

Help - My self arrival touch screen is blank!

Often times, a simple reboot is all that is necessary to bring your touchscreen back to life. If your self arrival screen is showing as blank, follow the steps below.

- 1) First, ensure all cables are plugged in for your check-in machine and the power is turned on.
- 2) Ensure the the touch screen has been turned on properly. Press the power button on the side or the bottom of the touch screen. The location of the button depends on the model you have. Refer to the pictures below to help you.



If your touch screen has 5 buttons on the back of it, the power button will be the last one with the power sign next to it. The buttons will all be on the left hand side.



If your touch screen has 4 buttons on the side the power button will be located at the bottom of the right hand side. The button will have the power sign on top of it.

Press the button down once and hold for 5 seconds. You should see a green light once it has turned on.

3) Make sure the mini PC attached to the back of the touch screen also has a green light.

Press the power button to switch on the PC to see the green light.

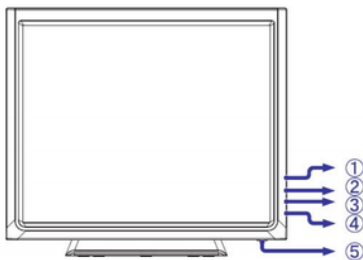
If you see a flashing red light, reboot the PC by holding down the power button until red light disappears. Release the button and press once more to display the green light. Repeat this several times if necessary.

If the steps above do not work, contact Jayex Support.



You will see the power button on the side of the mini PC.

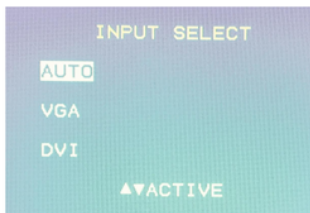
4) Select the correct source. The buttons may be on the left or the right of your monitor.



- ① Menu Button (☰)
- ② Scroll Up / Brightness Button (△)
- ③ Scroll Down / Mute Button (▽)
- ④ Select / Auto Button (↵)
- ⑤ Power Switch (⏻)



Press the Menu button (1st button) to bring up the menu for the source input.



Use button 2 and 3 to scroll the menu. Press the Select button (4th button) to select 'AUTO' on screen.