

## Filmetrics Troubleshooting Guide: A0-1

# Power Cycling

Over the years we've found that about a third of support issues can be resolved by simply power cycling the Filmetrics system and computer. Follow the simple steps below to power cycle. Further assistance may be received by contacting us using the methods described on *our website, [www.filmetrics.com](http://www.filmetrics.com)*.

**Step 1:** Shut down your Filmetrics program (it's OK in the rare case that you can't).

**Step 2:** Unplug all electrical connectors from the back of your Filmetrics box.

**Step 3:** Restart your computer, giving it time to load all drivers.

**Step 4:** Reconnect electrical connections to your Filmetrics box. (Make sure that the power cord is getting power, and that any switch near the power connector is turned on.)

**Step 5:** Restart your Filmetrics program.