

**** PLEASE POST FOR ALL MANAGERS TO SEE ****

In an effort to ensure that your BCTV digital signage equipment functions at its best, please be sure this support document is available to your staff for quick reference.



Network Issues?

**Contact BCTV Support:
1-888-369-3629**

Thank you for choosing BCTV for your digital signage, entertainment, and customer engagement platform. We are committed to assisting you every step of the way by providing the best possible support by either phone or email.

In the event you encounter any issues post-installation, DO NOT HESITATE to reach out to our support team via phone for urgent requests, or email for less critical troubleshooting support.

Phone Support

Call our 24/7 support hotline at **1-888-369-3629**. Our support team will open a Support Ticket and guide you through additional troubleshooting steps over the phone or arrange for on-site support if necessary.

Email Support

You can send an email to support@cri.com with a detailed description of the issue, your contact information, and any relevant error messages or screenshots. A support team representative will reply within two (2) hours.