

Location	Service Request Received date	Service Request Number	Service Request Status	Jobs Notes	Request Type	Tech Assigned	Date Scheduled			
BWW Danville, IL	7/31/2018	2570		Sound for our dinning room and bar area has stopped. We have tried changing the source on our Direct TV but it did not work. I am currently running of the AUX cord for sound						
BWW Portage	7/31/2018	2569		Our Sony TV that was replaced is messing up again. And our sharp TV in dining room won't turn on.						
BWW Westland, MI	7/29/2018	2568		Good morning, I'm contacting you from BWW Westland, MI. TV 66 on our patio is showing "no signal". I tried making sure it was on the correct HDMI and even unplugged it from 1 and put into 2. Still no signal. Is it possible the cord is bad or could it be something else? You can reach me at 734-641-4000 (store phone number) or 734-718-6259 (cell number) either one works. Thanks!						
BWW Bloomington, IN	7/27/2018	2567		BWW-system is down per John						
Leo Medical	7/26/2018	2566		Run two cat5 lines for wireless Ethernet						
BWW Danville IL	7/24/2018	2565		Bar sound is not working						
BWW Coldwater MI	7/24/2018	2564		2 TVs not working						
BWW St. Joe	7/23/2018	2563		Network change disconnected AVDI internet.						
BWW Maysville RD	7/23/2018	2562		Tv 8 will not turn on						
BWW New Castle	7/23/2018	2561		Tv 25 which is a newer lg is not turning on. When you hit the power button the lg start up screen pops up real quick and the tv shuts off.						
BWW Warsaw	7/23/2018	2560		Replace two TVs one in bar one in dine						
BWW Pikeville Ky	7/22/2018	2559		Install speaker on patio						
BWW Morehead	7/21/2018	2558		Replace tv in dine						
BWW Portsmouth	7/21/2018	2557		New rack install						
BWW Mishawaka	7/21/2018	2556		Sorry, TV # 37 also just went out as well. Thank you.						
BWW Mishawaka	7/21/2018	2555		We have several tv's out in both dining and bar areas: #s 5, 48, 33, 44, 19, 21 Jason,						
BWW Coldwater MI	7/20/2018	2554		We have two TV's at the Coldwater location that are both down in the dining room. We followed your instructions and reset the TV's, trying to also completely unplug them. Both are Toshiba's model.						
BWW Ypsilanti	7/20/2018	2553		We have an appointment for your team to come out to our store later in July. The issue they were going to look into was a buzzing sound. This issue has been resolved and I would like to cancel that appointment. Thank you and have a nice weekend. -Tim						
BWW Mishawaka	7/18/2018	2552		We have projector #3 out behind the bar today, same message on screen as yesterday						

BWW Niles Ohio	7/17/2018	2551		Crestron-wouldn't channels-trying unplugging from the back then the pad would only go to 10 percent and freeze work and then stop working tried to reboot when trying to unplug the pad was dropped to floor and it is now cracked			Spoke with the manager on duty on the 18th at 5:30, she requested a call back in the morning when the GM will be in				
BWW Mishawaka	7/17/2018	2550		We have TV's #3, which is a projector behind the bar, and #34 out in the dining area. I have unplugged both from power and transmitter but still out.							
BWW Charlottesville	7/14/2018	2549		Not able to change source TV and or access any satalites for changing							
BWW Danville IL	7/14/2018	2548		Replace kitchen speakers and bar projector, troubleshoot touch panel							
BWW Ypsilanti	7/13/2018	2547		There is a humming sound coming from the audio. When we use the "SAT" selections for sound is when this problem occurs. When we had the audio on the "CBL" stations it does not seem to be a problem.			Spoke with Jeff and they requested we make a trip to the location to troubleshoot/install Hum Eliminators				
BWW Broad St. Richmond VA	7/13/2018	2546		No sound-but in the Jukebox							
BWW Goshen	7/12/2018	2545		Speaker in the bar doesn't sound right when juke box is in use. Maybe blown? We had called out Diltz to look at their part and it is working properly and is definitely the speakers over head. Any questions give us a call at the store. Thank you.							
BWW Goshen	7/11/2018	2544		Re-mount TV over patio door, completed on 7-9-18							
BWW Coventry	7/11/2018	2543		Replace two 55 inch TVs							
BWW Carmel	7/10/2018	2542		Remove two projectors and put TVs in place							
BWW Winchester	7/9/2018	446		Projector had a bulb burst inside. When we attempted to change the bulb the projector would no longer light up.							
BWW Muncie	7/8/2018	2541		Swap projector in dine.							
BWW New Castle	7/8/2018	2540		Remove two projectors put two 75inch TVs up over knee wall							
BWW Mobile	7/6/2018	2539		Volume not working very loud buzzing sound when turn up							
BWW Mechanicsville	7/5/2018	2538		701" not receiving a signal. Have attempted unplugging it as well as changing the input settings.							
BWW Morehead	7/4/2018	2537		Replace 6 TVs							
BWW Howell	7/3/2018	2536		Replace tv in dine							
BWW Ypsilanti	7/3/2018	2535		Replace tv in party room							
BWW Westland MI	7/3/2018	2534		Replace tv in bar that has fallen							
BWW Coventry	7/2/2018	2533		Replace 4 tv and take to get looked at							
BWW Rochester	7/2/2018	2532		Nancy called the office to report that their Direct is not reloading. She tried the steps that Jared had left her but it is still not working properly.							
BWW Muncie	7/2/2018	2531		3 of my Cameras are down and need looked at. Also one of my TVs is not working My regional took a look at it and said that the Cord that leads into the ceiling is bad.							
BWW Dupont	7/2/2018	2530		Replace tv in bar							

BWW Charlottesville	6/30/2018	2529		Can't use remote touch screen to control DirecTV sources							
BWW Danville	6/26/2018	2528		We have TVs that are frozen. They have been like this since Friday night and I was not aware that no one has submitted a request to you. I am unsure of the extent of problem, but we can go over that on the phone. If easier you can call my cell phone at 765-431-0075.							
BWW Laporte	6/26/2018	2527		Can't get TVs to change channel. Shows on touchpad that they are on different Satellite, but TVs stay the same							
BWW Springdale AR	6/26/2018	2526		Fix and reroute satellites, install DBX							
BWW Midlothian VA	6/23/2018	2525		Sound issue in men's restroom Replace 4 bad TVs							
BWW Mechanicsville	6/23/2018	2524		3 TVs are down need to replace							
BWW Colonial Heights	6/23/2018	2523		Beer tv problems							
BWW Chester VA	6/23/2018	2522		iPad has no preview screen							
BWW Cary Street	6/23/2018	2521		One of these sources has no audio							
BWW Glen Allen	6/23/2018	2520		Sound issue in Dine							
BWW Culpeper	6/23/2018	2519		Tv on patio not working store check up							
BWW Charlottesville	6/23/2018	2518		Move touch pannel Calibrate video wall Fix sound in dine							
	6/21/2018	2517		L and S audio video woodys load program to new ipad							
BWW D'Iberville	6/20/2018	2516		Stephanie called with several issues they are having since we were there. #1 video wall-channels randomly change on the TVs. #2 The Sony TVs randomly shut off. They have had to do a reset with Crestron 3-4 times per day. Please call the store. Their # is 228-396-9464.							
BWW Hattiesburg	6/20/2018	2515		Touch pad is not working. No trivia-2 projectors are reading not working. no input no signal-2 sat boxes are not working-large TV in dining room no signal. Jodi							
BWW Portage	6/20/2018	2514		Bww portage Hang replaced 65" Swap bad 55" in bar							
BWW Brooklyn OH	6/19/2018	2513		Greg called. The box on the wall does not activate the TVs. Would like you to call him back or Karen at the store. Their # is 216-331-4572							
BWW Port Arthur TX	6/18/2018	2512		Don called. Upon opening up the store there was no sound. Amps are dead. Texted Ryan and then Don called back to say that they have no rack at all. None of the TVs are working. Texted Ryan a second time.							
BWW Barboursville	6/15/2018	2511		People who worked on Buzz Time. Their tablet will not work after they went thru trouble shooting steps. They have a function right now and need assistance.							
BWW Fredericksburg	6/15/2018	2510		2 SATS are down-will you please contact Joe for assistance							

BWW Rochester 2	6/13/2018	2509		Install camera system							
BWW Rochester 1	6/13/2018	2508		Swap out projectors							
BWW Mechanicsville	6/9/2018	2507		70" Lines through the picture Model # LC-70LE650U Serial # 303839251							
BWW Westland	6/8/2018	2506		We were having issues with our trivia, one of my other managers was walked through on how to fix it which involved unplugging things a couple of days ago. Now our beerboard and Buffalo TV is not any satellites and our poker is where our beer board used to be.							
BWW St. Joe	6/8/2018	2505		Our TV labeled #41 is not showing any picture, it is set to HDMI 1 which is the same setting as the other TV's. we tried changing the satellite tried other inputs and are just unable to get a picture to show on the screen.							
BWW Coventry	6/8/2018	2504		After having the conversation with you this morning. Here are the TV's and the issues with each one: TV 17- Picture is fading at the top of the TV. It is turning black. TV 30- Color goes in and out, sometimes it is black and white or has lines running across the TV. TV 49- The TV won't turn off and sometimes doesn't have a picture. It will sometimes work but for the most part it doesn't. TV 50- The whole picture is fading on the TV, many dark black spots. TV 51- Picture is fading at the top of the TV. It is turning black. If I see anything else I will let you know.							
BWW Muncie	6/8/2018	2503		Adam called office-all sats are done-no pc or trivia-he has tried everything. They had a big storm last night. Jodi							
BWW Mechanicsville	6/8/2018	2502		70 inch TV has lines running through it. Serial number is 407861663 Model number LC-70LE650U. Thank You							
BWW Ypsi	6/7/2018	2501		TV 10 is not powering up. There is power to the TV as the red light in the bottom right hand corner is lit up. I have unplugged the TV power cord hoping to give it a reboot. I do not think it is the power cord as the red light in the bottom corner is lighting up. -Tim							

Forum Center	6/7/2018	2500	From Forum Conference Center-called and needs help with their Crestron Pad is reading no connection. The Crestron Pad is not working. Showing disconnected-they have a large event this evening-very important Jodi								
BWW Danville IL	6/6/2018	2499	Brad -the manager called to report the control box -to channels and volume is not allowing them to control the volume. JS								
BWW Howell	6/5/2018	2498	One of our LG TV's was flickering and is now no longer working. We were hoping to get this replaced at the same time you will be working at our Westland, MI location.								
BWW D'Iberville	6/5/2018	2497	Bww Dville MS AV upgrade								
BWW D'Iberville	6/3/2018	2496	Change order off scope of work								
BWW Hattiesburg	6/1/2018	2495	Trivia TV is not working. No trivia-Will someone please call Todd to help out?								
BWW Culpeper	5/31/2018	2494	TVs are not responding to the touch pad.								
American Legion	5/31/2018	2493	Bingo screen works off and on. The microphone will not work at times. No music in the patio bar. The knobs are open to the public and they are requesting a cover to keep the kids hands of the knobs. Would like training with the Bingo on Tuesday or Friday between 3-4pm. Square panels are falling down.								
Aroogas Warwick	5/31/2018	2492	Aroogas Warwick Ast security Jim Chandler Reprogram Crestron after Ast removed directv boxes and replaced 2								
BWW Portage	5/31/2018	2491	We still have 4 TVs not working properly								
BWW Culpeper	5/30/2018	2490	Cannot change what is on the tvs when selecting the satellite to put on each television								
BWW Maysville RD	5/30/2018	2489	-Our sat# 4 Does not have any hd channels -Sat# 6,7, & 8 do not work on the video wall - tvs display no signal -Sat# 6 cant get the guide or change any channels on the touch screen remote -Bar video wall if the tvs are on and get shut off we cant turn them right back on...if we do the tvs say no signal...We need to have them off for 5 min then turn back on - then they will work - Our patio speakers are not working. also with sound on our touch remote what is labeled patio is actually restroom and what is restroom is nothing								

BWW Westland	5/29/2018	2488		You guys installed some TVs on our patio over the weekend. They are supposed to mirror the TVs in the restaurant because there is not enough slots to give each TV their own individual changing option. 3 of the TVs do not mirror or change at all. Also, our audio gets really loud and then really quiet, on the patio only and 1 of the 8 tvs that were put up, turns on but doesn't work.							
BWW Portage	5/28/2018	2487		We have a total of 4 TVs that are not turning on. We have a Sony TV: Ser No. 4043079 Model Number: XBR-65X850E We have 2 Sharp TVs: 1 Ser No: 55G165234H00523 2 Ser No: 55G165234H00648 The LG TV we have out I cannot get to the model number or S/N because it is still attached to the wall.							
BWW Portage	5/27/2018	2486		TVs 26,36, and 12 will not turn on							
BWW Muncie	5/27/2018	2485		Knox video matrix switcher has died							
BWW Westland	5/26/2018	2484		Install 8 patio tvs							
BWW Dearborn	5/25/2018	2483		Dearborn Bww sound issues on bar							
BWW Portage	5/24/2018	2482		TV 8 and 12 both won't turn on without being unplugged and plugged back in..... TV 12 has been doing this over a week now and TV 8 always periodically does this,							
BWW Ridgeland	5/23/2018	2481		Tv upgrade and AV upgrade							
BWW Morehead KY	5/23/2018	2480		We just had two other TVs start messing up as well. They're 55 one wont turn on at all and the other is fading from bottom up. One is: Serial#505A2731027 Model#LC-55LE653U the next: serial# BM506A1714432 Model# LC-55Le653U							
BWW Morehead Ky	5/23/2018	2479		Our 90inch in now mainly white washed on the image, no reset works Serial# 310814162 Model# LC-90LE657U							
BWW Muncie	5/22/2018	2478		Again our surveillance videooutput is messed up. I tried replacing the monitor and the video cable but our surveillance video is still not working							

BWW Maysville RD	5/21/2018	2477	Our Satellite #4 is not receiving any HD channels. Was hoping that maybe someone could walk us through why its not picking thme up. Satellite #6 - We can not change the channel or pull up the guide on our touch screen remote. Satellite #6,7,8 - Will not display on either bar or dining room video walls. Says no signal - have tried to resetthe video wall from the remote and that does not help. Bar video wall - if the tvs get shut off after being on you can not turn them back on right away, the tvs display no signal. You have to shut them off for maybe 5 mns then turn back on and they will pop on with a tv channel. The dining room video wall does not currently do this.								
BWW Danville IL	5/21/2018	2476	Audio in the dining room goes in and out we have an LG tv not staying on. We tried unplugging it but it continues to shut off. The power burron still glows red.								
BWW Portage	5/18/2018	2475	power burron still glows red.								
AVDI	5/18/2018	2474	Tv is broken - Example								
BWW Logansport	5/17/2018	2473	The touch panel is coming of the wall - the piee that clips the control panel to its base mount on the wall is broken and has to be taped to the wall to stay in place								
BWW Culpeper	5/16/2018	2472	TVs not wokring								
BWW Morehead KY	5/16/2018	2471	Install new TVs								
BWW Angola	5/15/2018	2470	Talked to Christopher on the phone and he walked me thorough troubleshooting our bar/dine amp and he infomred me that there is a problme with the amp power source.								
Leo Medical	5/15/2018	2469	Install new phone lines								
BWW St. Joe	5/15/2018	2468	The sound system's volume changes on its own. It gets louder and shuts off on it's own aux port not working								
BWW Culpeper	5/14/2018	2467	We had a power outage and several TVs aren't communicating with the tower.								
BWW Mishawaka	5/14/2018	2466	TV # 22 in the bar area is not responding to transmitter. I tried unplugging and plugging back in but still just the message says connecting to transmitter.								
BWW Mechanicsville	5/12/2018	2465	LC-70LE650U A 407861665 TV has black lines through it when turned on.								
BWW Massilon	5/12/2018	2464	Install new 75 inch TVs where projectors were								
Kaysans	5/11/2018	2463	Kaysans 5th down install new projo replacing existing location								
BWW Martinsburg	5/11/2018	2462	Beertv and bdubs tv not working								
BWW Fairview Park	5/11/2018	2461	We are experiencing sound issues in our main dining room - it doesn't get very loud - and believe that we may have an issue with one of our amps. We have one that does not have a signal light on.								
BWW Warsaw	5/10/2018	2460	Replace bad tvs, numbers 18, 39 and 40								

BWW Flowood	5/10/2018	2459		James called the office. A transmitter is not showing video-no lighting. Requesting a call on his cell. Not the store. 731-676-9079								
BWW Dearborn	5/10/2018	2458		No sound								
BWW Maysville RD	5/8/2018	2457		Our tv 16 is displaying a blue and red shadow on images and today started losing and regaining signal continually								
BWW Portage	5/8/2018	2456		rehang the sony and sharp tvs that have been repaired by manufacture. check av tower for a connection for a JUKE and priority								
BWW Fredericksburg	5/7/2018	2455		Install two new receivers on patio TVs and fix sat controls								
Empowered Auto	5/7/2018	2454		auxiliary connection from projo upstairs not functional								
BWW Short Pump	5/6/2018	2453		Reconfigure switches and firmware update on jap								
		2452										
BWW Danville	5/5/2018	2451		Satellite 7 gives the "your tv does not support this program's content protection. Replace the tv's HDMI cable with component cables will allow you to view the program." Satellite 5 does not show anything but the direct tv signal and does not seem responsive to the Crestron.								
BWW Morehead	5/4/2018	2451		The 5th rackmount transmitter is having an issue. The data button keeps blinking on it. I tried shutting it off and back on, nothing happened. I unplugged it for a little bit and nothing changed. I switched the hdmi cable from the back of the transmitter to the cable box it was connected to and nothing happened. I plugged in a working cable box hdmi cord into the transmitter port and nothing changed. When I plugged the working cable hdmi cord back to where it belonged it was fine. So I think its just something to do with that one part of the transmitter. I'll try whatever other suggestions you may have before you come to our store if need be. We still have 2 TV's completely down and 2 others that are fading. We have placed service requests for all of those already and it's been a few weeks. Thanks.								
BWW Coldwater MI	5/3/2018	2450		bww coldwater after strom caused power issue crestron stopped working								
BWW Westland	5/3/2018	2449		The volume will not work on our touch screen. It works fine from the tower and we can adjust the volume and the source from the tower, it just won't let out do anything for volume or source change for sound on the touch screen. We tried rebooting the cp3 switch but that didn't help any. If you could help us out we would really appreciate it. Thank you.								

