

AAC Troubleshooting Tips

Technology does not always work the way we expect it to—even AAC devices can occasionally freeze, glitch, or stop responding. If the device is frozen, not responding, or does not have voice output, here are a few simple troubleshooting steps to try before reaching out to your SLP.

1. Clean the device. Devices get dirty because they are constantly being used. To keep the device functioning properly, AbleNet recommends cleaning the QuickTalker Freestyle by:

- Turning the device off (remove any large chunks, visible heavy dirt, or debris attached to the device).
- Wiping down the device with cleaning wipes.
- Using a cotton swab to access any tight areas the cleaning wipes can't reach.
- Letting the device completely dry.

2. Check the charge on the device and accessories (e.g., Blue2 FT, amplifier, etc.).

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

4. Check Guided Access. Guided Access is a great tool that helps users stay within the communication app; however, it can hide other apps or parts of the device and sometimes cause freezing.

- If Guided Access is on, turn it off by triple-clicking the home button (if the device has the circle button on the screen) or the side power button three times, entering a passcode, and selecting End.
- Guided Access is helpful, but occasionally exit it so updates and maintenance can occur properly.
- If the device needs an update, let your SLP or the parents know! Updates can take a while and may mean the user doesn't have access to the device. Be strategic about when to run updates, a great option is for parents to run the update overnight.

5. Close out of the app. Closing the app can help restart it in case of glitches.

Try this if:

- The app is frozen
- Settings are not responding
- Voice output stopped working
- The app is glitching after a recent change

6. Force a restart. A forced restart is more than just turning the device off—it reboots the system.

Try this if:

- The device is frozen
- The device won't power off normally
- The app won't open or has crashed



**How to use
Guided Access**



**How to perform a
Forced Restart**