

# Horizon View Headset – Device Won't Turn On

**If your Horizon View Headset won't power on, please try the following steps:**

## **Step 1. Charge the Device**

If your device is completely dead or does not have enough power to turn the display, the device may appear broken. Once you plug in the device, wait for a red light to appear on the side of the device. This status light shows that the device will turn on soon after it has been charged to a sufficient level. If the light does not turn red, make sure you are using the correct charging cable and have plugged it in properly on both ends. If that still doesn't work, check if you are using the correct wall adapter. If the device still isn't working or if the light turns green, go to Step 2. PLEASE NOTE THAT IF YOU ARE USING A BATTERY THAT IS NOT APPROVED BY HORIZON TECH, YOUR WARRANTY MAY BE VOIDED.

## **Step 2. Check the Device for Any Damage**

If your device's status light turns green when you plug it in, but the display doesn't work, check your device for cracks, dents, major scratches, etc.. The green light indicates that the battery is fully functional, but the device is damaged. If no light appears, check the device for any damage such as cracks, dents, major scratches, etc.. If you do not see any damage but the device isn't working, please contact us. We will be able to find an appointment for you so that one of our employees can further assist you. PLEASE NOTE THAT IF YOU REPAIR YOUR DEVICE ALONE OR WITH A THIRD-PARTY SERVICE, YOUR WARRANTY WILL BE VOIDED.

## **Step 3. Order a Replacement Charger**

If you are sure that everything is in good condition or if your device is new (3 months or newer), then instead of replacing the device, you should try replacing the charger. You may have a damaged charger which can prevent your device from charging properly. You can contact support to order a replacement charger or you can go to the purchase page. Please visit our [support page](#) or our [purchase page](#) for a new charger. PLEASE NOTE THAT USING THIRD-PARTY POWER ADAPTERS MAY DAMAGE THE DEVICE AND ITS BATTERY WHICH MAY RESULT IN THE WARRANTY BEING VOIDED.