BWW Danville	4/30/2018	2448		TV's in the bar no longer have signal to them (black screen) satellite 7 reading an error message about HDMI not supporting content, says this for all channels.							
Wes Anderson	4/30/2018	2447		Install denon amp							
Forum Center	4/30/2018	2446		Forum conference center replace bad crestron scaler							
BWW Coldwater MI	4/27/2018	2445		Our BdubsTV and BeerBoard TV receivers are both currently not working properly and another one of our receivers is not receiving power.							
BWW Angola	4/25/2018	2444		We have recently had work done on both of our projectors in the bar. One was replaced with a new one. This one continues to flicker even after being replaced and even after having work done on it.							
BWW St. Joe	4/24/2018	2443		The power cord to the transmitter box on the back of a television is not working.							
BWW Portage	4/24/2018	2442		TV 40 and TV 8 won't turn on. They only work for a day or two after being fixed.							
Mussman	4/24/2018	2441		Install of Crestron Pro 3 programming to match							
BWW Bloomington, IN	4/23/2018	2440		Install 3new tvs and install new Dvr							
BWW Martinsburg	4/23/2018	2439		We are having issues with a few of our components not switching over. We've tried our cable provider and other Buffalo Wild Wings providers and everything is ok on their side.							
BWW Rochester 1	4/20/2018	2438		Re config switches and firmware update re terminate speaker in bar, hook sat 4 back up to Ethernet tv in takeout has fuzzy picture							
BWW Danville	4/18/2018	2437		Satellite 5 is not responsive to the Crestron control panel. and Satellite 7 no matter what channel I put it on I get "this tv does not support this content try replacing HDMI cable with component." These 2 satellites have given us this same problem in the past so it is a recurring issue.							
Jones Management Office	4/18/2018	2436		Jones Management office phone service one office lan connection has issue							
BWW Coldwater MI	4/18/2018	2435		Manager is having trouble with TV-Will someone please call to assist?							
BWW Warsaw	4/18/2018	2434		3 of our TVs are not working correctly. They seem to turn themselves off whenever we want to turn them on. The only way to get the actual TV on is when we unplug it a couple of times and try to turn it on multiple times. Even then we might not be lucky enough to have it turn on.							
BWW Morehead	4/18/2018	2433		one of our video wall TV's is stuck on the "Sharp"Screen. Unplugging it doesn't help.							
Chris Shelley	4/17/2018	2432		The sat 6 receiver is not responding to the pad that changes channels							

BWW Mishawaka	4/16/2018	2431		Our TV # 27 in the dining room is not responding. I tried unplugging it for 15 minutes and plugging it back in but it still will not come on, only displaying the no connection message. I also unplugged the box and plugged back in.							
BWW Portage	4/16/2018	2430		TV 8 and 40 won't turn on even after unplugging and plugging back in. These two TVs have been needing to be unplugged and replugged in almost everyday so we need them fixed so we don't need to do this everyday							
Aroogas Warwick	4/16/2018	2429		Aroogas warwick Phone support of system after power failure							
BWW Roanoke	4/16/2018	2428		Touch panel not responding to button pushes							
BWW Roanoke	4/16/2018	2427		Will someone please call BWW Roanoke, VA- they are unable to change channels- everything is locked per Manager John Hartman-							
BWW Culpeper	4/13/2018	2426		Ntn beertv bdubs TV not working							
BWW Culpeper	4/12/2018	2425		Power outage affecting system							
Hamilton Public House	4/12/2018	2424		Install two new 65inch tvs							
BWW Midlothian VA	4/11/1948	2423		We were working with Ryan yesterday, just contacting again to see if we can get this issue figured out.							
BWW Dearborn	4/11/2018	2422		Replace TV behind bar							
David Schnepf	4/10/2018	2421		Install new Blu-ray player and av receiver							
BWW Midlothian VA	4/10/2018	2420		Andrew called the shop needing help with their crestron pad. Need assistance please asap.							
BWW Muncie	4/9/2018	2419		We are no longer connected to the buztime servers, I have called buztime and RTG to try and troubleshoot this to no avail. The only time the AV tower was worked on was when the bdubs tv was installed.							
BWW Coldwater MI	4/9/2018	2418		Bww coldwater After power loss system came unresponsive							
AbVest	4/9/2018	2417		Replace toilet measurement on stove							
AbVest	4/9/2018	2416		Clean out gutters and fix screen covering them get measurement on shead							
AbVest	4/9/2018	2415		Paint foyer							
BWW Danville	4/9/2018	2414		System malfunction. Tv's are showing all trivia but keep going to a black screen and showing our bdubs beer board, them flashing back to trivia.							
BWW Danville	4/7/2018	2413		Satellites 2,6, and 7 are unresponsive to our Crestron.							

BWW Westland	4/7/2018	2412	<p>Hello,</p> <p>In the morning when we turn our TV's on some of them change input screens or change to a snow flurry screen. It does not happen to all of the TV's but about five or six of them every day. Not a huge pain but having to go back and change them to the input they were on the night before is annoying.</p> <p>Thanks,</p> <p>Megan</p>								
BWW Culpeper	4/6/2018	2411	TVs not working								
BWW Danville	4/6/2018	2410	I would like to get the kitchen audio working asap please. If we could get a date set for you to come out and take a look it would be greatly appreciated.								
BWW Culpeper	4/6/2018	2409	One of our tvs is having communication issues with the server								
Home Advisor	4/6/2018	2408	Install two speakers and hook up Sony av receiver								
BWW Ypsi	4/6/2018	2407	<p>Hello,</p> <p>Our Sat 5 does not change channels. I have tried to use the guide button and even just pressing channel numbers. The Creston pad says it is on the Golf channel but it is actually on ESPN.</p> <p>Thanks,</p> <p>Tim</p>								
BWW Morehead	4/5/2018	2406	TV 25 is fading from bottom up. It's the same issue we have with most of our sharp units.								
BWW Howell	4/2/2018	2405	Program and ship out logitech universal remote								
BWW Pikeville Ky	3/30/2018	2404	Two booth tv have been broken clean av rack up check on mic								
LC Properties Dublin	3/30/2018	2403	<p>It was requested that we put some sort of time cutoff on our volleyball court and pool speakers. At other locations we have a London processor which we set a limiter to shut off the volleyball and pool speakers at 10pm due to complaints from the nearby neighbors. Is there any way we would be able to look into the possibility of doing the same thing at LC Dublin Goat location?</p> <p>If so, we may need to coordinate getting out to that location to hook our laptop into the processor and do a screenshare session. Please let me know what needs to happen to get this done.</p> <p>Thanks Guys,</p>								
Bill Beans Office	3/30/2018	2402	Move tvs up								

BWW Waynesboro	3/30/2018	2401		Clean up rack add 3 just add power txs add more tvs to uni remote replace touch panel								
BWW Mishawaka	3/29/2018	2400		X-finity box not operating properly; we had to plug into a different converter, as original converter box had no power.								
BWW Ironton OH	3/28/2018	2399		Hook mic back up also check on juke								
BWW Ironton OH	3/28/2018	2398		Aux has no audio mic or working								
BWW Morehead KY	3/28/2018	2397		Our Sharp TV 55" is fading from top to bottom.								
BWW Danville	3/27/2018	2396		Satellites 4 and 7 do not respond to crestron. Kitchen volume still an issue, We have not gotten an update for a while. Volume does not go up enough for the kitchen to be able to hear the music or game over the sound of equipment. We used to be able to hear it before we got the new tower.								
BWW Mechanicsville	3/27/2018	2395		Install new cable boxes on an switches Take a look at phone system								
BWW Colonial Heights	3/27/2018	2394		Replace amp that controls bar and dine								
BWW Short Pump	3/27/2018	2393		Tv issues								
BWW Westfield	3/26/2018	2392		Tell us the nature of the support request. Derek call the office to request help with the volume control on their touch panel.								
BWW Angola	3/26/2018	2391		Issues with both promos behind bar								
BWW Angola	3/23/2018	2390		Diagnose projector issue.								
BWW Kaysans	3/23/2018	2389		Replace lamp in projector and align.								
BWW Ypsi	3/21/2018	2388		Issue with tv on dine vw 1 Issue with tv on dine vw2								
BWW Howell	3/21/2018	2387		Replace bad 60 with new 65 Install and config preview tv								
Colonial Heights VA	3/21/2018	2386		I have no sound on any speakers, everything is on and has power....								
BWW Angola	3/19/2018	2385		Install loaner projector								
BWW Danville	3/19/2018	2384		I am waiting to hear back from someone about a TV possibly being under warranty.								
BWW Hattiesburg	3/18/2018	2383		Sharp tv model# LC-50LB370U Rev A.PR Serial# JMFFAYA012143 Won't power on. Looks like it turns on but only showing a black screen. It's one of the tvs on the video wall behind the bar that is set up as full screen on 4 different tvs.								
BWW Sturgis	3/16/2018	2882		Install dine projector								
BWW Coldwater MI	3/16/2018	2881		Johnny- Manager reset all TV/boxes -they are stuck on a black screen. Will you please call as soon as possible?								
BWW Athens	3/15/2018	2880		Need someone to contact us about our projectors. Optoma TH1060. Installed a new bulb in one and it is giving a temp error after 2 minutes of being on. All 3 fans are working. The other projector won't turn on. The power light flashes 7 times and then pauses and starts over. The lamp door is secured on it and I've already tried power cycling it several times.								

BWW Glen Allen	1/23/2018	2306		I have TV that freeze on a picture. The only way to fix them is to pull the power to the blue boxes behind the TV's that are not working. The same picture freezes on multiple TVs when it happens so I think the issue is coming from the tower. It has happened mutiple on multiple inputs so I do not think it is the directv boxes. I spoke to Christopher tonight about the issue. I also spoke to Jared I believe on Saturday. I have put in a request previously and sent in pictures of the tower and boxes. I would like to get this addressed. It is causing issues with my customers.							
BWW E Washington IN	1/23/2018	2305		AV upgrade							
BWW SPRINGFIELD MO - Battlefield Rd.	1/23/2018	2304		The control box for the TVs are not responding and most functions are not working.							
BWW Avon	1/21/2018	2303		We have a LG TV, #30 that is not receiving any input connected. We have done the following. Turned off and turned back on Check all inputs Checked connections at TV and Receiver Checked HDMI connection from the JAP unit, pulled cable out and plugged back in on TV and JAP unit Unplugged TV for 15 minutes Note - the CAT cable #30 does not show a green light at the receiver on the port its plugged in to We moved the plug for TV 35 to it and it lit up When we plugged #30 into #35 it did not light up - believe the CAT cord is possible the problem - We did move 35 back to its proper location on the av as well as 30.							
BWW Ironton OH	1/21/2018	2302		This morning I went to turn the sound on and none of the speakers were working. So I went to press the power button on the speaker system on the bottom of the tower to manually reset them and the power button slid up inside of the unit and the power isn't on at all. so, the only audio working is the sub woofers.							
BWW LaPorte	1/20/2018	2301		POS in bar not working							
BWW Elkhart, IN	1/20/2018	2300		Projector no input and one of the sources not producing a signal.							
BWW Portage	1/20/2018	2299		Replace TV in bar							
BWW Portage	1/20/2018	2298		Our video wall only works on satellite 3, if we try to change it it goes back to satellite 3							
BWW Danville	1/19/2018	2297		Sound in the kitchen does not work all the time, and when it does work is at a very low volume.							
Christ Shelley	1/19/2018	2296		Couple of TV's saying no signal, looked at video formal and it says not available							
BWW Chester Va	1/18/2018	2295		Samsung TV 4 keeps going in and out. Changing from picture to a black screen. We had the same issue with another TV doing the same thing and that has since been replaced.							

BWW St. Clairsville OH	1/18/2018	2294		Sub woofer that was installed last year is distorted. Sounds like it may be possibly blown							
BWW Angola	1/17/2018	2293		Bar projector not working							
BWW Parkersburg	1/17/2018	2292		TV 21 is showing no signal TV 1 keeps changing its input and turning itself off Sound on the patio is out, sounds like speakers have blown, been like that since our remodel in August. The front dining room projector's color is off. Everything seems green.							
BWW Coventry Fort Wayne	1/17/2018	2291		The Number 51 TV in our dining room is not working properly. In the top portion of the tv screen has a shadow on it. We're probably going to need to RMA it. I am going to follow up on this service request with an email to rma@avdiusa.com with all the required pictures needed to start the RMA process with Sharp.							
Bill Bean	1/17/2018	2290		Install TVs at Bill Bean's office							
Danny's Italian	1/16/2018	2289		TV will not come one set up crestron on I pad look a projector							
BWW Dearborn	1/15/2018	2288		Hi, I spoke to Jason on Saturday 1/13 about issues with our second amp not playing sound at Buffalo Wild Wings in Dearborn, MI. He has me make sure the power source was plugged in, had me turn the amp on and off, and nothing changed. This is the amp that control our kitches, foyer, and guest bathroom speakers.							
BWW Flowood	1/12/2018	2287		TV on video wall going out. Settings match other TV's but its very pixalated and light in Color.							
BWW Laporte	1/11/2018	2286		Mounting issues with Tv's							
BWW Portage	1/11/2018	2285		Our Samsung TV #1 will not turn on for a couple days now							
BWW Rochester MN	1/9/2018	2284		Jeff is requesting a call after 2pm today if possible regarding the projectors. Jared will contact Jeff at 507-536-0717							
BWW Hot Springs, AR	1/9/2018	2283		Overnighted an amp to Jessica she is going to call for assistance to install.							
BWW SHELBYVILLE	1/8/2018	2282		Have a 55 inch Sharp tv that does not turn on anymore. Tried to unplug and restart but nothing serial number is 301825078. Let me know if you need anymore info.							
BWW DuPont	1/8/2018	2281		TV in the bar is out. Tried to get a picture of serial and model but it's too close to the wall and we do not want to pull it out from the wall and have it fall off.							
BWW New Castle	1/8/2018	2280		Tv 39 in dining room is discolored. Our regional manager asked we contact you to get it taken care of before the Super Bowl. Said the same thing was happening to a TV at their Shelbyville location and it went out soon after. It's a sharp							
Aroogas Warwick	1/8/2018	2279		AST Security - Jim C remote assist for signage pc and reprogramming of crestron for correct lables							
BWW St. Joe	1/8/2018	2278		Replace TX7 Re-arrange keno/other sources. Compelted.							

Anytime Fitness	1/7/2018	2277		Run new speaker lines Install cp-tv Install new amp								
BWW Glen Allen Va	1/7/2018	2276		The sound on Dining side keeps getting loud and soft. It also does not sound good at times. Seems like a bad connection or a short. I am willing to trouble shoot with someone on the phone if needed.								
BWW LaPorte	1/6/2018	2275		Keypad is not allowing us to change the television channels.								
BWW Avon	1/6/2018	2274		Avon BWW needs the ability to start/reset DirecTV mods in the Help page								
BWW Westland MI	1/5/2018	2273		Tom called office to ask for help with their beerboard it is not working at all. Ryan called and left Tom a voice message 4:20pm								
BWW Athens	1/5/2018	2272		Two of my boxes went down with the error msg 775, I called DirecTV to have them reset, that didn't work. I got in touch with one of their tech support people, he told me that I may need some sort of box to add to the system, something about there being too many boxes hooked up to one thing. After talking with him for a few more minutes the boxes started loading. Not exactly sure what the issue was or how it fixed itself to be honest.								
BWW DuPont	1/4/2018	2271		Bryce called the office. TV #19 in Bar has no power. They are requesting if we could send a tech on Friday, January 5 to take a look. Bryce has a big party in front of TV now so they also are asking if we can call before we go to the store.								
BWW Joplin Mo	1/4/2018	2270		Spoke with Jen Bww Manager this morning. Their entire rack other than amplifiers would not power up. I found that the UPS was not supplying power and I had her bypass the wattbox UPS. We need to diagnose the UPS further to see if it needs to be RMA'd. Jared I'm putting this on you to complete.								
Rack n Helens	1/3/2018	2269		TV 15 not working								
Mt. Juliet Tn. Lc properties	1/3/2018	2268		TV's showing "No Signal" and one of the DTV boxes needs to be updated. We've had Clear Sky come out twice to take a look but they've assessed that there is nothing wrong with the dish. Could someone please come take a look at the connections and determine/resolve the issue. Thank you.								
BWW Coldwater MI	1/3/2018	2267		Bar audio Channel has intermittent fault. Volume has to be ramped up for signal to catch and then can be adjusted back down. Tech on site adjusted the gain on the amp, muted zone, and could not recreate the issues.								
BWW Coldwater MI	1/3/2018	2266		Management shut AV tower down and then could not restore the system at open today.								

New Albany LC Properties	1/3/2018	2265		TV 24 is not appearing in the Xpanel web interface nor the Crestron panel in the Goat area. At this time we're not able to change the TV source in the leasing office area. Please call me with an update once this is fixed at 614.264.9500							
?	1/3/2018	2264		Dave Land S Audio remote support							
Resi Woodfin	1/2/2018	2263		Hook up two tvs							
BWW Danville IL	12/30/2017	2262		TV 40 inch TV 38 are displaying Just Add Power standby screen. I rebooted both of them several times via TeamViewer with no results. We need to send out two receivers pre-programmed for TV 40 inch TV 38th and have Tyler swap them out.							
BWW Greencastle	12/28/2017	2261		THE SOUND IS NOT LINKED TO THE PANEL HAVE TO CONTROL THRU RECEIVER. ALSO NEED TO BE ABLE TO TURN OFF ALL TVS AT ONCE.							
Mt. Juliet Tn. Lc properties	12/27/2017	2260		We're having ducking issues in our yoga room and spin room. If the Pandora player is selected, and I attempt to use the 3.5mm source, the music doesn't duck and I have to manually switch the audio. I'm unsure if this configuration was intentional to where we have to manually change the audio source, if not, can we please get assistance with ensuring that music properly ducks when a new audio source is found? You can also reach Paul Wilkins if I'm not available at pwilkins@lifestylecommunities.com (614-264-9500)							
BWW Parkersburg	12/27/2017	2259		We have one tv that is turning itself off and changing inputs. We have one tv that is hwoing nothing connected to the componenet input. Cables are plugged into it.							
Dearborn	12/26/2017	2258		Paula called the office this morning and said they had no audio, I called her and was able to get the audio working but it wasn't being controlled by the touchpanel. Spoke with Ryan and he told me how to fix it. Issue is resolved.							
Mt. Juliet Tn. Lc properties	12/26/2017	2257		Hello, We're in need of assistance with the TVs in the Goat area.							
BWW Culpeper VA	12/26/2017	2255		Replace bad TX, swap out broken tv with patio tv, troubleshoot touchpanel.							
	12/16/2017	2254		TV randomly turn off, color bad on one tv.							
BWW Danville VA	12/26/2017	2253		Replace bad projector, extend pole and support.							
BWW PIKEVILLE	12/26/2017	2252		Replace 55 inch in party room, add HDMI switch for bdubs tv, fix 60 inch party room tv, order two 32 inch for booths.							
BWW Portsmouth	12/26/2017	2251		Replaced bad TV.							
BWW Howell	12/26/2017	2250		Bad tv in bar. -Dylan							
BWW Muncie	12/22/2017	2249		My office camera is not working.							

