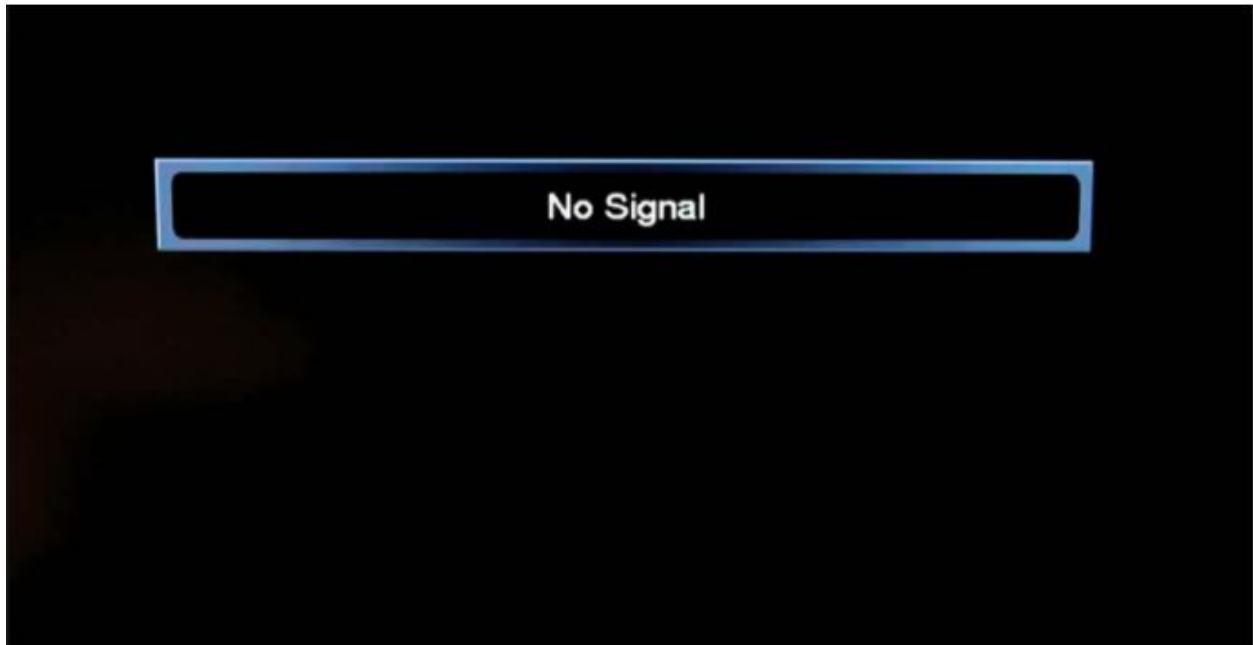


1. "Black Screen" or "No Signal"



Likelihood of the Issue & How to Fix

NOTE: Starting from scratch and following the Installation steps is the best first step to take.

1. The device is not connected to the internet

- Next Steps: Ensure your Wifi working on.

2. The device is not powered on

- Next Steps:

1. Check Power - Please make sure these devices are powered on and that you see a steady blue light on the front of the players.

2. Reset Player - If the blue light is blinking, please hold the button on the front of the device down until it turns off, then press it again to power it back on.

3. The HDMI cord isn't securely connected

- Next Steps: Make sure all cables are securely connected

4. The TV is on the wrong HDMI input

- Next Steps: Double-check the input the device is plugged into and make sure it's the same as the one on the screen.

5. The device has lost connectivity, timed out, and gone to sleep

- Next Steps: Unplug/replug power cord on side of chromebox; hold down the power button on the front of the chromebox until it powers off and press again to power on.

