TIPS from TAPS Newsletters Index

Edition 27 - March 2018. https://spark.adobe.com/page/NgXBngRwa3nDG/

- Newest member to join the TAPS team
- Departmental changes
- 4-digit case number - support
- SkyMaster3 connection issues to iPad
- Myth busters - Q and HD+
- Thank you.......

Edition 28 – April 2018. https://spark.adobe.com/page/oLgqNyBnz2t4x/

- ECO Mode
- Wi-Fi Noise
- Sky Q & MDU
- SE Ethernet Coupler
- Stress testing your Mesh
- Business routers & 3rd party broadband
- Essential checks before escalating Sky Q issues

Edition 29 – May 2018. https://spark.adobe.com/page/EHNtj0DK9drO6/

- SkyMaster3 Battery Reconditioning
- Performing Software Downloads
- RF connections, Tv links and iO links
- HDCP
- Alignment report - SAT Finder / Data Loggers
- The Sky Q Deleted Tab explained
- Engineer/TAPS exchange day

Edition 30 – June 2018. https://spark.adobe.com/page/KNKRrestssrS6/

- Is your iPad running slow?
- SM3 damages
- Golden nugget of information..... loose ethernet to mesh Q products
- Tools & Equipment update
- Have you seen the SkyMaster3 Alignment end to end process video?
- Revisits – Wi-Fi test function/ SPEC function
- Engineer Monthly TIPS – Using the Wi-Fi Test on Meter

Edition 31 – July 2018. https://spark.adobe.com/page/0V0k1gdMjHphZ/

- BBTT Tips – logging into sky hub
- TAPS information portal new search feature
- External Relations
- Performance update - Lee Russell
- Reliability Test Chilworth
- T&E update

- Engineer tip – Using 2.4gHz to test hub to Q connection
- General Updates.

Edition 32 – August 2018. https://spark.adobe.com/page/4Vj0Sqv9Pg1Ka/

- Home Service Ambassador Post checks – F cons and Joints in cable
- SkyMaster 3&4 meter tip – holding down OK to list transponders
- TAPS team out and about
- Engineer Monthly Tip – not using a booster for extra ethernet port
- Smart or Hybrid LNB? – how face plates operate
- General Updates

Edition 33 – September 2018. https://spark.adobe.com/page/affEhRQUXkXEd/

- Connection issues with 3rd party BB – tether pad, 5Ghz channel change
- Ethernet Connections – how to make a cat5 connection
- SkyMaster3 or 4 new Firmware Features – kill switch, % on screen, not to press SAT finder again
- Coaxial cable type..... does it matter?
- Tools & Equipment update
- Engineer Monthly TIP – MDU escalation process
- General Update – RT testing BT whole home, ring door bell, Tenda nova whole home

Edition 34 – October 2018. https://spark.adobe.com/page/H6G5ptyDZeu9P/

- What Are Satellite TV Transponders?
- 4G & Point to Point Broadband
- How to activate the WPS function on the Sky hub directly from your iPad
- Reliability Test Team - Have a new member helping out with their testing
- QR8 Rollout
- Sky Business - Clipping in commercial premises
- Ever wondered how to look for Interference with your meter? – YouTube video
- Engineer Tip – using logger 1 and 2 to look at power loss in cable
- General Update

Edition 35 – November 2018. https://spark.adobe.com/page/IG4rUoT517DwB/

- Having issues when updating your Meter Channel Plan?
- Do you know how to export your Meter files?
- QR - Quality Returns process, do you know how to do it?
- Reliability Test team are undergoing some changes
- Dish nuts and bolts brief
- Engineer Exchange programme/ TAPS & Chilworth awareness sessions
- **New** Myth busting section – Wi-Fi connectivity, WPS not working first time
- Engineer/BBTT Tip – Adsl filter

- General Update
- Farewell to Nick Butt
- Massive thanks to Dave Neal
- **NPS winners!!!**

