



Cinergy Appliance - Restart

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1. Introduction

This document describes the enhancements to the current application.

- a. Cinergy Appliance -Restart Process

1.1 Cinergy Appliance – Restart Process

Following the steps below will restart the appliance so it can reconnect to Cinergy. Once we have reconnected to the site, we will diagnose why it lost connection.

1. Find the Cinergy Appliance located at the theater.



2. Press and hold the button on the front of the device for 5-10 seconds. The device will recycle, and the light should turn green.
3. Please send an email to support@dcip.com when complete.

Troubleshooting

4. Check to see if the device is plugged in to a power source.
5. Check to see if the device is plugged in to a network hub or switch.
6. If there are issues, please include any information in the email.
 - a. Examples:
 - i. Light did not turn green.
 - ii. Only a blue ring is being display.
 - iii. No light at all.