

The SmartChk tablet boots into primary colors (Red, Green, Blue, Yellow, etc.) and keeps flashing these colors on the screen

Your SmartChk tablet has a power button near the top on the right hand side and volume buttons on the left hand side. If any of these hardware keys get stuck or remain pressed while starting the SmartChk tablet, then the SmartChk tablet could boot into primary colors.

Required Action

- To correct this, hard reset the tablet by holding down the power button for 10-15 seconds.
- Ensure no hardware keys (volume or power) are stuck while starting the SmartChk tablet. If your tablet is inside a protective case then readjust the case to make sure no hardware keys are stuck.
- Power ON the tablet by keeping the Power button pressed until you feel the tablet vibrate/beep briefly. When you feel the brief vibration/beep, 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.