



Troubleshooting Guide: Reset your OnDeck Board

We have sent you a key to access the back panel of the screen. Follow the steps below to reset the Skykit hardware and resolve the screen issue.



1

Rotate the antennas so they are out of the way of the door opening. The whole antenna rotates but only the small base ring actually screws into the board. Ensure the base is screwed in snugly.



2

Put the key in the lock and turn it to unlock the board.

3

This is what you will see.

There should be a red light next to the button on the "SKYKIT" box.



4

If not, press the power button. If there is no red light, and the power button has been pressed, please ensure the entire display is plugged into a wall outlet, and the power toggle is in the "down" position. You may need to switch the power toggle off (up) and then back on (down).

And We're Back

This will jumpstart the hardware and restart your board. Give it a couple minutes and have a look.

Let OnDeck know how this goes.

**Our highest priority is getting your
board back online.**



Contact us at partners@ondeckmktg.com