

# Froze While Booting Up

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### Problem:

The unit is locking up while it is trying to start up

### Solution:

1. **Do not** unplug the screen, remove, or unplug power without a DriverTech support technician on the phone as this may cause further damage.
2. Press and hold the On/Off button for 30 seconds or until the unit turns off.
3. If you are a shop technician, re-imaging should resolve the issue.
4. If unit does not turn off using the On/Off button, please call DriverTech Technical Support.

### Related articles

- [My touchscreen is not responding. How can I fix it?](#)
- [How-to Calibrate Your Screen](#)
- [How do I Show My Logs to Law Enforcement?](#)
- [JBUS Locked Up](#)
- [Green Power light is on - Display is Blank](#)

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