

PDA Common Issues and Fixes

On occasions you may find that the PDA you use will freeze and may not respond to any key presses or even power on. To fix this, you can try a warm boot or a cold boot.



Symbol MC70/MC55 Series

Warm boot: press and hold the on/off key for 10 seconds.

Cold boot: simultaneously press the 1, 9 and red on/off button.

If neither a warm nor a cold boot work, remove the battery from the PDA for ten minutes and retry. If this fails, then the unit may be unusable, and you will need a replacement. This needs to be logged with IT.

A number of common errors relating to PDAs can be fixed with a simple reboot however, if this does not fix the problem then please contact Customer Services on CSHelpdesk@supplychain.nhs.uk.

For more information about eDC, you can download a user guide from the NHS Supply Chain website. Please visit www.supplychain.nhs.uk/user-guides/.