BWW Logansport	12/22/2017	2248		We have to projectors down in Logansport. I've been emailing back-and-forth with Brandon Jones and I am waiting for his response on what he wants us to do. We need to stay on alert because once he decides somebody will have to go down and satisfy situation.							
BWW LaPorte	12/21/2017	2247		Can change satellite channels but can't route TVs. Think it just need a reset, but can't remember how to do it. A call here to walk us through it should fix.							
BWW Maysville Rd	12/20/2017	2246		Our #30 TV is having a repeat issue where it will not receive a signal. Some days it is fine, other days it is not. Does not matter which input setting is used or which satellite is feeding it.							
9	12/20/2017	2245		Reinstall TV over fireplace							
STAYER RESI	12/19/2017	2244		Pending Resi -Dylan							
BWW Culpeper Va	12/19/2017	2243		No sound on Sat 1							
BWW Mishawaka, IN	12/19/2017	2242		We have TV #65 out in the dining room. I unplugged for a bit then plugged it back in, and it is not responding, and the message reads connected, waiting for video source. Please advise. Thank you, Phil							
BWW Morehead Ky	12/19/2017	2241		TV #61 is stuck on the Sharp screen. We tried rebooting it from the touchpad, I tried from my phone to reboot the individual TV, we've unplugged it multiple times, and I left it unplugged it overnight. It wont go pass the red sharp screen. It's a 70 in TV.							
BWW Fayetteville, Ar	12/18/2017	2240		We received a Satellite Dish from DirecTV and we're curious if you are replacing one or adding one or if this is a mistake. Get back to us when you can. Thanks							
BWW Auburn	12/18/2017	2239		Sound issues							
BWW Colonial Heights	12/18/2017	2238		I have 2 Sharp TV with Picture quality issues dark spots and lines.							
BWW Portage	12/17/2017	2237		Several TVs won't awake from sleep mode it seems							
BWW Port Arthur	12/17/2017	2236		We are having issues with the sound in the restauraunt. I have already checked the dbx for the correct volume levels. The rockbot or non fo the Ds will play sound either, but the DBX is showing tha something is trying to be played.							
BWW Danville Va	12/17/2017	2235		THE PROJECTOR BEHIND THE BAR KEEPS TURNING ON AND OFF LIKE IT IS OVER HEATING. CAN WE CHECK ON A BENQ PROJECTOR WITH A SHORTER THROW DISTANCE. THANKS CLIFTON.							
BWW SHELBYVILLE	12/16/2017	2234		We have a sharp tv and I contacted them to get service request and I have a case number. It is 8975996. We last talked about this unit at the end of November but the information for the TV is Model #LC-70LE65OU and the serial number is 302816059. If you need me to do anything else please just ask.							
Roseivelt Starks	12/16/2017	2233		Install TV							

Mt. Juliet Tn. Lc properties	12/15/2017	2232		<p>Hello, I'm following up in re: to our issues that we reported earlier this week. Please either call me, Andrea Duncan (615-308-2245) and/or Paul Wilkins (614-264-9500). As mentioned previously the issues that we're experiencing are the following: -Sat Box 5 isn't responding -</p> <p>The all power button doesn't work when attempting to power on/off the TVs -?button doesn't allow us to go back to the home screen and we have to shut down the Crestron panel every time</p>							
BWW Fairview Park	12/14/2017	2231		<p>Hi. I was wondering if there is anyway to that we can our microphone off in our back party room when in use in the front dining room. We have a wireless microphone that's hooked up to our AV system and have a private function in our back room and LIVE trivia in our main dining room. I know we are able to have it just on in the back room but can't remember if we had it set up so that it can be turned off for the back when in use up front. Thank you in advance for your time.</p>							
BWW Mishawaka, IN	12/14/2017	2230		<p>Hello, my mistake on the 2nd TV that is out, it is number 34, not 36.</p>							
BWW Mishawaka, IN	12/14/2017	2229		<p>TV #22 is not responding after unplugging unit and router. Please advise. Thank you.</p>							
BWW Ypsilanti	12/14/2017	2228		<p>I can not seem to get the audio to play on the bar. Our audio works on all of the other zones. I have checked the volume level and the zone is not on mute. I have switched it back and forth on the mute to make sure it was reading it correctly.</p>							
Paul Soria 6332 N Clinton St	12/11/2017	2227		<p>Trying to control TV's from computer not the phone. Or, can I operate TV's from phone while away form restaurant? Here for another 10 minutes. Thanks. Need to get to the control panel screen on computer.</p>							
New Albany LC Properties	12/11/2017	2226		<p>I've called in on Sunday and left a voicemail for Ryan Welch on this issue and haven't heard anything back. At this timethe location can't change channels and sat box sources on the TVs ussing the Crestron panel. The panel went down over the weekend. We restored connectivity back to the panel but now no one is able to change the video source on any TV from the panel. Also the TV in the leasing office isn't appearing on the online panel that staff can access. TV 23 is the listed TV in the leasing office but TV 23 is also listed in the GOat bar so we will need to make sure that the correct TV is appearing. Please assist with getting this resolved as soon as possible.</p>							
BRANDON JONES RESI	12/11/2017	2225		<p>Install a directv dish and tow recievers</p>							

Mt. Juliet Tn. Lc properties	12/11/2017	2224		Hello, We've submitted a previous request about Sat Box 5 not working at our site. At this time we're beginning to experience more issues. Here are all of the following issues and we would like to get a call today on having some resolution: -Sat Box 5 not working - The power button doesn't prompt TV's to turn on/off -?(Help) button does not allow us to go back to the home screen, we have to shut down the system and reboot it every time to go back to the home screen							
BWW Conventry Fort Wayne	12/9/2017	2223		The bottom right tv on both of our quads has no signal and will not respond to anything. We have tried to turn it off and on, change the input, take out of full and back into full screen, etc. Thank you for your assistance.							
BWW Avon	12/8/2017	2222		Our audio will not turn up or down, we can change the channel and stations but it is holding at a steady loud level no matter what you do on the control screen.							
BWW Athens	12/7/2017	2221		Blue box on TV 15 not receiving data. Have done power cycles, replaced power supply, replaced HDMI cable, and checked Ethernet input. Data light is not lighting up/blinking on box.							
BWW Portage	12/7/2017	2220		TV 8 is blotching							
BWW Howe	12/7/2017	2219		The breaker for the Crestron was turned off. Now no viewing TV can not to anything with touch screen super busy night asking for help ASAP							
BWW Jones Grp Office	12/7/2017	2218		Install tv in Brandon's office run HDMI from Mike's office to Brandon's office							
BWW Rochester	12/7/2017	2217		All of our projectors are constantly flashing with the input screen. It happens consistently and am unsure of solution to fix. Please advise!							
BWW Danville IL	12/7/2017	2216		Video switching and sat problems Replace Cisco switches with luxul							
Rack n Helens	12/6/2017	2215		Remove old rack clean up wire big tone restroom wire and hook up							
BWW Portage	12/6/2017	2214		Our Sony TV 8 is not connecting to a satellite, Just pops up a fuzzy white and black screen							
BWW Ypsilanti	12/5/2017	2213		We are not able to control sound from our Crestron Pad. The Crestron pad also needs to be completely reset when changing any satellite from a paid station such as NFL Sunday Ticket.							
Aroogas Warwick	12/5/2017	2212		Add ons due to system take over							
BWW Coldwater MI	12/5/2017	2211		Install Keno HDMI							
BWW Angola	12/5/2017	2210		No control of sat boxes and not able to route video. Reset system.							
BWW Sturgis	12/5/2017	2209		Replace projector, replace TV, test aux and label wire for Keno installation.							
BWW Danville IL	12/4/2017	2208		We cannot control Satellites 2, 5, 10, and 9 through the Crestron. Satellite 6 does not work at all.							

BWW Danville IL	12/2/2017	2206		After two technician visits we still have no control over our system. Please reach out to us as soon as possible to resolve our issue please. -Tyler Rose								
BWW Fairview Park	12/1/2017	2205		We are supposed to have audio capabilities on our first four satellite boxes. On our fourth satellite box, there is just a low humming noise when the audio is switched over. There is no sound coming from it. Can someone please look into this? I'm								
BWW Portsmouth	12/1/2017	2204		TV 18 has blurry picture, TV 64 color is off, TV 34 bad TV.								
BWW SHELBYVILLE	11/30/2017	2203		We are doing an RMA on a sharp TV. I have emailed the rma account as instructed but if you need anything else let me know. It is the same TV that we had a request on the other day. Quinn Edward								
BWW Rochester	11/30/2017	2202		Our Crestron panel is not allowing us to shut off music/sound. We have tried resetting the panel several times to no avail. Please advise as how to fix the issue.								
BWW Avon	11/29/2017	2201		We have 2 televisions in the party room that we had to take the power supplies from the transmitter to get tvs in the dining room working. Is it possible to get us more of those power supplies? The white ones that went in with the install seem to keep going out.								
BWW Carmel	11/29/2017	2200		We have an ongoing issue with some speakers in our dining room that make a loud hum when the audio is on. It is only a few speakers in the dining room, on the east wall of the dining room.								
BWW SHELBYVILLE	11/29/2017	2199		We have a sharp TV on the bar side of the store that will shut off on its own. A picture will appear then seconds later it will flash and then turn off. On 11-2 we contacted you and followed instructions but the problem is back and the solution from last time is not working. wondering what the next step in the process is.								
Mt. Juliet Tn. Lc properties	11/29/2017	2198		At this time we're having an issue with satellite box 5 not responding to commands made from the Crestron panel. We've reset the box and that did not resolve the issue. Please assist. You can also reach out to Paul wilkins at 614.264.9500 or the Goat store 615.203.8260								
BWW Danville, IL	11/28/2017	2197		We have once again lost control of our AV system with the exception of being able to control the volume of our audio. Last incident was this past Sunday with a system reset fixing the problem, but we cant just reset it in the middle of our dinner rush. Please contact us as soon as possible to resolve this issue. Thank you, Tyler Rose								

BWW Athens	11/28/2017	2196		Need new power supply for blue box for tv							
BWW Fairview Park	11/28/2017	2195		Our video wall is frozen up again!							
BWW Maysville	11/28/2017	2194		Swap out bad 70 in bar move good 70s to dine replaced bar video wall with 55s took bad 70s to office							
BWW Morehead Ky	11/28/2017	2193		I just put in a request yesterday about a tv needing replaced because of the bottom half of the screen going black. We now have another doing the same thing. This is a total of 3 sharps doing the same thing right now. Jason contacted Juice about replacing the 1 with a 55 inch samsung. We have room for 3 of them if that is what Juice wants to approve. We will just have to move a few other tvs around. thanks.							
BWW Morehead Ky	11/27/2017	2192		We have yet another 50 inch sharp tv that's going out. Its fine at the top and is fading darker as the bottom. This is for TV 44. I sent the same request a few weeks ago for TV 16. I think the best resolution is to order 2 55							
BWW Portage	11/27/2017	2191		The wall mount will not change the satellite but will not change the channels. They have to change the channels manually on each box.							
BWW Mobile AL	11/26/2017	2190		Mic not working since power went out a month ago, batteries good just wont connect to use.							
BWW Danville IL	11/25/2017	2189		System will allow us to change satellites but will not allow us to route them to tvs..... Please advise so we can correct the issue - Tyler Rose							
BWW Maysville rd	11/25/2017	2188		Bottom right quad tv in dining room is fuzzy and the picture is rolling in circles.							
BWW Dearborn	11/24/2017	2187		This morning our tower/rack was making a loud high pitch sound. A tech was able to help me turn the sound off and get the tower system restarted. We had to put the plug into an outlet on our bar floor with an extension cord. The gentleman helping me this morning said that the battery had died and asked to fill our a service request. he said someone would be out next week (Week of nv. 27th) to complete service.							
BWW West Chester Commons	11/21/2017	2186		Humming noises coming from all satellites we have already sent ground loop isolaters. Fix for some time, but now hum has returned. I spoke with Jonathan mangager at store infromed him I will get back with him tomorrow.							
Wawasee Bowl	11/21/2017	2185		Replace cisco switch running video nethd Replace tx7							
BWW Danville IL	11/21/2017	2184		We are having issues with our av tower controlling volume. I have troubleshot, but cant think of much else to do. Please contact us as soon as you can to help resolve the issues - Tyler Rose							

BWW Auburn	11/21/2017	2183		Bar tv 10 needed replaced. Replaced it with a 50' LG plasma -Dylan							
BWW Auburn	11/20/2017	2182		Install tv above fire place							
BWW Sturgis	11/20/2017	2181		Three rmas were filled out for tvs and those tvs need replaced. -Dylan							
BWW Maysville rd	11/19/2017	2180		Two Sharp TVs on our bar video wall will not receive satellites. We tried switching between inputs, turning the TVs on and off, and resetting them and none of this worked.							
BWW LaPorte	11/18/2017	2179		Av remodel							
BWW Bloomington, IN	11/18/2017	2178		Touch screen does not work for TVs at all. Need fixed ASAP							
BWW Barboursville	11/17/2017	2177		No buttons on screen are working. Not allowing to change channels.							
Mt. Juliet Tn. Lc properties	11/17/2017	2176		At this time we're not able to change TV channels from the Crestron panel, nor change the TV source on any of the TVs. Please assis with this today.							
BWW PIKEVILLE	11/17/2017	2175		Our television at 215, which is one of our booth TV's has an issue.							
BWW Mississippi/Alabama	11/17/2017	2174		Install BdubsTV and BeerBoard.							
BWW SHELBYVILLE	11/17/2017	2173		Buttons on channel changer and satellite changer will not let us place what satellite goes on what tv. It says to get in contact with you guys for help. Thank you -Matt							
BWW Portage	11/16/2017	2172		Remote seems to be glitching its allwoing me to switch TVs and change channels on staellite's but will not truly change channel on TV it is also not allowing us to create video wall							
BWW Westalnd MI	11/16/2017	2171		UniFi issue and throttling question at Buffalo Wild Wings in Westland. Please call when available.							
BWW Danville Va	11/16/2017	2170		I NEED TO ORDER (4) BENQ BULBS FOR BWW 3284 DANVILLE, VA. MODEL NO. SX912/MH740/SH915. P/N: 5J.J8805.001 THANKS							
Jonathan Franks Resi	11/15/2017	2169		Install 10 customer supplied Z Wave Light Switches. Wire on customer supplied Z wave garage door module. Wire on customer supplied Z Wave dry contact relay. Assis in cleaning up wiring of 5 existing mounted tvs. Attempt to install ethernet connection between upstairs and down.							
BWW Carmel	11/15/2017	2168		We have two speakers in our dining room that make a decent "hum" noise when active. Most noticeable when we have games on sound.							
BWW Maysville rd	11/13/2017	2167		Sharp tv issues							

BWW Port Arthur	11/13/2017	2166		We need two replacement bulbs for the NEC projector we purchased from you all. With the initial purchase we order tow bulbs. Our first time changign them was last week. When chanigng the bulbs we noticed that the ones you al sent to us as backups are not the correct model. Can you send us the correct bulbs so that we can send the in correct ones back to you all. The model bulbs that was sent were was 5j,j8805.001. I have pictures of the bulb that is in the projector now and also of the incorrect bulbs that was sent us.							
Mt. Juliet Tn. Lc properties	11/13/2017	2165		When changing music in the leasing office, the music in the fitness area also changes. They should be on two separate channels.							
BWW Maysville Rd	11/11/2017	2164		The bottom left tv on the bar video wall will not work. Its stuck on the sharp screen, wont turn off or no buttons work							
Aroogas Attleboro	11/10/2017	2163		Tvs changing by them selfs can not change tvs from touch panel Sat 12 not working							
BWW SHELBYVILLE	11/9/2017	2162		One of our LG TVs in the bar area is not turning on and hasn't been since Tuesday. It flashes real quick when trying to turn on and then just stays off. Its doing what the last tv in the bar did before it went out completely as well, which the chip inside that tv was fried and overheated, so if anything like that then we might need a tv to replace it. I just tried unplugging it and then plugging it back in its still doing the same thing							
Mt. Juliet Tn. Lc properties	11/9/2017	2161		Alternate Contact: Peter Berends 614-203-8245 Crestron screen is not displaying the correct channel that is playing on the TVs at location. When changing the channels on the TV's the Crestron display doesn't update.							
BWW Maysville	11/8/2017	2160		Projector is dim and needed replaced. Replaced with a Benq -Dylan							
BWW Morehead Ky	11/7/2017	2159		I sent in a request about a broken TV yesterday. Chris called me back and determined its probably cheaper to buy a new TV. I talked to Juice today about that. If you want, send him any info regarding a new tv. We may switch to a larger TV if it's just as cheap. And we are open to LG/Samsung brands as well. Since this is about the 4th - 5th sharp issues that we've had. If you have any questions, just let me know. Thanks.							
BWW Auburn	11/7/2017	2158		Tv will not turn on.							

