

StatSafe Troubleshooting

- **Problem: StatSafe application is not on the ipad screen**
 - To reload the application, you should see a logo (generally at the bottom portion of the ipad screen) that says “StatSafe” press that logo with your finger to load the app.
 - If the app does not load when you press on this icon , try rebooting the ipad by holding your finger on the hidden button behind the upper left corner of the ipad screen. You should receive a message that says “Slide to Power Off”. Slide your finger as it shows on the screen, and let the ipad power down. Then, press and hold the same hidden button again until you see an apple appear on the screen. Once the ipad has fully started, go back to step 1 above.
- **Problem: Statsafe does not appear to be communicating with the cloud portal system.**
 - Make sure the ipad is on, and that the StatSafe app is running on the ipad. If the app is not running, click on the StatSafe logo to begin the app.
 - Click on the “Settings” button above the red bird within the app.
 - Click “Get Updates” button inside of the settings screen.
 - If this does not solve the issue, try rebooting the ipad by holding your finger on the hidden button behind the upper left corner of the ipad screen. You should receive a message that says “Slide to Power Off”. Slide your finger as it shows on the screen, and let the ipad power down. Then, press and hold the same hidden button again until you see an apple appear on the screen. Once the ipad has fully started, click on the “StatSafe” app icon to begin the application and go back to step 2 above (click on settings button)
 - If you continue to have problems, your ipad may have disconnected from your wifi or 4g cellular network and you could call technical support at 855-MED-CART for further instruction.
- **Problem: Ipad has black screen**

- Be sure the StatSafe is plugged into a wall outlet that is functional (test it with a lamp or other device to make sure)
- Be sure power plug is plugged in tight to back of cart. You may try pulling this plug out and plugging it back in to be sure.
- Next, try pressing the round button to the right of the ipad touch screen to see if it turns ipad back on.
- If that does not work, press and hold the hidden ipad button for a few seconds that is located behind the upper right hand corner of the screen. The kiosk does NOT need to be unscrewed in order to reach this button.
- Using the master key, open the panel on the back side of the ipad kiosk. There is a circuit board in there with 3 green lights. These 3 green lights should be on at all times. If they are on, and the ipad is still not functional, than likely there is a wiring issue between the circuit board and the ipad, or the ipad is bad. Repeat steps one and two to make sure that ipad is not sleeping.
- If none of the suggestions above solve this issue, please call technical support at 855-MED-CART.
- **Problem: Drawers will not open when dispensing med, or manual controls on ipad do not work**
 - First, make sure the StatSafe is plugged in and has power. The easiest way to determine this is by looking at the battery indicator on the ipad in the upper right corner. If there is a small lightning bolt next to the battery, this means that everything is powered properly.
 - If you do have power to the ipad, and the drawers will not open , try rebooting the ipad by holding your finger on the hidden button behind the upper left corner of the ipad screen. You should receive a message that says "Slide to Power Off". Slide your finger as it shows on the screen, and let the ipad power down. Then, press and hold the same hidden button again until you see an apple appear on the screen. Once the ipad has fully started, click on the "StatSafe" app icon to begin the application. Test the drawers to see if they open now.

- If none of the suggestions above solve this issue, please call technical support at 855-MED-CART.