6. There is an issue with the input and/or TV

- Next Steps: Start from scratch with a different input and/or TV

7. The device needs to be replaced

- Next Steps: Submit a Ticket to the MD Now IT team

2. "Chrome OS is Missing or Damaged"

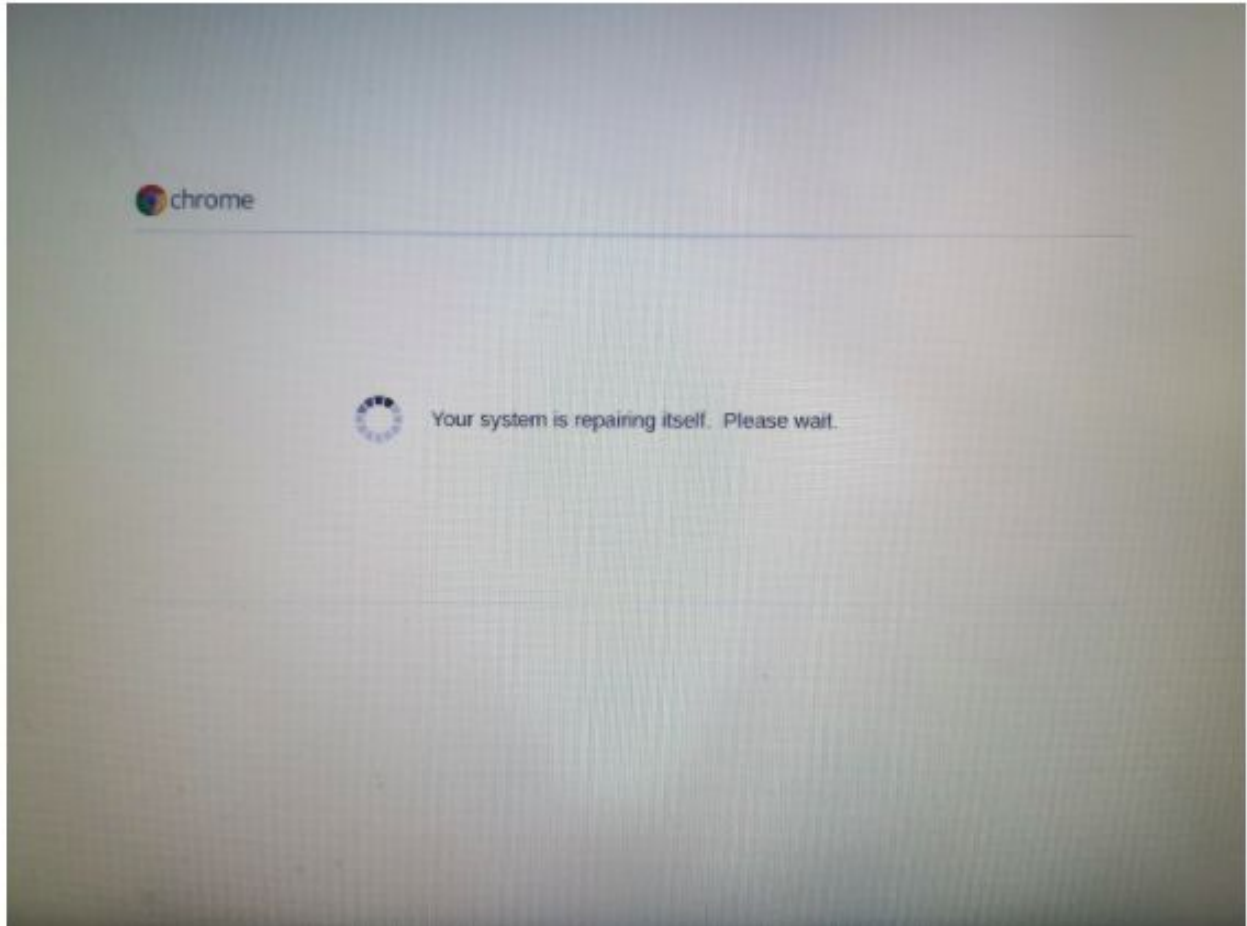


Likelihood of the Issue & How to Fix

1. The device needs to be replaced

- *Next Steps: Submit a Ticket to the MD Now IT team*

3."Your System is Repairing Itself. Please Wait."



