



Troubleshooting Hand Scanner

IF YOU DO NOT SEE THE HOME SCREEN

Check the Connection

- 1) At the top of the hand scanner screen, there is an **indicator of how strong your connection is** (just like a cell phone). Signal strength is shown below.

If you have any bars showing, you should be connected.



- 2) **If there is no connection**, restart the device.

Locate the Home button and tap it with your stylus

- 1) **Locate the bottom toolbar** (shown at right)



If you do not see the Home button

Tap to expand button at the bottom of the screen



- 2) Tap the **Home button**



- 3) Wait for the page to load

RESTARTING HAND SCANNER

- 1) **Hold the power button down** until the power menu appears
- 2) Select **Reboot**