



The purpose of this document is to diagnose whether a device must be submitted for replacement/repair or if it can be fixed by venue personnel.

Please always review this before submitting the RMA Form, thus preventing lost time & expenses on devices that can be fixed locally.

Contact VAST@lne.zendesk.com Immediately if:

- **Activate** or **KDS** apps are crashing; this may be software-based

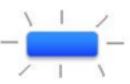
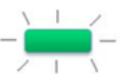
Immediately Submit RMA Web Form (vitdepot.tourtech.com) if:

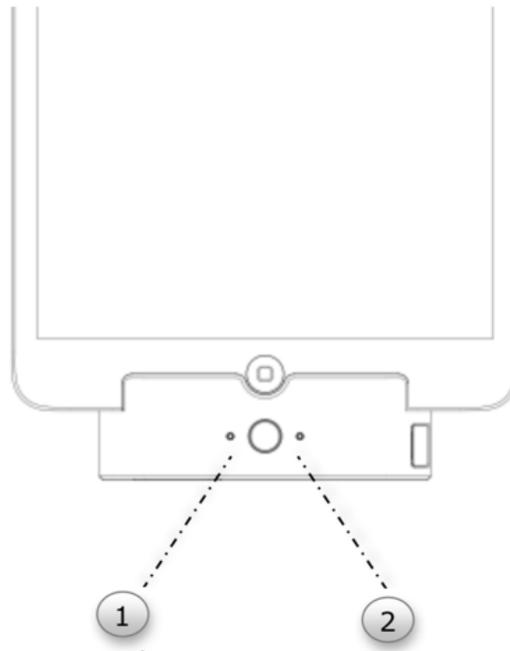
- **iDevice** has physical damage:
 - Cracked screen, expanded battery, water damage, battery not retaining charge, etc.
- **Card Reader/"Swipe":**
 - Makes a video game-like noise, or
 - Has lingering water damage after drying for 48+ hours and performing steps on pg4.

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LED Light Status/Operational Modes for the TAB-M (iPads/tablets)

LED		STATUS	
1		Slow flashing, indicates no connection with iOS Application.	Fast flashing, indicates connection with iOS Application.
2		Flashing indicates battery is charging.	
		Solid (non-flashing) indicates battery fully charged.	



LED Light Status for the LP5 (iPods/handhelds)



BATTERY STATUS

Press the battery status button to view LEDs.

100% - 76%	4 LEDs solid green
75% - 51%	3 LEDs blink green
50% - 26%	2 LEDs blink green
25% - 1%	1 LED blinks green / emergency low battery

Troubleshooting Card Readers/"Swipes"

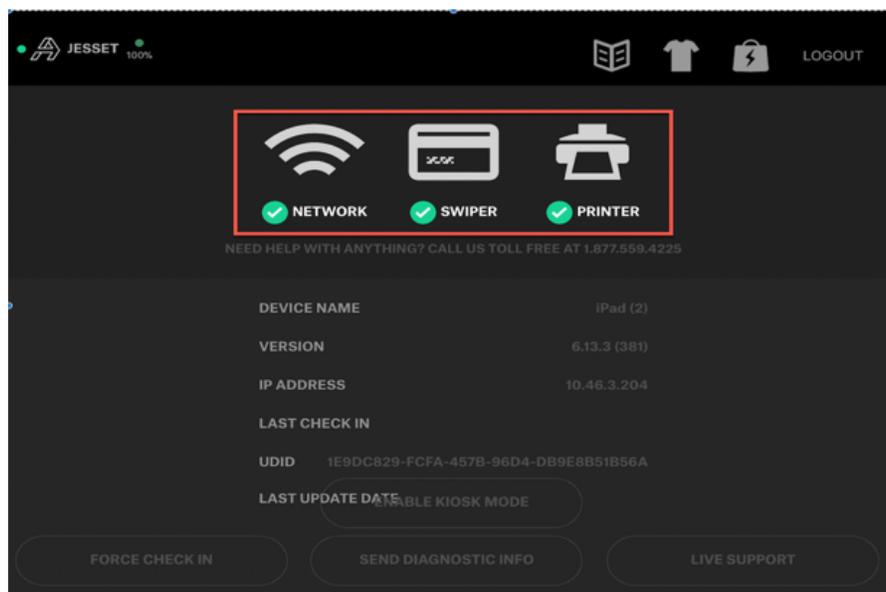
- **Card Swipe is not turning on (no lights)**

Make sure the swipe is fully charged, try letting it charge for a few hours. Also try charging the swipe without the Apple device.

