

Troubleshooting for your Causeway Donseed tablet



Black screen

If the screen turns off tap the screen twice for it to come on again or press the power button for 2 seconds to wake it up from standby mode.



Fingerprint not recognised

First, please ensure that you are using the fingerprints that you enrolled with.

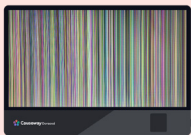
Next, please ensure that the fingerprint scanner and the finger being used are clean and try again - it can be helpful to have some moisture on your finger by wiping with a damp cloth or wet wipe.

Finally, if a fingerprint is still not recognised try re-taking your fingerprint using the enroll user list in the admin section of the app.



Battery power

For optimum performance, please ensure your battery always has a minimum 30% of charge.



Screen freezing

Occasionally your devices screen may freeze. If this happens, you should conduct a system reboot. To reboot, hold in the Power button for up to 15 seconds or until the screen goes black and the system shuts down. You can then turn it back on by pressing the power button again.



Charging issue

Make sure you are charging the tablet from a wall socket as opposed to a laptop. Try a different USB cable to decipher if the issue is the charging cable or the tablet.