Mt. Juliet Tn. Lc properties	11/6/2017	2157		Hello, at this time we are experiencing the following issues with all shared spaces between Leasing, Fitness, and Goat. Goat issues - music from pandora is constantly cutting in and out. Troubleshooting steps: we've checked the rca jacks that plug into the processor and the physical cabling appears to be fine. TVs 5 and 20 are not working and won't respond to any commands made from the tablet. metadata not updating properly on crestron panel. Leasing/Fitness issues music is not ducking properly between fitness and leasing's pandora players							
BWW Morehead KY	11/6/2017	2156		We have a TV issue. Number 16 is fading out towards the bottom of the screen. This is about the 3rd or 4th sharp TV that's down this. We called sharp like we always have to do and they said the TV is out of warranty. So we just need to know if it would be cheaper to fix this one or to buy a new one. Either method we must get approved through juice. I believe this is a 50 inch screen. The issue is typically a backlight issues, I don't know if that's what's wrong here but that's typically the death sentence for a tv to get repaired thanks.							
BWW Short Pump/Glen Allen	11/3/2017	2155		The touch screen wall unit is not working. We are not able to change any of the channels on our DirecTV boxes, but we are able to change what the output source is for the TVs. The unit was reset earlier today which gave us back the ability to change the sound source and volume which is still working							
BWW Greencastle	11/3/2017	2154		We had our touch screen replaced on Wed this week and we do not have capability to turn on/off all TVs from the panel. We have over 50 TVs so having to go to each one and power them on/off can be a chore and cause TVs to turn back on/off while changing other TV's. I'm open to the idea of being walked through it over the phone if it's not something majorly complicated. thank you, Josh Breedlove							
BWW SHELBYVILLE	11/2/2017	2153		We have a 70 in sharp tv that is flickering when its turned on. It flickers on the Sharp screen for a couple of minutes and then fully turns off. No other picture is shown except the sharp logo							
BWW Elkhart, IN	10/30/2017	2152		Tower is not connecting to wall panel and is not linking to ipad. Followed all troubleshooting steps while on the phone. I can not change satellite channels and can not control sound							
BWW PORTSMOUTH	10/29/2017	2151		Tv in bar has a green picture contact matt Monday morning for further diagnostic		CHRIS					

WHATS UP PUB AND GRUB	10/28/2017	2150		I went to what's up to train owner and bartenders on the system, and help get a system in place for knowing what satellites are on which channels -dylan		DYLAN					
BWW AVON	10/28/2017	2149		TV 41 turned on this morning and then faded out to a bluish blackish screen and would not work with the remote. I climbed up and unplugged it and plugged it back in and it will not turn on and the red light on the sensor keeps flickering. Also one of the TVs in our party room keeps showing no signal, i tried replacing the power supply like we have had to do on several of the other and it is not working. Those power supplies that we received are also coming in handy, almost every issue that we have had is easily resolved by switching those out.		JARED					
STAYER RESI	10/28/2017	2148		Install 5 customer provided tv and mounts		CHRIS					
4332 FLAGSTAFF	10/27/2017	2147		NEW INSTALL		CHRIS					
BWW PORTAGE	10/26/2017	2146		Our Sony TV #8 will not connect to a satellite, tried unplugging and plugging it back in.		JaARED					
BWW PIKEVILLE	10/25/2017	2145		We are requesting to order a 1x2 bi HDMI switch, to go from our Beerboard to are Sat 10. Jarred was going to speak with Ryan about adding switch 16 to our control touch pad. However we no longer use switch 15, since we are no longer using the old Beertv							
BWW MIDLOTHIAN	10/25/2017	2144		All of our Satellites are making a loud humming noise when we put the sound on for one of them. We have sent in multiple requests for a couple of months now and done all the trouble shooting asked to do to no avail. Please send us a tech out to fix the problem							
TONY SACCO'S	10/25/2017	2143		Picked up tv and delivered it to ontech.		JARED					
BWW MOREHEAD	10/25/2017	2142		Install BdubsTV and Beer Board		JARED					
BWW PIKEVILLE	10/25/2017	2141		Install BdubsTV and Beer Board		JARED					
BWW GALIPOLIS	10/25/2017	2140		Install BdubsTV and Beer Board		JARED					
BWW IRONTON	10/25/2017	2139		Install BdubsTV and Beer Board. Tv 19 won't turn off, tv 7 not working. All fixed		JARED					
BWW PORTSMOUTH	10/25/2017	2138		Install BdubsTV and Beer Board		JARED					

BWW CULPEPER	10/24/2017	410		Tv turns on with light blue in the screen but there is absolutely nothing. No menu or no home screen						
BWW WESTLAND	10/24/2017	2137		Sound keeps cutting out- UPDATE 10/26/17 RYAN CALLED AND MANAGER SAID IT HAS BEEN FINE THE LAST COUPLE NIGHTS. ADVISED THAT IF SOMETHING DOES OCCUR TO CALL TOLL FREE NUMBER.						
BWW GLEN ALLEN	10/24/2017	2136		I have TVs frozen on a screen. I can pull the power to the blue box behind the TV and it fixes the problem. I am having to do this multiple times a week. I would like someone to address the issue so I don't have to keep getting out the ladder every other day. If the issue cannot be fixed I would like a button added to the touch screen to reset the blue boxes. I have one for each of the video walls now. Also the touch screen sometimes stop controlling the directv boxes. I have to turn the Crestron labeled switch off and on to get it to start working again. The system just seems a little quirky.						
BWW MICHIGAN CITY	10/23/2017	2135		We currently have a phone jack port in our kitchen that is cracked and hanging from the wall. It is causing our kitchen printer to not print out our tickets. It is also affecting our systems all together and would like for someone to come in and replace it before we run into a busy day with no kitchen printer.		DYLAN				
BWW ANGOLA	10/23/2017	2134		We just got a remodel a few months ago to which we also received a new user interface device. We cannot control the sound and volume from this device. Also, I'm not sure if this would be you or our satellite provider, but when switching from certain channels it is very laggy.						
WHATS UP PUB AND GRUB	10/23/2017	2133		No signal from Sat 3 tv B2 is discolored Owner wants to be re-trained on system All taken care of -Dylan		DYLAN				
BWW PORTAGE	10/22/2017	2132		TV 40 and 39 are not powering on						
BWW CULPEPER	10/21/2017	2131		Pre wire for rack up grade	UPGRADE	CHRIS				
BWW CULPEPER	10/21/2017	2130		Install 4 55 inch tvs	SERVICE	CHRIS				
BWW Colonial Heights	10/21/2017	2129		INSTALL 8 NEW SATS		CHRIS				
BWW WESTLAND	10/19/2017	2128		Raise TVs behind bar so the screen is not blocked by the taps.	SERVICE	JARED				

BWW Farmville, VA	10/15/2017	2119		armville VA needs to have the ability to reboot control mods in help screen All stores that don't have this reboot need to be updated immediately! All systems moving forward need to have IRs on the sats as a back up or IRs as the functional platform with meta data for button info only.							
BWW PAKERSBURG	10/14/2017	2118		Jukebox sound is not hitting the AV Tower. Vendor for Jukebox has come in and confirmed that its not on their end.							
BWW-Westfield	10/14/2017	2117									
BWW- New Castle	10/13/2017	2116		TV in entry way has a rolling black screen on the correct input.							
Wawasee Bowl	10/13/2017	2115		Tx 7 needs rma not producing video							
Wawasee Bowl	10/13/2017	2114		New install							
bww-goshen	10/13/2017	2113		Install BeerBoard and BdubsTV.							
Bww-Elkhart	10/13/2017	2112		1) several of our cameras are down 1 on our back door, 1 at Bar left, Office, Patio entrance bar side. 2) Satellite 7 seems to be unstable every 5-10 mins it goes to a connection lost screen for 5 mins then goes back to normal. I check the cords to make s							
bww-mishawaka	10/13/2017	2111		Install BeerBoard and BdubsTV.							
bww-south bend	10/13/2017	2110		Install BeerBoard and BdubsTV.							
BWW-Mobile	10/13/2017	2109		Our power went out dung hurricane and now the remote on panel won't work We have to manually change channels and sat 8 is cab1 and vice versus and cab 3 TV is cab 4 sound, but main issue is remote not working and trivia tvs not connecting. Thanks							
BWW-portage	10/13/2017	2108		When changing the video wall it allows up to change the TV to whatever satellites but when we hit create video wall it brings it to satellite 1 every time.							

BWW -Midlothian	10/13/2017	2107		All tvs showing only one input, locked out of master board, no sound							
BWW-Maysville	10/12/2017	2106		We need a tech to go out and look at a couple tvs in their bar that need RMA'd. Something with shadowing possibly? Ask manager to show which tvs they are. Take pictures of the back including model/serial number. Then take pictures of the front of the screen on different inputs. Take a close up if there are certain spots where tv is bad.							
Resi-Freer	10/12/2017	2105		Install 75 inch Sony and sound bar Install two CP tv in bed room and patio							
LC properties MT JULIET TN	10/11/2017	2104		Bad Jap Reciever							
Empowered Sports	10/11/2017	2103		For a missing work order from 9-20-17. I hung 2 TVs. Customer provided second tv as well as the second mount.							
LC New Albany	10/11/2017	2102		It has been brought to our attention that the music in The Goat area is not very loud when turned to the max. At other locations we have set a limiting volume so it could only go up to, lets say, 50% of the max. If that is the case with this location, can we up the max volume by 10 - 15%? When there is a full house, the music can barely be heard. The same goes for the volume of the satellite TV boxes as well.							
BWW Rochester, MN	10/11/2017	2101		Swap tvs around, check camera, troubleshoot video wall.							
BWW Danville, IL	10/10/2017	2100		We have been having issues with our AV tower and losing control of our televisions. We will randomly be unable to source satellites, images freeze, satellites freeze, the Crestron touch screen will freeze and it's becoming quite frustrating as it is happening on an almost daily basis. We have submitted several tickets and the issues are temporarily resolved, but we would like a more permanent solution. Please contact the store as soon as possible so we can resolve this. Thank you. - Tyler Rose, Manager,							
BWW Carmel	10/9/2017	2099		Our satellite receiver #2 has gone down. We have turned it off and turned it back on again, and it consistently turns itself off immediately. Was not sure if that is something we go through AVDI, or contact DirectTV.							

LC properties MT JULIET TN	10/9/2017	2098	<p>So a couple things. I did the reset that Paul forwarded to me. It resets all the software and kicked off the music for about an hour. After that all the boxes came to life except 5. (Box 5 has a flashing data light upstairs while every other blue box connected to the DirecTV box have solid data lights. This box is not connecting at all to the TVs. This is an issue I believe we can resolve on our end) I reset these boxes on Wednesday. By Friday, two boxes (3 and 6) had already frozen up. This requires us to go upstairs to manually change the games on the DirecTV box itself and have to call down. Setting up in the morning is fine, but when there is the midday swing on Saturday and especially Sunday with NFL ticket this is a HUGE inconvenience. We also had a couple different times where the box reset back to the channel it was on upstairs on the boxes that didn't work. I had two bartenders and a barback witness the tv change without anyone operating it. I don't know how that happened but it has happened now more than once.</p> <p>We have the boxes freezing up has been an issue since open. AVDI was doing a good job of resetting them in a timely manner. This last issue however, the ticket was opened up on</p>							
BWW Portage	10/9/2017	2097	The opening preset is not changing the satellites							
BWW Greencastle	10/9/2017	2096	the panel needs replaced and sat 2 has color issues. please call and come out for service							
BWW Jones Grp Office	10/9/2017	2095	phone issues							
bww waynesboro, VA	10/9/2017	2094	tv's not working add mix cable for dj cable boxes not working							
BWW Culpepper	10/9/2017	2093	swap tvs							
BWW Cary St Richmond VA	10/9/2017	2092	Tv color issues and dbx sound issues							
BWW Portage	10/8/2017	2091	We are able to change satellites but Unable to change the satellites to designated TVs..... This happens every Sunday after we use the cable boxes.... Please fix!!!!							
Aroogas	10/8/2017	2090	We are not able to change the channel of the source boxes. The system is unresponsive.							
BWW Portage	10/7/2017	2089	I have sound in bar area but not in dining room or bathroom... All are set to the same satellite help!							
1808 Pub	10/6/2017	2088	Pre-Wire							
What's up Pub & Grub	10/6/2017	2087	Get signal to projector- make sure all video and audio is working properly. Number tv's.							
BWW LaPorte	10/6/2017	2086	Replace bad tv							
BWW Mgmt Office	10/6/2017	2085	Recently installed phone not working properly							
BWW Munice	10/6/2017	2084	Replace DVR and install patio camera.							
BWW Portage	10/6/2017	2083	TV 6, 19, 21 not working							
BWW-Ironton	10/5/2017	2082	Swap out cisco switches							

BWW-Mobile	10/4/2017	2081		Video wall TV is no responding to reboots input's or power cycles. Stays on searching for transmitter screen. Only 1 of the four on this wall is having this problem.							
BWW-Muncie	10/4/2017	2080 see 2051		We have added comcast boxes which he needed added to the avd tower, we submitted a request for service two weeks ago, Just touching base with you and checking to see when we may have this scheduled.							
LaRosa's Pizza Oh	10/4/2017	2079		New tv install separate party room off dine with volume control							
BWW-Ironton	10/4/2017	2078 see 2076		The sound system within the tower consistently cuts in and out. The guide display on the wall does not show what you have on each receiver nor will it pull up the "guide" to change each television. To change the T.V.'s we have to select the receiver on the panel and then manually change the channel from the receiver itself. Also, there are two LG T.V.'s that are not turning on at all. I have tried resetting the whole tower, as well as resetting the box on the back of the LG T.V.'s.							
BWW Michigan City	10/3/2017	2077		Multiple TVs input not correctly working or syncing with network. Cables all correctly put in but still no response							
BWW-Ironton	10/2/2017	2076		TV 32 on our bar side video wall and tv 35 on our dining side video wall are not working will not turn on. I personally have been up the ladder unplugged the boxes on the back along with the power source to and from the televisions. These tv numbers are on the same side the left side. one on the bar side is the top and the one on the dinning side is the bottom I don't know if that has anything to do with anything. Just a bit of info I figured I might add, also we are still experiencing some very severe lag issue at peak times noon games on Saturdays. As we try and set up our games for the day. The televisions will reset 1 by 1 and continue to lag for a few minutes out as different guest ask for different games on a specific tv							
BWW Warsaw	10/1/2017	2075	service visit	Were having trouble with changing the Satellites, we have 10 satellites and our 2nd and 9th satellites will not pull up a guide menu when pressed. The 2nd satellite wont actually pull anything up, but when we try the 9th satellite the guide menu will pop up on a different satellite. Weve tried restarting the system and that still didnt work.							
Rack n Helens	9/30/2017	2074	service call requested	Trouble shot Tv 11, we are getting no power							

BWW-Logansport	9/29/2017	2073	service call	Just recently had to have cable boxes installed due to the ongoing issue with DirecTV to be able to show the game's as we promise our guest's. Now we're running into the issue of not being able to provide sound for those boxes. If someone can help us out in this department it would be greatly appreciated. Thank you for your time							
BWW Westland	9/29/2017	2072	service call	I am a manager at BWW Westland, MI. When our new system was hooked up in July, we were told we can connect to the service through an app so we wouldn't have to use the tablet that's on the bar floor. I need instructions on how exactly to log in to the app. Thank you!							
BWW Fairview Park	9/27/2017	2071		Preset 1 not working on Touch Panel							
BWW Massillon, OH	9/27/2017	2070	service visit	Install HDMI Aux							
BWW Brooklyn, OH	9/27/2017	2069	service visit	Install HDMI Aux							
BWW Fairview Park	9/27/2017	2068	service visit	Install auxiliary HDMI port. Fix microphone, sat 4 control, change tv settings.							
RYAN-TEST	9/26/2017	2067		Ryan Test Aroogas							
BWW Hot Springs, AR	9/25/2017	2066	service call	Regional Manager Michael called and left a voicemail saying that Hot Springs store has 3 satellites out and not working. He would like someone to call the store and ask for either Jessica or Gabby if possible to try and troubleshoot this issue. He said he wants this taken care of before next weekend football- as it already affected their business this past weekend. He would also like a call back from someone stating when its taken care of. His number is 703-395-6107.							
BWW Vincennes	9/25/2017	2065	service call	Mgr Called and left a message stating they were having sat. problems. I called back and asked if she had already tried resetting. She said yes they have tried resetting, checked all connections and there is no power at all coming to that satellite box. I told her someone would be giving her a call back as quickly as possible.							
BWW Port Arthur	9/25/2017	2064	service call requested	Both of our Buztime Video feed are intermittent we have rebooted the JAP and are experiencing the issue.							
BWW Port Arthur	9/25/2017	2063	Service visit needed	JAP boxes 2 and 9 are not communicating with A/V rack. We need the Beer Board and B-dubs TV equipment install. We received the equipment from corporate last week. We would like Ryan to come down and do a service call.							
BWW Greencastle	9/25/2017	2062	service call	The panel where we control all tvs is has sticking buttons and it up and down on the interface, please take a look or replace.							

BWW D'Iberville	9/25/2017	2061	service visit	Jukebox not working, touchpanel doesn't control audio.	jared						
BWW Moundsville	9/25/2017	2060	service visit	Replaced 2 TVs.	jared						
BWW Westland MI	9/25/2017	2059	service visit	Install BdubsTV and BeerBoard. Fixed TV octagon. Fixed bar sound / adjust amps. Checked mounts on bar wall for moving.	jared						
BWW HOWELL	9/25/2017	2058	service visit	Install BdubsTV and BeerBoard. Only Beerboard works, may need a new unit.	jared						
BWW Dearborn	9/25/2017	2057	service visit	Install Bdubs TV and beerboard. Fix TV4. Adjust TV tilts on pole mounts	jared						
BWW-Ypsilanti	9/25/2017	2056	service visit	Install BdubsTV and BeerTV. Rewire patio speaker and adjust amps.	jared						
LC-New Albany	9/25/2017	2055	service visit	Replaced bad JAP units on new TV's.	jared						
Resi-Stickler	9/24/2017	2054	service visit	Onkyo receiver not connecting to network Zone two is not working I believe it is the jamo amp that is working	chris						
BWW Bloomington, IN	9/23/2017	2053	service visit	Our touch screen is down still. we called you guys Wednesday and the owner/tech that was here worked on it for a day or two and then left without fixing it and we haven't heard anything back from you guys. Just trying to figure out when another person will be back to fix our system. our two busiest days of the week for tvs are Saturday and sunday so we would greatly appreciate it if you could get back to us as soon as possible.	jared						
BWW Portage	9/21/2017	2052	service visit	nstall new amp swap out wyre storm receivers on sonys Test Audio and video system	chris						
BWW Muncie	9/21/2017	2051		We were told to get 2 HD comcast cable boxes and to reach out you one once they arrived.							

