Fourwinds players troubleshooting

Fourwinds digital signage players for 165 Whitney - if a machine is locked or disconnected it will need to be powered off then back on.

If you need to create and assign a ticket for fourwinds, please assign it to Lee Smith and make Rob Dietz a watcher.

If it is a simple reboot be a team player and handle it by powering off and on and then also creating a ticket so we can track.

Charleys place A/B machine is located in kitchen area storage on top shelf in small cabinet. Small ladder is needed to reboot machine.

SOM-Outside-Caf is the 60" interactive machine located behind the monitor.

Som-frontdesk is at the front of building entrance and under the desk.

Som-studComIntB machine is located behind the monitor.

All StudentCom machines are located in black metal cabinets and a suction plunger is needed to take off metal covers to reboot. (plunger is in the cabinet at helpdesk).

Som-deans-suite is located in deans reception area and machine is located behind the monitor but needs usually 2 people to remove the monitor to reboot.

Som-atrium machines have a machine behind the monitor.

Totems are on floor 2 and 4. They need to have the back panel removed to gain access to reboot machine. Screw gun or screw driver needed. Escalate to Lee Smith or Rob Dietz first for support.

SOM Player floor...an locations.pdf