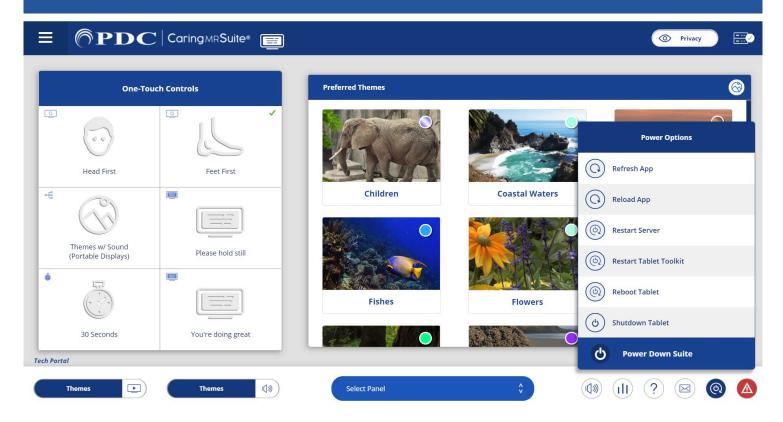


PDC CARING SUITETM APP GUIDE



TROUBLESHOOTING

- FOR CONNECTION ISSUES/RED RACK ICON: 1st check ethernet connections; 2nd, tap Power icon at bottom right & tap "Restart Tablet Toolkit" or "Reboot Tablet." If not successful, see P19
- FOR GENERAL APP ISSUES: 1st, tap Power icon at bottom right & tap "Refresh App." If issue is not resolved, tap "Reload App" in Power options. If not successful, next tap "Restart Server" in Power options
- FOR VIDEO ISSUES: First ensure the desired video source is selected in "Video Control." If so, next tap Power icon at bottom right, & tap "Restart Server"
- POWER OUTAGES, SURGES: UPS ensures essential system components remain on, including lights and computer. If video is lost and does not return, 1st tap "Power" icon at bottom right & "Restart Server." See P20 for more
- FOR ADDITIONAL SUPPORT contact PDC Tech Support, info at page bottom