BWW Waynesboro, VA	9/20/2017	2050		<p>We are looking to update our Quick Channel List on our Touch Pad. We are hoping someone will be able to make the following changes for us.</p> <p>We aren't 100% sure how many Quick Channel Selections we could have all together but if it is as many as it may look on our screen we would like these changes as follows if possible: Remove: ABC, NBC, CBS, FOX from listing. Add: Beln (channel 620) FS2 (Channel 618) MASN (Channel 640) CBSN (Channel 221) SEC (Channel 611) Comcast Sports Mid Atlantic (Channel 642)</p> <p>If by chance we are able to add more than what can fit on that screen currently please let us know so I can let someone know the actual channels for the local prime time networks.</p>							
BWW AuBURN	9/19/2017	2049		The tower keeps cutting video out so we have to reset the tower and the touch pad							
BWW Parkersburg	9/19/2017	2048	service visit	I have put in a request in the last week and now need to add onto it. Now it seems the touchpad is miscommunicating with some receivers. For example, if I try to change a tv on satellite 4 it will also change satellite 7. This is on top of several other issues that have come up in the three weeks since our remodel.	Jared						
BWW Danville, IL	9/19/2017	2047		elevisions are no longer responding to touch pad while satellites themselves are freezing up. I have done my best to troubleshoot, but feel a technician would be best suited to helping. Please respond as soon as you are able. -Tyler Rose, Manager,							
BWW Glen Allen	9/17/2017	2046		None of our speakers in our family side dining room are currently working. I've checked the amps and made sure that everything is plugged in. Please feel free to call and see if we can possibly fix this issue over the phone.							
BWW Westland	9/16/2017	2045	service visit	I just placed a service request about a half hour ago under the TV's menu. I wanted to add on because after rebooting the system none of the satellites are showing what is on the TV's on the touch screen and it won't let me change the channels. I have to go to the satellite box and manually scroll to change the channels. Please get back to me as soon as you can	jared						

BWW Westland	9/16/2017	2044	service visit	TV 29 is not changing stations, nor is it working when I try to make it part of the video wall. I did call a little bit ago and he said to unplug ether net cable but currently haven't been able to do that yet because there are customers sitting directly under it. Also after the reboot of Cp3/Tp and the router the touchscreen doesn't show the channels on the satellites nor does the volume screen have indicator bars showing the volume. Please get back to me asap.	jared						
Bruno Group	9/16/2017	2043		Our sat 4 keeps popping up the guide for direct tv							
BWW Gulfport MS	9/15/2017	2042	service visit	Kitchen and Bathroom amplifier is not working							
BWW Parkersburg	9/13/2017	2041	service call	Satellite 8 is not interacting with the touch pad. Sound on the patio is barely working and when it is it sounds awful. 2 TVs in the bar are not getting signal from the AV tower. One TV in the back dining room seems to have lost picture. All about 2 weeks after we reopened from a remodel.	jared						
BWW Avon	9/13/2017	2040	service visit	Install Party Room TV and replace Bad JAP power supplies							
BWW Dupont	9/13/2017	2039	service visit	SWAP OUT TOSHIBA TVs							
Barrell House-South Dakota	9/12/2017	2038	service call	Reprogrammed crestron for audio mute, and change tp for correct tv patio							
BWW Danville, IL	9/12/2017	2037	service call requested	Cody called and said that they were having issues with a cable box having buzzing sound issues, also Sat. 8 is not responding or changing channels. Would like a call back to help fix. I told him someone would be in contact as soon as possible.							
BWW-Mobile	9/12/2017	2036	service visit	Stop by and check on store							
BWW-Nebraska	9/11/2017	2035	service call	I am wanting to figure out a way to turn all my TVs off and on at once. They are all different makes	chris						

BWW-Greencastle	9/11/2017	2034		AJ called and said that they were having another cable company come in today and install back up cable for when there was ever a dispute between networks and cable companies he could switch over to backup cable company and not lose out on games. He said he talked to Ryan on phone but still felt like he wanted someone to be able to come down there and make sure both systems would work properly with the tower. I told him I would find out if someone could come down there this week or not? I also said someone would call him and discuss more options with him as soon as possible. Thanks - Heather (Office)							
BWW Portage	9/8/2017	2033	service visit	Hung a tv in the bar area for a game unit							
BWW St Clairsville	9/8/2017	2032	service call requested	Bdubs TV and Beer Board were installed last night. Beer Board was working last night and part of the morning. Now the Beer Board will not load and it says "connected - waiting for video source" at the bottom left of the screen. We have left it on to try to see if it would eventually load but it has been almost over an hour now and it still isn't up on the screen. Also, the Bdubs TV was working but now it just shows a screen that says "Audio Test". I'm not sure if this is just an issue with Bdubs TV or if it is something that we have to correct.							
BWW St Clairsville	9/7/2017	2031	service visit	Install beer and Bww tv unit							
BWW Moundsville	9/7/2017	2030	service visit	Install Bww tv and beer board unit							
LC properties MT JULIET TN	9/7/2017	2029	service call	Boxes 3, 5, and 8 are unresponsive again. I was out onsite and reset the affected boxes as well as power cycled the transmitters but they still do not accept commands. Box 8 worked for a few minutes and then started showing the "DirecTV" floating emblem (I am guessing it is on a channel that was inactive and went to sleep). Please assist, thank you.							
BWW Ypsilanti	9/7/2017	2028	service call requested	The touch screen tablet/ remote to control all of our tv's is frozen and wont respond. Help with this issue would be greatly appreciated. Thanks in advance Jeff Gehly Jared called and had him reset the cretron. All is working fine.	service call-Jared						
BWW Barboursville	9/7/2017	2027	service visit	Install Bww tv and beer board computer							

BWW PIKEVILLE	9/7/2017	2026	service call requested	We have a hardware issue with one our booth televisions. A customer pulled the TV rack away from the way, creating a large spark and followed by large amounts of smoke. We are also consistently having signal issues with the booths on the short wall.								
BWW Mishawaka, IN	9/7/2017	2025	service call requested	We have one of our 4 screen tv's out; usually when this happens we will simply unplug the tv, wait 20 seconds then plug it back in, however this 4 screen is against a wall and I am unable to get behind it to unplug it.								
Dannys Italian Grill	9/6/2017	2024	service call requested	tv next to projector cannot be changed from phone or remote control. Emailed on 9/12/17 saying it was fixed.								
BWW Winchester	9/6/2017	2023	service visit	Tv 27 color off Av rack is messy								
BWW Martinsburg	9/6/2017	2022	service visit	Tv 64 won't respond to remote Tv 14 blurry image Hoh speakers have buzz to them								
BWW-Parkersburg	9/5/2017	2021	service visit	We just came out of a remodel last week and two tvs have lost all signal to the AV tower.								
BWW-Broad St.	9/5/2017	2020	service visit	Preview tv install								
Kaysan's 5th Down	9/5/2017	2019	service call requested	Installed two speakers in the family room								
BWW-Ironton	9/5/2017	2018	service call requested	When we change channels the TV's are Lagging going in and out for several minutes. I know we are waiting on a new Crestron panel spoke to lady today saying she will follow up see why it hasn't came yet. Thanks Nancy Howell Gm								
BWW Midlothian-WC	9/5/2017	2017	service visit	Change txs per Katie Swap out 2 patio tvs								
BWW Glen Allen	9/5/2017	2016	service visit	Tv not working Sound issues with directv								
BWW Bloomington, IN	9/5/2017	2015	service call requested	Recently had system fixed. Sunday receivers 2 and 6 would not pull up guides on touch screen. Monday and today receivers 1,5,8 do not pull up guides. This needs fixed before Sunday please. Do not understand why this same issue keeps happening.								
BWW MOBILE, AL	9/4/2017	2014	Service visit needed	Install for party room								

BWW West Chester Commons	9/4/2017	2013	service visit	Bww midlife West Chester commons Bdubs tv issues Audio,issues Two tvs on patio are not working							
BWW Hull St Midlothain	9/4/2017	2012	service visit	Bdubs tv issue Video wall issue							
BWW Colonial Heights	9/4/2017	2011	service visit	Directv over heating							
BWW Chester VA	9/4/2017	2010	service visit	Directv issues Sound issues Tv in dine has video issue							
BWW Muncie	9/3/2017	2009		1) several of our cameras are down 1 on our back door, 1 at Bar left, Office, Patio entrance bar side. 2) Satellite 7 seems to be unstable every 5-10 mins it goes to a connection lost screen for 5 mins then goes back to normal. I check the cords to make sure everything was secure.							
BWW Ypsilanti	9/2/2017	2008	service call	The audio in our party room isn't working at all for some reason. Currently trying to trouble shoot the issue off of the AVDI website but haven't had much luck. Assistance would be greatly appreciated. Thanks in advance, Jeff Gehly	jared						
BWW Morehead KY	9/2/2017	2007	Service visit	We have a tv in our party room that says no input. I tried all the basics to get it back on. I took the gigabit receiver off and plugged it into a working tv and that tv then couldn't get signal. The box lights up on the power and data lights. It's just like it's not sending any info out through the box itself. My guess is that it needs replaced the next time you guys are in town. Thanks.	jared						
BWW Bloomington, IN	9/2/2017	2006 see 1997	service visit	Touch pad does not change TVs, audio, at all. Called about this on Thursday, still down, no ones been out. I need this fixed as soon as possible. Please. Also tried the app on three different phones, does not work.							
BWW LaPorte	9/1/2017	2005	service call	Replace 2 tvs- Jared went up and replaced 2 tvs. Closed							
BWW Ypsilanti	9/1/2017	2004	Service visit needed	80" TV behind the bar not powering on. Requesting a service visit. Jared is going up today to check it out. Thanks! Heather							
BWW Glen Allen	8/31/2017	2003	service call	When the sound is on a directv box and is turned up there is a loud squeal that is constant. It does it on every box that I run the sound through. Not sure how to address thi							

BWW Hattiesburg	8/31/2017	2002	service call requested	Multiple satellite boxes are not displaying on our hdmi network. Boxes 4, 7, and 8 are only working on the component network. 7 and 8 are giving an error message that the tv does not support restricted content and to use component output to fix the problem. Some of the HDMI cables were disconnected when I opened the cabinet. I plugged them back in already and that is when the message appeared.							
Barrell House-South Dakota	8/31/2017	2001	service call requested	The Barrel house again. After your programmer got done the mute button will turn off volume but will not unmute dbx unit. That is all there. We have a couple other sites to update but this is first thing.							
Resi-Ram (Happy Time)	8/31/2017	2000	Service visit needed	Need to diagnose front gate access control.							
BWW Short Pump/Glen Allen	8/31/2017	1999	service call	The manager (Misty) called and said they have no sound. I went over the amp/sound issues checklist with her to make sure nothing was muted or disconnected. She would like a call back as quickly as possible from someone. **Jason called her back and told her how to fix the issue (reset Sat Boxes). Said to call back if that did not fix the problem. Ticket closed.							
LC-New Albany	8/28/2017	1998	service visit needed	TV #14 won't turn on / off via crestron control. Doesn't respond to web input or the control panel behind bar. If TV is turned on manually, it still plays video without issue and switches between sat boxes. Please let us know when this can be resolved.							
BWW Bloomington, IN	8/28/2017	1997	service call requested	Several of my satellite boxes are not able to be changed from this new system. I know how to reboot system but should not have to reboot it daily for control of my satellite boxes. 8/31/17 John called back and said still having issues with touch panel not responding correctly. Has tried resetting.							
BWW Portage	8/28/2017	1996	service visit	Install projo taken from Michigan city. Adjust another projo.							
BWW Michigan City	8/28/2017	1995	service visit	Install new 9 tv. Remove 3 projo							
BWW Logansport	8/28/2017	1994	service visit	Swap out 6 tvs. Tv's from e Washington.							
BWW Warsaw	8/28/2017	1993	service visit	Swap out 10 TV. With tv's from e. Washington							

BWW-Avon	8/28/2017	1992	service call	Sunday Night All TV's and sound were stuck on Fox channel (8/27) I called and spoke with Manager this am and he had already tried resetting the Crestron. He said nothing happened- all he has is a blank screen everywhere. Please call store mgr @ 317-271-9464								
DELETE-DISREGARD		1991										
BWW LaPorte	8/26/2017	1990	RMA?	One of our TVs behind the bar is out. It will not power on. Need a replacement installed.								
BWW Portsmouth	8/25/2017	1989	service visit	TV 16 gets no signal								
BWW Flowood	8/25/2017	1988	service visit	Tv 34 not working no controls on sat 3	Servcie Visit Chris							
BWW Barboursville	8/25/2017	1987	service visit	Epson projector power issues.								
BWW Port Arthur	8/25/2017	1986	service call	The new jap unit did not work. The tv still says no network connection. All pins tone correct. I ned someone to contact me with a solution.								
BWW Mechanicsville	8/24/2017	1985	RMA requested	70's - Black lines through picture.								
BWW Carmel	8/24/2017	1984	service visit	Install two tvs from Michigan city to replace bad	Servcie Visit Chris							
LC properties MT JULIET TN	8/24/2017	1983	service call	Not sure if this merits a service request, but we have a report that the DBX processor 2, mac address 00:0f:d7:03:78:bf, is not responding. Would we be able to have someone power cycle the device?								
Resi-john Schenk	8/23/2017	1982	service visit	AV install-Resi	Install- Chris							
Thurgood Marshall Academy	8/22/2017	1981	service visit	<p>1. We purchased a 42" kiosk system from AVDI 3 years ago. The system has always worked well. However, due to staff turnover, we have misplaced the software to install on a new computer to send images to the system. We are in need of either replacement software for the system or a quote for a replacement system, if software is either obsolete or unavailable.</p> <p>2. We also purchased an overhead projector, which is mounted on the ceiling of the gymnasium of the Thurgood Marshall Leadership Academy. For some reason, we are unable to utilize the HDMI port that was installed 3 years ago at our location at 2315 Weisser Park Avenue, Fort Wayne, Indiana 46806.</p> <p>We are requesting both items, 1 and 2, be addressed as soon as your schedule allows.</p>								

BWW AngoLA	8/22/2017	1980	service visit	We are having an issue using our touch screen panel to change channels on our satellites. We are able to switch different satellites to different televisions around the restaurant, but the remote control part of the touch screen unit will not respond to changing channels.							
BWW Portsmouth	8/22/2017	1979 see 1978	service call	BOX 5 and 6 are out today, TV 16 and 30 not working							
BWW Portsomouth	8/21/2017	1978	service call	TV 30 is on 3D, and TV 16 is not working							
BWW Ypsilanti	8/21/2017	1977	service call	When we are setting the preset on the video matrix it will freeze and need to be reset to function again. When we reset the matrix it clears the presets, so we have to manually route the tvs everyday. Very frustrating.							
BWW-Fayetteville	8/19/2017	1976	service call	The Abbots wifi isn't connecting							
BWW MOBILE, AL	8/18/2017	1975	SERVICE VISIT	Replaced bad 55 inch TV in diner with new 55 inch that the customer provided. Fixed 3 tvs in party room.	Service visit Dylan/Jared						
BWW Avon	8/18/2017	1974 see 1972									
Heritage Foods-Ft Wayne	8/18/2017	1973	service call	Install new 65" tv and blue ray	Service visit-Mike/Matt						
BWW Avon	8/18/2017	1972	service call	Our dinning room video wall is giving us problems now.One of the TV's on the wall will not work. Tried rebooting nothing. Other Avon issues: tv 22 will not turn on- bar tv wall has to be on one channel, we can't do 4 individual channels- tv 40 does not work - tv 44 does not work - satellite 4 & 7 do not work							
BWW Gallipolis	8/17/2017	1971	SERVICE VISIT	Tv 23 in dine is bad need a new tv must speak with juice to get conformation spoke with Matt manager we can ship tv to store and they will have maintenance install for us	Servcie Visit-Chris						
BWW Gallipolis	8/17/2017	1970	SERVICE VISIT	nstall aux in party room and tower	Servcie Visit-Chris						
BWW Portsmouth	8/16/2017	1969	SERVICE VISIT	Tv 14 has lost signal one of of both tv has lost signal and one booth tv has of color	Servcie Visit-Chris						
BWW Portsmouth	8/16/2017	1968	SERVICE VISIT	Install aux port on tower and party room	Servcie Visit-Chris						
BWW Port Arthur	8/16/2017	1967	SERVICE VISIT	one TV can not connect to to tower-							
BWW Ironton	8/16/2017	1966	SERVICE VISIT	Tv on patio has gone bad get new one and replace	Service visit						
BWW Morehead KY	8/16/2017	1965	SERVICE VISIT	Install aux for tower and party room	Service visit						

BWW Rochester, MN	8/16/2017	1964	service call	No Sound on any of the satellites. I removed the mute button after I turned on the TV's. I checked the connections and different satellites to see if the problem was the channel I was on. I still have no sound in any of the 4 areas of the restaurant.	service call						
BWW PIKEVILLE	8/15/2017	1963	SERVICE VISIT	Install new aux in tower and party Beer tv takes over aux Booth tv finching	Servcie Visit						
BWW Mountain Home	8/15/2017	1962	service call	We had a storm come through last night and this morning when we tried to unmute our audio, nothing would play. It says everything is running, but no sound is coming out. I have even tried plugging in an aux cord to see if that would play, but no sound came from that either. If we could get a tech's assistance as soon as possible it would be greatly appreciated, as we have a QSC audit tomorrow morning. Thank you for your time.	service call-Chris						
BWW Ironton	8/15/2017	1961	RMA In Process	Sat 10 is not working tv in dine is not turning off touch panel is not working properly keeps shutting off							
BWW Ironton	8/15/2017	1960	SERVICE VISIT	Install aux in party room and on rack and text	Servcie Visit-Chris						
BWW MAYSVILLE	8/15/2017	1959	SERVICE VISIT	Replace Dell Lamp that blew- Mike installed new lamp	Servcie visit-Mike						
BWW Dupont	8/15/2017	1958	out of warranty	There are two tv in dine 51 and 52 they are older Toshiba's they are having trouble turning on in he morning sometime won't turn on at all							
BWW Chester, VA (Bermuda Lane)	8/14/2017	1957	service call	Our Samsubg TV #16 has a burn mark in the center of the screen. We need a replacement. I called and verified the tv is out of warranty. They are checking with owners to see about ordering replacement.	service call						
BWW Glen Allen	8/14/2017	1956	service call	Heard a loud POP and now a projector will not turn on. I am assuming it is a bulb issue but would like someone to call the store and trouble shoot with me.	service call						
BWW Hattiesburg	8/14/2017	1955	SERVICE VISIT	Hattiesburg has noticed that seem to act weird is TV 33 input can not be changed, the microphone does not go over the juke box or regular music, and from time to time all big screens will randomly shut off.	Service visit Dylan/Jared						

BWW Ridgeland,MS	8/14/2017	1954	SERVICE VISIT	<p>Direct TV box 13 & 8 you have to change channels manually Comcast box 4 same thing Direct TV box 13 & 9 will not play on stack behind bar Comcast box 4 & 3 same Comcast box 1 & 2 will only play on stack behind bar Direct tv box 13 goes in and out Comcast box 1 goes in and out Comcast box 2 does read number changes, scrolls crazy Seems to double everything Still need cord for tv 45 TV 9 comes and goes and will only play certain boxes When you change 13 it changes 9 12 changes 8 11 changes 7 We have a few TV's that are mirrored there are 3 65's 3 49's</p>	Service visit						
BWW Ironton	8/14/2017	1953	SERVICE VISIT	<p>The wallmount when trying to change TV channel or switch TVs around will freeze then shut down and reboot took 25 minutes to put golf tourney little league world series and the reds on this weekend due to touchpanel restarting ended up having to use my phone and crest on app.</p>	Service visit						
BWW Waynesboro, VA	8/12/2017	1952	service call	<p>Not something that needs immediate attention but we recently had a remodel and had the new AV system put in. I did not think about this at the time but we typically have Live Trivia events every Wednesday and they used to use a microphone that worked through the old AV system so that the host could ask the questions for the Trivia night over our audio system. Out of curiosity, is there a way to use a microphone through our audio equipment currently and if not is there a way we can make this happen? Ryan Response: Hello Ryan, We have received your request. After looking through the input list I was sent from Chris the project manager who did the on site work for you, I do not believe that we put a microphone in the current system. It is a very easy fix though, if you would like this option there is an open input on the audio system for a microphone. We will be happy to aid in the installation, and we would be able to remote in and make the nesecary program changes to the audio system and control system so the microphone can be controled.</p>							

