

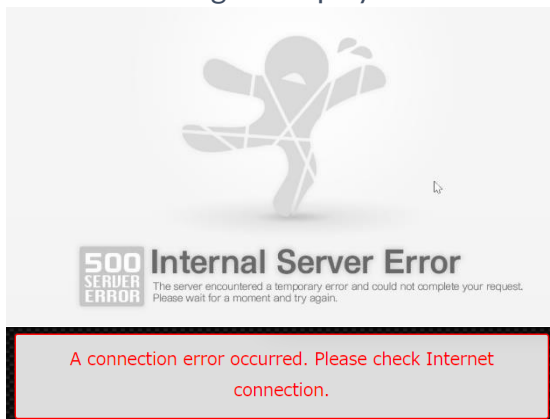
Common Troubles

Updated at 2021-11-11 12:37 JST

Applicable Devices

PC Server

An error message is displayed when executing **start**

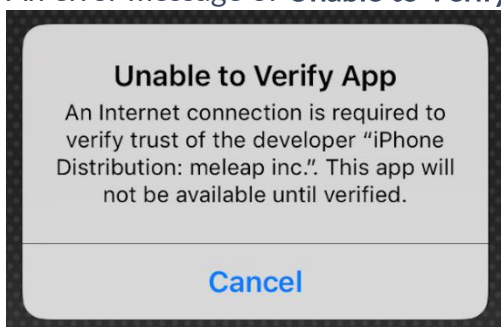


The server is not properly connected to the Internet or mealeap server.
Please refer to the following manual.

Internet Connection Confirmation

iPhone

An error message of **Unable to Verify App** is displayed when starting.



Please refer to the following manual.

Unable to Verify App

An error message of **Server Status: Disconnect** is displayed on the bottom left after starting the app.

ServerStatus:Disconnect

It is not connected to the PC Server. Please check the followings.

The PC Server is working

The Wi-Fi is connected to the Router

The following **Connecting Controller Device** message keeps displayed at the bottom left after selecting the Group.

Connecting ControllerDevice...

The iPhone and iPod Touch are not properly connected. Please check the followings.

The iPhone and iPod Touch are paired and connected with each other with Procon Setting

Restart the app. on iPod Touch

Restart the app. on the iPhone and iPod Touch to start the **Activate Device Camera** from the administration page.

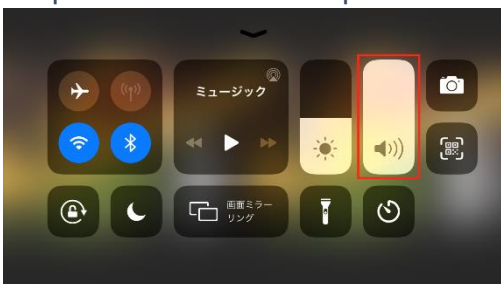
Audio is not working on the player's device
Please check the followings.

Take out the iPhone from the headset to check if it's not on silent mode.



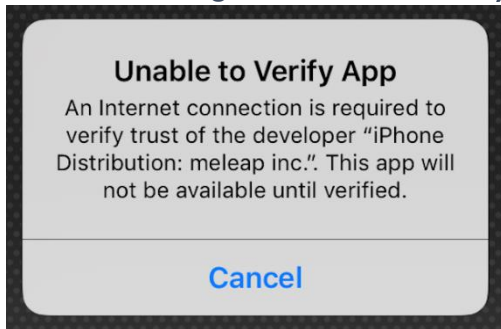
The iPhone above is on silent mode.

Swipe the screen from top to bottom to check the volume of the sound.



iPod touch

An error message of **Unable to Verify App** is displayed when starting.



Please refer to the following manual.

[Unable to Verify App](#)