

# CPMobile: Downloading Frozen Items for Physical Count stops if the device goes to sleep

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## Summary:

Downloading Frozen items for Physical Count can take a very long time (one hour or more, possibly). If the device is set to go to sleep after a certain amount of time, the download will be stopped which isn't the desired result.

## Solution:

Enable the 'Prevent iPod Sleep' setting in Inventory - Physical Counts on the device. This will override any system-wide sleep timer and keep the app open and the screen on indefinitely. This will even apply after the user has navigated away from this screen. However: if the user closes the app or puts the app in the background, the sleep timer is re-enabled.



Online URL: <https://counterpoint.knowledgebase.co/article.php?id=977>