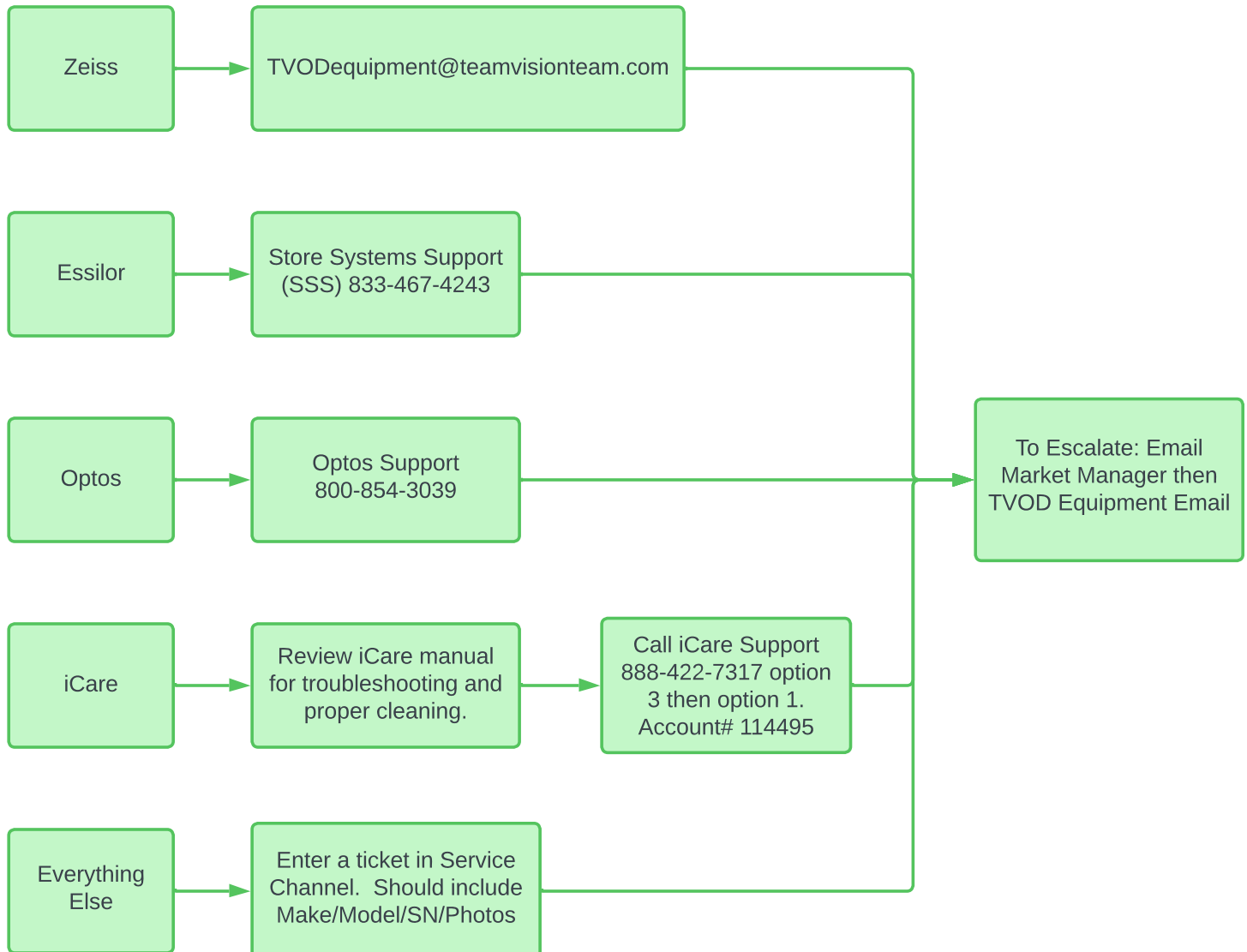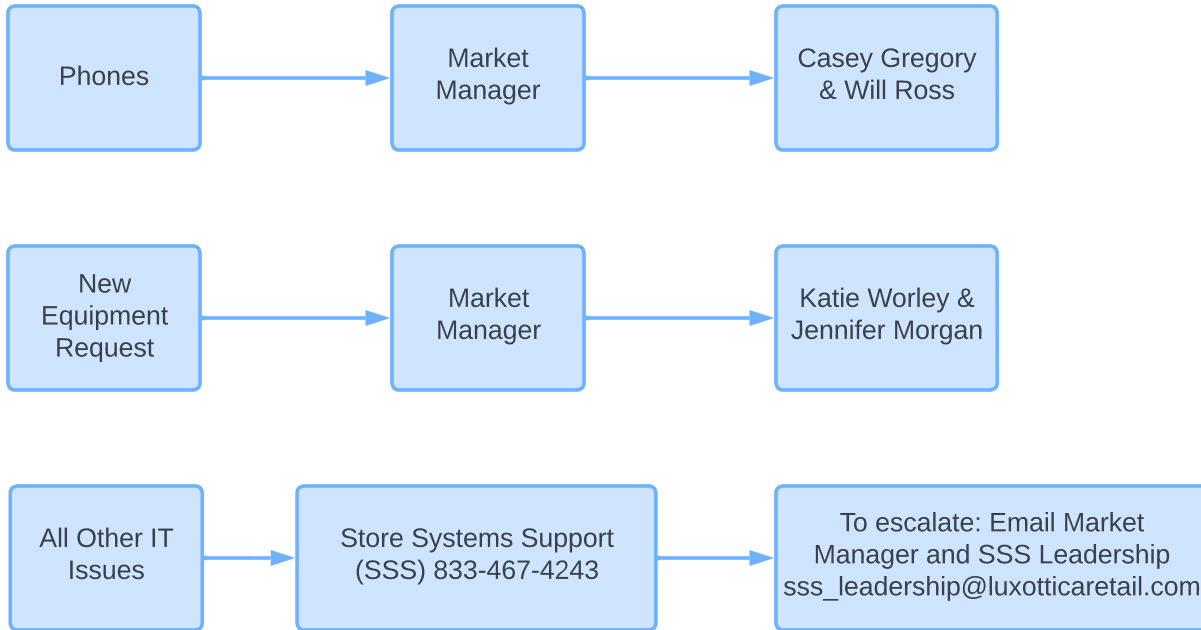# OD EQUIPMENT

