Troubleshooting Guide
for VALD Systems

VALD

Use the following troubleshooting steps if facing difficulties with your systems.

STEP 1

Power Check ⏻
- Turn your VALD system off and on again.
- Confirm that your system and recording device batteries are charged.

STEP 2

Software Check ↻
- Check that your recording device (phone, tablet or computer) is updated with the latest operating system.
- Ensure your system app or software is updated with the latest version. Check out our latest **app updates**.

STEP 3

Connectivity Check ≀
- Ensure Bluetooth is enabled on your recording device and that any devices previously connected to your system have been disconnected.
- If using a cable connection for the ForceDecks desktop app, ensure the USB cable is connected properly between your system and device.

STEP 4

Environmental Factors ☼
- Check the testing environment for potential issues such as direct sunlight, unstable surfaces, or heat that may affect the system.

STEP 5

Knowledge Base 💡
- For solutions to common problems, browse our **Knowledge Base** to find:
  - Helpful articles
  - Video tutorials
  - How-to guides

STEP 6

Contact Support 🎧
- If the issue persists after completing steps 1-5, contact the VALD Support Team via email at **support@vald.com**.
- Please Cc your Client Success Manager so they can also support you in resolving the issue.