



PURPOSE

This document provides direction for Sight & Sound resolution during a critical network outage. Follow these guidelines when the Technical Operations Center's phone line and the Digital Systems Support Portal (DSSP) tool are **unavailable**. The TOC will also be unable to "remote in" to your locations to provide support.

VERIFY THE NETWORK OUTAGE

1. **Confirm** that DSSP will not load.
2. **Call** 800-280-1447 (choose option 1, then option 1 again) and **note** either response below.
 - A message indicating that an outage has occurred, and calls cannot be responded to.
 - The standard service outage tone and a message indicating the phone system is not functioning.
3. **Confirm** the theatre phone's system is not functioning with a personal mobile phone.

VERIFY YOUR PROBLEM IS CRITICAL

1. Is this a house down or soon to be house down? (No picture, no sound)
2. Is this a Dolby Digital house?
3. Is this concerning Assistive Movie Going? (Fidelio, Access Link, HI/VI, CaptiView, etc.)
4. Is this concerning guest safety? (Stair lights, speaker falling, etc.)

If the answer is yes, please proceed. If the answer is no, please wait until systems are restored and enter a DSSP ticket.

NON-IMAX SIGHT & SOUND ISSUES

1. **Call** the Christie Network Operations Center (NOC) at 800-550-3061, or **email** AMCFieldOps@christiedigital.com. Include the following info:
 - Theatre name & unit number
 - Manager reporting the issue
 - Detailed problem and resolution steps so far. Do not call your TSE directly.
2. Christie will record the issue and dispatch the case to the most appropriate Field Service technician (i.e., TSE, Christie, Barco, etc.)
3. Once service is restored, the TOC will communicate the return to normal support processes via email. Strong will relay any issues reported during this time to the TOC for entry into DSSP (and ticket creation).

IMAX SIGHT & SOUND ISSUES

1. **Call** the IMAX Network Operations Center (NOC) at 669-243-4292.
2. IMAX will support these issues directly and relay information to the TOC for ticket creation.