



TROUBLESHOOTING: POWER EVENTS

- **FOR PLANNED OUTAGES:**

- If possible, locate System Control Rack in equipment area
- Power OFF the computer by pressing the white power button to right of the red PDC. Ensure button is no longer illuminated, signaling the computer is OFF
- Flip power switch to left of red PDC to power OFF audio / video
- Once power surge or outage has passed, flip power switch back to ON position

- **IF AUDIO / VIDEO DOES NOT RETURN AFTER A POWER EVENT**

- In App power options at bottom right, tap "Restart Server." If not successful:
- Locate *System Control Rack in equipment area
- Power OFF computer by pressing the white power button to right of red PDC
- Flip power switch to left of PDC to OFF. Wait ~30 seconds & power back on
- Power cycle AVB (Audio Video Box) below tablet by unplugging power cable at the back, waiting about a minute and replugging the power cable

- **IF COMPUTER WON'T POWER ON:**

- Check the CyberPower UPS on the bottom 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's ON, check to ensure it's sending power by pressing the silver button below the power button. Check to ensure "Input" & "Output" power is ~120v ac

*Note: System Control Rack may be divided into 2 parts