Quick Guide: Tablet Troubleshooting

Tablet Basics:

1. Turn off the tablet at the end of each day. The power source is wired to the ignition, so it will only charge when the bus is running. Locking the screen is not the same as turning device off.

2. Tablets are locked down by Edulog, and drivers cannot access anything on device other than the kiosk and Driver Portal app. If supervisors need to access settings, contact Edulog Tablet Support.

3. Tablet serial numbers are found in 3 locations: on back of device, on Driver Portal log in screen, and in the settings page. Edulog Tablet Support will device need serial number to troubleshoot issues.

Tablet-Specific Edulog Support: tabletsupport@edulog.com

Common Issues

ISSUE: Tablet won't turn on, tablet is charging slowly, or showing a "slow charge" message.

- If battery is completely drained, plug tablet in and turn bus on. Wait a few minutes before turning tablet on.

- Ensure charging cable is connected to cradle.

- If slow charging, there may be dust interfering with the connectors. Take tablet out of mount and wipe or blow off any dust. Replace tablet.

ISSUE: Missing data such as routes or students.

Check the "updated to" date in the settings menu. If it does not say today's date, you may need to Clear Data and Restart (see page 2).

ISSUE: Tablet or Driver Portal displaying error code.

Examples: "Cannot Connect to Server", "KIO_CODE_003" Contact Edulog Tablet Support with screenshot of issue and device serial number.

ISSUE: Not displaying correct date and time.

Contact Edulog Tablet Support with device serial number and description of issue. The device will need to be unlocked remotely to access settings menu.

ISSUE: Driver cannot log in.

- Ensure driver is entering correct password. Default password: 9999

- If WiFi device, ensure WiFi is enabled.

- Driver may have been marked "inactive" in the system. If unsure how to resolve this, contact Edulog Tablet Support with employee information.

Clear Data and Restart

Using this feature prompts the tablet to fetch a fresh set of routing data from the server. This is used primarily when users notice runs, routes, and/or students missing from the Driver Portal data.

1 Navigate to Settings via the menu in the upper left corner while in the Driver Portal app.
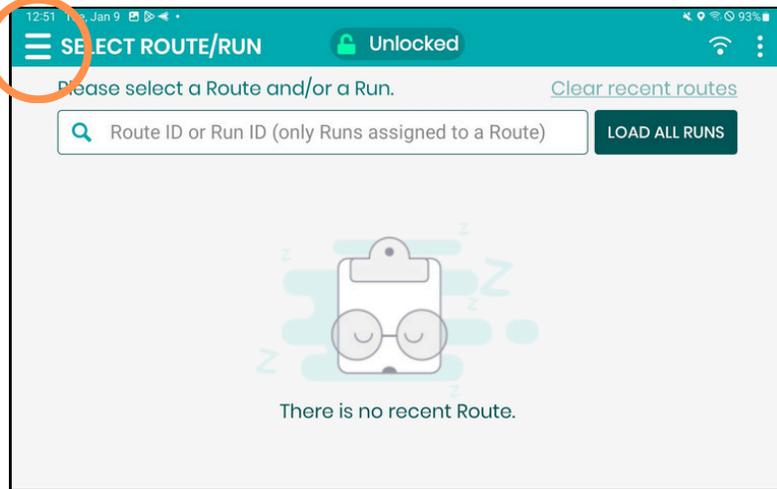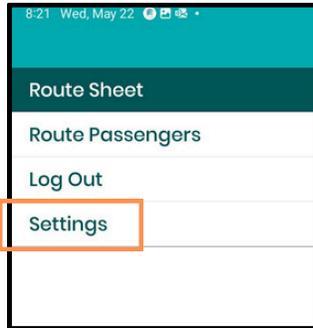
2 Tap the "Clear Data and Restart" button in bottom right corner. After downloading the fresh set of data, you will need to log back in to Driver Portal.
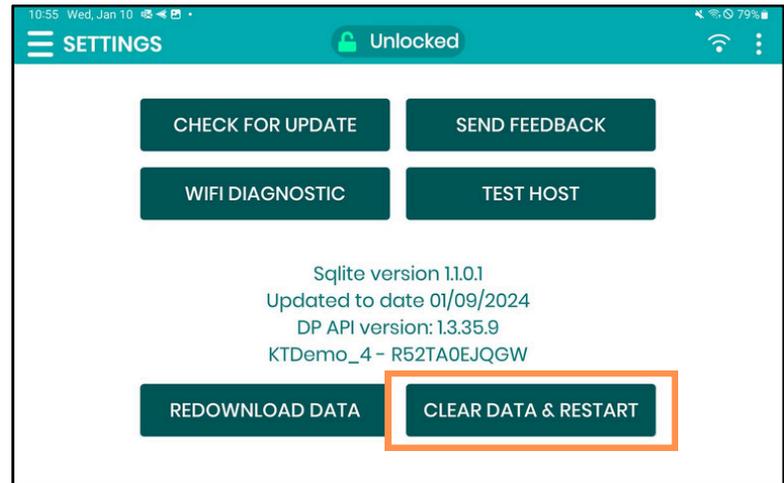
REMEMBER:

Turn your tablet off at the end of each day!

Tablet-Specific Edulog Support
tabletsupport@edulog.com

When contacting Edulog Tablet Support, please include the following:

- Description of issue
- Serial number of the tablet
- Bus number (if applicable)
- Route number (if applicable)
- Relevant screenshots of the issue