BWW Lebanon	8/11/2017	1951	SERVICE VISIT	Pick up 90 inch tv and drop off at repair	Servcie Visit						
BWW-Dupont	8/11/2017	1950	SERVICE VISIT	We had a 55 inch tv go out a few months ago and we received a new 60 inch from sharp to replace it, the tv just got delivered here, was just seeing when would be the best time to come hook it up	Servcie Visit						
LaRosa's Pizza Oh	8/11/2017	1949	SERVICE VISIT	Music throughout restaurant is not working. Buzzer sound coming thru the speakers. Warning Power-Bump message occurred.	Servcie Visit Chris						
BWW-Danville	8/11/2017	1948	service call	OUR VENDING COMPANY WANTS TO DO A PHONE CONFERENCE BETWEEN 930 AND 10AM ON THURSDAY 8/17/17. TO TRY AND FIGURE OUT THIS JUKEBOX ISSUE. WE ARE LOOSING ABOUT 600 A MONTH BY NOT HAVING THE JUKEBOX, AND ITS BEEN DOWN FOR 9 MONTHS AND MR JONES WANTS IT FIXED. THANKS	service call						
Dannys Italian Grill	8/11/2017	1947	Service complete-Dillon 8/10/17	TVs are not changing channels as it should. IR was off of SAT on TV. Replaced IR and checked that everything is working as it should.	SERVICE						
Summit CPA	8/11/2017	1946	Service complete-Dillon 8/10/17	TV's in the office were not getting signal. Determined the Frontier receivers are getting hot. I sent a signal from my laptop to all tvs from electrical room and got a good picture. I told client to unplug tvs for the evening and leave electrical room door open after close. Plug receivers in the next morning. If they turn on the electrical room is getting hot and shutting down the equipment.	SERVICE						

BWW-Fairview Park	8/11/2017	1945	Service -Dillon 8/10/17	Replace Component ends for TV's. I replaced ends on TV's 11 and 14. Customer also stated the all Sony TV's i the building had color fade on them. She said Sony said to do factory reset. This does fix the problem but only for a month or two. I told Jennifer the GM we would research the issue.	SERVICE						
BWW-Maysville	8/11/2017	RMA 401	RMA Opened	Contacting CAP SALES to get RMA process started. Model-MH740 Serial-PD3CE00477031 H.H. 8/11/17							
BWW-Maysville	8/11/2017	1944	Service complete- Dillon 8/10/17	Projector is blowing lamps, I went to store and looked at projector and determined it will need to be RMA'd. Projector shows electrical burn on lamp connector and on lamp itself.- Turning into RMA	service						
BWW-Ypsilanti	8/9/2017	1943	service complete- Chris on 8/9/17	We are unable to change any of the satellites. They are all blank on the screen. We are not able to change any of the TV's. When I select "Video Switching" none of the dinning rooms are available. As of now the whatever the TV's are on is what we have. Chris visited and showed manager how to do a reset. All is working fine.	service						
BWW-Sturgis, MI	8/9/2017	1942	Service complete- Dillon 8/9/17	Projector in Bar is not turning on. Replaced lamp in Projector, everything works as it should.	service						
Dannys Italian Gril	8/7/2017	1941	Service	jason, paul e from danny's. we have karaoke here 3 x's a week here. the dj's connect to the tv's to show the words. however, everytime they disconnect from them, i can only turn them on or off. i can it change channels. it's only on 3 of them. can you help out?	Service						

BWW Waynesboro, VA	8/7/2017	1940	Service	<p>We are currently having trouble with Satellites 2 and 5 on our system. Each time we try to bring these satellites onto a screen, the screen will freeze for a moment and then go to a black screen.</p> <p>We also have a Sharp TV that will resort back to store mode after going to advanced setting and changing the mode to Home mode. Once the TV is shut off and turned back on again it will go back to the store settings.</p>	Service						
Kaysans Fort Wayne	8/7/2017	1939	Service- also see 1927	<p>Just talk to John from Kaysans he needs us to swing by this week and fix his projector mounts be sure to bring extra parts and screws etc....</p>	Install						
BWW Joplin,	8/6/2017	1938	Service- 8/7/2017 Ryan Remote service, brought all 12 sats back online. Sent email to store	<p>Our av tower is not allowing us to program satellite buttons on the touch screen or change any channels from the screens s etc either.</p> <p>It is also randomly resetting and changing all tvs to one channel.</p>	Service						
BWW Danville, IL	8/4/2017	1937	Service- Complete Ryan Remote Service, 8/5/2017	<p>Our Control Panel for the AV system keeps freezing up, the Satellites will not communicate with it - we do have picture & sound, we just can not currently change any settings.</p> <p>We have reset the system & let it reboot, we do have sound & picture, we just can not change any channels/music at all.</p> <p>We are in the middle of dinner on a Friday night, please keep that in mind when you reach out to the store.</p>	Service						
BWW Ironton	8/4/2017	1936	Service- complete chris	<p>Tanner juices it guy , has contacted me they are having issues updating</p> <p>There sports ticker I explained to him that we only install the ticker also told him what wire we have ran to the ticker for it to get access to Internet he is supposed to call me back if he has any more problems</p>							

BWW Mountain Home	8/3/2017	1935	Service	Manager on duty last night 8/2/17 received a message that there was a failure to connect between phone and alarm. Talked to manager this am (Ethan) and told him someone would be in contact today or tomorrow if possible.							
BWW JOPLIN	8/3/2017	1934	Service	4 TVS WITH NO PIC IVE SPOKEN WITH CHRIS THE MANAGER AND WE'VE TROUBLESHOOT SEVERAL THINGS. HE GOING TO HARD REBOOT THE TVS AND JAPS AND GET BACK TO ME AFTERWARDS. THIS IS A PENDING SERVICE STATUS	Service						
Summit CPA	8/2/2017	1933	Service	Having issues with getting the cable to come on a few of our TV's. Not all TV's have this problem, so we know it's not the cable. Sometimes we have to hit the Menu button several times before cable will come on and other times it will not work. I'm only in the office on Monday's and Wednesday, so I would prefer if someone could come out on those days so that I can show them what is going on.	Service						
BWW Ypsilanti	8/2/2017	1932	Service	Two TVs reported by Bobby with problems. One behind bar, one in a dine video wall.	Service						
BWW Maysville rd	8/2/2017	1931	Service- complete Ryan	Our new camera system that was just installed a couple weeks ago will not let us use the mouse and we cant access the content	Service						
BWW PIKEVILLE	7/31/2017	1930	Service	Pikeville location Booth tvs 311-314 still not working properly. I think it has to do with the coax cable booth tvs 214-217 still not working properly. I think it has to do with the coax cable When we plug in our HDMI cord it over takes the Beerboard.	Service						

BWW IRONTON	7/31/2017	1929	Service	TV on patio doesn't work one by the entrance and in the dining room the TV won't shut off by the booth 115 They was here Monday night at mid night Dave said he hook a computer up to tower for a few mins and left he didn't know what the guy did	Service						
BWW Avon	7/30/2017	1928	Service- complete Ryan	In addition to the 2 units that have gone out to make sattelites 1 and 6 unusable we now have the following issues:	Service						
Kaysans 5th down	7/29/2017	1927	Service	Kaysans fifth down on Washington needs us to go through and fix a few projectors mounts. Missing screws and hardware to the mounts.	Service						
BWW Westland MI	7/28/2017	1926	Service- Ryan	I spoke with Dylan. He had me reset the CP3 switch at the top of the tower. The original issue was TVs 50-63 will not change off of SAT 1. When I did this reset and then proceeded to the "Video Switching" screen the SATs all the way to the right no longer displayed channel number, what was on that channel and the name of the channel. TVs 50-63 still will not change.	Service						
BWW Warsaw	7/27/2017	1925	Install- chris	Replace 2 projectors with two TVs bought by The Jones Group	Install						
Heritage Foods-Ft Wayne	7/27/2017	1924	Install- chris	Install 3 tvs on sales room	Install						
Todd Stayer	7/27/2017	1923	Install	Prewire Resi	Install						
BWW Glen Allen	7/27/2017	1922	Service	One of our new 75inch Sharp TVs has no picture. I have tried to change the input and still nothing shows up. I can see the color change ever so slightly as I flip through the menus so it seems that the picture is trying to work but is not. I have unplugged it and plugged it back in to see if it would reset it. Still the same black screen. Not sure if it can be fixed or needs to be replaced.	Service						

LC-New Albany	7/27/2017	1921	Service	Satellite box 2 seems to have some major lag issues associated with sending any commands. I went out there yesterday and tested all boxes for video and audio issues. All boxes work as expected, but it seems that sat 2 will hang after sending one command. The box will show whatever channel it is on, but when I push, for example, the guide button, it will bring up the guide five seconds later and will not let me press any other command such as up, down, exit, etc.	Service						
LC-New Albany	7/27/2017	1920	Service	Out at Exchange, we are still having issues with the leasing speaker sound system. Their actual pandora player and speakers are working fine, but we were able to determine that when someone plays a song on the jukebox it will overlap what is currently playing on the leasing sound system so it sounds like a two song mashup. I brought this up to Ryan with the last visit but he may have ran out of time working on another jukebox ducking issue.	Service						
LC-New Albany	7/26/2017	1919	Service	Talk to Tyler At LC properties in New Albany is leasing office has the jukebox mixing with the sound when somebody dropped a dime in the jukebox and plays a song. We need to cut out all jukebox feeds to the leasing office. RYAN I need you to put this on your agenda once you get time I told him it be a few days. Thank you	Service						
BWW Ypsilanti	7/24/2017	1918	Service	We are having issues with 2 of our TV's. TV 3 above the bar will not power on. TV 18 continues to lose signal.	Service						
BWW Rochester, MN	7/24/2017	1917	Service	Outdoor camera back door shakes and loses video every now and then.	Service						
BWW Diberville	7/24/2017	1916	Service-Dillon	Spoke with William Littlejohn about amp that has gone bad, Per William ordered new Atlas Sound Amp and shipped. Sound be there Wednesday. Client is installing and will call if he has any issues.	Service						
BWW MAYSVILLE	7/20/2017	1915	COMPLETE- DILLON	Took Existing 80 inch TV off mount and replaced with new 80 inch TV the Store Received.	SERVICIE						

BWW SHELBYVILLE	7/18/2017	1914	COMPLETE-RYAN	<p>Our bar POS terminal is having issues with the either net cable and losing it's connection to the master terminal or not getting enough power to connect. After contacting Chris Jones, we were wondering if you could come take a look and rewire the outlet or look into it next time that you are in the area. We tried all the wires at different POS stations and had success with all of them so we are thinking that it must be the outlet. If you could please let me know when you might be close to us or how to troubleshoot that would be great.</p> <p>Quinn Edward</p>	SERVICE							
BWW Lebanon	7/17/2017	1913	Service- Pending-sharp 90" model# LC-90LE657U Serial# 309813377 Sharp Case# 177223-7/17/2017 OUT OF WARRANTY. Repair center found and given to group. Scheduled for 7/18/2017 AVDI to take the 90 down and put 75 in place	<p>Our Sharp TV will not turn on, it does show a patterned blinking power light, but we tried several reset combinations, all with the same result. The screen will power up for a millisecond, before going black again. I have emailed a picture of the front of the TV, along with additional information required. Thank you!</p>	Service							
BWW Lebanon	7/17/2017	1912	Service- EMAIL SENT FOR PICTURES- 7/17/2017 Complete Ryan via phone	<p>We are having an issue somewhere in regards to one of our projectors. It is not the projector itself, or the bulb, or the rgb cables, as we swapped all around and are still seeing a primarily dark blue picture on the screen. We even swapped cat cables out in the audio closet and are still seeing that kind of picture. Thank you!</p>	SERVICE							
BWW HOWELL	7/17/2017	1911	SERVICE- PENDING EMAIL SENT FOR PICTURES- 7/17/2017 TV info TV36 model 60lb6000-UH (LG) serial 404RMYA9C898 TV44 model 60LB6000-UH (LG) serial 403RME94839 TV45 model LC-70LE650U (Sharp) serial A 403830358 TV16 model LC-70LE650U serial 302811955	<p>I have 3 TV's with burn spots and 1 with a line through the bottom portion of the screen. Please Contact me via email for pictures of the screens. Thank You!!</p> <p>Buffalo Wild Wings Howell, MI</p>	SERVICE							
BWW ANGOLA	7/14/2017	1910	SERVICE- COMPLETED CHRIS	<p>New phone and internet company Need to make work with old system</p>	SERVICE							

BWW PAKERSBURG	7/13/2017	1909	Service- COMPLETED DILLON	Satellite 6 is changing channels on other Satellites. I removed duct tape that was being used and put IR covers on. Client tested and agreed eveything worked as it should.	SERVICE							
BWW AUBURN	7/13/2017	1908	SERVICE-COMPLETED CHRIS	VIDEO WALL NOT CHANGING TO ONE IMAGE, ALL FOUR TVS ARE WORKING BUT 4 IMAGES OF THE SAME THING	SERVICE							
BWW Coventry Fort Wayne	7/11/2017	1907	INSTALL PENDING NEW CAMERA- 7/20/2017 COMPLETE DILLON	CAMERA CCTV	INSTALL							
BWW MAYSVILLE	7/11/2017	1906	INSTALL-COMplete CHRIS	CAMERA CCTV	INSTALL							
BWW AVON	7/11/2017	1905	SERVICE	BWW AVON NEED 3.5mm to serial cable adapters for phillips tvs creating video wall. control for on/off	SERVICE							
BWW SPRINGFIELD MO	7/11/2017	1904	PENDING- RYAN CALLED. GOT PICTURES OF HARDWARE. PROBLEM IS A TOA D-901 MIXER. INSTRUCTED MANAGER TO TRY REMOVING DUST FROM UNIT PENDING APPROVAL FOR REPLACEMENT. Complete Dillon	BWW Springfield MO 2725 N Kansas Exp Springfield, Mo 65803 417-865-2999 Our fans for our sound amplifier have blown and our sound will not work because the amps are overheating. We need to have someone come out and fix them ASAP Please and thank you -Bret	SERVICE							
BWW ALSAKA	7/11/2017	1903	PENDING	BRANDON JONES- CAN YOU SEND ANOTHER BENQ PROJECTOR TO ALASKA ASAP. CONFIRM THAT YOU CAN GET ONE THERE								
BWW MOBILE, AL	7/9/2017	1901	COMPLETE- CHRIS CALLED STORE, FOUND THAT JAP TXs AND CISCO DID NOT HAVE POWER. HDMI CABLES UNPLUGGED FROM TXs TO DIRECTV	Video wall is not working saying no signal I have spoken with siriah manager on duty i have gave her instructions on how to reboot the video walls and will be calling her at 9 am Monday morning central time for further help	SERVICE							
BWW ATHENS	7/8/2017	1900	PENDING- DILLON CALLED AND SPOKE WITH MANAGER. WAITING RETURN OF TWO JAP BOXES TO SEND ONE TO LOCATION	NEED 2 REPLACEMENT 2g ROUTER BOXES	SERVICE							

New Albany LC Properties	7/8/2017	1899	COMPLETE- RYAN 7/19/2017	I am having issues with the new Albany goat speakers and audio controls. The video switching is also messed up inboxes 2,5,6,7,8. The DTV boxes are on but the channels will not switch. The speakers have static when pandora and the juke box play. The juke box will not cancel out pandora. Thanks	SERVICE						
BWW Fayetteville, Ar	7/7/2017	1898	PENDING- DILLON CALLED AND SPOKE WITH MANAGER. GAVE INSTRUCTION ON REMOVING COVER	CANT GET BULB OUT OF PROJECTOR	SERVICE						
Jones Group	7/7/2017	1897	PENDING	Just spoke with Mike Jones about a few things he wants accomplished as soon as we can get to them. I want to find time as soon as we can to get this done. 1. He has (4) 65's in his garage that he wants distributed thru out some of his stores. I believe that Brandon will help us retrieve those from Mikes home. 2. He will also be purchasing some 75's that he wants distributed as well. 3. Brandon and/or Mike will be getting a manifest of sorts from their people of where they would like the TVs installed at soon. I know that Warsaw is definitely one of the targeted stores. 4. Techs make sure to call prior to find out if there's any other issues that we can solve.	SERVICE VISIT						
Michigan City, Schwanke house	7/4/2017	1896	PENDING	Mike Schwanke wants to have the Michigan City House Crestron Reprogrammed. Get with Abbott or Call Mike Schwanke for details. 1-219-898-5802	Install/Program						
BWW GREENCASTLE& Lebanon	6/30/2017	1895	COMPETED- Chris and crew	Kevin O' Laughlin just called me to let me know that he just purchased 6: 75 inch TVs and 6: 65 inch TVs. Half of these TVs are for Greencastle and the other half are for Lebanon. They will be delivered to Avon's party room on July 10. The 75 inch TVs are to replace projectors in each store. The 65 inch TVs are to replace smaller TVs in each store. It is at our discretion and the manager on duty's discretion where these TVs go in each store. Please get this on the service schedule after July 10.	VISIT		AFTER JULY 10, 2017				

