BCTV
BOWLING CENTER TV

Thank you for choosing BCTV for your digital signage, entertainment and customer engagement platform. We are dedicated to providing the best possible support to ensure your system runs smoothly.

In the event you encounter any issues post-installation, this document will guide you through basic troubleshooting steps, and direct you to our support team via phone and/or email if necessary.

The following scenarios are covered in this document:

Network

- No Internet available throughout the Bowling Center: (Page 2 – i)
- Displays are showing "No Network Connectivity", but the internet seems fine: (Page 2 – ii)
- Internet seems slow now with the added signage: (Page 2 – iii)

Content

- All displays are blank/black (Page 3 – iv)
- One, or some, of the displays are blank: (Page 3 – v)
- Content is displaying but does not look correct: (Page 3 – vi)

Contacting Support

If you have gone through the troubleshooting steps and still experience issues with your digital signage equipment, please don't hesitate to contact our help desk for further assistance.

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.

Phone Support

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

Our goal is to ensure that your digital signage equipment functions at its best. Please keep this support document for reference, and we are here to assist you every step of the way.

i: No Internet available throughout the Bowling Center:

This is likely due to an outage of your ISP (Internet Service Provider). While it is worth trying to contact them directly to confirm whether this is the case, you can take the following steps to see if you can resolve this on your own.

1. Locate the Modem/Router that was supplied by your ISP.
2. Look to verify if you see any LED indicators on the front of the device.
    a. If none are visible, the device may be unplugged. Confirm the power cable is both securely plugged into the device as well as into the wall or power strip.
    b. If LED lights are visible, attempt to reboot the device by unplugging the power supply and waiting 30 seconds before plugging it back in.
3. While your Modem/Router is rebooting or cycling for 30 seconds, take a moment to also reboot any switches that are connected to the Modem/Router.
4. Wait about 5 minutes before testing your network to allow your Modem/Router to reestablish a connection with your ISP and all devices on your network to connect with your Modem/Router.
5. If the problem persists, it is best to reach out to your ISP directly for a status update on your network and any outages that may be in your area.

ii: Displays are showing "No Network Connectivity", but the internet seems fine:

The network equipment installed to support your new digital signage network should be housed in your existing rack, or in a separate rack dedicated to this equipment. Locate the supplied router and switch labeled as "Meraki."

1. Unplug the power supply to both the router and the switch.
2. Wait 30 seconds to a minute before plugging both pieces of equipment back in.
3. The status lights on the front should cycle between white and amber. You are looking for both the router and switch to maintain a solid white status light.
4. Check your displays to see if they are now playing content. If they are not, reach out to support for further assistance.

iii: Internet seems slow now with added signage:

Your new digital signage network should only be updating content during your slow or closed business hours. Local ads do stream directly from the internet but should be using minimal bandwidth.

Note the time of day during which your internet seems slower. Does this coincide with higher traffic within your bowling center? It is important to keep records of these slowdowns to better pinpoint the cause of issues.

iv: All displays are blank/black:

This could be the symptom of various issues. We will start with the most basic and work our way to checking the power distribution of this circuit.

1. Find a display that you are easily able to reach. Confirm whether the display is on and showing a blank screen or if the display is powered down. If the displays are powered on and not showing content move to section *v: One, or some, of the displays are blank.*

2. If the display is confirmed to be off:

   a. Power Source: Make sure the power outlet or power strip where your digital signage equipment is connected is working. Test it by plugging in another device.

   b. Circuit Breaker: Check if a circuit breaker has tripped in your building or location.

v: One (or some) of the displays are blank:

If you have confirmed that your displays are powered on, start by finding the supplied Meraki network equipment. This should be located within your existing rack, or in a separate rack dedicated to this equipment.

1. Start by unplugging the Cisco Brightsign player that is located on the network shelf.

2. Leave unplugged for 30 seconds to a minute and plug back in. This should have green LED indicators blinking on the front of the unit.

3. Once you see green LEDs, check your displays to see if they are displaying content.

4. If content is still not being displayed, return to the network equipment, and unplug the Meraki Router and Switch.

5. Leave unplugged for 30 seconds to a minute and plug back in. These should show solid white LEDs once bootup is complete.

6. Once again, check your displays to see if they are displaying content.

7. If content is still not displayed, reach out to support for further assistance.

vi: Content is displaying but does not look correct:

Ensure that all cables are plugged in correctly and securely into each device and display. If the problem persists and is not directly related to the cables, reach out to support for further assistance.