

# I am unable to start the SmartChk tablet

- Firstly check if you are using original Dell charger that is provided with the tablet.
- Make sure that the charger is working fine, i.e. power LED on charger is on. If not then the problem is with the charger.
- Proceed only after you have confirmed that the charger works fine.
- Your SmartChk tablet has a power button near the top on the right hand side. Hard reset the tablet by holding down this power button for 10 -15 seconds. It is advisable to keep the tablet on charging for 30 minutes, prior to troubleshooting.
- After the tablet is powered off, ensure the power cable is connected properly on both ends as well as at the adapter joint.
- Ensure no hardware keys (volume or power) are stuck before starting the tablet. Briefly press each key one by one to release any stuck keys.
- Power ON the tablet by keeping the power button pressed until you feel the tablet beep/vibrate briefly. When you hear it beep/vibrate, it means the tablet is about to boot up. Release the power button and wait for the tablet to boot.
- If the problem persists, it could be a hardware issue and may require further remote troubleshooting. Route the ticket to SmartChk support at this point.