User Story

# Troubleshooting

Big “DT” Reynolds—the town Sheriff—just took over his post from his long time mentor who just retired. During the changeover, Sheriff Reynolds told him about the VOCMS the town purchased to keep the nearby Oil Refinery honest. Sheriff Reynolds visited the VOCMS website and noticed a messaged was displayed saying the VOCMS lost power. Sheriff Reynolds asked the old sheriff how long it had been like this, and he said he received an automated text just last week, but had been too busy. The old sheriff said he couldn’t remember just how to replace the battery—they last a good few years—so Sheriff Reynolds needed to check the troubleshooting section of software on the laptop used to pull the VOCMS data. In the troubleshooting section, Sheriff Reynolds was able to see detailed diagrams—which is good because he isn’t good with hardware—and step by step instructions of how to replace the battery.