BWW Rochester	6/29/2017	1894	INSTALL/REMODEL	REMODEL AV UPGRADE	INSTALL						
BWW Portsmouth	6/28/2017	1893	Complete	Main screen on the outside will not change T.V.'s to stations. We have unplugged system and still no response							
IRELY FORT WAYNE	6/28/2017	1892	COMPLETE	Install Peerless ceiling mount, used 1, 1 by 2 hdmi splitter. Checked Projector and tv, everything is working as it should.							
BWW Danville, VA	6/28/2017	1891	ORDER	NEEDS 3 Lamps for benq projector							
BWW Maysville Fort Wayne	6/26/2017	1890	RMA 397	LC-80LE650U Tv has green line on left side							
BWW Maysville Fort Wayne	6/26/2017	1889	RMA 396	LC-70LE660U Tv has black shadow near the top of tv							
BWW Maysville Fort Wayne	6/26/2017	1888	RMA 395	LC-70LE660U TV has black shadow near bottom of tv							
BWW Fayetteville	6/26/2017	1887	NEEDS LAMP for Projector	Lamp For Benq Projector is out 6/26/2017 Ryan Called Store, Told Manger that lamps are purchased by the group or store, they are available from av4bww.com							
BWW Westfield/Carmal	6/23/2017	1885	Service- COMPLETED DILLON	Need to move 2 projectors closer to screen and adjust to fit screen	Service						
Rack n Helens	6/23/2017	1884	COMPLETE	I'm attempting to set up the Crestron app on my phone and need the credentials. I know the wifi part of it and just need the app part. I'll save the information for future reference to get bartenders set up. If you would like to email them, that would be easiest for me. Thanks, Nik	SERVICE						
BWW MECH-VILLE	6/23/2017	1883	SERVICE	70" Sharp Tv will not turn on. Jen GM sent pictures to service email. 6/23/2017 Ryan called sharp and started case 175635	Service						

BWW Flowood	6/22/2017	1882	Service/Warranty-PENDING	System- mainly Just Add Power is rebooting atleast once a week for the past 3 weeks. First occurrence could have been weather related or network related as a baseball game was being streamed on network. Other events have not been weather related, and have not had a stream from the web as reported by Jason Lloyd GM. Video returns and comes back to default transmitter 1 which is music from directv. 6/22/2017 Ryan Called and spoke to Jason L.	Service						
Bww Jones Grp Office	6/22/2017	1881	INSTALL-COMplete DILLON	BWW Jones Management Group needs a phone and line added in office panasonic phone kx-t7731	INSTALL						
BWW New Castle	6/22/2017	1880	COMPLETE- RYAN	We have one tv (33) that will not get any picture. We have tried to troubleshoot and nothing is working. We have tried every input to make sure something didn't get switched. We are requesting a call to help walk us through some other options on how to troubleshoot and get this working. Called-Ryan 6/22/2017 waiting on pictures ON SITE 6/22/2017 Ryan Corrected issue	Service	RYAN					
BWW HOWELL,MI	6/22/2017	1879	COMPLETE- MIKE	Replace 60"lg TV from rma request 394 Andy Law contacted for TV purchase waiting for ticket	Service	Chris					
BWW HOWELL, Mi	6/20/2017	1878	RMA- Closed TV out of warranty	RMA request 394 Lg model 60LB6000-UH Serial Number 403RMJF94844	RMA Request						
BWW Greencastle	6/20/2017	1877	COMPLETE- RYAN	Audio Upgrade due to adgio equipment failing	Service	Ryan, Dillon	6/21/2017				
BWW Maysville Fort Wayne	6/20/2017	1876	Service Visit needed-COMplete CHRIS	Needs CCTV upgrade **Waiting for power supply***	Service		Pending Equipment				
BWW Conventry Fort Wayne	6/20/2017	1875	Service Visit needed-COMplete CHRIS	Needs New Cameras Installed ***Waiting for power supply***	Service		Pending Equipment				
The Lodge at Coyote Creek	6/19/2017	1874	COMPLETE-RYAN	THE LODGE at Coyote Creek The lodge would like control back over the mic and not have it as a priority. Requires Crestron Programmer on site Ryan Called and spoke to Nik 6/22/2017 Ryan and Dillon went to site. Ryan adjusted Crestron to give local control over MIC	Service Visit Needed	RYAN	When Available				

BWW MECH-VILLE	6/19/2017	1873	Service Visit Needed, Email sent to Abbott for review 6/19/2017- PENDING	BWW MECH-VILLE *****TOP PRIORITY***** System reboots Video Wall will not go into side by side 2x2's Ipad does not connect to system Ryan in contact with store to resolve issues. Trip to location is needed BWW MECH-VILLE *****TOP PRIORITY***** System reboots Video Wall will not go into side by side 2x2's Ipad does not connect to system Ryan in contact with store to resolve issues. Trip to location is needed	Service Visit Needed	ASAP				
BWW Danville, VA	6/19/2017	1872	Called-Dillion waiting for return call for internet at av tower- PENDING	THE JUKEBOX IS STILL NOT WORKING. IT WORKED FOR ONE DAY AFTER YOU GUYS RESET IT. STILL NOT TRANSFERRING BACK TO DIRECT TV SATELLITE AFTER PLAYING.		Pending Service PC Arrival				
BWW Portage	6/19/2017	RMA 393	PENDING	Projector not working. I don't know what the service tag looks like to take a picture of it.						
BWW-Fayetteville	6/16/2017	1871	COMPLETE-Dillion	Can not control sat 7 from creston panel.						
Lodge Coyote Creek	6/16/2017	1870	Complete- Ryan, Dillion	We need to run a new mic line out to dining room Mic is not picking up signal 6/22/2017 Ryan and Dillon at site, Ran MIC level cable to dine room side and terminated to xlr. Left behind TV for future use as needed.	Ryan, Dillon	When available				
BWW Anchorage	6/15/2017	RMA 392		MH740 Stopped working						
Rack n Helens	6/15/2017	1869	COMPLETE RYAN	The TVs aren't changing channels. The issue was happening last night as well. They're on, which is good news! I'll be at Rack's through lunch if you want to call me and walk me through the fix (if possible).						
BWW Mishawaka, IN	6/15/2017	1868	COMPLETE-Dillion	Need JAP reciever on TV 22 as the one there is not working. Also need projector lamp for benq mh740.						
BWW Goshen	6/15/2017	1867	COMPLETE-Dillon, Chris	Attempted to Repeak dish to get HD Channels. Satelite has no signal. Will return Equipment to fix problem. Also unplugged and reset tv 26.						
BWW Danville,IL	6/15/2017	1866	SERVICE VISIT	The speakers in the dinning room make a static noise along with the music. I have tried changing the channel and the satellite its on and get the same noise.						
Wings Etc.- Kendallville	6/15/2017	1865	Service visit needed	Our alarm system was worked on, but it still does not work properly. And now our fire alarm system is continuously beeping and we do not know how to get it to stop.	Service	When Available				
BWW Fairview Park	6/15/2017	1864		75" Sony tv in bar is not working Heather has called Fairview park bww and spoke with Genie (manager) have given her instructions on how to rma the tv						

BWW Maysville	6/15/2017	1863	Complete-RMA started	Tv 11 in bar has a green line threw picture 20&21 have black spots in pictures 51 is missing color						
BWW Michigan City	6/15/2017	1862	Service	The TV is cutting in and out, sometimes it does not turn on at all. When it does turn on it is super grainy quality and difficult to see it clearly. 6/22/2017 Dillon called and manager believes TV is 50-55" LG waiting for group to make decision		Dillon				
LC properties MT JULIET TN	6/15/2017	1861	COMPLETE- DILLON PHONE CALL	We recently ordered another Pandora DMX player so we can have a separate audio source for the leasing office and the fitness center. This player has been hooked up but when we go to change the input in the fitness center from "leasing" to "OM" it is silent. Because of that, we are still using the Leasing audio and not using our own. Let me know if there are any other questions you have for me.						
BWW Dupont Ft Wayne	6/15/2017	1860	Complete Mike	Put up patio tv outside	Service Visit					
Wings Etc.- Kendallville	6/13/2017	1859	Service visit needed	After having our security system recently serviced. We still cannot set our alarm at night. It is now giving a error of zone 11 lost. This has been an ongoing issue for just over a month now. Every time its been serviced it seems there is always a new error that shows up.	Service visit needed	RYAN	When Available			
Resi- Hice	6/13/2017	1858	Complete- dillon	Run Hdmi cable from projector to video source in home.	Service Visit	Dillon				
Resi- Lamont Mills	6/13/2017	1857	Complete- Ryan, Dillion	Hook up home entertainment system.						
BWW D'lberville	6/12/2017	1856 duplicate 1849	Remote service needed	List of things to do. 1. Sat 4 No control 2. Patio Layout 3. Number keys need to be bigger 4. Hot Key dosen't work This is in a duplicate to service ticket 1849 Jason spoke with Dan the manager Cell number 601-602-5139	Remote service needed	RYAN				
BWW Ironton	6/12/2017	1855	Complete- Chris	We are having some issues with our system. The touch pad on the wall is not functional. You can switch the tvs but the remote and the satellites aren't showing what channels they are on so we have to change the channels on the direct tv box. Also- once you switch the tv's over to a certain satellite there is some major lag it takes almost 2-3 minutes for the picture to work properly then the system resets normally.		Chris				
BWW Lebanon	6/12/2017	1854		We have two Epson projectors that require maintenace. Both are eating thru bulbs at a much more frequent rate. We are unsure if you still work on those, and if ours is still under warranty.						

BWW Dupont	6/12/2017	1853	Complete- RMA Started,loaner tv in place	Tv out in dining room- Have checked all connections and tried unplugging and resetting all connections. Would like a tech to either call or come out and fix as soon as possible. Heather told him we might possibly be able to have Dillon visit there later this week.	RMA Request						
BWW Portsmouth	6/9/2017	1852 repeat of 1823	Complete-Chris	Satellites 4,5,8 not working at all.		Chris					
BWW Portage	6/9/2017	1851	Complete-Dillon	I am having issues with my audio again, it sounds like 2 receivers are going thru one speaker when we use our music satellite. We are currently using 1 satellite.	Service Visit						
BWW Ironton	6/9/2017	1850	Complete-Chris	Install sports tickers- Install booth tvs. Move tvs on dining wall. Input plate for party room. Some tvs have no signal.							
BWW D'lberville	6/9/2017	1849	Remote service needed	Several tvs change with output 49 channel. Hot keys do not work on GUI, keypad on GUI needs resized. Ryan spoke to store, got pictures. Ryan spoke with Dillon to get service computer set up, loaded with the crestron file and ship computer and instructions on plugging it in to the BWW store.	Remote in	RYAN					
Lodge at Coyote Creek	6/8/2017	1848	Complete- dillon	Microphone in the house audio not working, I adjusted the dbx to see the microphone is priority on all inputs, Microphone works as it should. Also addressed a status issue when turning the microphone off. Antenna B is broken, will look for a replacement and let client know what the cost is.	Service Visit						
BWW Avon	6/8/2017	1847	Service visit Needed- COMPLETED RYAN	We are not getting any sound to our kitchen or our patio area. Also, we can not get our video walls to turn off at night.		Ryan, Dillon					
LC Dublin	6/8/2017	1846	COMPLETE- Chris, crew	Meeting with Tyler Woodburn and Zach Bowman to discuss installation of ip cameras in clubhouse 6/22/2017 Chris and crew completed install		Chris					
BWW-Portsmouth	6/8/2017	1845	Complete-Chris	Satellite 4 is completely out							
Rack n Helens	6/8/2017	1844 duplicate of 1842	Complete-Ryan	Speakers are buzzing again as of Friday night, the distinct buzzing was the one by table 7 and the one in the booths!-	Service Visit						
BWW D'lberville	6/8/2017	1843	Waiting for tech to be in area	D'albertville needs an AUX cord and video scaler. This is a when we are in the area call.							
Rack n Helens	6/8/2017	1842	Complete-Ryan	Hum in speakers	Service Visit						
Resi- Hale	6/4/2017	1841	Complete- dillon	Project for Adam Hale in Leo needs done this week. Hang two TVs one on his patio with a small ceiling type mount and the other in his kids room with a wall mount. 15316 Baroness Place	Service Visit						

BWW-Midlothian, VA	6/3/2017	1840	Complete- Neno	From Shane at Midlo VA store. I've already contacted Neno to see if he can help. 3 TVs at BWW Hull St 3277 haven't been working since yesterday. They are 100% functional but won't receive a signal. Tried troubleshooting; receivers, inputs, powering on/off.	Service Visit						
Rack n Helens	6/2/2017	1839	dillon	i'm working at Rack & Helen's and one of the TVs is displaying a screen saying 'Could not open file'. I will be here until about 2pm today if this is an issue you can walk me through. Feel free to call me anytime. Nik	service call						
Resi-Boyce	6/1/2017	1838		Estimate for three room heios. Client had audio in three room before but I could not tone them at this time...		Dillon					
Resi-Roller	6/1/2017	1837	NOT DOING WORK	Estimate to install heios system. Speakers and wire are installed in the home. There will be 6 rooms being used on the system.		Dillon					
Resi-Kershner	6/1/2017	1836		Look into Relocating tv over fireplace. Wire the rest of the house for sound. Speakers are installed and need cable run downstairs to on command box.		Dillon					
BWW St Clairsville	5/30/2017	1835	Called-Dillion Sound is muddy, possible blown speaker- 7/13/2017 Dillion found bad sub, new on the way	We are having a speaker issue in our bar area. Any time there is a song with heavy bass it sounds like the speaker is broken or blown. Regional manager Chris Beltran sent photos to Jason of the speaker.		Dillon					
BWW Glen Allen	5/30/2017	1834	Complete-Called-Ryan, Spoke to Abe. Directv box was reset at box and corrected issue.	I am having trouble with one of my direct tv boxes. It says error 771 and to check cables and satellites. I have trouble shot with dirrectv already. I have reset the box holding the red button on the front. I have unplugged it for 30 sec and plugged it back in. I have tried to reset the satellite in the options. I have disconnected the cable going into the box to discharge static electricity. I have checked all the cables that I have access to and they all seem secure. Dirrectv said I need a tech to come out and had noted that we used a 3rd party installer which I assume is you. They said to contact you because you were more familiar with the set up of our tower. Let me know if this is something that you can help me with. Thank you	Service, Phone call	Ryan					
BWW Gulfport MS	5/30/2017	1833	complete-Robert/Jared	needs to be upgraded to new system. Still have one tv that is in and out.	Service Visit						
DELETE-DISREGARD	5/30/2017	1832		MESSED UP SR- WRONG INFO INPUTED							

BWW D'Iberville	5/30/2017	1831	complete-Robert/Jared	the main board is completely out now. We need replaced. We have tried to adjust several times and the managers are having to manually put in the information daily. We also have TV's that are on the RGB that need connectors replaced. The coloring is inconsistent.	Service Visit							
BWW Mobile	5/30/2017	1830	complete-robert/jared	the iPad is out and needs adjustment. Sound is not even.								
BWW Hattiesburg	5/30/2017	1829	complete-robert/jared	need the balanced check on the sound.								
BWW-Ridgeland	5/30/2017	1828	complete-Robert/Jared	TV's that do not get all the sources. We are not referring to Wall tv's. We also need to move the power sources as they keep cutting out anytime the AV tower is moved. The boxes that are labeled is confusing to all the managers. The labeling of the TV's are inaccurate for the schematic that was set up on the wall. Kathy is putting together an accurate schematic. The volume is inconsistent all over the restaurant. We do not need the tv on patio replaced.								
Kaysan's 5th Down	5/26/2017	1827	Complete- dillon	Put in Loaner projector, and switch out customers projector, RMA'd for a new projector.								
Resi-FREER	5/26/2017	1826	Complete- dillon	Run RG 6 cable in home for TV.	Service Visit							
BWW-Bloomington	5/25/2017	1825		The guide function does not work on all satellites. Also when changing on preview TV, the guide comes up on all TVs on that satellite.								
BWW-Ironton	5/24/2017	1824	coomplete-chris	We just received an upgrade from a very old system in our new store. A few days ago my t.v.'s turned on but read no signal Manager on Duty checked the inputs along with to make sure connection in the front of the tower was connected then called your office they decided to do a hard reset from your end. After the reset a day or two after I was in the process of changing the SAT boxes to games that needed to be on at that time. I discovered that SAT 5, 7, & 8 are stuck on one channel and wont let you access the menu nor will it let you change the channel. After discovering this issue I was approached and asked why a couple of the t.v.s wouldn't turn on or off. I grabbed the ladder to check connection behind the t.v. but found everything was connected. So I now have 5 t.v.s that will not turn on and SAT 5,7,& 8 are all stuck and will not let you change the channel. I appreciate any help you can give us. 5/24/17 Ryan responded: All 10 satellites are now showing feedback on the control system and should be controllable for you. Can you please provide more information regarding the TVs you are having issues with. Location, TV numbers, pictures of TVs and if the TV is stuck on or off.	Service Visit							
BWW-Portsmouth	5/24/2017	1823	coomplete-chris	Satellites 4,5, and 8 are not functioning whatsoever.	Service Visit							

BWW- Ridgeland, MS	5/24/2017	1822		1 TV on the Patio does not come on at all. TV has been unplugged and plugged back in. This did not correct the issue. Indicator light on the TV is not ON. TV is dead. RYAN WELCH- CALLED 5/24/17 2pm EST. Spoke with manager to get this information and to troubleshoot TV.							
BWW- Warsaw	5/24/2017	1821	complete- Dillon	We have a Dell projector that is showing "no signal" and the cord is plugged in, the source is on the correct input and it's not recognizing or sending a picture to the screen. The projector is operating fine and has been for some time in the same spot but unfortunately this morning it does not come up. Nothing has been changed or messed with, so we're hoping someone can come check if the cable is bad? or the output box with the 3 colored cords coming out of it isn't working. We have a Dell projector that is showing "no signal" and the cord is plugged in, the source is on the correct input and it's not recognizing or sending a picture to the screen. The projector is operating fine and has been for some time in the same spot but unfortunately this morning it does not come up. Nothing has been changed or messed with, so we're hoping someone can come check if the cable is bad?	Service Visit						
Heritage Foods-Ft Wayne	5/18/2017	1820	Complete-Ryan	Heritage Foods Install 5-18-17 Installed 1 screen in IT conference room- Installed 1 screen and projector in other conference room. Ran HDMI cable from proj to wall location- not able to fine tune proj due to no power	Service Visit						
BWW Danville	5/17/2017	1819	Complete-Ryan	Sound issue in dine rm. 5-17-17 Tech arrived on site-unmuted dining room audio and checked sound quality in dining area. Went up to speaker identified by manaer Pat- checked speaker and re-wired speaker, checked amp side. No faults could be found. Checked all tvs, 2 samsung tvs in patio were on wrong input. Corrected input and all works. Walked thru with Autumn (Area	Service Visit	Ryan					
BWW-Greencastle	5/17/2017	1818	Complete-Dillon	Bar speakers are not working, Determined that the bar crestron Adagio is not working. I tied the bar to the dining room	Service Visit						
BWW-Athens	5/11/2017	1817	complete- Robert/Jared	My wall plan I will not let me change any channels and the channel description is not showing up. I'm. Having to manually operate							
BWW Barboursville	5/11/2017	1816	Called-Ryan 6/20/2017	Our wireless router is no longer broadcasting a single for the AVDI system. 6/20/2017 Spoke to Jeremy- The network is still working but the ssid broadcast for the wireless is not coming up on devices.	Service visit-Chris 8/15/17		When In area, before Football season				
BWW Athens, AL	5/9/2017	1815		Resetting the power switches on the av cabinet as suggested worked with all but one box . The box that isn't responding does not show channel information in the small display like the rest of them.							
BWW Port Arthur	5/9/2017	1814		Tv 62 is not getting a signal from the AV rack.		Dillon					

