

PEACE OF MIND FOR YOUR HOME TECHNOLOGY



System Reliability



24 X 7 Support Coverage



Live Knowledgeable Technician

Technology systems occasionally experience disruptions. We want to keep things simple and provide support if your systems experience any of these disruptions. From proactively monitoring and fixing your system remotely to enabling you to reset your own system easily, we have you covered.



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SERVICE PLAN OPTIONS

Benefits to You	Essential	Enhanced	Priority
Monthly Subscription (Paid Yearly)	\$50	\$100	\$200
Proactive Monitoring and Remote Repair We'll proactively monitor your technology system and oftentimes troubleshoot potential issues before they arise.		●	●
Reactive Remote Repair Upon hearing from you, your system will be accessed remotely and oftentimes repaired without a service call.	●	●	●
24/7 Email, Text and Chat Support We're available to communicate with you in whichever manner best fits your lifestyle.	●	●	●
24/7 Phone Support Experience the convenience of a live answer by one of our knowledgeable technicians.	●	●	●
App Control You'll get a mobile app enabling you to fix many of the basic issues that technology systems experience.		●	●
Priority Service Inclusions (2) Yearly Service Checkups, (3) Priority Onsite Visits for equipment purchased from Wilshire Media Systems.			●

LET US ANSWER YOUR QUESTIONS

What can we monitor?

- Whether most of your network connected devices are up and running.
- Health of many connected AV devices and light switches (availability may vary depending on manufacturer).
- Internet up/down state and average upload/download speeds.

What can't we monitor?

- Quality of audio/video (a connected network media player may show as online but the audio or video may still be experiencing issues).
- Different apps or services within connected network devices (i.e. Netflix not working or Pandora producing an error message within a functioning Apple TV or Sonos player).
- Personal computers, phones, printers, smart appliances.



2649 Townsgate Road Suite 500, Westlake Village, CA 91361
805-497-1179