



DIGITAL SIGNAGE FAQ

1. What is the On-site installation location coverage for Display Solutions?

If the On-site installation location is further than 50kms away from the below city centres, then additional charges will apply.

- **British Columbia:** Vancouver, Victoria
- **Alberta:** Calgary, Edmonton
- **Saskatchewan:** Saskatoon, Regina
- **Manitoba:** Winnipeg
- **Ontario:** Toronto, Ottawa, Sudbury, Sault Ste Marie, London, Chatham
- **Quebec:** Montreal, Quebec City
- **Nova Scotia:** Halifax
- **New Brunswick:** Fredericton, Moncton, Bathurst, Saint John
- **Newfoundland:** St. John's

2. What is considered standard installation*?

- Display's no larger than 46" installed no higher than 5ft from the ground to the bottom of the display
- Display's no larger than 69" installed no higher than 8ft from the ground to the bottom of the display
- Wall Mount
- Applicable walls need to be properly re-enforced prior to installation
- No electrical work or construction required
- An Ethernet cable or drop is present for Internet access

*If the installation is not considered standard and custom work is required, then additional charges will apply

3. Do all installs require a site survey?

- Yes. We want to assess the site to verify the type of install that is required - standard or custom.

4. What do my Content Services include?

- Contact 1-800-TOSHIBA for information

5. What type of warranty do I get with my display and media box?

- Toshiba will provide 3 years of onsite exchange on our display and media box

6. What services and support do I get with my Display Solutions?

Toshiba will provide live agent technical support services for 24 hours, seven days a week for your Display solutions.

Technical support services are not available on the following day:

CALL CENTER Hours of Operation for Toshiba during the holidays are:

- Christmas - The Toshiba Call Centres will shut down 1800 - 1200 EST (12/24 1800hrs.to 12/25 1200hrs. (noon)
- New Years - The Toshiba Call Centres will shut down 1800 - 1200 EST (12/31 1800hrs.to 1/1 1200hrs. (noon)

Toshiba will provide remote monitoring services 24 hours a day, seven days a week for your Display solutions.

7. What number should I call for Toshiba Display Solutions support?

- Call 1-800-663-0378 - select - Option 2 or advanced.support@toshiba.ca

8. Do we provide training on our Content Management Software?

Yes. Please call 1-800-TOSHIBA or your local Toshiba sales representative for more information.

9. **Do we have content creation packages available?**

Yes. Please call 1-800-TOSHIBA or your local Toshiba sales representative for more information.