Edition 36 – December 2018. https://spark.adobe.com/page/gOEMmabZLshFm/

- Happy Birthday to the TIPS from TAPS newsletters
- Christmas lights - interference
- NETFLIX update – AV lead issue
- Engineer Exchange programme/ TAPS & Chilworth awareness sessions
- Myth Busters – Sky Q deleted tab explained, milliamps explained
- What have RT team tested on Q8?
- Engineer Monthly TIP – Meas function
- Update section
- MDU Update – PSU shortage

Edition 37 – January 2019. https://spark.adobe.com/page/50KbcqhxyhbLM/

- SkyMaster Meter Battery Conditioning - You need to look after it.
- Sky Q Product Placement
- Myth Busters
- Why do we release so many Channel Plans?
- SkyMaster meter Chargers
- Engineer monthly TIP
- BBTT - Have you heard of LAMA?
- NPS winners
- Update section
- Call out Figures

Edition 38 – February 2019. https://spark.adobe.com/page/rTJJsPSLbJI2d/

- What is Smart Swap?
- Don't be tempted to re-use equipment on other jobs
- Spike in meter replacements
- SkyMaster Meter Battery Icon
- When did you last visit iknow2 or look on the Status page?
- Myth busters' section - Sky Q app Explained
- Engineer Monthly Tip - Water ingress
- BBTT article - DNS proxy/Fish tank lights
- General update section
- Call out figures

Edition 39 – March 2019. https://spark.adobe.com/page/zzRyjYQuAIoIm/

- Powerline Adaptors
- Removal of the wire Chimney lashing kit
- Sky Power leads
- Sky Q product placement
- Another enhancement from Christopher Get (RT Team)
- Myth Busters - Is there a minimum broadband speed required for Sky Q?
- BBTT section
- Engineer Monthly Tip
- Update section
- Monthly Call out figures

Edition 40 – April 2019. https://spark.adobe.com/page/u5x5sZIsFZwCE/

- New FAQ button
- DrayTek router connection issues
- No sound on Sky Q apps?
- Let's have a look at Product Safety
- Different connection setups
- BT whole home Discs
- Re-cap on using Power line adaptors
- Myth Busters - QR9 rollout
- Engineer Monthly TIP – Visit dish on every job
- Update section

Edition 41 – May 2019. https://spark.adobe.com/page/rwzCqvwazhiMK/

- Smart or Hybrid LNB?
- Meter Replacement Process
- Myth Buster - Booster usage
- Correct Fly lead assembly
- Update section
- DECT interference / RF noise (interference)
- Next Generation Meter
- Engineer Monthly TIP - Cladded buildings
- Call out figures

Edition 42 – June 2019. https://spark.adobe.com/page/MckChMozoIGfB/

- Dish sharing?
- Poor Product Placement.
- Myth Buster - Chrome app/ Mesh tool.
- Engineer TIP - How many holes?
- Update section.
- TAPS team development update.
- TAPS Escalation Request.
- Monthly call out figures.

Edition 43 – July 2019. https://spark.adobe.com/page/315okZY5S2co6/

- SYNC screen/Kill switch
- HS Engineer National Event
- Myth Buster section - **THE NEW METER**
- Engineer Monthly TIP - Wi-Fi extenders
- Feedback from the field
- Update section
- Call out figures

Edition 44 – August 2019. https://spark.adobe.com/page/LcJOvFd1q0jdD/

- Meter Care
- Lewis Cleveland joins TAPS
- Engineer Monthly TIP
- iPad Tethering
- Myth Buster - BT Hubs
- OSM 'The maximum number of Sky Q mini boxes are already in use'
- Update section
- Sky Buddy
- Inside your Data
- Abusive Engineers
- Call out Figures - **ATTENTION PLEASE READ**

Edition 45 – September 2019. https://spark.adobe.com/page/vUczQQ9tGxi5o/

- So, you think your Meter is stuck on Sync mode?
- Not sure what to do with a Potential Product Safety issue?
- Wi-Fi Scanning

- Myth Buster - Booster 4
- Engineer Monthly Tip
- Update section
- Monthly call out figures

Edition 46 – October 2019. https://spark.adobe.com/page/0j2LSkK9WEd16/

- Asking a TM to place you a manual order?
- Zone 1 or 2 dish
- Removal of the T&K bracket
- Chrome App Survey
- TAPS escalated visits
- Myth Buster
- Update section
- Engineer Monthly Tip
- Reliability & Test Update section
- We say goodbye to Lewis
- Call out figures

