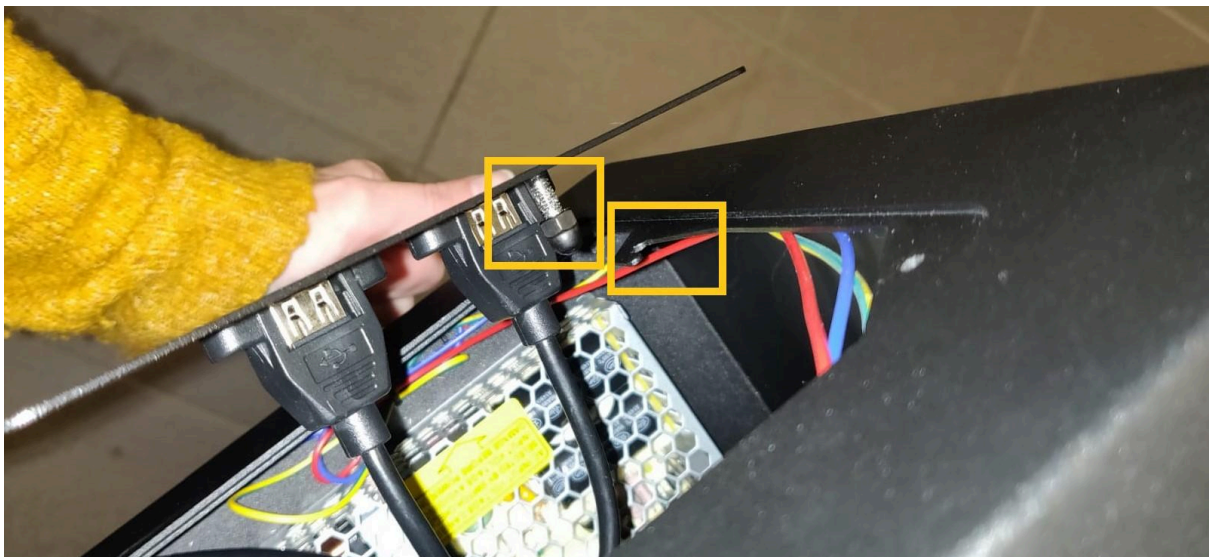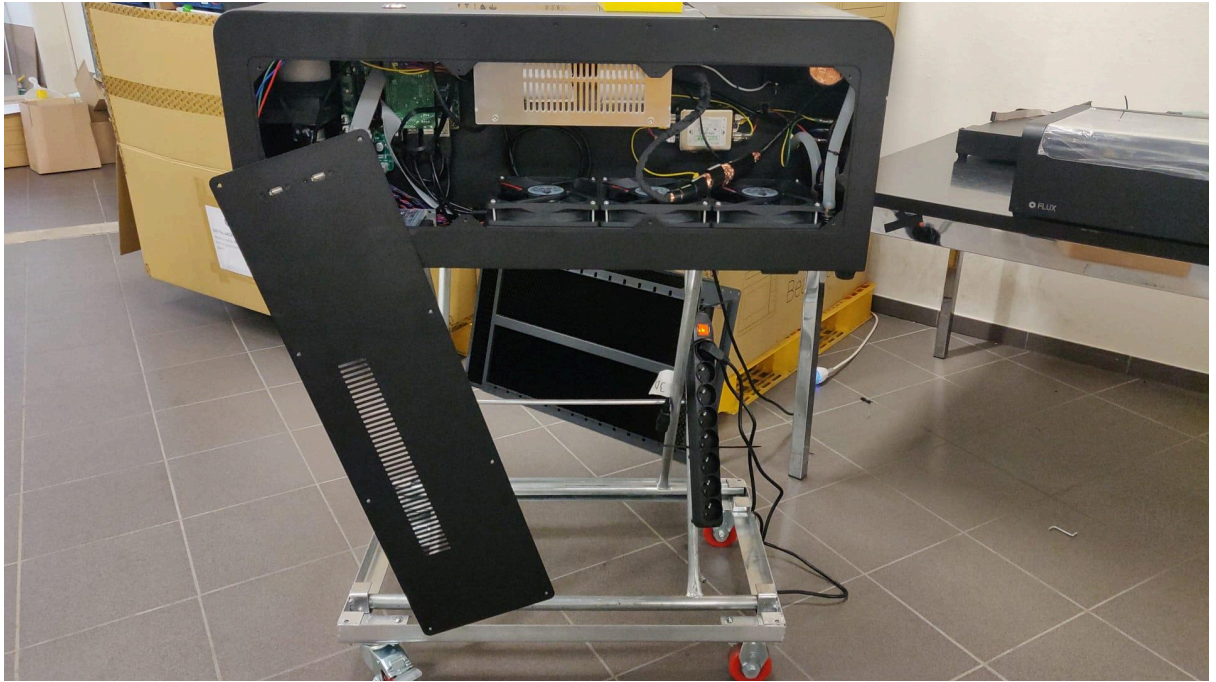# Troubleshooting black