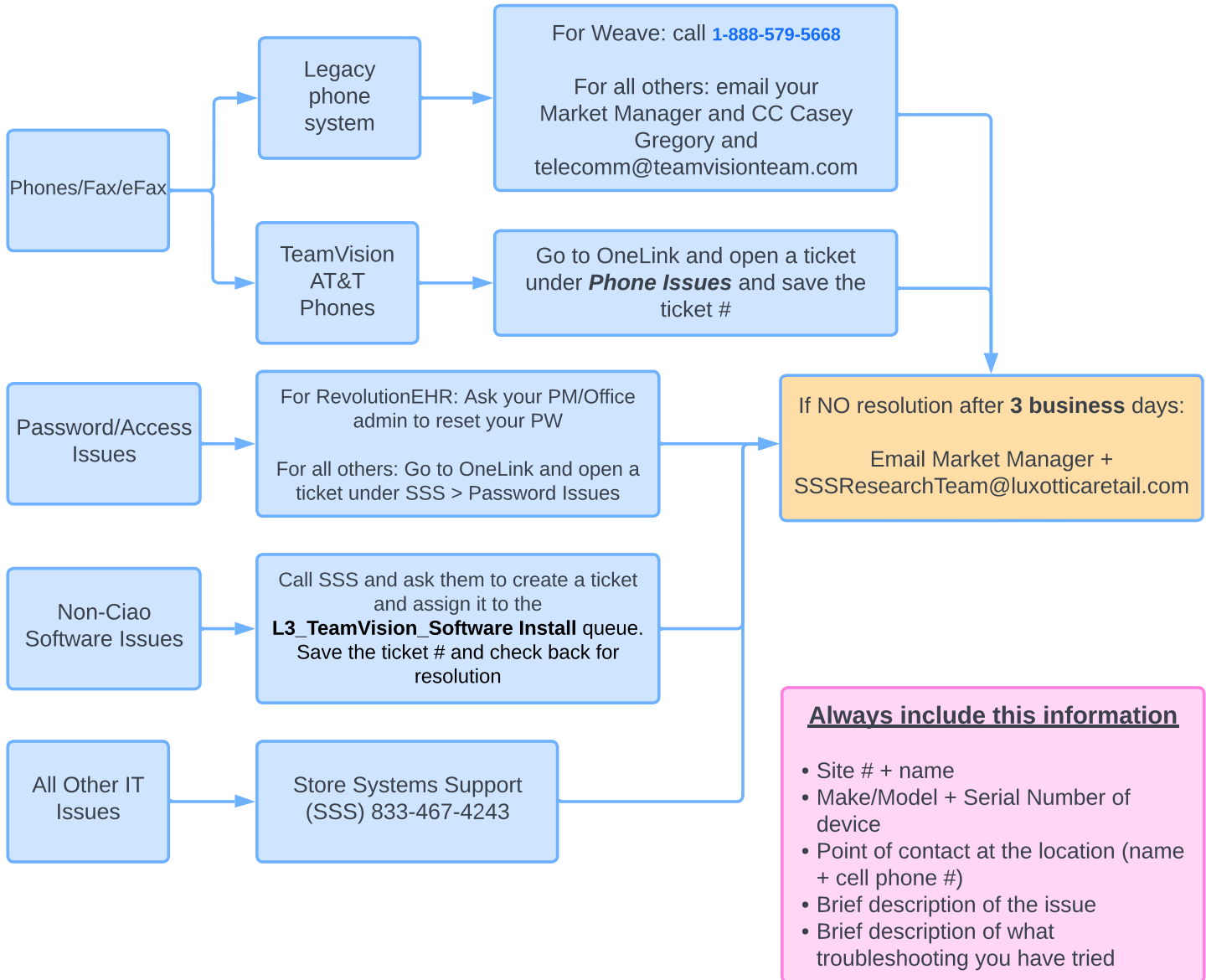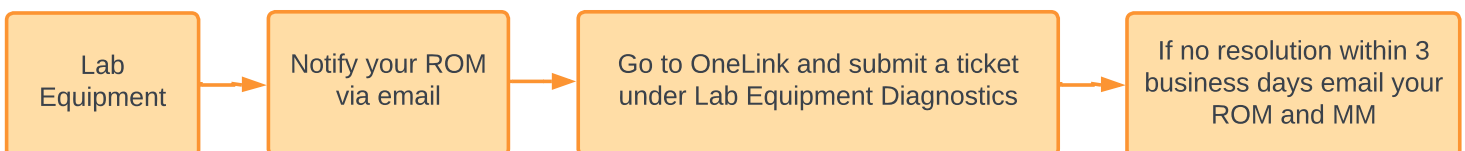# IT EQUIPMENT

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.

