

Procedure for Reporting Issues with CEN Lobby Displays



1. If you have any operational issues related to the CEN digital lobby displays including:

- Poor image quality (dark screen, jumbled image, color settings, error message)
- Poor audio (volume too high or too low, no volume, poor quality)
- Operational issues with displays/equipment (start/end times for content on displays, no power, damage to displays)
- Content that has incorrect information (such as an opening date on a film)
- Content that is perceived as objectionable
- Content that is outdated

Please refer to the sticker generally located on the bottom right corner of each display. Email support@CENmediagroup.com or call **844-236-6334**. This will connect you to our Network Operations Center that operates 24 hours a day/365 days a year.



For advertising sales requests, please provide any customers requesting information about advertising on our displays with our corporate sales number **844-367-6923**. We will get them connected with our area sales team.

PLEASE DO NOT TURN OFF THE POWER ON THE CEN DISPLAYS MANUALLY OR BY REMOTE. All displays are automatically scheduled to shut down and power up at times coordinated with theatre management. Displays are rated for 24/7 usage and should be kept on.