



HELP!

# TROUBLESHOOT GUIDE

## "HELP! MY SMART-PAD ISNT WORKING"

IF AT ANY STAGE YOU NEED FURTHER ASSISTANCE CALL 07 3352 4222

# NO POWER?

If you have no power please check the following:

Silly question- is the device plugged in and turned on at the wall?

Thank you for checking that, now if you look at the behind the screen on the right hand side- where the power cord plugs in- there is a main switch- check to see if that is turned on.

Great! almost there, on the front of the panel there is a power button with a light next to it. Is this glowing red? No-see if you can check with another power outlet in the building, if this is still a no call 07 3352 4222

Yes! wonderful, now next to this light is the power button this light should go green when you hit the power on, press this and the screen should boot up and go to the main page.

If you have a green light and still do not have an image at all we will need to collect your screen for repair: so head on over to:

<https://directnational.com.au/warranty-claim/>

Fill in and submit, and we will do the rest!!!

If in doubt, we will figure it out- call us 07 3352 4222



# NO TOUCH?

If you have no touch please check the following:  
Is there a device plugged in?



If you have no touch on the main screen at all- we will need to collect your screen for repair: so head on over to:

<https://directnational.com.au/warranty-claim/>

Fill in and submit, and we will do the rest!!!

Great! do you have two cables plugged into your device? one will be an HDMI and the other a USB A - USB B touch cable: see images below: if you do not have the below cables please call and order 07 3352 4222 - cables cost \$15.00 ex gst



USB A-USB B: TOUCH CABLE



HDMI-HDMI-sound and visual

Okay so you have both cables - that wonderful: Are they plugged in the same port location - there are two areas they can be plugged in - front ports or back ports: please make sure you don't have one plugged in the front and the other plugged in the back- they need to be in the same port location.

Once you have them plugged in and you can see an image but no touch-this means either a new cable is needed or the port to be repaired: call 07 3352 4222 to order new cable.

If the port is damaged this is caused by tugging the cables out of the ports: therefore voids warranty: minimum charges start at \$130.00 ex gst for the call out fee-port replacement starts from \$250.00 ex gst

**THIS IS THE SAME PROCESS FOR IMAGE AND SOUND-HDMI CABLE CHECK**




# NO INTERNET?

If you have no internet connection or your Firefox pages are not loading please check the following:

Is your date and time settings correct?

Go to the settings tab on the main page and select either date and time or under languages setting you will find date and time- make sure the time zone is also set to the correct area zone you are in- again this will be found in the same area.

Once you have adjusted the date and time close down everything and reboot the settings- you can do this by pressing the three paged icon on the side menu and closing down the settings.

When you reopen the wifi settings- forget all networks that you have been connected to and re-enter your required password. once you have done this the internet should be completely connected. reboot firefox and search for cats,  we have connected!!!


IF YOU HAVE NOT CONNECTED AND WE HAVE CELEBRATED WAY TOO EARLY!!! Try to hotspot the screen through your mobile device: go to your mobiles settings turn on hotspot- go back to the panel settings in wifi and you should see your phone available there to connect with- type in your password and try firefox again. if at this stage the wifi is connected but wont boot anything on firefox you need to lodge a warranty claim.

Also check the aerials connected on the left hand side of the screen- are they missing or broken? Call 07 3352 4222 to order replacements- \$ 25.00 ex gst

**<https://directnational.com.au/warranty-claim/>  
Fill in and submit, and we will do the rest!!!**

If connecting to your phone does in fact work then your providers network is blocking the screen to connect-contact your IT personnel to help resolve this.

-In some cases it is easier to order a wifi extender and connect the screen to the extender.



This webpage is not available

Reload

# APPS NOT WORKING?

If the APPS you have pre-loaded or you have downloaded that are not working please check the following.