Likelihood of the Issue & How to Fix

1. The device needs to be replaced

- *Next Steps: Submit a Ticket to the MD Now IT team*

4. The Chrome Login Screen



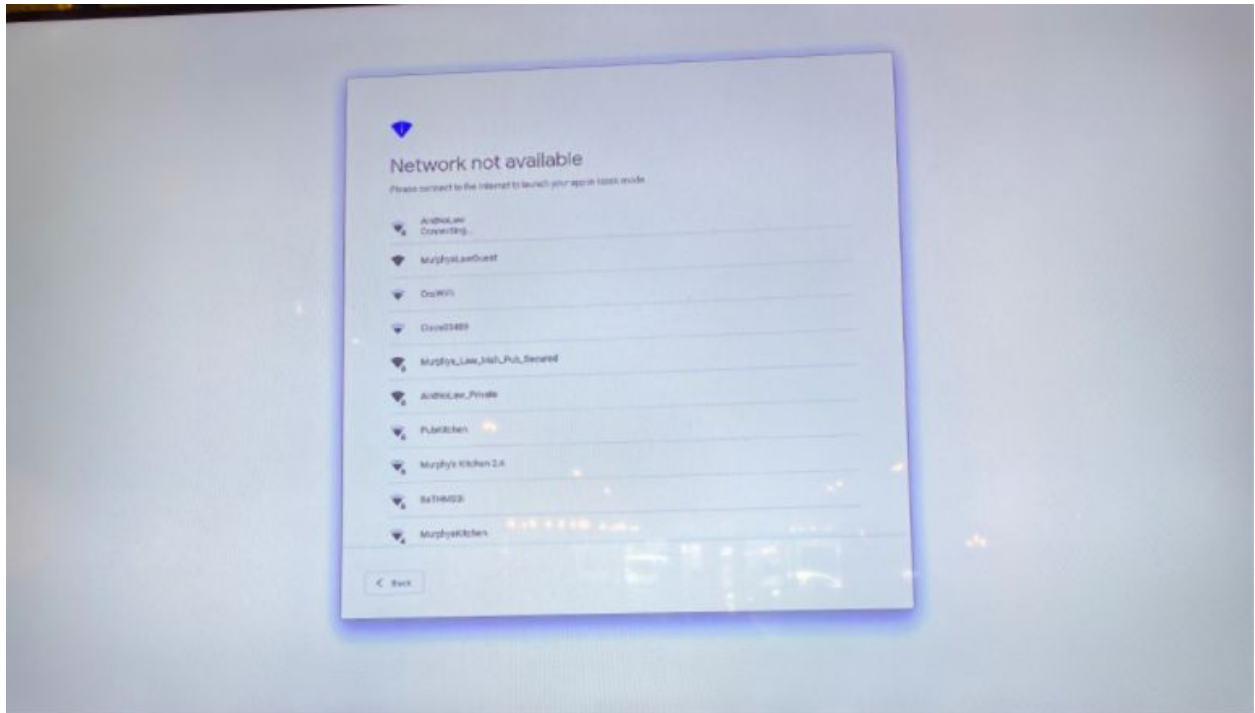
Likelihood of the Issue & How to Fix

1. The device needs to be re-connected to UPshow.

- *Next Steps:*

Submit a Ticket to the MD Now IT team

5. "Network Not Available" Screen



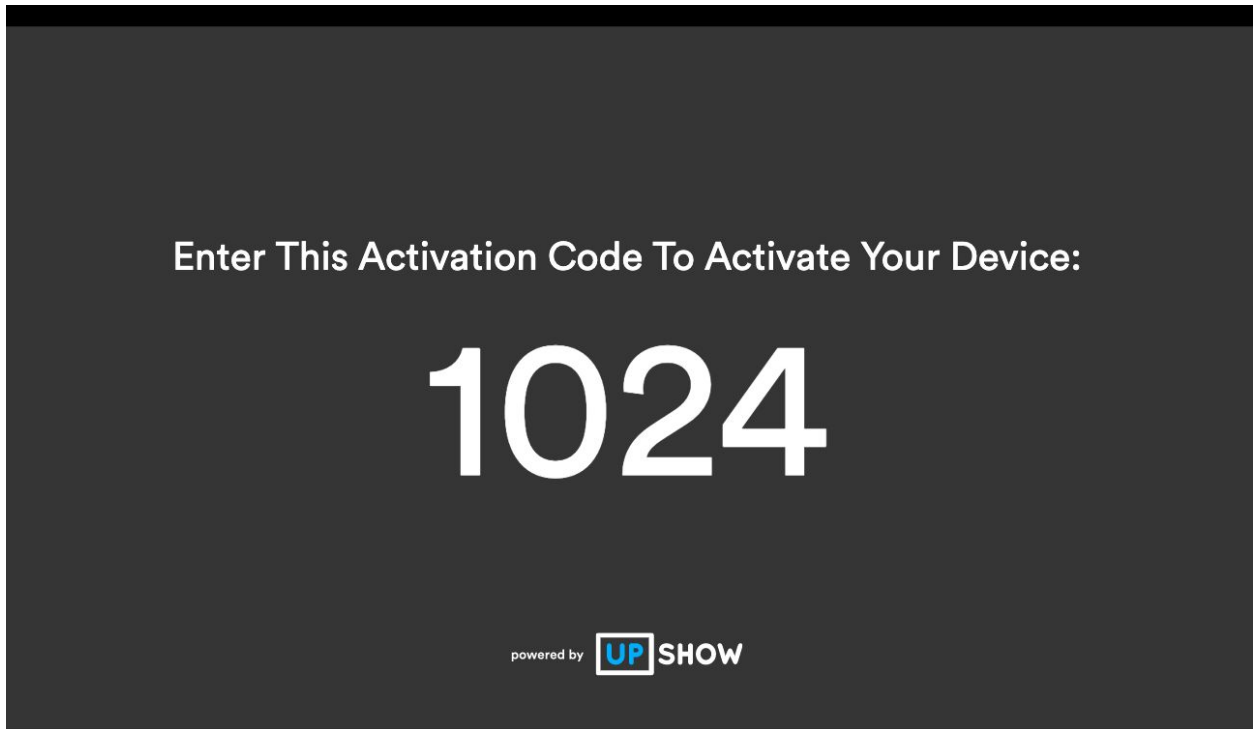
Likelihood of the Issue & How to Fix

1. Your device is not connected to the wifi.

- *Next Steps:*

1. *Search for the Wi-Fi you would like to connect the Chromebox Mini, and you'll be prompted to add the password.*
2. If the wifi isn't appearing, it is most likely because the Wi-F is off or out-of-range. Check to see if the wifi is appearing on your phone. If not, the Wi-F router is off. If yes, the Wi-F router may be out of range.
3. Try restarting (via unplugging and plugging back in) both the Wi-F router and the device, in that order.

6. The 4 Digit Activation Code Screen



Likelihood of the Issue & How to Fix

1. Your device needs to be re-synced to the account.

- *Next Steps:*

Submit a Ticket to the MD Now IT team

7. Stuck on the Loading Screen



Likelihood of the Issue & How to Fix

1. The device is not syncing with the wifi

Next Steps:

1. *Try unplugging the device from the power source and plug back in for a "fresh start".*

If this doesn't work.

2. *Determine if your internet is having an issue by checking your network connection on other devices such as your phone and/or take your router to ensure it is working properly.*

If this doesn't work.

3. *Submit a Ticket to the MD Now IT team*