screen issue HEXA
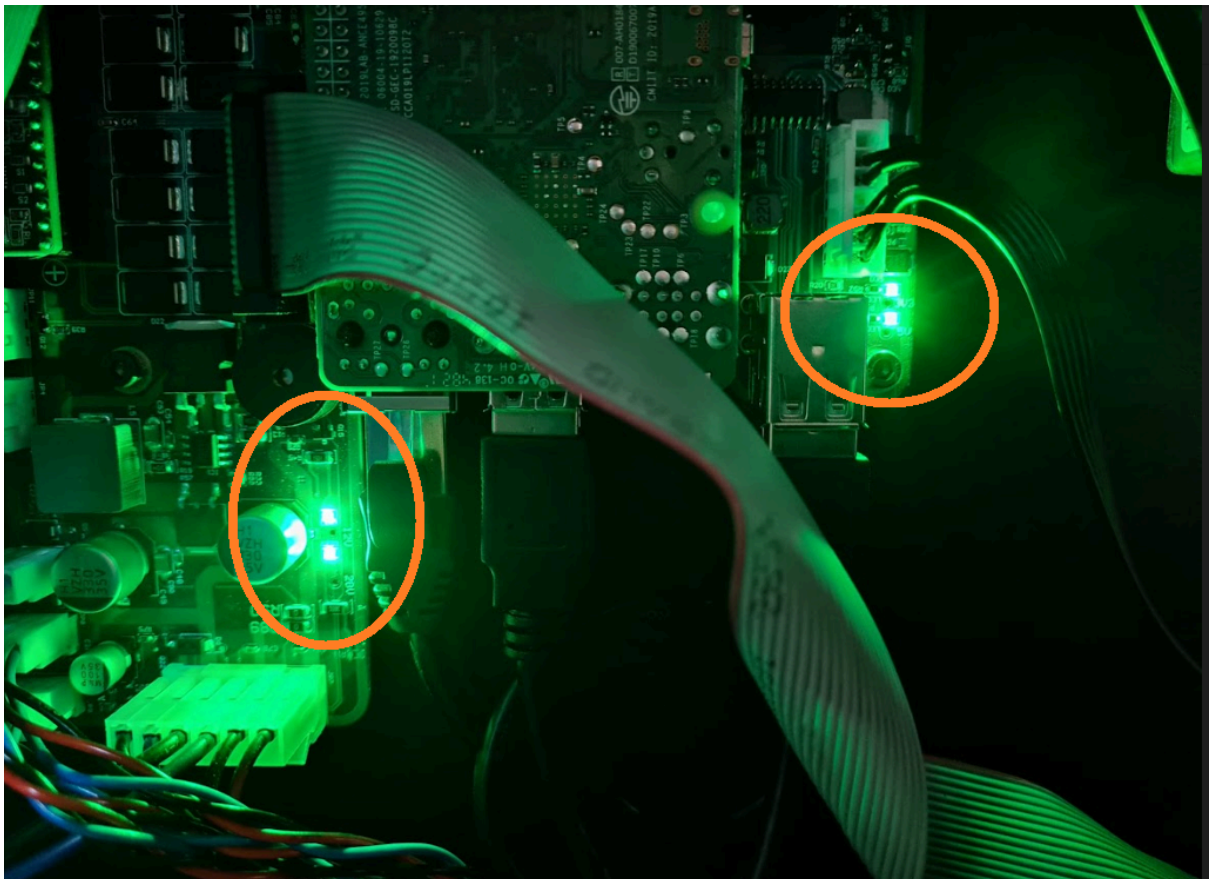
1. Unscrew the side panel of your machine

