


Installer

OVERVIEW

The Installer course is the foundation for Jones/NCTI's Technical Career Path, as well as an essential preparation for the Broadband Digital Installer and Installer Technician courses. Beginning with a comprehensive overview of a broadband cable system, the course provides the student with a working knowledge of the system from the signal sources to the customer premises equipment, while teaching the requirements for an installer. The "why" as well as the "how" to perform installer functions are taught throughout this course, educating the student in proper installation as well as basic troubleshooting. The student will also learn the processes and procedures surrounding digital signal tests and measurements. Specific references to more than 50 basic safety standards (OSHA and ANSI) as well as electrical codes (NEC and NESC) are made throughout the course.

Delivery Options:

 All learning, lesson and final exams are delivered and taken online.

Completion Time:

Varies based on the student's self-study pace, however, the maximum time allowed is four months from enrollment.

BENEFITS

Upon completion students will:

- » know all the necessary processes, techniques and equipment to function as a tap-to-customer premises installer
- » effectively troubleshoot commonly occurring broadband analog and digital drop problems
- » understand safe installation practices
- » be able to explain the differences in programming services to the customer
- » receive an industry recognized Jones/NCTI™ certificate of graduation
- » earn three hours of college credit
- » use this course to help prepare for SCTE's Broadband Premises Installer certification
- » gain 12 BICSI continuing education credits for RCDD, RCDD/LAN, RCDD/OSP, Residential Installer, Installer Level 2 and Technician

Ideal for:

- » newly hired installers
- » experienced technicians and installers interested in a refresher on current installation techniques

COURSE OBJECTIVES

Upon completing this course, students will be able to:

1. understand the operation of a broadband cable system
2. identify the differences between basic, expanded basic and premium cable services
3. identify the typical department organizations within a broadband cable company

(Continued)

ENHANCEMENT

- » Now including information on digital technologies

RELATED COURSES

Students completing this course should then enroll in:

- » Broadband Digital Installer
- » Installer Technician
- » Customer Service for Technicians

TRAINING FEATURES

- » Knowledge-based, broadband and job-specific content
- » Highly illustrated and easy to read course materials
- » Curriculum advising
- » 24/7 lesson feedback and progress monitoring at www.jonesncti.com
- » Online testing

Visit www.jonesncti.com/coursepolicy.htm for important information on computer hardware/software requirements and student-to-student transfer and extension limitations



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COURSE OBJECTIVES *(Continued)*

4. understand the safety regulations, customer service requirements, functions of drop components and connection/interface of customer premises equipment in a broadband drop system
5. identify customer concerns and solve customer problems
6. correctly use and maintain all required installation hand and power tools
7. fully understand required ladder inspections and practice safe ladder handling techniques
8. thoroughly comprehend the required pole climbing safety inspections and safe pole climbing procedures
9. identify features, controls and components, perform measurements and properly maintain digital multi meters and signal level meters
10. understand construction of coaxial drop cable and F-connectors and properly install various indoor and environmentally sealed F-connectors
11. safely and correctly perform single resident aerial and underground installations from the tap to the customer premises equipment, following all pertinent safety regulations and recommended practices/procedures
12. interpret digital measurements to evaluate digital signal quality

COURSE OUTLINE

A. Introduction: From Dispatch to Customer Premises

Professionalism, interacting with dispatch, tools and equipment, vehicle inspection, HFC network overview, cable industry evolution, competitive services, consumer education

B. Work Order 1: Aerial Disconnect

Park safely and courteously, inspect and wear safety equipment, inspect, carry and climb extension ladder, inspect pole and tap, disconnect a drop cable, close a work order

C. Work Order 2: Underground Basic Reconnect

Inspect drop cable, connect drop to tap, inspect drop bonding, check for hot chassis, connect CPE, troubleshoot an installation, identify leakage and ingress

D. Work Order 3: Aerial Premium Installation

Plan and route aerial drop, inspect, adjust and use pole climbing equipment, take digital signal readings at the tap, run, bond and ground cable to a house, safely drill wall holes, set up digital video CPE

E. Work Order 4: Underground High Definition Installation

Plan and route underground drops, locate buried utilities, bury the drop cable, use a time domain reflectometer and DMM, connect HD set-top box, manage stress

F. Work Order 5: Aerial Home Theater Installation

Install additional outlets, perform external cabling, use bucket truck at tap, fish cable through interior walls, connect a home theater system

G. Drop Fiber Fundamentals

Identify types and construction of drop fiber, handle fiber optic drop cable properly, splice and terminate fiber optic drop cable (fusion and mechanical).

H. Summary

I. Final Exam



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