

## Restarting the Phone

Please follow the steps below to restart the phone to successfully reestablish Bluetooth connection and report **Active**.

1. Start by unplugging the device and launch the VistaView application with the device in an **Inactive** state.
2. Press the task button and clear the VistaView application by swiping up on the window.



3. Press and hold the power button located on the side of the device and select **Power Off**.
4. Once the device has restarted, relaunch the VistaView application and wait one minute to see if the Bluetooth connection is restored.
5. If the device is still inactive, please repeat steps 2-4 until the **Active** state is reached.
  - a. NOTE: If the device does not read **Active** after three restarts, please contact customer support.

If you need any additional assistance, please contact customer support at [support@volk.com](mailto:support@volk.com).