

AAC Troubleshooting Quick Tips

Technology does not always work the way we expect it to. If an AAC device is **frozen, not responding, or does not have voice output**, here are a few simple troubleshooting steps to try:

1 Check that the device is charged.

2 Check the volume to make sure that the device isn't muted or low.

3 Check Guided Access.

If guided access is on, turn it off. Exiting from guided access allows updates and maintenance to occur and can sometimes fix glitches.



4 Close out of the app.

Closing out of the app can help restart the app in case there are any glitches.

5 Force restart.

A forced restart will reboot the system.



If the device is damaged AND the user can no longer use it:

- Offer the user a backup communication tool (like a lite-tech core board).
- If possible, **back up the student's vocabulary**



Back up your
speech app

If you need further support, reach out to ableCARE Customer support!
ablecare@ablenetinc.com
651-294-3101!

Troubleshooting basic device issues helps users get back to communicating quickly. When teams work together to maintain and support AAC devices, users gain **consistent access to their communication system**.