

TROUBLESHOOTING PROCEDURES: Menu Boards (22Mile)

- 1 **PURPOSE** – To ensure a consistent level of quality service as it relates to Auxiliary Services IT Service Desk 22Mile support.
- 2 **STANDARD** – This policy will be frequently used.
- 3 **SCOPE**- Auxiliary Services: Service Desk Team & Systems Analyst
 - 3.1 Will be used for all Auxiliary Services Employees
 - 3.1.1 Hospitality
 - 3.1.1.1 Radisson
 - 3.1.2 Transportation
 - 3.1.3 Housing
 - 3.1.4 Administration
 - 3.1.4.1 Accounting/Finance, Design, HR and IT
 - 3.1.5 Bookstore
 - 3.1.6 LA Coliseum
- 4 **DEFINITIONS** –
- 5 **PROCEDURE** –
 - 5.1 Operations:
 - 5.1.1 Turn the player off and then back on.
 - 5.1.2 Check the HDMI connection from the media player to the LCD.
 - 5.1.3 If that doesn't work, contact Hospitality Systems
 - 5.2 Hospitality systems:
 - 5.2.1 Contact vendor support 22Miles
 - 5.2.2 If 22miles can't remote in to the system, then contact Aux IT and we'll check the hardware and network connection.
- 6 **REFERENCES** –
- 7 **TRAINING / EVALUTION** – This policy fits best with on-the-job training. As long as the necessary procedures are followed, there should not be any issues.