

Problems? Troubleshooting Your App

Problem: My app captures data for a few minutes and then stops.

Things to check:

- **Stay Plugged In!** Make sure your phone or tablet is plugged into a power adapter or battery while collecting data.



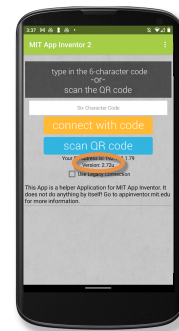
- Install the app permanently on your phone or tablet. (For more information, check Lesson 3: The Fridge Project setup instructions)
- **Wi-Fi.** Make sure the Tablet is connected to the nearest Wi-Fi and that the connection is strong.



Problem: The app generates lots of errors and does not connect to the Micro:bit or capture data.

Things to check:

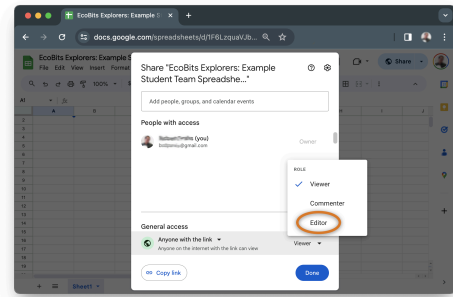
- Check that you have the newest App Inventor companion installed on your phone or tablet.
 - You can check the latest version in App Inventor, by clicking **Help** → **Companion Information**.
 - **Check the version on your phone here:**



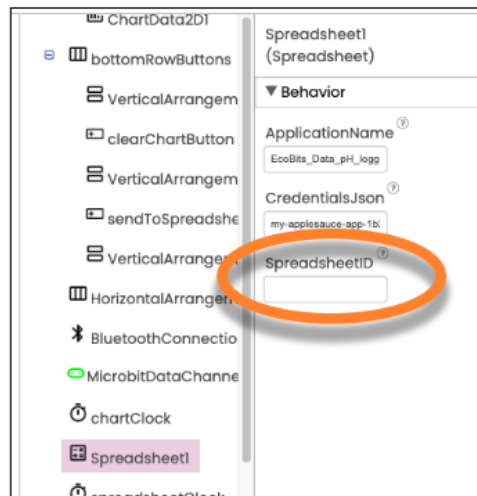
Problem: The app captures data, but it does not send data to the spreadsheet and/or it generates errors about the spreadsheet.

Things to check:

- **Double-check that the spreadsheet is editable by anyone** (For more information, check Lesson 3: The Fridge Project setup instructions):



- **Check that your spreadsheet's URL is correct in the SpreadsheetID property** (Lesson 3: The Fridge Project setup instructions):



- Check that you have not changed the sheet name in your spreadsheet. It should read "Sheet1" (If you want to change the sheet name, make sure to change it in the app code in the spreadsheet timer block, shown above).(Page 9, Lesson 3: Refrigerator Project Setup Instructions)

