

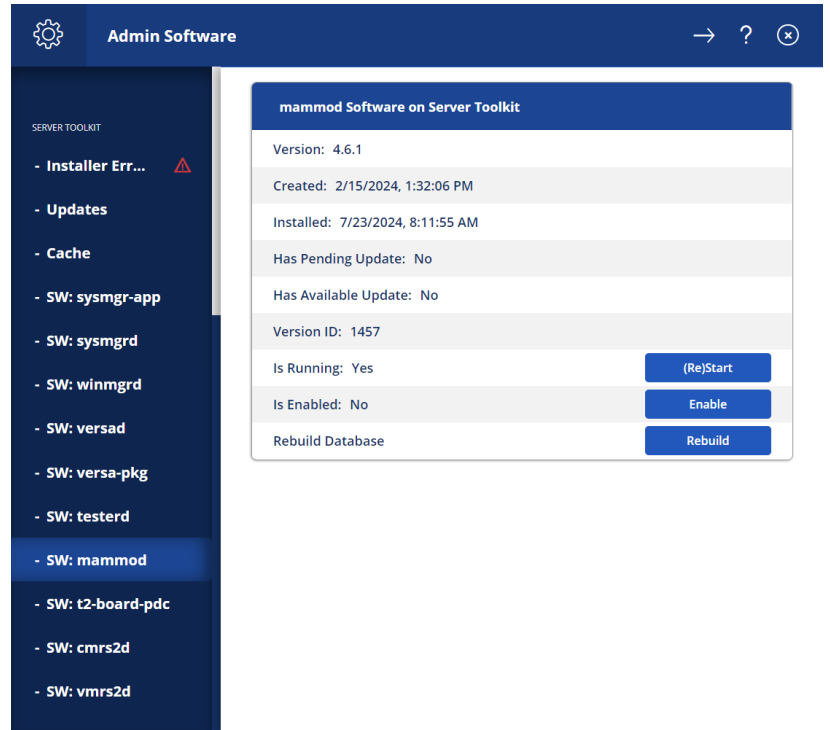
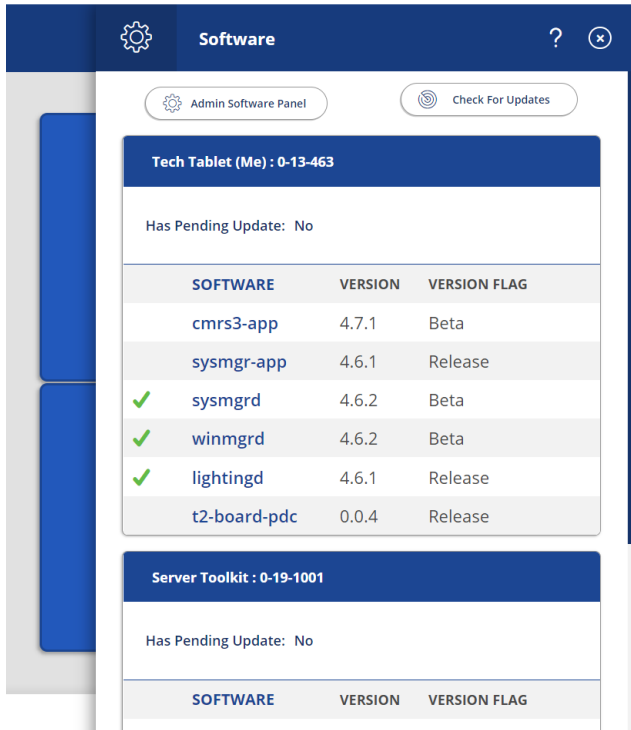
TROUBLESHOOTING

- **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 "Reload App." If issue is not resolved, tap "Restart Server." If not successful, see P15
- **FOR AUDIO / VIDEO ISSUES:** 1st tap "Restart Server." If not successful, see P15
- **FOR VIDEO DISPLAY ISSUES:** If App is connected, and Display is black / off, power on display using remote or display button. If the display notes "No Input," & App is not connected, see P15, "Computer Power." If issue persists, check to ensure HDMI connections are secure at the video display and within the AVC below tablet - contact PDC for help checking inside the AVC.
- **FOR ADDITIONAL SUPPORT** contact PDC Tech Support, info below



PDC Audio Video Control (AVC)

- **AVC 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:** Ensure blue power button is illuminated in the cut-out box at right. If not, press button once to power on computer. If troubleshooting an issue, & power button is illuminated, press once to power off, wait 30 seconds, & power back on. If power button is flashing, unplug the black AVC from the wall outlet. Wait 30 seconds, and plug back in. If there is a red Rack icon in upper right of App, restart the tablet toolkit (see P14). If connection issue persists, see P16
- **SYSTEM UPDATES:** Ports to left of computer power button are used for updates
- **MY DEVICE CABLE** is plugged into the "Line in" port on the back of box. When using My Device, a green light should appear to the right of "Line" on front of box. If not illuminated, press the gray button above "Line." See P9 for more
- **FOR THEME MUSIC**, a green light should appear to the right of "HDMI." If not, press the gray button above "HDMI"



MAMMOD TROUBLESHOOTING

- Tap Menu icon in upper left of App
- Tap "Tablet Toolkit"
- Tap the blue "Software" box
- Tap "Admin Software Panel" at top left
- Enter: "8675309"
- Find and tap "SW: mammod" in blue column
- On right side, tap "Enable," and "(Re)Start"
- Tap Menu icon in upper left and tap "Return to Mammo Suite"
- If issue is not resolved, contact PDC at info at bottom