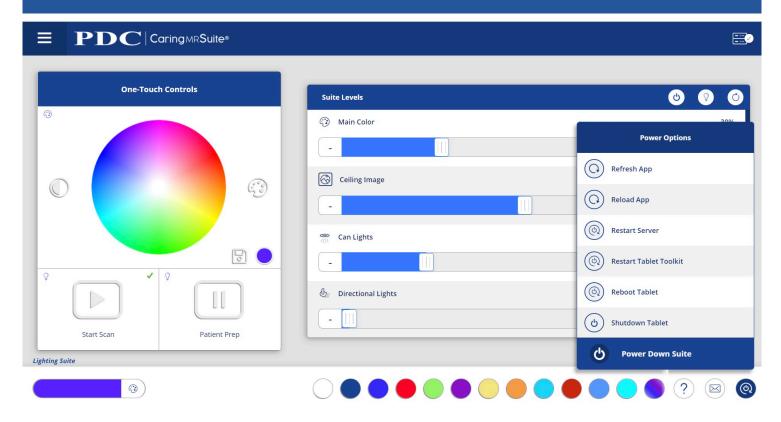# TROUBLESHOOTING

- **FOR CONNECTION ISSUES/RED RACK ICON:** 1st, tap Power options at bottom right & tap "Restart Tablet Toolkit" or "Reboot Tablet." If not successful, see P15

- **FOR GENERAL APP ISSUES:** 1st tap "Refresh App." If not successful, tap "Reload App."If issue is not resolved, tap "Restart Server"

- **FOR AUDIO / VIDEO ISSUES:** 1st tap "Restart Server." If not successful, see P15

- **FOR ADDITIONAL SUPPORT** contact PDC Tech Support, info below

pdcbiz.com   262-369-1929   techsupport@pdcbiz.com

PDC Audio Video Box (AVB)

- **AVB POWER:** For system power, ensure a green light is illuminated to right of "Power" at center, as above. If it is not, press the gray button above "Power"

- **COMPUTER POWER:** For system power, ensure blue power button is illuminated in the cut-out box at right. If not, press button once to power on computer

- **SYSTEM UPDATES:** If required, the ports to left of the computer power button are used for supplied updates

- **MY DEVICE CABLE** is plugged into the "Line in" port on the back of the box. When using My Device, a green light should appear to the right of "Line"on the front of box. If not illuminated, press the gray button above "Line." See P9 for more on My Device

- **FOR THEME MUSIC**, a green light should appear to the right of "HDMI." If not, press the gray button above "HDMI"