

# Stuck on Loading Screen Guidebook



Study Material  
Crave Interactive

# Device stuck on loading screen

If your device is stuck on a loading screen when turning on or attempting to load the Crave emenu, this is likely due to a Wi-Fi disconnect or lost credentials. To resolve the issue, please follow the steps listed below.

1. First tap on the crave logo and enter your pin code. If the pin code does not work, please enter the code **1260**.
2. Once logged in you may be automatically directed into the configuration menu, this will occur if either the Wi-Fi connection or account credentials have been lost during a restart.
3. Inside the configuration menu, the first step to take is to navigate to the Wi-Fi tab and reconnect to your Wi-Fi. Please note, it is worth reconnecting even if already connected.
4. Once Wi-Fi has been reestablished, navigate back to the 'Basic' tab in the configuration menu and check to see whether username and password are pre-populated.
5. If the username and password fields are empty, please contact Crave support who will be able to provide you with the information.
6. Once username and password are entered or already stored in their relevant fields, press 'retrieve companies'.
7. Providing the username and password are correct and Wi-Fi is connected, the two fields below should auto populate.

8. Check and ensure your Deliverypoint Group is correct if there are multiple options. Once confirmed press 'Save' and the device will restart successfully.