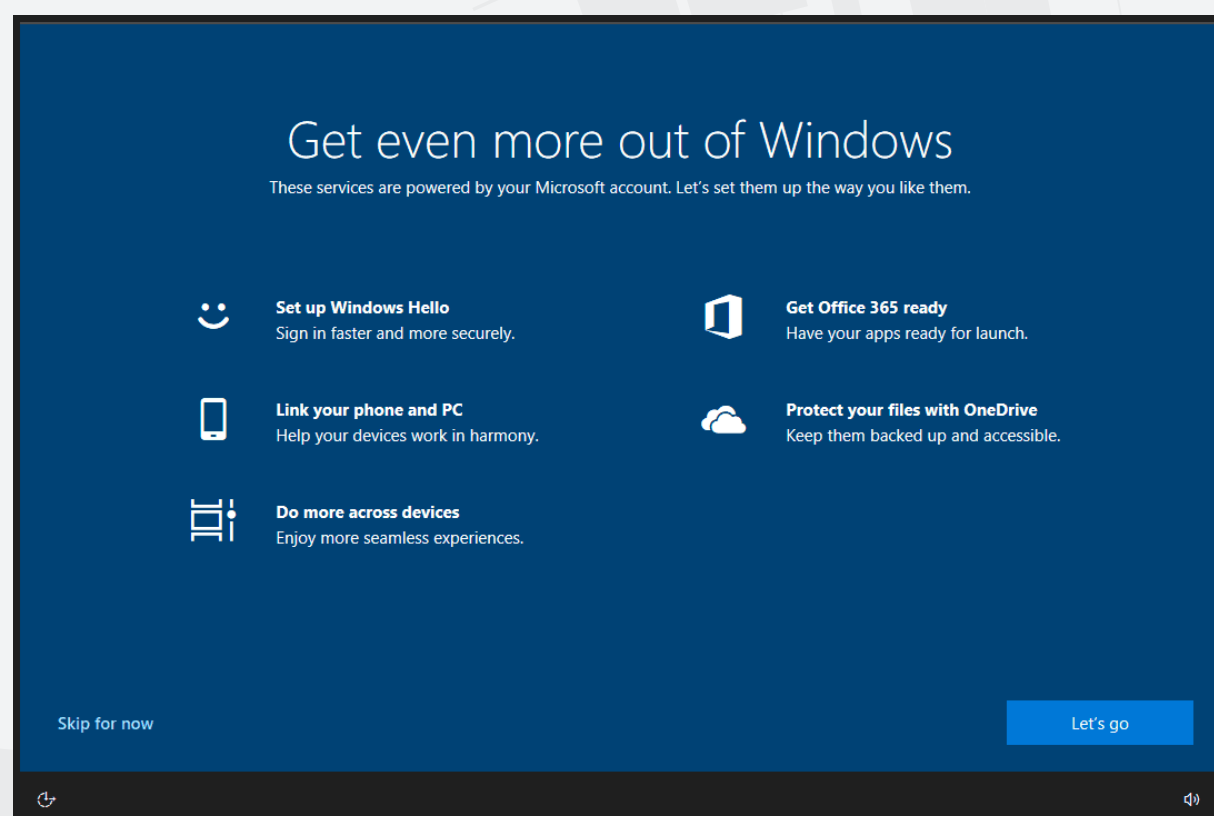


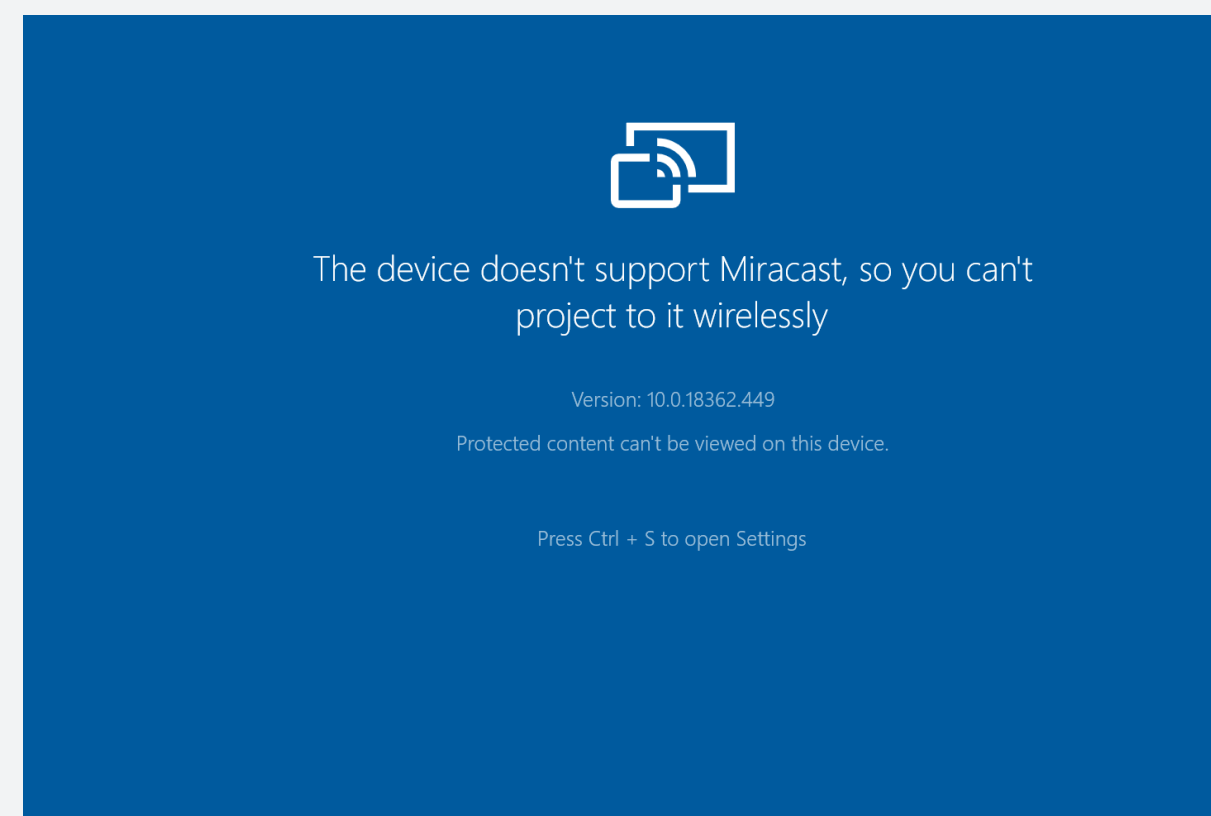
This document provides practical tips and quick actions to follow if your DSG Connect App does not respond as expected. When it happens, simple steps can restore optimal performance quickly and easily.

«Get even more out of Windows» message



