

Legend

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| --- | --- |
| **Action** | **Description** |
| Select | Point and click or press enter |
| Navigate | Press first letter, Press space or backspace, press space+ dot 4 or dot 1, d-Pad, point and click |
| Type | enter text |
| Enter | Press dot 8 |
| Backspace | Press dot 7 |
| Return to main menu | Round button on front of Monarch, space+ dots 1,2,3,4,5,6 |

# Troubleshooting Steps for Monarch

Please Note: this is not meant to address every possible issue. These steps may be helpful, but for more complex issues, or if these steps do not work, please contact our excellent Monarch Customer Support team.

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## General Troubleshooting

Remember that the Monarch is similar to an Android tablet. Therefore, some general troubleshooting steps which work for all Android tablets apply to the Monarch as well.

### Issues with Applications

If an app is not behaving as expected, closing it and reopening can fix the problem. Follow these steps:

1. Press the square Recent button.
2. Navigate to the app which is behaving poorly.
3. Use backspace+ dots 2,3,5,6 to close the app. The app will disappear from the list.
4. Alternatively, you can use enter+ Q to open settings.
5. Navigate to apps, recent apps, default apps
6. Select the app which is having issues.
7. Select Force Stop and select OK.

### General Unexpected Behavior

If point and click is consistently not working, the device seems sluggish, or the device is not generally behaving as expected, follow these steps:

1. Hold the power button for about 5 seconds
2. Choices for powering off or restarting will appear.
3. Select one of these choices.
4. Alternatively, use Enter + N to access Notification History.
5. Use Space+ dots 4,5,6 to go to the bottom of the list.
6. This will put focus on the Power Menu. Select this menu.
7. Select Restart or Power Off.

## Wi-Fi Connectivity Troubleshooting

If a network name is not showing, or you are unable to connect, follow these steps:

1. Check the time on your monarch by using Enter+ T.
2. Also check the date using Enter+ D.
3. If these are not correct, navigate to settings and select.
4. Navigate to System and select.
5. Navigate to “Date & Time” and select.
6. Select the “set time automatically box” and uncheck it.
7. Navigate to the correct time zone and select it.
8. Check the “set time automatically” box.
9. Try connecting again.
10. This may also solve issues where the network is connected, but mail and TGIL are not working properly.

If a connection is not actually accessing TGIL or mail, you may need to forget the network and reconnect. Follow these steps.

1. Use enter+ Q to open Settings.
2. Navigate to “Network and Internet…” and select.
3. Navigate to Internet and select.
4. Select the connected network.
5. Use the letter f or navigate to Forget.
6. Before selecting, make sure you know your network credentials.
7. Select Forget and the network will be removed.
8. You can then reconnect.

## Bluetooth Troubleshooting

If a device doesn’t pair, follow these steps:

1. Make sure that Bluetooth is enabled by using enter+ N to open the Notifications menu, navigating to Bluetooth, and check that it is on.
2. Check if the device was paired before and is not connecting properly.
3. Use enter+ Q to open Settings.
4. Navigate to Connected devices and select.
5. Find the device name and select.
6. Use F or navigate to Forget.
7. Then you can pair them again.