







## 24 / 7 / 365 REMOTE SUPPORT

-  Text Support: (855) 366-7433
-  Email Support: [avid@residential.zendesk.com](mailto:avid@residential.zendesk.com)
-  Chat Support: <http://chat.getparasol.com>
-  Phone Support: (855) 366-7433 *\*GOLD plan members ONLY*

Please note: you may only call if you've upgraded to the **GOLD** Plan; otherwise, upon connecting the call, you will be billed for the upgraded plan for the remainder of the month.

- You will reach technical support in Las Vegas, Nevada or Richmond, Virginia. You will NOT be communicating with an Avid Home Theater employee.
- Let them know who you are (you **must** use the last name we activated your account with) and give specific information of the issue(s) you're experiencing
- Remote technical support will attempt to solve the issue
- If the issue cannot be resolved remotely, a service ticket with detailed information will immediately be sent to Avid Home Theater, who will reach out to you during the next business day.
- *Important: Add the toll-free support number listed above to your mobile phone's address book so you can identify Parasol if they need to contact you regarding your issue*

Locations | San Ramon, CA

OFFICE PHONE (925) 289-5555 or (925) 960-5700  
OFFICE EMAIL [info@avidht.com](mailto:info@avidht.com)  
OFFICE HOURS M-F 9am – 6pm