At startup, a Windows screen titled «Get even more out of Windows» may appear. Simply select «Skip for now» in the bottom right corner to dismiss it and continue using the tablet normally.

Miracast message on screen

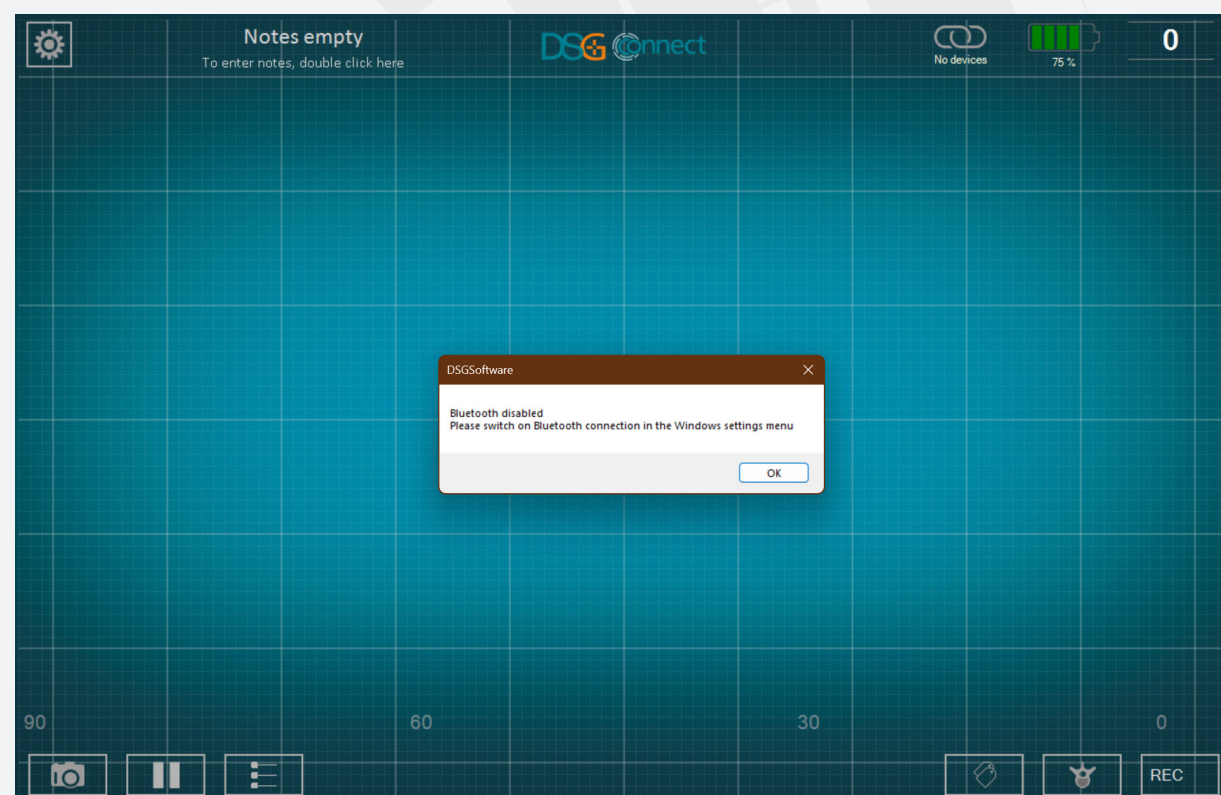


If a wireless display tries to connect and the message above appears, press the task view button (🖥️ square icon) to view open apps. Swipe the Miracast window up to close it.

