

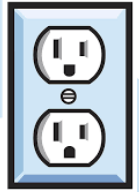


## KEEPING YOUR SYSTEM CHARGED



It is crucial that the CertaScan Safety System is kept plugged into a working outlet at all times EXCEPT during the footprint session. Footprint sessions should take an average of 2-3 minutes, so the system shouldn't be kept unplugged for more than approximately 15 minutes at a time.

If your system doesn't have enough battery power, it may not function correctly. For example, your laptop might have enough power to be on, but your footprint scanner might not work correctly and cause the footprint application to crash.



Keep in mind, if you leave the system unplugged for an extended time, it will take much longer for it to recover and charge back up. It takes roughly 2 minutes to recover for every 1 minute it was left unplugged. For example, if the system was left unplugged for an hour, it would take roughly two hours of being plugged in to fully recharge.

## IMPORTANT REMINDER ABOUT YOUR LAPTOP

As a reminder, always keep your laptop's lid open. Never close the laptop lid after you have completed a session. Your computer needs to be able to complete important processes even when you are not using it. It could be transmitting footprint files, downloading important security updates or we may need to remote into the computer to perform maintenance. These important tasks cannot be completed if the laptop lid is closed.



## CERTASCAN SUPPORT TEAM INFORMATION

## KEY AFFILIATES

Your Account Manager? Karen Wellspeak [kwellspeak@certascantek.com](mailto:kwellspeak@certascantek.com)  
Accounting Questions? Email [accounting@certascantek.com](mailto:accounting@certascantek.com)  
Training Questions? Email [training@certascantek.com](mailto:training@certascantek.com)  
Support Questions? Email [support@certascantek.com](mailto:support@certascantek.com)  
**Technical Support Issues? CALL 1-800-240-9232**

**PLEASE CALL OUR SUPPORT TEAM TO REPORT ALL ISSUES IMMEDIATELY**



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