- **Not Reading Card Information**

Within Activate "Diagnostics info", ensure the "swiper" icon shows a **green** dot as shown below. If is showing a **red** dot perform these steps:

1. Unlock the Pyramid stand
2. Take the top cover off
3. Disconnect the power cable from the Swipe
4. Wait until the green light goes out on the Swipe (indicates no power)
5. Press the button on the Swipe (wait for the reset beep)
6. The Green Dot should return within Activate (either in "Diagnostics" or at the Login screen)
7. Reconnect the power cable to the Swipe
8. Replace the Pyramid Stand cover



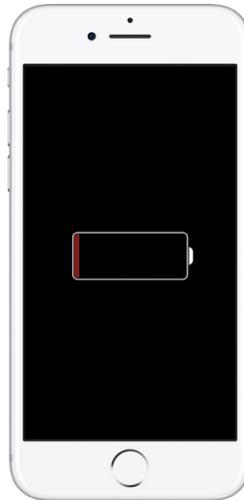
- **Card Swipe Exposed to Water**

Disconnect the swipe from the iDevice and allow it to dry out for 48+ hours and repeat steps provided above.

Troubleshooting Apple Devices (iPADS and IPODS)

- **Apple Device is Not Turning On**

Make sure the Apple device is fully charged. Try removing the Apple device from the card swipe and charging it for at least an hour using a lightning USB cable instead of via the card swipe. After a few minutes you should see the charging screen:



- **Device Keeps Restarting, Stuck on the Apple Logo**

Force a restart on the apple device by pressing down on the **HOME** and **PWR** buttons at the same time and hold them for 10 seconds, the device will restart and try to take you back to the home screen.

- **Device still stuck in the apple logo.**

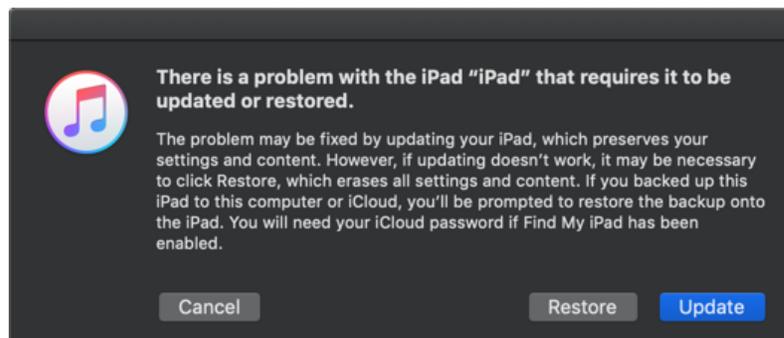
Equipment needed to continue troubleshooting:

- a. Lightning USB cable
- b. Laptop/PC (Windows or Mac) running the latest version of iTunes.

1. Make sure the device is completely off. If it stuck on restarting, hold down the **HOME** and **PWR** button for a few seconds until it completely turns off.
2. Open iTunes on your computer.
3. Plug in the lightning cable to the Apple device and while holding down on the **HOME** button, plug in the other end of the cable to the computer.
The Apple device will display the following screen...



4. iTunes will recognize a device while in "Recovery Mode" like shown below...



5. Select "UPDATE" and follow the prompts. iTunes will try to update the iOS on the device, if required, without erasing its contents. This will take a few minutes, be patient.
6. If for some reason the update fails, you will have to repeat the steps above and do a RESTORE. This will reset the device back to factory settings, erasing all content. If so, the device will restart with the initial setup screens. Follow the prompts on the initial setup screens by choosing Language, Region, Connect to a Wi-Fi, (DO NOT add a passcode). For apple ID, select "Set up Later in settings" etc.. until you get back to the home screen.
7. To re-enroll / re-install Activate, please follow the steps mentioned [here](#) starting from **step 3**.