Student Name:

**Unit 3: Systems**

**Lesson 4: Troubleshooting**

**File 3.4.2: Troubleshooting Diagram**

# Background:

To ensure proper use of systems and products, manufacturers often insert troubleshooting diagrams and documentation within a user manual for a product. These diagrams/tables allow the user to quickly try to solve a problem when it occurs without the need for technical support. At a certain point in the process, it may be necessary for the user to seek out technical support or additional resources beyond their capacity.

# Design Problem:

You have been instructed to design and create a troubleshooting diagram for a technological system you use on a regular basis, this diagram is to be included in the newest user manual for the machine, which will be provided on its website. Take common problems encountered with product and create a flow diagram for users to use in troubleshooting process. This will be submitted independently.

# Specifications:

1. Your troubleshooting diagram should fit on one page and use the entire page
2. Your troubleshooting diagram must be designed for the target consumer to use (do not use extremely technical terms).
3. Your troubleshooting diagram must include additional resources beyond the user as suggestions at appropriate points within the troubleshooting sequence.
4. You may include additional images, as appropriate, other than the troubleshooting diagram (such as schematics).
5. Your troubleshooting diagram must include a minimum of 8 levels a consumer could investigate to solve the malfunction.

The following rubric will be used to evaluate your work:

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Below Average** | **Average** | **Excellent** |
| **Steps** | The student included fewer than six levels  of steps a consumer could investigate to  solve the malfunction. | The student included six levels of steps a  consumer could investigate to solve  the malfunction. | The student included more than six levels  of steps a consumer could investigate to  solve the malfunction. |
| **Accuracy** | The identified steps  of troubleshooting diagram are unrealistic for a user to perform and do not move the user closer to solving the malfunction. | The identified steps  of troubleshooting diagram are realistic for a user to perform and move closer to solving the malfunction. | The identified steps  of troubleshooting diagram are realistic and accurately presented for a user to perform and move closer to solving the malfunction. |
| **Clarity** | The identified steps are understood by  the user, and  graphically represented. | The identified steps are easily understood  by the user,  graphically represented, and no longer than two pages in length. | The identified steps are easily understood  by the user,  graphically represented, and no longer than two pages in length, with additional documentation as necessary. |

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