



## Sense System Startup & Troubleshooting

### Sense system startup

The startup order:

1. First turn on all snoezel/sensory materials and the beamer/videoprojector with the remote controls;
2. Only then turn on the tablet;  
The app starts automatically. Once the app is launched, you will receive a notification that says "Screen pinned". Press "OK" when you see this message.
3. Check that the source on the audio system amplifier is set to 'Sense' to ensure that the sound is working;
4. Choose a theme.

### Troubleshooting

If you see a duplicate of the control system (the screen) instead of theme images on the projector, the boot order may have gone wrong. Try turning the screen on and off again by pressing and holding the power button for a few seconds.

If there are problems with the connection, the following steps can be checked or tried, for example, if you get a message that a BT (Bluetooth) connection cannot be established:

1. Is the Sense program accidentally duplicated? In the event of a double activation, the system responds only to the first opened program. It is important not to open the app yourself when you start Sense, because the tablet does this automatically.
2. Has an attempt been made to restart the tablet yet? This can be done by long-pressing the power button on the side or bottom (depending on the version) of the tablet. This can help resolve any software issues that may affect the normal operation of the tablet.
3. Is the Bluetooth connection on the tablet turned on? You can access the Bluetooth menu by swiping down from the top of the screen and then tapping the Bluetooth icon to turn it on.

Also keep in mind that in addition to turning on Bluetooth, a connection must also be made to the Bluetooth box.

4. Bluetooth module reset: This is a small black box (bluetooth converter) with a serial number written on it, often mounted in the cabinet with the hi-fi set.
  - Unplug;
  - Wait 10 seconds
  - Plug it back in, lights must come on, otherwise there is something wrong with the power supply, if lights keep flashing (blue = connect search) otherwise it is the tablet that causing problem.
  - Exit and restart the program, or turn the system off and on completely.
5. If you receive a notification that says "Device wants to connect to Bluetooth", always accept it. This allows the device to connect to the Bluetooth connection and establish the





necessary communication. It is important to always accept this notification in order to establish a successful connection between the devices.

6. As a final solution, you can reconnect the tablet to the Bluetooth box. To do this, follow these steps:

- Go to settings and then bluetooth;
- If you see "Nenko Sense", you will see a gear icon for the settings (rightside). Press the gear icon to open the settings. This will bring up a pop-up window with several options;
- At the pop-up, press "forget";
- After that, go to "pair new devices" and choose "Nenko Sense" again;
- Now you need to enter a code, the code is: 1234, then press "OK";
- Now go back to the main screen and restart the Nenko app.

The sound is therefore always controlled by the buttons on the amplifier, so if you have no sound in the room, the following must be checked:

- Is the source on the audio system (the black amplifier) set to 'sense'?
- Turn up the volume on the tablet itself.
- Are all cables properly in the tablet?
- Is the projector on the right source?

If there is no image at all, the following should be checked:

- Is the beamer properly switched on?
- Is the projector on the right source? (This can be set via the remote control of the beamer).
- Are the cables properly connected to the tablet and the beamer/videoprojector?

What could be the possible cause if the lights of the Nenko interactive products keep flashing/flickering?

- It seems that the Nenko interactive materials receive multiple signals, resulting in the flashing/flickering of the lights. This can happen when multiple switches are turned on. For example, make sure that the interactif cube, microphone, switch panel, and rainbow panels are turned off when you use the Sense system. This prevents possible interference and the Sense system will function optimally.

For more information, you can visit our website [www.nenko.com](http://www.nenko.com)

