Re-Installing Crave Emenu
Guidebook

crave

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If you notice your device is stuck on the base screen, displaying the Crave logo and the 'Start Crave Emenu' button, with a small message at the bottom informing you that the Emenu is not installed, please follow the steps below to successfully re-install this and return your device to an operational state.

1. From this screen, you will first need to tap on the Crave logo 5 times in quick succession.

2. There is a chance that you will require to enter a password to access the correct screen. Please attempt to enter the password **justgivemeaccess** alternatively please also try **cravesecretauth**. If neither of these are successful please reach out to our support team.

3. You will now see a page containing multiple apps that are downloaded onto your Crave device. Please find the app called 'Launcher Settings' and open it. Once opened select the second option down called 'Start setup'.

4. You can skip this first page using the 'Skip' button. You will now need to ensure your device is connected to the correct Wi-Fi network. Once your device is connected press the 'Next' button.

5. You can skip this page by pressing the 'Next' button. Now you should see a screen titled 'Install Crave Apps' and you will notice 3 or 4 apps depending on your device type. These are;
   - Crave Emenu
   - Crave SupportTools
   - Crave Agent
   - Crave Messaging Service
   - Crave OS - This can be ignored for now

6. All of these apps need to be installed. If any apps are currently installed it will say on the right hand side which version is already installed. The middle drop down field contains the newest version of each app.

If the Apps are green it means they are up to date, if they are white or red then they are not installed or out of date and will require updating.

7. Tick the box to the left of each app that requires updating. Please note, if you are unsure whether or not to update the Crave OS please reach out to support as this will work differently. Once the boxes are ticked, press the 'Install Selected Apps' button in the bottom right corner.

8. A loading bar will appear as each app installs. Once all the apps you selected have been installed, the loading bar will disappear and the apps will turn green.

9. The Crave Emenu is now installed and you can navigate your way back out of these menus using the back arrow in the bottom left corner until you reach the original screen.

10. Press the 'Start Crave Emenu' button and your device should load as normal. If your device has lost its configuration, please refer to our guide on client configuration.