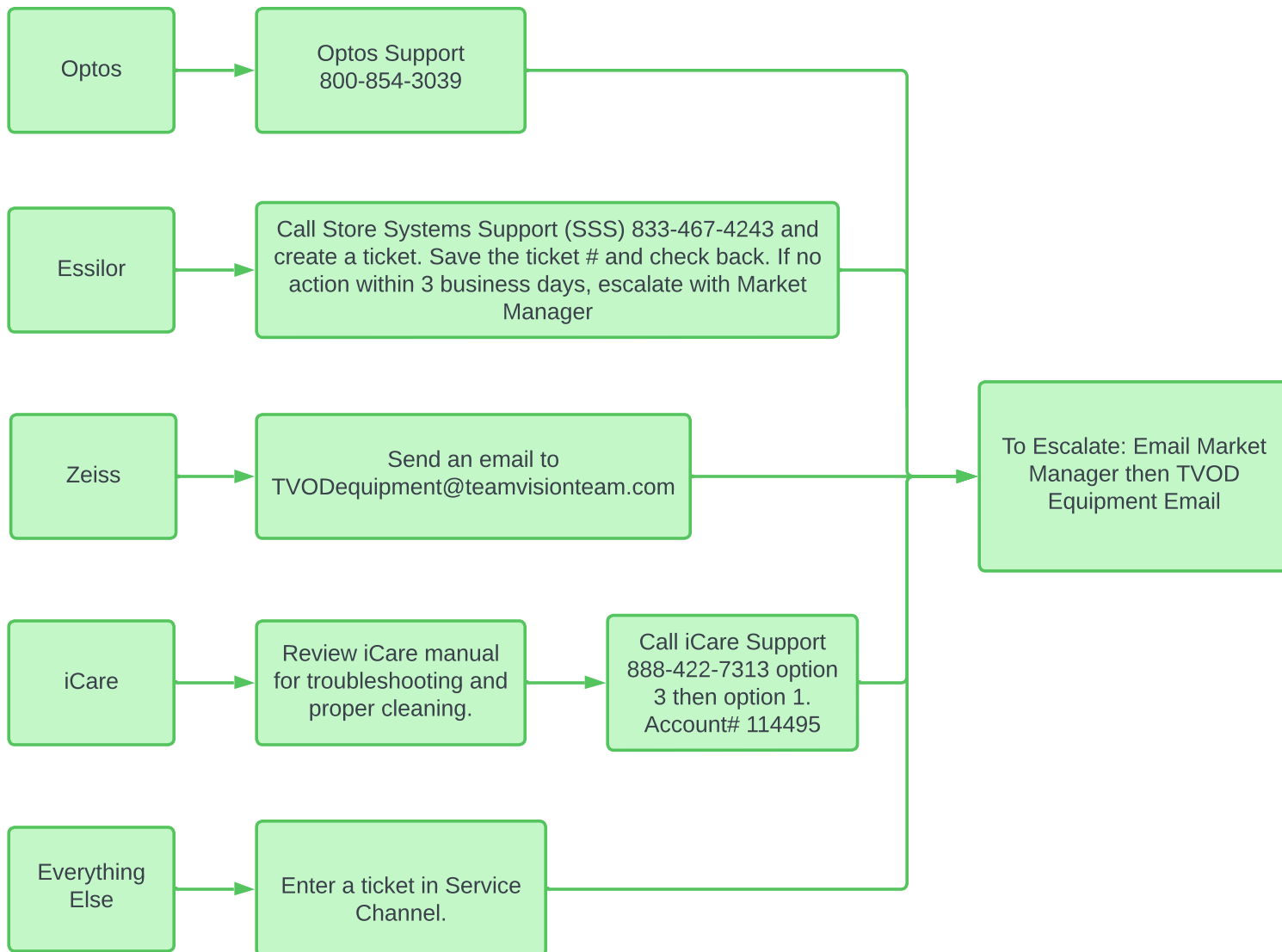**Store Systems Support**
(SSS) 833-467-4243

Phones/Fax/eFax

Legacy phone system

For Weave: call **1-888-579-5668**

For all others: email your Market Manager and CC Casey Gregory and telecomm@teamvisionteam.com

TeamVision AT&T Phones

Go to OneLink and open a ticket under *Phone Issues* and save the ticket #

Password/Access Issues

For RevolutionEHR: Ask your PM/Office admin to reset your PW

For all others: Go to OneLink and open a ticket under SSS > Password Issues

If NO resolution after **3 business** days:

Email Market Manager + SSSResearchTeam@luxotticaretail.com

Non-Ciao Software Issues

Call SSS and ask them to create a ticket and assign it to the **L3_TeamVision_Software Install** queue. Save the ticket # and check back for resolution

All Other IT Issues

Store Systems Support (SSS) 833-467-4243

Always include this information

- Site # + name
- Make/Model + Serial Number of device
- Point of contact at the location (name + cell phone #)
- Brief description of the issue
- Brief description of what troubleshooting you have tried

LAB EQUIPMENT

Lab Equipment → Notify your ROM via email → Go to OneLink and submit a ticket under Lab Equipment Diagnostics → If no resolution within 3 business days email your ROM and MM

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OD EQUIPMENT

OD Equipment includes all diagnostic testing equipment used for ophthalmic care (OCT, Visual Field, AR, Lensometer, Tonometer, Acuity Chart, Lane Equipment, etc.)

Issues with any review software should be reported to the manufacturer. If the manufacturer cannot support, follow the *Software* support flow under *IT Equipment*

Optos	→	Optos Support 800-854-3039

Essilor	→	Call Store Systems Support (SSS) 833-467-4243 and create a ticket. Save the ticket # and check back. If no action within 3 business days, escalate with Market Manager

Zeiss	→	Send an email to TVODequipment@teamvisionteam.com

iCare	→	Review iCare manual for troubleshooting and proper cleaning.	→	Call iCare Support 888-422-7313 option 3 then option 1. Account# 114495

Everything Else	→	Enter a ticket in Service Channel.

To Escalate: Email Market Manager then TVOD Equipment Email

<u>Always include this information</u>

- Site # + name
- Make/Model + Serial Number of device
- Point of contact at the location (name + cell phone #)
- Brief description of the issue
- Brief description of what troubleshooting you have tried

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