

Digital Menu Tech Support Manual

In the event of a failure with your digital menu system, please try these simple steps prior to contacting tech support.

1 – Check that the Computer and Monitors have power.

It is quite common that a circuit breaker trips or someone accidentally unplugs a power cord. The power indicator lights are located on the front cover of the computer and on the lower bezel of the monitor.

2 – Reboot the Computer and Monitor

In most cases all problems can be resolved with a reboot. First try rebooting the Player Computer, this can be done by switching off and switching on the black toggle switch located on the back of the tower. If this does not resolve the issue then try unplugging the monitor waiting a few seconds and plugging back in. This resets the video settings and may require that you access the position controls in the menu. Follow the instructions from the monitor to perform an auto adjustment.

3 – 3 – Check that internet connection is functioning

The software requires a full time internet connection in order to receive updates and renew license status. If you do not receive your updates start by checking that your internet connection is functioning. There should be a green light on the back of the computer as well as on the connecting router or modem. If internet access is interrupted please contact you Internet Service Provider.

In the event that the above steps do not resolve your issue, please contact IDS Menus Tech Support Dept. Please provide a brief description of the problem

Email: support@idsmenus.com

Phone: 631-564-0037

Tech Support Hours of Operation

Sunday – Saturday 8am-6pm EST

All calls received prior to 6pm will be addressed within 2 hrs.
All calls received after 6pm will be addressed on the following day.