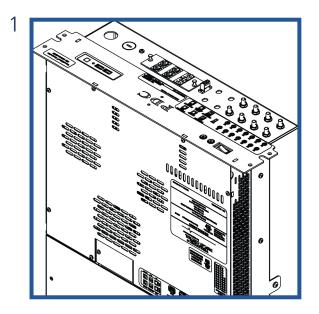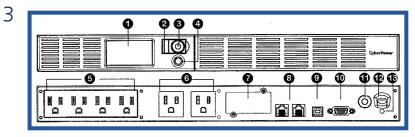1

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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 both AVBs (Audio Video Boxes) below tablet + connected to ViewRay computer 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 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