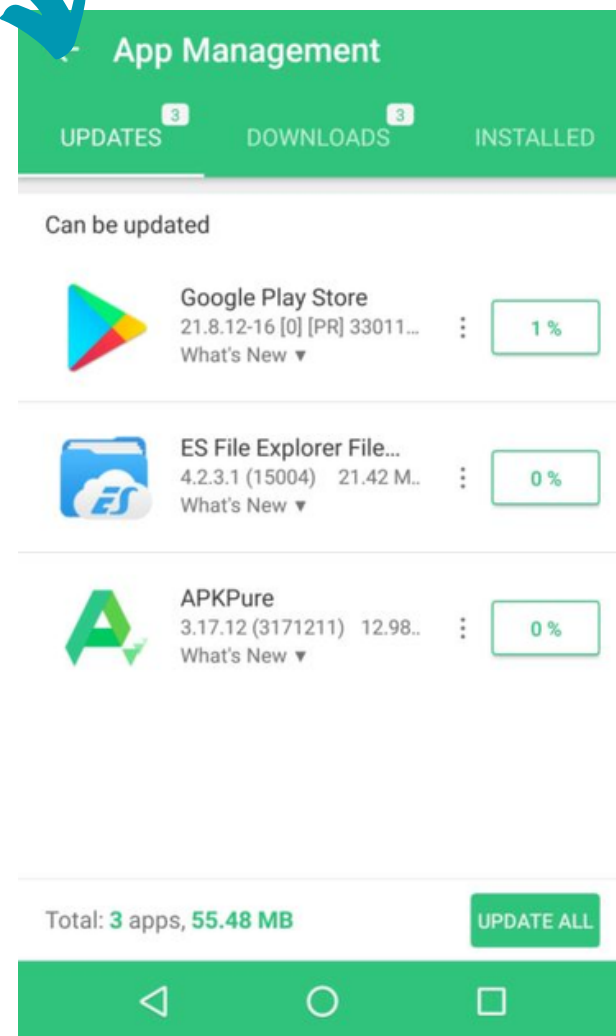
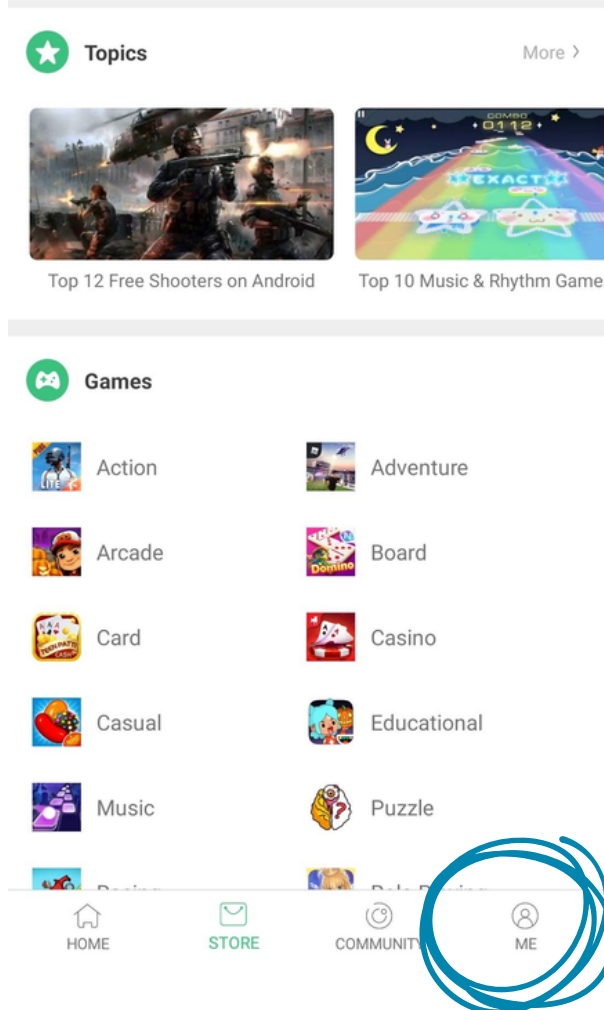
Have you got the APP APKPURE downloaded it looks like this



If the answer is **NO** - Go to the "how to download apps" page: then come back and follow these steps!

Okay so open the APK PURE APP- more than like it will tell you to update the APKPURE APP- which you will select yes.

Once this has been updated on the home page down the bottom you will see a "ME" tab-see image below



Depending on your Wifi Connectivity and speed you can either update individually or hit that **UPDATE ALL** BUTTON at the bottom.

If this fails to work- you can always go through and delete the apps in the app tab by holding them down and then you can redownload them.



# DOWNLOADING APPS?

To Download apps, you must have APKPURE downloaded:

Turn your screen on- yes this is probs the most important step!

In the applications tab in the home screen, you will see firefox- head on over there and type in your "google search bar" and type in APKPURE Click the first searched APKPURE that comes up.



**M.APKPURE.COM - This is what the HTTPS address is.**



Once you are on the right webpage click the APK download button on the home page

Once you have clicked that download, a grey box will come up download complete - OPEN THIS DOWNLOAD.

Its that easy, but if you get stuck refer to the full download training documentation.

