



# Appendix A: In Case of Difficulty

If you have difficulty using Avigo, the following suggestions may help you correct the problem.

If:	Suggested action:
You cannot see anything on the display.	Locate the <b>CONTRAST</b> ► control on the left side of Avigo. Turn the control toward the arrow to lighten the display or away from the arrow to darken the display.  — or — Be sure that the batteries are installed properly and that they are fresh.
You have forgotten your password.	Refer to instructions for resetting a forgotten password in <i>Chapter 12: Additional Features</i> .
Avigo does not appear to be working properly.	Be sure that the batteries are installed properly and that they are fresh.
Avigo appears to be “locked up” and will not respond to keyboard input.	Press the recessed <b>Reset</b> button on the back of the organizer with a paper clip or other pointed instrument. After completing <b>Touch Pad</b> calibration, a message will appear:  <b>“Configure your unit? YES deletes all data and resets memory. NO saves your data.”</b>  Tap <input type="button" value="Yes"/> to clear the “lock up” condition as well as clear all entries from Avigo’s memory.  Tap <input type="button" value="No"/> to clear the “lock up” condition without clearing entries from Avigo’s memory.  <b>Note:</b> Tapping <input type="button" value="No"/> may result in corrupted data on Avigo. Back up data frequently to your PC to minimize loss.
The difficulty persists.	Refer to <i>Appendix C</i> for information on contacting Customer Support to discuss the problem or to obtain service.