

## **Troubleshooting:**

Most of the problems may arise from the phone itself.

1. **With any problem** – First make sure that the electric cord is fully inserted at the back of the detector and the green light at the back is ON.
2. **The screen goes black** – press lightly on the ON/OFF button of the phone and swipe the screen.
3. **The time appears on the screen with “how is the weather”** – swipe the screen **from bottom** to top.
4. **The phone freezes**- press a long press the ON/OFF button and restart the phone.
5. **The phone freezes and pressing the ON/OFF button does not help**- In this situation there is no choice but to drain the battery. Disconnect the detector and wait until the battery is drained. It may take a few hours until you can start the phone again.  
After the battery is drained reconnect the electricity and make sure that the green light at the back of the detector is ON. This will charge the phone and a few minutes later you can press the ON button on the side of the phone to start it.
6. **The detector keeps showing the "close the drawer" message, even though the drawer is closed**- Make sure the green light at the back is on. Press the HOME button.  
The detector will reconnect to the Bluetooth and you can continue to work.