DrQuickLook™ Chairside PDA Tablet
Frequently Asked Questions, Tips and Troubleshooting

Frequently Asked Questions/Troubleshooting

Q: How do I turn the PDA on?
A: Press the power switch on the top left of the PDA.

Q: What is the best way to power down and shut the PDA off?
A: Press the Home button on the right side of the screen to bring up the Start menu, and select **Power** and then **Shut Down** from the menu.

Q: What do I do if the screen has gone blank?
A: Press the Home button on the right side of the screen. You should feel a vibration to let you know the PDA is on, and the screen should return to normal (You may need to press several times). If you don't feel a vibration, press the Power button to turn the PDA on (or restore the screen).

Q: What if the screen will not restore?
A: If the Home button will not restore the screen after several tries, but you feel the vibration signal, you may need to power down and restart the PDA. Hold the power button down for at least 10 seconds, and release and wait another 10-30 seconds for the system to power down. Then restart the system by pressing the power button.

Q: There is a picture covering the screen that won't let me do anything – how do I get past it?
A: The screen saver may activate and you may need to "swipe up" with your finger to proceed.

Q: What if the system will not power on?
A: The system battery may be discharged, so plug the charger in to an electrical outlet and plug the charging cord in to the PDA (right side, see diagram). After at least 10 minutes, try turning on the system and check the status of the battery on the main toolbar, lower right side (press the Home button to display the main toolbar, if necessary).

Q: How do I get to the Start button and main toolbar when the PDA application is running?
A: Press the Home button on the right side of the screen (see diagram). Press the Home button again to exit the Start menu.

Q: How do I get to the desktop when the PDA application is running?
A: Quit the PDA Imaging application to get to the desktop of the tablet. Double tap the PDA icon to return to the application, or restart the PDA.

Q: What if the camera does not show live video (survey) correctly?
A: Make sure the PDA Imaging application is not trying to display live video (survey), or quit the application first. Unplug the Intra-oral camera from the USB port (right side, see diagram). Wait 5 seconds, and insert the camera plug in to the USB port. Once you hear a confirmation tone, try (or restart) the PDA Imaging application and try again. If you do not hear the confirmation tone or still can't get the camera to work, power down the PDA and re-start it with the camera plugged in.

Q: What if the camera wand light does not turn on?
A: Re-start the system (if needed) and enter the Chairside PDA application (Main menu). BEFORE using the camera, unplug it from the PDA and WAIT until you hear confirmation tones (3 seconds or so). Next, re-insert the camera wand and wait until you hear confirmation tones. You can now enter the Intraoral Camera mode (in QuickView or Patient's file and the light and camera should function normally.

Q: What if the screen or image appears to be too dark?
A: This can be fixed by increasing the brightness settings on the tablet. Exit the DQL application and tap the action icon, located at the bottom right corner of the tablet screen. Next, tap the sun icon, located at on right column, center row. Each tap adjusts the screen brightness. Tap until it reaches 100%.
A: You can also access the display brightness settings in the tablet settings menu. Go to the start button located on the bottom left part of the screen, 2nd icon above the start button (Gear icon). Select, "System" and "Display" and set the brightness to full (100%). **Uncheck,** "Change brightness automatically when lighting changes."

Helpful Tips

Windows updates* – How to prevent the PDA (Microsoft Windows 10) from running Windows updates unless or until you want them:
In Settings->Network & Internet->Wi-Fi, select your specific Wi-Fi connection and then scroll down to "Metered Connection" and set it to "On."

This will prevent Windows Update from using this specific Wi-Fi connection (only). If you switch Wi-Fi connections, you will need to do this for any new additional connections. Once set, you do not have to re-set it even if you select other connections and then return to one previously set.

==***NOTE: This can only be done once you have successfully connected to a Wi-Fi network.**==

Extend battery Life:
Please note that the battery indicator is not visible unless you either exit the imaging software or press the **Start** or **Home** button. The battery indicator will then appear on the main task bar (lower right). You will be prompted to plug the power cord in when the battery gets low. See diagram for the location of the Micro USB charging port (right side). In order to extend the battery life, you should only turn on the Wi-Fi and/or Bluetooth when you need them. The easiest way to accomplish this is to put the PDA into **Airplane Mode** which turns off the Wi-Fi and Bluetooth. This can be done easily by pressing the **Action Center** icon on the right side of the main toolbar. At the bottom of the Action Center is a selection called **Airplane mode** and once pressed, you should see a small airplane icon on your main toolbar (lower right). This indicates that the system is in **Airplane**. To return to full functionality, simply repeat the procedure to turn **Airplane mode** off (small airplane icon will disappear).