

Quick Reference Guide for Common Support Requests

Digital Signage | Tablets

I need new content created or existing content adjusted.

For digital signage content needs, contact the Marketing Help Desk: bamco-support.atlassian.net/servicedesk

I can't find my Account from the account list on the homepage.

Submit a ticket to the Product Technical Support Desk: bamco-support.atlassian.net/servicedesk

I can't find the correct signage for my tablet/a particular station.

Contact your Activator to confirm the correct display option or to have them set up a URL for your station.

My tablet is displaying radishes or utensils.

If you are seeing radishes or utensils, it means the digital signage URL is not finding menu data to display.

In Café Manager:

- Check daypart designations on your Specials menu. Are the correct dayparts selected for menu items? If there are no active Specials for a specific daypart, radishes or utensils will show.
- Ensure your hours are correct, which uses military/24:00 time. Radishes and utensils will show outside of set operating hours if no other content is available.
- If you're using special hours, make sure the correct AM/PM time is selected (e.g. 5pm is 17:00).

If all is correct in Café Manager, check with your Activator to ensure that your signage content is set up properly. If the issue persists, contact the Product Technical Support Desk: bamco-support.atlassian.net/servicedesk

My menu items are displaying too large or too small.

1. Exit the signage app on the tablet
2. Tap the settings button
3. Select Display > Font size and style
4. Adjust the font to a smaller or larger size
5. Reopen the signage and adjust as necessary

My signage isn't displaying at the correct times.

In Café Manager:

- Check your operational hours in to ensure your cafe is currently open.
- Ensure you have menu items entered in your Specials menu and that they are assigned to the daypart you would like to have shown.

If all is correct in Café Manager, check with your Activator to ensure that your signage content is set up properly. If the issue persists, contact the Product Technical Support Desk: bamco-support.atlassian.net/servicedesk

My menu in Café Manager does not match my digital signage.

Note: If you've made a recent menu change, adjustments can take up to 15 minutes to display.

1. Refresh the display by exiting out of the signage. Swipe up from the bottom and select the three lines. Select Close All.
2. Select BAMCO Digital Signage
3. Navigate back to your signage