

# Reporting technical issues!

Should you experience any technical issues with our onsite inventory, please don't hesitate to get in touch with our dedicated support team. We are ready to assist you with a range of technical issues including;



screen  
faults



content  
not playing  
correctly



creative  
scheduler  
issues

If you do experience technical issues, simply **email [uh-ooh@oohmedia.com.au](mailto:uh-ooh@oohmedia.com.au)** or **call our 24/7 toll free number 1800 501 402** to log a job.

In most cases the issue can be resolved by our support team via remote access within a matter of minutes, issue numbers will be provided for tracking and updates.

Please provide us with the following information so we can best direct your enquiry and send updates; telephone number, email ID, location of the asset and site details, nature of the fault.

A photograph of the asset and fault when attached to your email helps expedite resolution.

If the matter is more complex, we will ensure that our expert team are on site to assist as soon as possible.

Our team are here to help so please get in touch any time with your questions.

Kind regards,  
The team at oOh!media

**ooh!**<sup>®</sup>  
unmissable