



## **TROUBLESHOOTING ANY PROBLEMS WITH ORANGE WEDNESDAYS BOXES:**

Below are problem scenarios that have occasionally happened with the boxes and how to remedy the problem should you experience it:

***Firstly, always switch on all your Orange boxes, every week.***

***An Orange box hangs when you try to start it or redeem a code.***

Try to restart the unit at least twice. If it still does not start up, try using your other Orange box and call the Technical Helpline. If none of your Orange boxes start up the next step is to call the Technical Helpline.

***One of your Orange boxes stops working.***

First, check that it's plugged in and switched on. Try switching it off and on again. If these actions don't help, use your other Orange box and call the Technical Helpline to help in diagnosing the problem.

***You lose the power cord or extension lead and cannot power up the unit.***

Use your other Orange box and call the Technical Helpline as soon as possible for some spares.

***The Orange box switches on but does not complete the setup sequence.***

If the new film list doesn't show, try moving the Orange box to a different location, possibly a more open area of the box office, where the signal may be better.

## **THE ORANGE WEDNESDAYS TECHNICAL HELPLINE & ACCESS HOURS:**

Helpline phone number: **0800 089 6573**

The Technical Helpline is now open for live telephone enquiries:

*Tuesday: 3:00 PM – 5:00 PM*

*Wednesday: 9:30 AM – 8:30 PM*

*Thursday: 10:00 AM – 3:00 PM*

Any other time during the week your enquiries can be:

- Left on the Helpline answerphone service.
- Emailed to [Orangewednesdays@rapos.co.uk](mailto:Orangewednesdays@rapos.co.uk)
- Sent to Orange Wednesdays (call the Technical Helpline for the address).
- Enquiries will normally be answered within 24 hours.

## **DETAILS NEEDED BY HELPLINE:**

When contacting the Technical Helpline, please include the following information:

- Your cinema's name.
- A contact name.
- The serial number of the faulty box (found on a sticker on its base or on the admin screen).
- A brief description of the problem.
- The time you would prefer to be contacted. The Helpline returns every call within 24 hours -- but if it reaches your answering machine it won't be able to help as efficiently. So, please, ensure someone is on hand at the time you've designated and also have the faulty box nearby, connected to a power source and switched on. This makes remote diagnosis easier.

## **BIGGER PROBLEMS & MANAGER'S GUIDE:**

Sometimes other circumstances beyond your control may prevent you from using the normal redemption process, such as:

- All your Orange boxes develop faults.
- Theft of your Orange boxes.
- A complete power failure.
- A long-term network signal failure in your area.

If no immediate solution can be found adopt the '**paper backup service**' and use the provided form in your Manager's Guide\*. You must also inform the Technical Helpline if you are using the paper backup service.

***On the Thursday following your significant breakdown, you should take the following action:***

- Call the Technical Helpline with the number of redemptions per film on the previous Wednesday.
- Post the 'paper backup service' forms with the details to the Technical Helpline.
- Please keep a copy of the forms for your own administration purposes.

\*Should your Manager's Guide need replacing, you can obtain a Adobe pdf copy of the Manager's Guide via email. Send your request to: **info@allindustrymarketing.com**

**MISCELLANEOUS**

Every cinema receives a more boxes than they need in case another box develops a fault. If you experience any problems, contact the Technical Helpline at the earliest opportunity to report the fault and request a replacement. The call centre will arrange for a courier to pick up the broken box and replace it with a new box. (Your defective Orange box should be returned in the shipping carton that your faulty Orange box was supplied in.)

Please note the new box dispatch process is designed for single cinema issues. If a particular chain wants a large scale upgrade or numerous additional boxes please do not contact the Helpline with this request. Implementation depends on box availability, contractual obligations, timing, etc. so please email these requests to AIM: **info@allindustrymarketing.com**