Wings Etc.- Kendallville	5/9/2017	1813 repeat of 1811	Complete-Ryan	For the last week we have not been able to set our alarm system at night. Could you please advise on what to look for or send someone out. Called Matt and notified him we have received request- Let him know someone would be in contact soon. H.H. 5/8/17	Service Visit						
BWW Athens, AL	5/8/2017	1812		Still needing someone to contact us- Robert Took Care of it.							
Wings Etc.- Kendallville	5/7/2017	1811 same as 1813	complete-Ryan	Last week I started noticing that my alarm system would not let me set it off when I took off for the night. We usually would have to bypass zone 8 and then it would be fine. That's not the case anymore. We can't by pass it and we don't know what is causing it. Is there any way we can get someone out here to take a look at it? Last week I started noticing that my alarm system would not let me set it off when I took off for the night. We usually would have to bypass zone 8 and then it would be fine. That's not the case anymore. We can't by pass it and we don't know what is causing it. Is there any way we can get someone out here to take a look at it? 5-15-17 Replaced batteries in all wireless zones. System still bypass system 8. Found one sensor with no cover- and has cracked plastic. Possible sensor not working.	Service Visit						
BWW Danville,IL	5/7/2017	1810	Complete-Ryan	Sometimes crestron not responding. Can't change sat. 3 and a main TV in Dr says no input even when changing input. Remodeled, new install.	Service Visit	ryan					
Lodge at Coyote Creek	5/4/2017	1809	Complete-Dillion	Following up on the amp for the Lodge at Coyote Creek, also we do not have a microphone button on Creston and need to be fixed							
BWW-Howell, MI	5/4/2017	1808	Complete- Chris 6/20/2017	This is Buffalo Wild Wings in Howell, MI. I spoke with Jason earlier on the phone regarding our AV tower. The slot for satellite 5 in the tower is not sending data from the HDMI to the TV's. Jason had me run the HDMI cable from box 6 into slot 5 in the tower and we did not have a picture. We ran the HDMI from box 5 into slot 6 in the tower and we did have a picture. Jason explained this is an internal issue that needs to have a technician onsite to investigate. Please let us know when we can schedule service.	Service visit						
BWW-Athens	5/2/2017	1807	complete- Robert/Jared	Panel is not controlling 5 of 12 boxes. Box 4, 5, 7, 11, & 12 can no longer be controlled using touchscreen panel.	Service Visit						

BWW Goshen	5/2/2017	1806		Not Getting Hd Channels. Determined that there is a line of sight issue. Error code 771 Appear on HD Channels. Checked all connections on Sat receivers. Went to the roof and noticed SAT. Disk is being b;locked by Trees. Explained t client what the issue was and solution for problem. Chris getting direct tv involved per jason/dillon.							
Duplicate of 1804		1805									
Larosa's Pizza Oh	5/2/2017	1804		Larosa's Pizzeria of Jackson. Our tower is down, the main switch is shorted out.							
BWW- Fayetteville	5/1/2017	1803		tv 5 and 6 are saying no signal							
LC properties MT JULIET TN	5/1/2017	1802	Complete-Ryan, Remote	Good morning - the control panel that controls the TV's and the music has not been working. It is just showing a blank screen with two black boxes. I could not find a power source to reset it. Can someone please assist me with this? Thank you!							
BWW Athens, AL	5/1/2017	1801	complete-Robert	Dave the GM said system is working great with the exception of control of three satellites. Informed him next time we were in the area we would address the issue.							
BWW Elkhart, IN	5/1/2017	1800	complete- Dillon	Projector is blinking/flashing image. Image will not stay on screen. 5-2-17 Dillon checked all connections on JAP receiver. All good. Determined several receivers resolution was set to 1080. This is the only viewsonic in the store. I feel projector can not do 1080 so when projector receives signal it will blink and loose signal.	Service Visit	Dillon					
BWW Short Pump/Glen Allen	4/27/2017	1799	complete-robert/jared	Install new subwoofers - Install 2 - 60" TV's between family and barside - Address issues with several new TV's that will not display picture, and some that simply wont turn off (video wall) 5-3-17 Techs did Firmware update-Subs installed-System reprogrammed- 2 tv's installed- Japs added.	Service Visit	Robert/Jared					
BWW Mechanicsville	4/27/2017	1798	complete-Robert/Jared	AV tower in Mechanicsville has issue where all tv's loose their signal as the tower apparently resets itself, and when it reboots we are stuck with whatever was on box #1 for all tv's. Issue is apparently unrelated to video wall, as Jen says they haven't changed the layout for months. 5-2-17 Techs Put up 2 power conditioners in line- confirmed connections.	Service Visit	Robert/Jared					

BWW Chester VA	4/27/2017	1797	complete- Robert/Jared	We need to order two more BenQ projectors and get them installed. The only other issue is that we have a Sharp TV that is out that you guys were looking for proof of purchase to see if still under warranty or not. I am not sure of the size either a 60 or 70 inch., otherwise needs to be replaced. 5-3-17 Techs installed 2 projectors- structure had to be moved. Took out bad 70" and replaced with another good 70" in store. Installed new 65" in place of where good 70" in store was moved from.	Service Visit	Robert/Jared							
BWW Southern Pines, NC	4/27/2017	1796	complete- Robert/Jared	Fyi another TV went out today by the bar This is what I have now: 1- TV Out- Need a new one same issue as before with Toshiba's that keep going out 2- IR wires for boxes and them to be programmed 1- TV hung on high mount when sharp sends it 5-1-17 Replaced 2 tvs- unable to add IR control of SATS due to limited IO- Recommended to replace 10 Tosh 50" tvs as they have a rapid rate of failure. 2 currently have 1/3 backlight out.	Service Visit	Robert/Jared							
BWW Farmville, VA	4/27/2017	1795	complete- Robert/Jared	We have one tv in the party room that we can't cut off because once we cut it off and cut it back on it starts blinking and we have to get the ladder out and unplug it(Old TV that needs to be replaced) and we also have back room with speakers that still need to be hung up from the remodel - 5-3-17 Techs did firmware update- Subs hung- Tv's releveled-system check.	Service Visit	Robert/Jared							
BWW Danville, VA	4/27/2017	1794	complete- Robert/Jared	Jukebox issue. Not switching from jukebox to satellite. 1 TV out 50" Samsung- Needs to be replaced with new TV 5-1-17 Reprogrammed DSP-Replaced bad tv	Service Visit	Robert/Jared							
St. Joe BWW	4/26/2017	1793	complete- Dillon	St Joseph Michigan, needs outside TV's installed. Ryan installed one but not the other due to half the tv mount not being complete. Dillon returned the next week with the equipment to complete the job. 4/26/17 Mount tv outside on patio- Dillon Removed TV From shed. Mounted on Patio. Check to make sure TV is working as it should. Wiped TV Down.	Service Visit	Dillon							
BWW Bloomington, IN	4/27/2017	1792	complete-Ryan	I have a knox switch with a bad touch screen. I need a quote for replacement of the switch or parts to fix this one thanks Ted	Service Visit								

LC properties MT JULIET TN	4/21/2017	1791	closed	Our GM at the restaurant is having some connectivity issues with boxes 2, 4, 5, 6, and 8. When they try to change the channels or send any commands, it seems unresponsive. Boxes 1, 3, and 7 seem to be functioning fine and are responding to commands.							
BWW Mishawaka, IN	4/20/2017	1790	complete- Dillon	Audio is not playing in the Dining room or bar. Volume was turned down in dining room. 4/20/17 Replaced atlas sound amp due to one channel not working. Installed crown CDI 1000. Bar channel was not working and is bad. Replaced Atlas Sound cp700 amp with Crown cdi 1000. All zones are working.	Service Visit	Dillon					
BWW Mishawaka, IN	4/19/2017	1789	Complete-Ryan	Install service pc Misc issues 4-19-17 RYAN installed and setup service pc in av tower. Connected network and setup team viewer. Addressed patio tv by turning it on, audio issue caused by lower amp being in protect. TV 22 in bar needs new rx unit as the existing one reboots and can not be connected to.	Service Visit	Ryan					
BWW Goshen	4/19/2017	1788	Complete-Ryan	Internet to av tower misc issues- 4-19-17 Ryan got internet to av tower using existing line from office. Plugged buzztime in to router- reset buzztime app. Direct tv hd channels do not come in on all sats, problem with direct tv unknown- all sats have signals. network is not right, jap web pages can not be accessed.	Service Visit	Ryan					
Fairview Park BWW	4/19/2017	1787		Replaced outside speakers due to them not working. Have checked known working input, switched out amp, and toned line. Line tones good to speaker. Client currently have EV Speakers outside on patio. 4/25/17 Microphone wont work... Dillon Turned on Mic pushed mic level 1 line level button on DBX. Mic works as it should. Unplugged and Reset TV 40 in party room due to no signal. Everthing works as it should.	Service Visit						
Fairview Park BWW	4/19/2017	1786		Popping in audio system, all rooms and zones effected. 4/19/17 Dillon replaced DBX with Refurb unit. Tested all zones. All are working as they should be except patio. I have determined that the patio speakers are bad. I towed the line and everthing towed good to speaker.	Service Visit	Dillon					
BWW- Gallipolis	4/19/2017	1785	complete-Brian/Mike	We have a 42" TV not working in our dining room. It may need to be replaced. Also our satellite 1 is not responding to the touch pad. Please contact me if you have questions. 4/21/17 Brian/Mike unplugged tv to reset, moved IR around to set, replaced stickers for IR	Service Visit	Brian/Mike					
The Forum-Fishers	4/18/2017	1784	Complete-Ryan	Forum conference center New projo on off Audio and issue	Service Visit	Ryan					

BWW Flowood	4/17/2017	1783	Waiting on call from store	The cable boxes do not control from panel. One is displaying a picture but 3 are not Ryan is working on it- per dillon		RYAN					
Barrell House-South Dakota	4/17/2017	1782	Complete-Ryan	reprogramming of crestron and dbx equipment	Remote In	Ryan					
BWW Portsmouth	4/14/2017	1781	complete-Brian/Mike	TV 14 can not find a signal. The rest of the TV's do not seem to have this problem. 4/21/17 There was a loose connection on back of rack for tv14. Brian/Mike fixed connection on back of rack.	Service Visit	Brian/Mike					
BWW Chester VA	4/13/2017	1780	RMA In Process	showing large black, blurry lines going horizontally across the screen, and in the past few days, there is no picture once the TV is turned on. Now, the only thing that shows up is the Sharp TV logo on the TV frame. I can have the Serial # and whatever else is necessary to obtain a replacement TV. Thank							
Wings Etc.- Kendallville	4/13/2017	1779	Closed-Heather Phone Call	We are wanting to add a cordless phone to our phone system. Do we need to have a particular brand. Or can we just go to the store and add one in. We have the Panasonic KX-T7731 model through out the store. Thank you for your time, Matt Willits 4-19-17 Heather Called Pat Schrantz (Per Jason Instructions) and he said that any cordless phone could be bought to go along with that Panasonic System. They would just need to dial 9 to get an outside line. Wings Etc	service call						
BWW Farmville	4/8/2017	1778	complete-robert/jared	Can't change source of audio, mute, or change volume. Source is stuck on sat 2 at a very high volume. This is affecting the flow of business so I'm labeling it a major issue that needs immediate attention.	Service Visit	Robert/Jared					
Kaysan's 5th Down	4/7/2017	1777		Kaysan's 5th needs to have Dell projector lamp replaced in the dining room 4-7-17 Replaced Dell 4220 Pkj lamp in dining room. Reset lamp hours.	Service Visit						
Rack n Helens	4/7/2017	1776		Rack and Helens TV's on karaoke wall not getting signal and will not turn off.	Service Visit						
BWW Midlothian-WC	4/7/2017	1775	complete-robert/jared	The touch panel is not working in our restaurant and I need immediate assistance. 5-1-17 Open Short	Service Visit	Robert/Jared					
BWW Athens	4/6/2017	1774	Complete- Mike	Add amp to rack. Completed		Mike					
BWW Dupont Ft Wayne	4/5/2017	RMA 385		We have two Toshiba TVs that will not turn on, the power indicator light in the bottom right had corner will not even turn on. We've tried disconnecting and reconnecting the power cords and still there is picture.							
BWW Greencastle	4/5/2017	1773		BWW Greencastle, In Replace one receiver, touch panel in bar needs to be replaced due to a satellite selection button not working. Confirmed control of all available receivers. 4-4-17 Dillon Replaced one receiver. Touch panel in bar needs replaced. Confirmed control of SAT receivers.	Service Visit						

The Forum-Fishers	4/5/2017	1772		Forum Conference center in Fishers Indiana, needs a 4:3 screen to fit screen. Projector is over shooting. Robert and Dillon have been on site and addressed the issue.	Service Visit	Robert and Dillon					
BWW Southern Pines	4/4/2017	RMA 384		Just had this tv installed about 1.5 weeks ago and it stopped working no red led light comes on nor will the tv power on. I have changed plugs, outlets and still no change.							
BWW Ypsilanti	4/4/2017	1771		We are running into an intermittent issue again where our sound is giving us a loud feedback. We found if you moved the tower around it would eventually stop. That no longer works.							
BWW Midlothian	4/3/2017	1770		Sharp TV will only display Sharp logo. Will not turn off, pull up menu, or change inputs. Model number: LC-45LE653U Serial number: 503A0717027. I have photos as well.							
BWW Maysville	4/3/2017	RMA 383		This tv has a black spot in it.							
BWW Maysville	4/3/2017	RMA 382		This tv is stuck on the sharp image.							
BWW Maysville	4/3/2017	RMA 381		There is a green line that runs through the left hand side of the screen.							
BWW Goshen	4/3/2017	1769		Goshen needs their Comcast Box installed ASAP!!!!!!!!!!!!!! Cubs games about to kick off and the get blacked out on DirecTV. Tip Top priority							
Resi-Lengacher	3/28/2017	1768		Wants to have someone come out and discuss putting up surveillance cameras on property where warehouse/business is.							
BWW Coldwater MI	3/28/2017	1767 see 1766		I just turned in a request for the bar speakers but also noticed the restroom and patio speakers are not working also. I talked to Dylan and he said he would be out here in a week or so. I would like to have this fixed when you come. Thanks, Chad Reyna GM	Service Visit	Dillon					
BWW Coldwater MI	3/28/2017	1766		Bar speakers are not working unless you turn the volume all the way up. We get static at about 3 quarters volume, anything less there is no sound at all. All other areas are working fine.	Service Visit	Dillon					
BWW-St. Joe, MI	3/28/2017	1765	Complete	Patio TV's need hung up		Dillon					
The Forum-Indianapolis	3/27/2017	1764		Projector needs to have resolution issue addressed.	Service Visit	Robert					
BWW Muncie IN	3/27/2017	1763		Our satellite 9 and 2 does not have any sound. We went through the troubleshooting on the front page to no avail. 4-7-17 Dillon reconnected RCA connections on SAT 2 and SAT 9 audio not working, connected RCA to SAT 10 everthing works as it should.	Service Visit	Dillon					
BWW Goshen	3/27/2017	RMA 380		Bad brand new 60" Sharp tv. Power indicator is on but will not turn on. Power cycled several times to no avail.							

BWW Gulfport MS	3/27/2017	1762		Gulf port, video wall needs to be redone correctly.	Service Visit Needs Scheduled						
BWW Gulfport-Flowood TV Swap	3/27/2017	1761		Swap out video wall TVs for LG on March 10th	Service Visit						
BWW Portage	3/27/2017	1760	Complete-Dillon	DBX volume will get very loud, eventually will return to normal. 3/23/17 Checked audio in Bar. All is working correctly. Cycled between satallites- all ok. Will Return if needed. 3-28-17 Replaced DBX in Rack- programmed new unit to original specs	Service Visit	Dillon					
Rack n Helens	3/24/2017	1759		connect tv's in upstairs meeting room to satellites.		Dillon					
BWW Auburn	3/24/2017	1758		Reset BWW Auburn Crestron and Router	Service Visit	Dillon					
BWW Greencastle	3/22/2017	1757	Complete	service tower problems, buttons stuck and cant use some sattalites		Dillon					
LC properties Nashville	3/20/2017	1756	Complete	Brand new Sharp 43" TV has pixelation and color problems. Can we get a replacement sent to the address above ASAP.	Service Visit	Ryan					
BWW E Washington IN	3/19/2017	1755	6/20/2017-Contact made with Autumn via email. Store phone number not working	Don't know if you guys can help with it but we have a DirecTv satellite that says it cannot receive a signal. I asked my regional and she said to ask you guys and if you can't then i'll try DirecTv.							
BWW Mechanicsville	3/17/2017	1754	Message sent to Jen to find out status of this projector	Ben Q projector is not turning off (had to unplug it) and as of this morning would not receive a signal from any of the TV boxes. This projector is the newest projector that was just installed 2 weeks ago. 6/22/2017 PER JEN- The left projector will not turn off but it is showing video	Service Visit						
BWW Danville,IL	3/17/2017	1753	Complete	BUFFALO WILD WINGS DANVILLE IL! MAIN VIDEO WALL NOT RESPONDING! AHHHH! MARCH MADNESS, HELP!							
Dannys Italian Gril	3/17/2017	1752		Replace blown lamp in Benq bar projector at Danny's Italian Restaurant.	Service Visit	Dillon					
LC Providence-Mt Juliet	3/16/2017	1751	Complete-Ryan	Brian, Robert and Ryan need to coordinate with Bruce from LC to repair and install patio speakers.							
BWW Maysville Rd	3/16/2017	1750		Replace 2 Maysville- Already Created in SERV REQ # 1748	Service Visit	Dillon					
S & M Auctions	3/16/2017	1749		S & M Auctions, clean up the rack and address audio issues, install new 75 inch sony tv.	Service Visit	Dillon					
BWW Maysville Rd	3/13/2017	1748	RMA Needed	Maysville needs 2 tv's replaced. Going to order two brand-new TVs to put up but we still need to RMA the 2 sharp broken tvs. Then get them back to them as back ups. 3-14-17 Replaced two tv's per service req. Still in RMA process.							