



## 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