



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 (image 1) in equipment area, & check to ensure the computer is on. The computer power button is found beside the Red PDC in a cut-out. (See image 2.) 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
- Reboot tablet
- If you can't power on computer, check the CyberPower UPS (image 3) on the side of the rack. A blue light will indicate it is on. If it is off, open window covering the button (labeled 3 above) & press to turn it on. If it is on, check to ensure it is sending power by pressing the silver button (labeled 4 above) below the power button. Check to ensure "Input" & "Output" power is around 120v ac