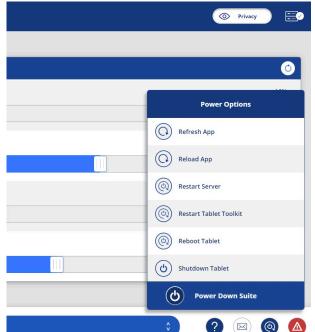# TROUBLESHOOTING CONNECTION

- **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," "Reboot Tablet" or physically reboot tablet. If not successful, continue to next steps
  - 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 powering off & on the computer
  - If you cannot power on the computer, check the CyberPower UPS on the side of the rack. A blue light will indicate it is on. If it is off, open the 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

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