

# CPMobile application hangs at the splash screen

## Summary:

CPMobile application hangs at the splash screen

CPMobile freezes on logo screen

## Cause:

This can be caused if the LineaPro sled is not fully charged or the internal battery is not working.

## Solution:

If the iOS device is removed from the sled and CPMobile begins working, then the issue is that the sled is not fully charged or needs to be replaced.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=362>