TAMPA

1130 Gramercy Lane, Tampa, FL 33607

Store #0150

Buff City Soap

IT Troubleshooting

PHONE ISSUES?

- No Dial Tone? – Make sure the phone is turn on and the power cord and Phone/ethernet cable in the back are connected.

For any other issue please call your ISP.

Who to Call?

Frontier– 886-491-5288
Account # - 8133531151
Phone Service – Frontier

INTERNET ISSUES?

- No internet? - Wi-Fi or Internet is out? -- Call your ISP (internet service provider)

- If ISP (internet service provider) says the internet is good and online. - Email Michael (Michael@buffmw.com)

For any other issue please email Billy or Michael.

Who to Call?

Frontier– 886-491-5288
Account # - 8133531151
Internet Ser. – Frontier

MUSIC ISSUES?

- No Music – make sure the C3MS device is on.

Try unplugging the C3ms for 10 sec and plugging it back in.

For any other issue please email Michael.

Who to Email?

Mike – Michael@buffmw.com

CAMERA ISSUES?

- No Video? – Make sure the DTIQ Computer is on.

- Add/Remove Users- Email Billy (Billy@buffmw.com)

- Access to other locations - Email Billy (Billy@buffmw.com)

For any other issue please email Billy.

Who to Email?

Billy – Billy@buffmw.com

MENUS ISSUES?

- No Video? – Make sure the Tv is on and on the right HDMI input

- Tv Replacement? - Call the Manufacturer (Samsung)

- New TV Install? - Email Michael (Michael@buffmw.com)

For any other issue please email Michael.

Who to Call?

Mike – Michael@buffmw.com

For any other help or assistances please Email Billy or Michael

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IT Troubleshooting

POS ISSUES?

- Anything software –Revel Pos - Email helpdesk@buffcitysoap.com

- Anything Hardware (Printers, Barcode Scanners, Ipads, Etc...) - Email Billy (Billy@buffmw.com) or Michael (Michael@buffmw.com)

- Add and Remove Users - Email Billy (Billy@buffmw.com) or Michael (Michael@buffmw.com)

- Coupons/refunds Etc… - Email helpdesk@buffcitysoap.com

- Move User to different Locations? - Email Billy (Billy@buffmw.com) or Michael (Michael@buffmw.com)

For any other issue please email Billy or Michael.

Who to Email/Call?

Buff Helpdesk – helpdesk@buffcitysoap.com

Billy – Billy@buffmw.com

Mike – Michael@buffmw.com

BOH ISSUES?

- Computer Running Slow? – Try restarting the computer

- Not able to sign into Outlook? - Email Michael (Michael@buffmw.com)

- Printer issues - Email Michael (Michael@buffmw.com)

- Internet issues - Make sure the computer is connected Via Ethernet or Wi-Fi.

Order new Computer or printer? - Billy or Michael will diagnose and confirm replacement- Email Billy (Billy@buffmw.com) or Michael (Michael@buffmw.com)

For any other issue please email Billy or Michael.

Who to Email?

Billy – Billy@buffmw.com

Mike – Michael@buffmw.com

EMAIL ISSUES?

- Add/Remove/Delete Users -

- Add to Group or Distro List

- Reset password or Email Help in general - Help Logging in Etc...

For any other issue please email Billy

Who to Email?

Billy – Billy@buffmw.com

FOR ANY EMERGENCIES CALL BILLY (513-410-5218) OR MICHAEL (513-413-7298)

For any other help or assistances please Email Billy or Michael