2. Place the screw in the hook so that the panel rests on the side of the machine as seen below

3. Turn on the machine

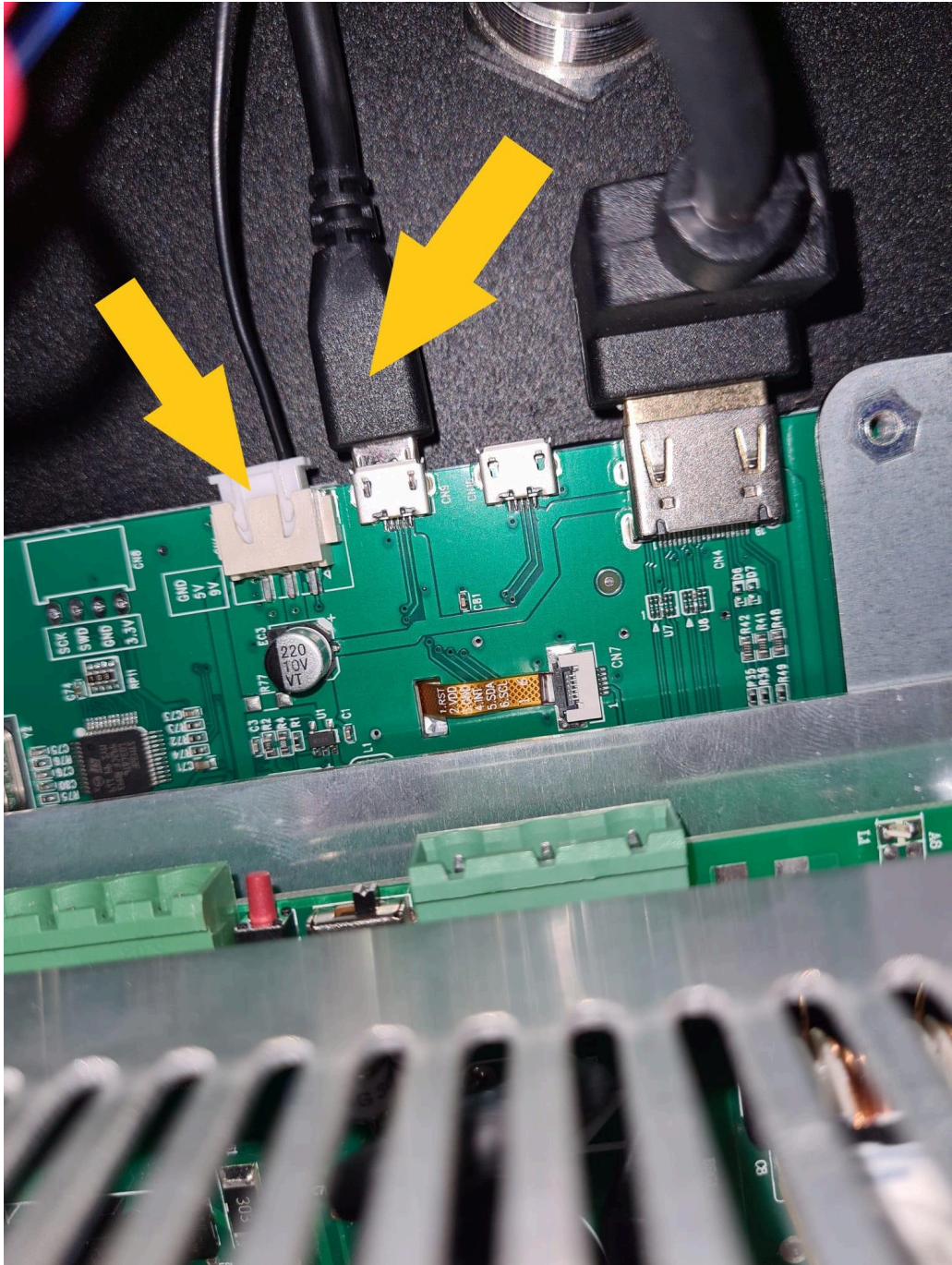4. Take a picture of the LEDs on the mainboard

5. If not all of the LEDs are on please skip to step 8

6. If all 4 LEDs are on, please replug all cables on the screen except for the HDMI cable as seen below

(Location of the screen cables)

7. If this did not solve the issue, please reflash the SD-card as seen in the following manual starting from step 3 and then continue: HEXA reflash SD-card

8. Please contact your reseller and send all pictures taken of the results