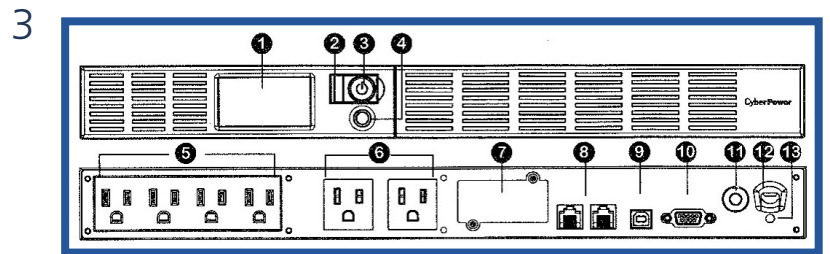
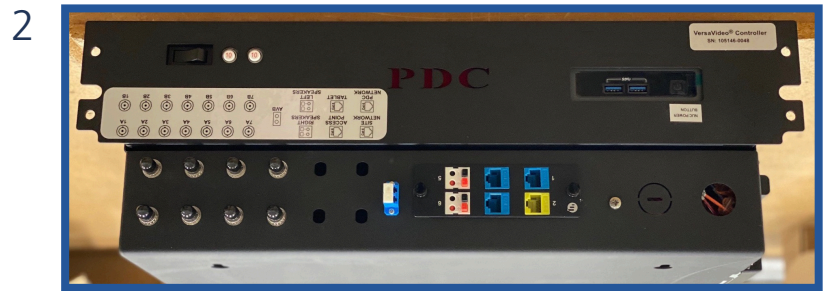
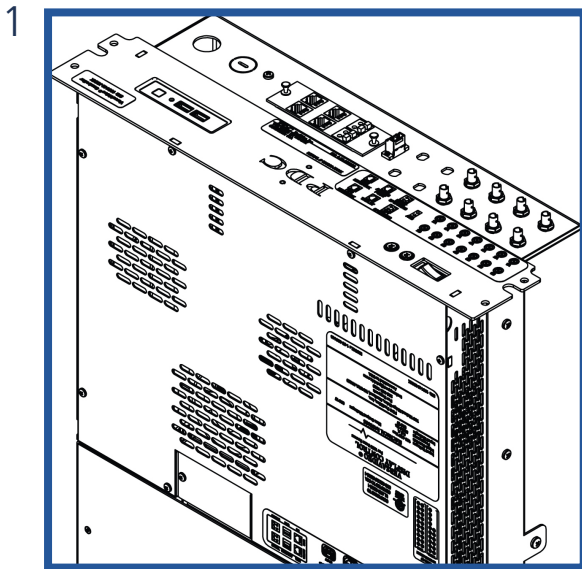


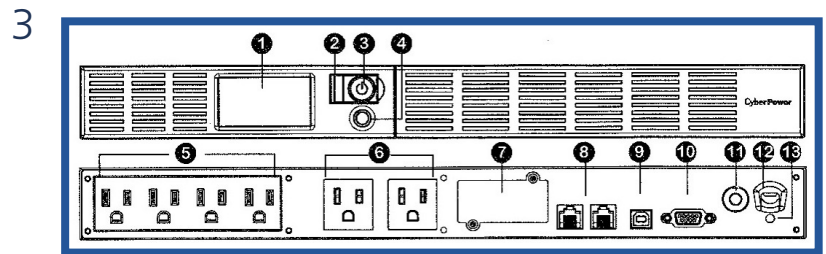
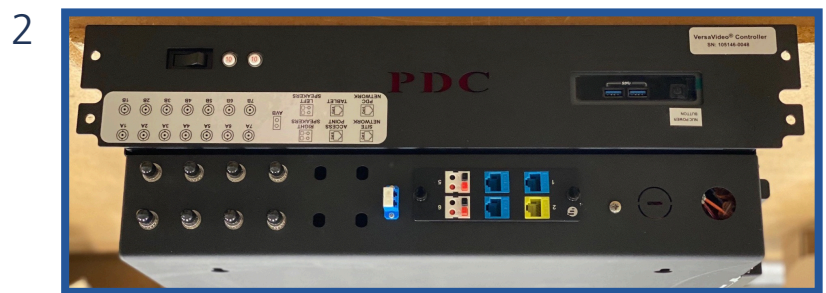
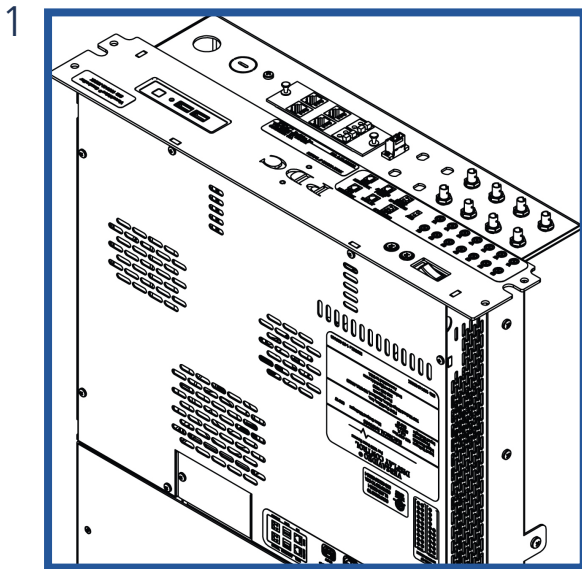
TROUBLESHOOTING

- **FOR CONNECTION ISSUES/RED RACK ICON:** Check ethernet connections; 2nd, tap Power icon at bottom right & tap "Restart Tablet Toolkit" or "Reboot Tablet." If unsuccessful, see P14
- **FOR GENERAL APP ISSUES:** 1st, tap Power icon at bottom right & tap "Reload App." If issue is not resolved, tap "Restart Server" in Power options
- **FOR VIDEO ISSUES:** First ensure the desired video source is selected in "Video Control" (P4). Ensure video connections are secure at back of AVB & at their source (P3). If so, next tap Power icon at bottom right, & tap "Restart Server." If unsuccessful, see P15 or Troubleshooting Power Events handout
- **POWER OUTAGES, SURGES:** UPS ensures essential system components remain on. If video does not return, 1st tap "Power" icon at bottom right & "Restart Server"
- **ERROR MESSAGE:** If red Error icon appears at bottom right, tap for guidance



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 light will indicate it's on. If it's not on, press the power button. If it is on, press the power button to turn it off, and then flip the switch at the opposite side to power off the system. Wait ~30 seconds, & flip the switch back on. Wait to ensure the computer comes back on. Check to see if App connects. If not, unplug the power cord at the back of the black PDC AVB, wait about a minute, & plug back in
 - 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



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 VIDEO IS MISSING:

- Ensure video source is selected & AVB HDMI connections are secure (P3)
- 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 the AVB (Audio Video Box) below tablet by unplugging power cable at the back, waiting about a minute & replugging the power cable

• IF COMPUTER WON'T POWER ON:

- 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'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