Edition 47 – November 2019. https://spark.adobe.com/page/ICMOFX59G2epQ/

- Netflix not working with an AV lead?
- T&E points ordering system
- TAPS Engineer exchange
- LNB Spirit Level
- Engineer Monthly Tip
- Home Hub/TAPS
- Transponder fails
- Person behind the H30 Videos
- Taps Secondment 4 Weeks In
- Reliability Test Team update
- Competition time

Edition 48 – December 2019. https://spark.adobe.com/page/I55yGwSlcmpTp/

- Sky Meter Evolution
- H30 Meters are out now!!
- Onsite visit
- Text TAPS number
- Christmas Lights - Interference
- Engineer Monthly TIP
- Chrome App update

- Update section
- Reliability Test Team update

Edition 49 – January 2020.

- **RSSI connection strength**
- **Using the RIGHT charger**
- **H30 Q & A**
- **Update section**
- **Product Placement**
- **Engineer Monthly TIP**
- **Secondment Goodbye & Hello**
- **H30 Vs Rover** 🥊
- **Fact sheets**
- **Call out figures**

Edition 50 - February 2020.

- NTR engineers get hands on Televes H30

- H30 meter updates

- Channel plan updates with Rover Meter

- TV Overscan

- Update section

- Update from Reliability Test Team - Chilworth

- Engineer Monthly TIP

- Did you know you can run a network test on Netflix?

- Who's next in the TAPS secondment chair?

- Have you seen the H30 MDU videos?

- H30 TAPS Portal password

Edition 51 – March 2020.

- Happy Birthday to text TAPS
- How many nodes?
- Engineer Monthly TIP
- Sky Go app
- H30 Wi-Fi Test(s)
- Sky Q Connectivity Mesh Tool
- Connectivity Flow iknow2 / TAPS Portal
- The ROXI system
- Dish Alignment
- Exit Chrome scan / Booster settings
- Update section
- Hall of shame NEW section
- Statistics

Edition 52 – April 2020. https://spark.adobe.com/page/W3SMOR8q9kkOL/

- Product Safety & Product Placement
- New F connector tightening tool
- Ethernet ports on Sky Q boxes and Boosters
- Double arming dish brackets
- How text TAPS works
- Maximum amount of connected 3rd party devices
- NOW TV Hub
- Engineer/BBTE Monthly TIP
- Goodbye and Hello to new seconded TAPS engineer
- Update section
- Hall of Shame
- Statistics
- Quiz

Edition 53 – May 2020. https://spark.adobe.com/page/4yhx53TEusnkg/

- External F to F barrel joins
- Inside an LNB
- F Connectors
- Sky+ HD customers upgrading to Sky Q - Receiving a new viewing card.
- Reset options Sky Q
- Engineer Monthly TIP
- Myth Buster - STB connected SSID
- Update section
- Hall of Shame
- April Newsletter Quiz Results
- Newsletter knowledge check

Edition 54 – June 2020. https://spark.adobe.com/page/edqqUVPZkHZ6h/

- TAPS Quizzes
- SkyMaster Firmware update 2.28
- Hall of FAME
- Chatter Groups move to Teams
- Wi-Fi Mesh systems
- What does Inferred mean?
- Engineer TIP
- SYNC screen/Kill switch
- Update section
- Results for May newsletter Quiz

Edition 55 – July 2020. https://spark.adobe.com/page/ruCD2LsEsyeJ4/

- 2 Accounts in one home
- Let's talk about **Product Safety**
- Don't delete the H30 app
- TAPS Portal(s)
- Engineer Monthly Tip
- What is WDS?
- Hello and Goodbye
- Update section
- SharePoint Sites
- Meter Firmware Updates

- TAPS Newsletters

- HDCP Explained

- Wi-Fi Loss Guide

- BBTT section

- Connectivity Case Studies

- Engineer Monthly TIP

- Question Mark in Q Snapshot/Mesh Tool

- Cable attenuation