

# Contoso Troubleshooting Guide

*Runbooks & Diagnostic Playbooks*

Version 1.0 | Contoso Electronics | Azure AI Foundry Case Study

## CONTOSO TROUBLESHOOTING & RUNBOOKS

Applies to: Audio, Television, Smart Devices, Networking. Revision: 2025-08

### SECTION 1 — CONNECTIVITY

Common Symptoms:

- Device not visible in app
- Intermittent Wi-Fi disconnects
- Cannot join WPA2/WPA3 networks

Diagnostic Steps:

1. Verify power and status LED patterns. Note blink codes.
2. Confirm 2.4GHz vs 5GHz band support for the device.
3. Router checks: DHCP enabled, client isolation disabled, UPnP optional.
4. Perform network scan to ensure SSID broadcast and channel congestion status.
5. Attempt local AP provisioning mode if device supports soft-AP.

Remediation:

- Reset network settings from device menu.
- Ensure router security is WPA2 or WPA3 Personal; avoid WEP/WPA.
- Assign static DHCP reservation for stability if needed.
- Update firmware to minimum version v1.0.4 or later.

### SECTION 2 — POWER & HARDWARE

Symptoms:

- Sudden shutdowns, boot loops, overheating notices.

Actions:

- Check power adapter output rating; use Contoso-approved adapters.
- Inspect vents for dust; clean using dry air.
- Run built-in diagnostics (hold Power + Volume for 5 seconds).
- For Televisions, run panel self-test from service menu 1234.

### SECTION 3 — AUDIO/VIDEO

Symptoms:

- Audio distortion at >80% volume, no audio over HDMI ARC, washed-out colors.

Checklist:

- Replace HDMI cable (Ultra High Speed 48Gbps for 4K/120Hz).
- Toggle eARC/CEC and power-cycle both TV and receiver.
- Use built-in Pink Noise to balance speakers.
- For speakers, check equalizer presets and disable limiter.

### SECTION 4 — APP INTEGRATION

- Ensure app version  $\geq$  3.18 on iOS/Android.
- Clear cache, re-login, resync device permissions.
- For enterprise MDM, allowlist domains: api.contoso.com, ota.contoso.com, mqtt.contoso.com.

## SECTION 5 — WHEN TO ESCALATE

- Recurrent thermal shutdowns after firmware update.
- Safety concerns: smoke, electric smell, exposed wiring.
- Accessibility blockers (screen reader not working).

## APPENDIX — QUICK COMMANDS

- Soft Reset: Hold Power 10s.
- Factory Reset: Power + Volume Down 15s.
- Logs Export: App → Device → Export Logs.
- Local Web UI: <http://device.local> (engineering builds only).