



HAWK

TROUBLESHOOTING GUIDE V1.0

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Roost

What to do when the Roost screen is black?

If the Roost screen turns black, it is generally because it has switched to sleep mode. To remedy, unplug the power cable at the bottom of the Roost, wait five seconds, and plug it back in.

If this does not work, the Roost may have a depleted battery and will need to be recharged. To do so, plug the charger in and switch the Roost on by using the key/pin in the hole at the top of the casing.

What to do when the Roost is showing a screen saver?

Swipe the screen saver away and tap on the Hawk Monitor icon.

What to do when the Roost screen is blank or does not show the asset list?

If the Roost screen is blank, check if it is still connected to the WiFi. This can be done by closing the app, clicking on the 'settings' cog, then 'WiFi', to check your network connection.

If it appears to be connected, test the connection by using Google.

If problems persist, please contact your IT team and ask them to investigate the firewall settings.

What to do if all the assets appear as 'offline'?

Please contact the Hawk support team on +44 3330 14 37 14 or email support@hawksafety.com

Sentry

What to do when the Sentry is reading a different temperature than the fridge/freezer thermometer?

To verify if the device is working properly, place another Sentry next to the one you think might be 'faulty' and see if they display the same temperature. Allow the second device to stabilise to the new temperature, this will take longer if moving from a fridge to a freezer or vice versa. If they do not, please contact the Hawk team to replace the faulty Sentry.

What to do when the Sentry is not sending data to the Roost?

If the Sentry is not sending data to the Roost, complete a hard reset by taking out the battery for a few minutes. When you have restored them, check that LED light on the front of the Sentry flashes. If the LED does not flash, new batteries are required. Also check if the antenna is damaged. If it's still not connected, try bringing it closer to the roost.

Note: only use lithium batteries.

Hawk checks tablet

What to do when the products/suppliers or user names do not appear on the Hawk Checks Tablet?

If a product, supplier, or user name does not appear on the Hawk Checks tablet:

- Click on the Hawk Checks app
- Click on the 'refresh' tab located at the top left of your screen
- Log in again

Note: make sure to refresh the page before login.

What to do when the Bluetooth probe is not connecting to the tablet?

If the Bluetooth probe doesn't seem to be connected to the tablet:

- Ensure the probe battery is charged by trying to turn it on
- Go to 'Settings' on the tablet and check that Bluetooth is enabled
- Check that the probe is paired to the device. To do so, use the serial number located at the bottom of the probe
- At the top right of the screen, check that the Hawk Checks app is set to 'Bluetooth Mode'

What to do when the message 'Unfortunately Hawk has stopped working' appears?

If this message occurs, please restart the app and re-attempt what you were doing. If the problem persists, please contact the Hawk support team on +44 3330 14 37 14 or email support@hawksafety.com

Dashboard

What to do when the information recorded on the tablet is not sent to the Dashboard?

There can be several reasons to cause a disconnection of communication between the tablet and the Dashboard. This can include:

- The Hawk Checks Tablet may not be connected to the WiFi. Please test the connection by using Google Chrome and browse to app.hawksafety.com.
- The Check wasn't submitted or completed at the end of the check. If so, data will not be sent to the dashboard. Instead, the submission will stay open.
- Supplier & product details have been typed into the system rather than selected from the drop down box. This means that they are not considered to be the 'same' – regardless of spelling.

Further information

If you have any questions, please contact the Hawk team on +44 3330 14 37 14 or email support@hawksafety.com