



TROUBLESHOOTING

- BYP video player not starting only showing computer/Android screen
 - There is an issue with the SD Card – reinstall the SD Card to make sure it is all the way in its slot. If that does not resolve the issue then your SD Card needs replaced. Call BYP Hotline for service.
- Scanning barcodes but videos not playing
 - Make sure the scanner is not connected to the charging cable if it is plugged into the BYP unit. This will cause the scanner not to work correctly. Unplug the scanner from charging cable or plug in charging cable to an out let and not the BYP.
 - Make sure scanner is paired/matched with the BYP unit.
 - Each scanner connects to the BYP unit with a USB dongle – most are blue and should be plugged into a USB port on the BYP unit.
 - To rematch if connection is lost
 - Find manual for scanner and look for at Match or Pairing barcode
 - Unplug power to the BYP for a few seconds then plug back in (scanner dongle will look for a match for the first 15 seconds it is powered on)
 - Very quickly scan the Match barcode from scanner manual
 - If you scan it and hear 3 high pitched beeps – you successfully connected – just restart the BYP system again for it to recognize the scanner and you can return to normal operation.
 - If you scan and do not hear the 3 high pitched beeps – keep scanning the Match barcode a few more times to try and make connection. If unsuccessful repeat the steps of unplugging the BYP unit and scanning the Match barcode within 15 seconds of getting power until you get the 3 high pitched beeps.
 - Issues – contact Back Yard Preview Hotline or replace the scanner
- Videos playing but there is no sound
 - Restart BYP unit
 - Try using a different HDMI port in the TV and restarting the BYP unit
- Videos playing erratically or same video playing over and over
 - Restart your BYP device by removing and replacing power or by scanning the Restart Device barcode.

HARDWARE ISSUES

- To get replacement hardware for lost or broken equipment, contact your regional manager.