Need more help? If the issue persists or you experience a situation not covered in this guide, please contact contact@spineguard.com.

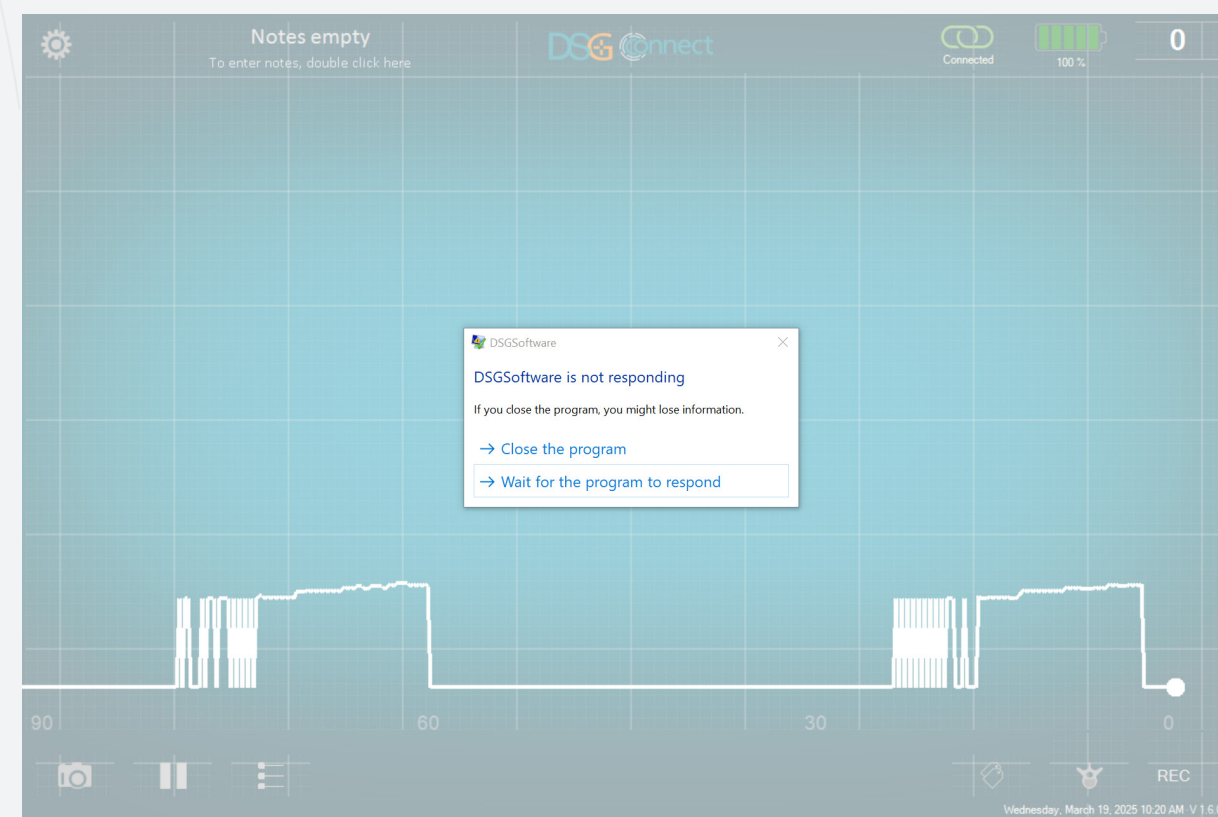
To ensure optimal performance, it is recommended to turn off the tablet between uses. Clearing the tablet's memory regularly can also help prevent slowdowns. These simple habits contribute to keeping the device in good working condition over time.

Connection issue



If the DSG Connect device is active but not connecting to the DSG Connect App, ensure that the tablet's Bluetooth is turned on. Go to Settings > Devices > Bluetooth and verify that Bluetooth is enabled. The DSG Connect App requires Bluetooth to be ON during startup, as the system checks its status and prevents boot completion if Bluetooth is OFF. However, this safety check may fail if the warning message is ignored or if Bluetooth is manually turned off after the app has launched.

DSG Connect App not responding



If the DSG Connect App remains connected for an extended period, such as an hour or more, it may freeze, and a warning message «DSGSoftware is not responding» will appear. Select «close the program» and then restart the app. The connection to the nearest device will be re-established automatically.

Need more help? If the issue persists or you experience a situation not covered in this guide, please contact contact@spineguard.com.