"The **screen is black.**"

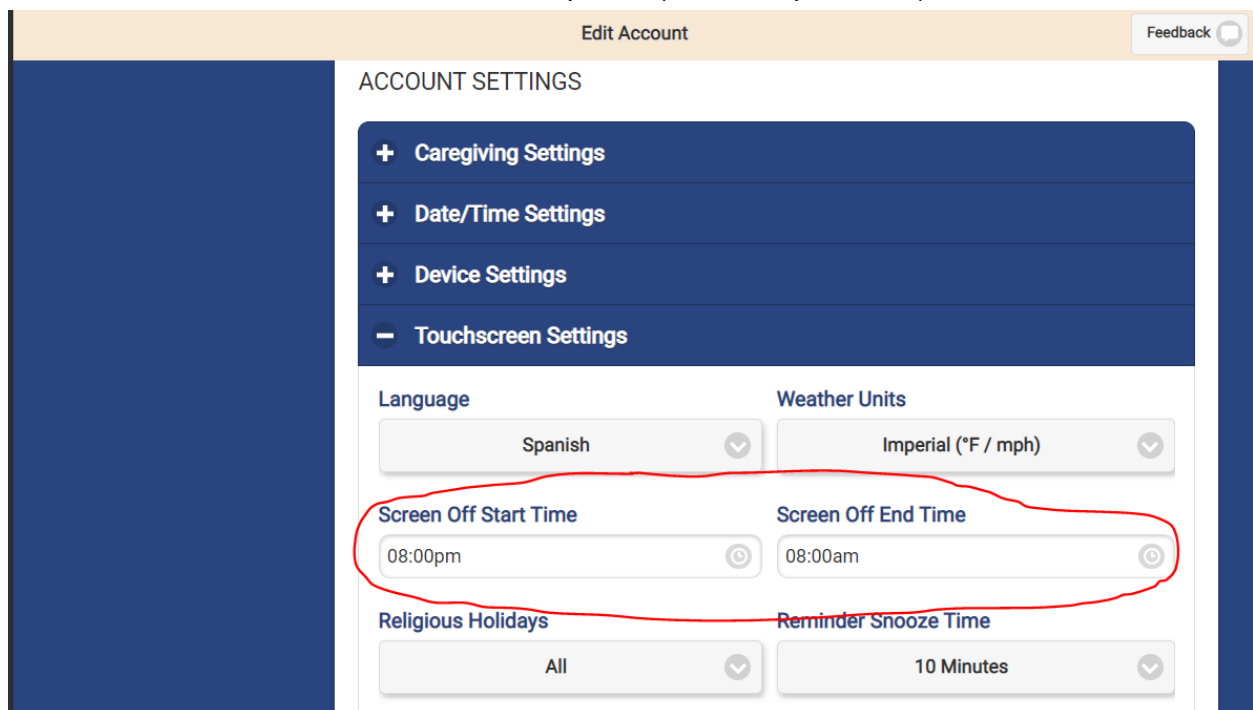*Is there a blue light on the top right?* If not, it is not powered on, so consider the following:
- Have the person press the power button …
  - … <u>firmly</u>, because sometimes the person does not press firmly enough;
  - … <u>for about two seconds</u>, because sometimes the person releases too early;
  - … <u>and then release</u>, because sometimes the person does not release the button.
- Check that the touchscreen's power supply is connected to a wall outlet / power strip.
- Ask if there are other devices working on that wall outlet / power strip; the wall outlet may be defunct, or the power strip may be switched off.
- Ask if the wall outlet / power strip is governed by a switch that can get flipped on and off.
- Check that the power supply is deeply inserted into the "DC-12V" port on the back of the touchscreen; sometimes, it's inserted, but not fully.

Is there any white text stuck on the screen? If there is white text, consider the following:
- Ask if the white text includes the words "Unexpected inconsistency," "initramfs," or "FSCK." If so, get that touchscreen back to reload its software.

Check if the touchscreen is in a Screen Off period (see example below).

"It's **not connected to the Internet.**" (e.g. "The news is old.")

Is there an Internet Connector - a little black box with rabbit ears - connected to the back of the touchscreen? If yes, consider the following:
- Check to make sure the short Ethernet cable of the Internet Connector is attached to the "LAN" port on the back of the touchscreen.
- Make sure the Internet Connector's power supply is connected to power. The Internet Connector's green lights will be lit if this is the case.
- Unplug and re-plug the power supply of the Internet Connector, and wait about 5 minutes for the Connector to re-initialize. Doing this resets the Internet Connector.

