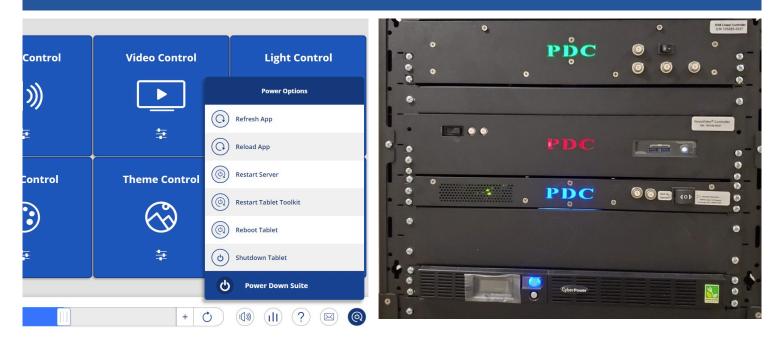# TROUBLESHOOTING: CONNECTION

FOR CONNECTION ISSUES/RED RACK ICON: FOLLOW STEPS UNTIL RECONNECTION

- Check tablet ethernet connections
- Tap Power icon at App bottom right & tap "Restart Tablet Toolkit" or "Reboot Tablet"
- If a red Error icon appears at App bottom right, tap Error icon for guidance
- Locate System Control Rack in equipment area, & check to ensure the computer is on. The computer power button is found beside the Red PDC in a cut-out. A white light will indicate it's on. *If it's not on, press the power button. If it is on, power cycle the computer by pressing the power button once. The light should turn off in 5-10 seconds. If not, press & hold the power button until it powers off
- Flip switch to left of red PDC to power off. Wait about 1 minute, & flip switch back to power back on
- Go back to tablet, & reboot tablet via the Power options at App bottom right
- *If you can't power on computer, check the CyberPower UPS on the bottom of the rack. A blue light will indicate it is on. If it is off, open window covering the button & press to turn it on. If it is on, check to ensure it is sending power by pressing the silver button below the power button. Check to ensure "Input" & "Output" power is around 120v ac