



## NevoSL Troubleshooting

**!! NOTE:** This guide outlines **basic** troubleshooting tips. For more advanced troubleshooting, please contact your installer.

### **Resetting NevoSL**

#### Overview:

Like any other platform, the firmware on the NevoSL will need to be reset periodically, (but not often), in order to allow it to refresh itself and give optimal performance. Also, reset after making any changes to the settings on the NevoSL, or downloading a new project to ensure that the changes are fully activated on the unit.

#### Procedure:

1. Make sure that the NevoSL "Settings" menu is not open.
2. Use the stylus that came with the unit in the hole marked "reset" on the left side of the NevoSL unit.
3. Press the stylus for 3-5 sec and release.
4. The display will go to the NevoSL splash screen (blue background), and then back to the project that was already in the device.

### **Resetting the NevoLink**

#### Overview:

If there is an interruption in power or WiFi connection on the network \*, resetting the NevoLink(s) on that network following the exact procedure below will allow the NevoLink (s) to refresh, and receive a valid IP address.

#### Procedure:

1. On the back of the NevoLink, un-plug the power cable from its port.
2. Wait about 5 –10 sec and plug the power cable into its port on the back of the NevoLink.
3. Reset the NevoSL handheld device using the provided stylus and allow about 5 sec. for it to re-establish a WiFi connection.

\* Any issues that may be causing either a WiFi or power interruption on the network will have to be resolved prior to resetting the NevoLink.

### **Reconnecting to Wireless on the NevoSL**

#### Overview:

If there is an interruption of the WiFi connection to the NevoSL\*, (power-down of network devices, out-of-range, interference, etc.), there may be a need to quickly reconnect to the WiFi network in order to use the NevoLink or NevoMedia features.

#### Procedure #1:

1. On the right side off the NevoSL unit, hold down the backlight button and keep holding it after the backlight goes off, until the image on the screen completely disappears.
  2. Tap the top left hand corner of the touch screen. The device will “wake-up” and within about 5 sec. will reconnect with the wireless network.
- \* Any issues that may be causing either a WiFi or power interruption on the network will have to be resolved prior to resetting the NevoLink.

### **Reconnecting to “Media Zone ” on NevoSL**

#### Procedure:

1. Go to “Media Zones” on the NevoSL (Settings/Media Zone).
2. Tap the “Reset” button (Third “Function” button under the touch screen). You will see the WiFi icon (“antenna” in top menu bar) animate (“waves” coming from the sides).
3. After 3-5 seconds the animation will stop and you will see the name of your Media Zone in bold print.
4. If this does not work, (no bolded Media Zone), restart your computer and make sure that both the NevoMedia Server and NevoMedia Player program are running and “enabled” (green dot in icon).
5. After computer restart, Reset the NevoSL handheld device using the provided stylus.
6. When NevoSL project is restored to screen, try #1-3 again.