

### **Install Clockaid update (Android tablet)**

- Click on 'home' ( A house like icon on most tablets)
- Click on the 'Play Store' icon
- Search in 'my apps' or 'apps' for the 'Clockaid' icon and click on it
- Click on 'update' (only present when an update is available)
- Click on 'accept' to give the Clockaid-app excess to your pictures)
- Waite until the update is ready installed and click on 'open'
- End of update process.

### **Install Clockaid update (Apple-iPad)**

- Click on the iPads home button
- Click on the 'App Store' icon
- Click on update in the lower bar of the app
- Waite for the update to finish and re-open Clockaid-app
- End of update process.

### **No connection between PC/ Mac and the Clockaid- tablet!**

- Check wifi connection.
- Will only work when using Clockaid Connect and maybe you bought a different version

### **Alerts sound alarm not working!**

- Check if 'sound notifiacion' in 'settings' is not 'off'
- Check the volume setting from the tablet

### **Can't up-grade to Clockaid *Connect*!**

- For upgrading you need a product-key. We send one when you buy Clockaid *Connect*

### **I can't see the product key I bought**

- Did you purchase Clockaid *Connect*?
- If so the product key is stated in the confirmation email. It contains 25 letters and number

### **Save message/items in the calendar does not work**

- Remember to click on 'save'

### **Can't find settings or the**

- Swipe with 3 fingers from upwards in the screen to open settings and the activity calendar

### **The clock appears strange or misshaped.**

- 'Refresh' the tablet by changing the orientation of the tablets and than back again. (horizontal/vertical referesh)

### **The weather information is not in accordance the weather outside.**

- Check weather location in settings.