OD Equipment includes all diagnostic testing equipment used for ophthalmic care.
(OCT, Visual Field, AR, Lensometer, Tonometer, Acuity Chart, and Lane Equipment)
Review software issues may require assistance from IT/SSS.

Zeiss	→ TVODequipment@teamvisionteam.com	
Essilor	→ Store Systems Support (SSS) 833-467-4243	
Optos	→ Optos Support 800-854-3039	→ **To Escalate: Email Market Manager then TVOD Equipment Email**
iCare	→ Review iCare manual for troubleshooting and proper cleaning.	→ Call iCare Support 888-422-7317 option 3 then option 1. Account# 114495
Everything Else	→ Enter a ticket in Service Channel. Should include Make/Model/SN/Photos	

IT EQUIPMENT

If the problem device is leased, rented or if you are unsure, contact your Market Manager.
Note: IT issues **should not** be entered into Service Channel.

| Phones | → | Market Manager | → | Casey Gregory & Will Ross |

| New Equipment Request | → | Market Manager | → | Katie Worley & Jennifer Morgan |

| All Other IT Issues | → | Store Systems Support (SSS) 833-467-4243 | → | To escalate: Email Market Manager and SSS Leadership sss_leadership@luxotticaretail.com |

LAB EQUIPMENT

| Lab Equipment | → | ROM & Diagnostic Email | → | diagnostic_center@luxotticaretail.com |

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