

The SmartChk tablet is stuck at an Ubuntu loading screen with 5 white dots under it

- 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 to 15 seconds.
- 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.