Cat5 cable from one POE to another to see if it is POE injector
   5. Touch panel of any time is constantly trying to reconnect or reload – Test POE, test switch, make sure JENE is online and this is not actually a JENE issue
   6. Microsoft Surface must be replaced after troubleshooting
   7. Broken touch panel please adjust something media, lighting, hvac
   8. Touch Panel Issue reboot jene
3. HVAC Issues
   1. Advantech/Technexion - Default set points want the temperatures to be set to a different value for winter or summer – can be walked through via their TP or log in and do it from their touch panel remotely.
   2. Feels hot or cold – checked that all units are discharging what appears to be accurate temperatures for the state they are in or not. Explain that it appears to be functional but if they are concerned they may call their MC
   3. Whole building is hot or cold – checked chilled water or condenser water was proper temperature, it wasn’t and they need to call their landlord
   4. All units are not running – Lon site where most the units are IDLE. Reboot the JENE and if that doesn’t do it reset breakers
   5. Bacnet Comm Failure/Lon Comm Failure – only present on less than half of the units or a single unit, likely an issue with that unit and if resetting the breaker doesn’t clear it they call their MC
   6. Bacnet Comm Failure/Lon Comm Failure – Present on more than half the units, rebooted JENE and it cleared them or turning breaker on/off cleared them
   7. Bacnet Comm Failure/Lon Comm Failure – Present on more than half the units, JENE or breaker reboot didn’t work, told to call MC
   8. E Stop Alarm – explained they need to contact their Fire Alarm Company
   9. MC Calling for help troubleshooting issue or relaying information – explained what the alarm is, manipulated unit, or convey info
   10. MC is replacing hardware in a unit and requires readdressing/discovery
   11. HVAC issue special site
   12. AirFi issue, wireless sensor not working or unit not communicating but is powered
   13. Discomfort but all units are operable
   14. GUI Issue
   15. Lockout alarm, had to be power cycled, if returns call MC
   16. HVAC issue looped in Trane
   17. For off force on got unit up (occupancy, emergency, etc)
4. Jenesys
   1. JENE is crashing for various reason – Chuck had to investigate
   2. Jene is crashing for known reason – solution found
   3. Jene is pinging but platform wont load – had to have manager power cycle Jene
   4. Hardware failure had to be replaced
   5. Commissioning Issues – point service, brought in, Lutron programming, other misc stuff we failed to accomplish
   6. Related to AV or shade controls or tyco – non major integrations and such
   7. Misc programming changes related to sequence of operations