

# Kiosk Trouble Shooting Guide

For the PatientTrak Intak Kiosk, please see the [PatientTrak Kiosk Intake Manual](#).

## No Signal

If the monitor displays “No Signal” there are a few steps to try.

1. Make sure the mini pc in the back is turned on (Blue light = on, Red/Orange light = off).
2. Make sure all cables are connected and secure.
3. Adjust the [input selection](#) on the monitor.

## Monitor Input Selection

1. Make sure the pc in the back is turned on. The light coming out from the pc should be BLUE.
2. Turn on the monitor – With your fingertip, lightly swipe under the power button to turn on.
3. With your fingertip, lightly swipe under the 1 button to bring up the setup screen.
4. With the arrow buttons, highlight INPUT SELECT and select it by swiping under the 2 button.
5. On the following screen, with the arrow buttons, make sure AUTO is highlighted. Turn off the monitor, and then turn it back on.
6. If you are still seeing the No Signal message, repeat steps 1-4. Then highlight the HDMI option.



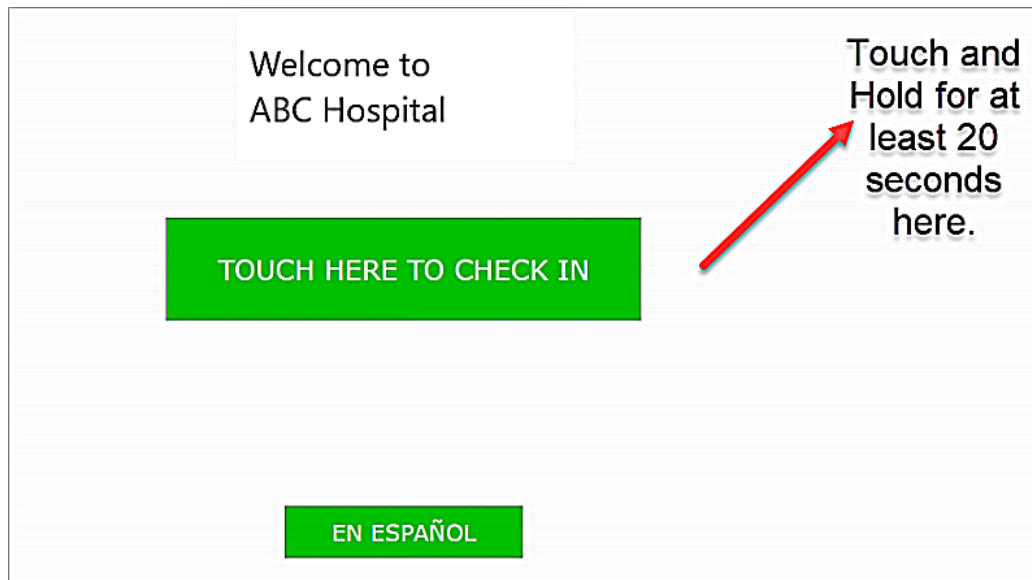


## Legacy Kiosk

### Patients Not Added to Correct Area.

If patients are signing in via the kiosk, but are being placed in the incorrect area, the kiosk needs to be logged out of and then logged back in with the correct area.

To log out of the kiosk, press and hold your finger in the upper right-hand corner of the screen for at least 20 seconds.



The kiosk will log out, and then you will be able to log back into the kiosk with your Organization ID and select the correct area.