

Glitching screen troubleshooting.

A small number of OnDeck screens have had lines appear intermittently on screen. After chatting with our supplier, a likely cause is a slightly loose HDMI connection between the media player and the HDMI cable.

GOOD NEWS! We've had success with a quick fix. We've included a key so you can access the enclosure and try it yourself. It should only take 1-2 minutes.

WHAT YOU WILL NEED



The provided key and a second person to monitor the screen

STEP 1: Quick power check

Before opening anything, please make sure:

- The power cord is firmly plugged in at both ends (wall and enclosure)
- The outlet is working
- The small switch next to where the power cord enters the enclosure is in the down position

STEP 2: Open the back panel

- Use the key to open the back panel

STEP 3: Find the Skykit unit and HDMI cable

- Inside, you'll see a Skykit unit with several cables connected. Find the HDMI cable (see photos on reverse)

STEP 4: Snug up the HDMI connection

- Leaving the HDMI cable plugged in, gently adjust the cable so it sits more snugly in its port. The goal is to use the neighbouring hardware to lightly "wedge" the HDMI plug into place so it stays snug and maintains a stable connection.
- While you do this, have your helper watch the front of the screen and tell you when the screen looks best. Once the lines disappear, stop and leave the cable in that snug position. Lock the back of the display and retain the key!

When you have tried this, please email: partners@ondeckmktg.com to let us know how it went.

The OnDeck partners team.

If anything feels unclear or you run into trouble, reach out right away and we'll help.

BEFORE:



AFTER: CORD SHOULD FOLLOW PATH INDICATED IN RED



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