

## Troubleshooting Guide

### **If Smart PA screen is dark-**

Press button on the right of the device once lightly to wake device up as it may be hibernating.

If Smart PA doesn't come on, press and hold the same button as Smart PA has turned off.

### **Smart PA keeps switching off**

Check the battery levels and ensure the PA is firmly in the cradle when charging

### **Cooking & Chilling – Searching for Bluetooth Device but doesn't connect**



Shake the probe to wake it up – scan it on the back of the PA as follows:

Add diagram (Rich)

When the blue light flashes, the probe is connected. If this doesn't work, restart the PA, let the probe go to sleep and try again.

### **'Unfortunately MonikaGo has stopped working' message**

Click OK, then tap the device's Refresh button as circled in red above. If this doesn't work press and hold the button on the right and select Restart.

### **My task lists are empty?**

Click the back arrow as circled in red above to refresh. If this doesn't work, check you are connected to WiFi by clicking user icon on top left of home page. If not on, turn WiFi on. If you keep having connection issues due to poor WiFi, it is worth considering activating your Sim to enable mobile data. You can do this at [www.my.monika.com](http://www.my.monika.com).

If you are having problems not listed here, email@ [gosupport@monika.com](mailto:gosupport@monika.com) and we will do our best to help.