



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"
- **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" (P10). If so, next tap Power icon at bottom right, & tap "Restart Server." If unsuccessful, ensure AVB connections (P3) are secure
- **POWER OUTAGES, SURGES:** UPS ensures essential system components remain on. If video does not return, 1st tap "Power" icon at bottom right & "Restart Server"
- **ERROR MESSAGE:** An Error icon may appear at bottom right of App. Tap for troubleshooting tips, & contact PDC, info at page bottom, for more support