

## Troubleshooting the OakOS dashboard

### **I have received my OakOS device, plugged it all in, and the OS keeps rebooting. How can I access the Claiming Screen?**

Make sure you have the correct power supply connected to the NUC. It should be the 19V DC power supply that came in the box with your NUC.

### **I see the Claiming Screen but it says I am not connected to the internet.**

Make sure you are plugged into a working RJ45 jack with a non crossover cable. Test the jack with a known device, like your laptop, to make sure that there is an internet connection. Also, if you are behind a firewall that blocks outbound requests from port 443 or has a whitelist of domains, speak to your company IT specialist to solve the issue.

### **Everything was working after I claimed my device and set the settings. Now, the screen is black.**

Make sure your monitor is plugged in and operating correctly. Make sure you are still plugged into the same HDMI port you were before.