Are you trying to connect it to the Internet using wireless WiFi? If yes, consider the following:
- Go to the Setup Wizard > Network Configuration > WiFi Setup, because sometimes the resident has a new Internet setup that just needs to be configured.
- Fully shut down the system using "Show Touchscreen" (see below). Wait for the blue light on the top right of the touchscreen to go out, and then power the system back up using the power button. Doing this resets the hardware, and may resolve the issue.
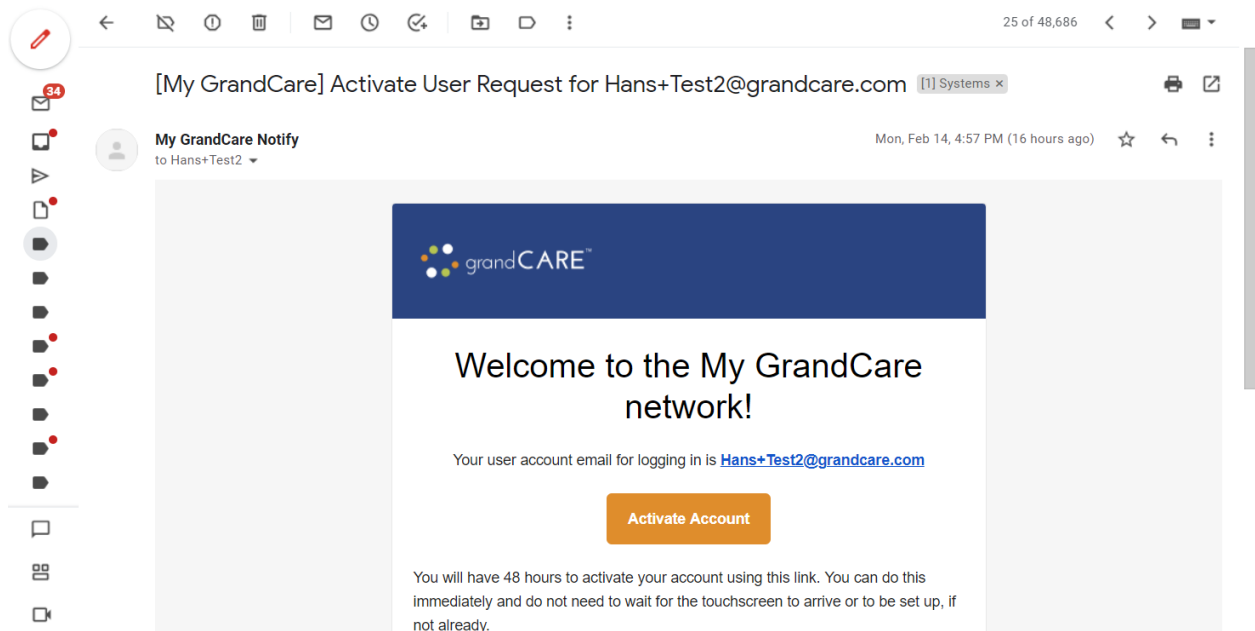

If the resident's WiFi is spotty, consider connecting to the resident's router via wired Ethernet.

If the resident's WiFi is weak, consider installing an Internet Connector.

"I can't find the activation email."

In case the activation email landed in the Spam folder, ask the User to check that folder.

If the activation email is not in the Spam folder, go to that User's Activation / Password Reset Link (see example below) and paste that link into an email to send to the User.
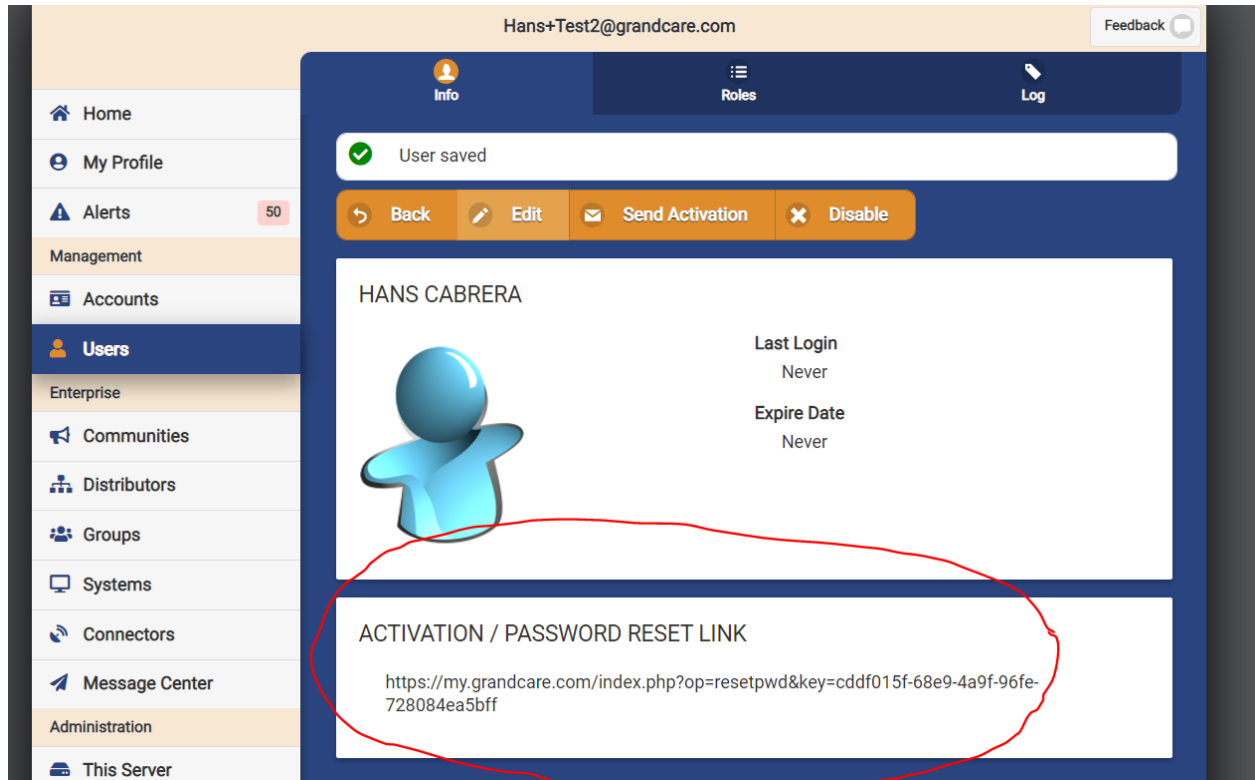
"When the resident initiates a call from the touchscreen, the remote caregiver's device does not receive an incoming call."

Make sure the <u>remote caregiver is logged in</u> to either the Online GrandCare Portal via a browser (preferably Chrome) or to the iOS GrandCare app (iOS devices only). Check to see if the remote caregiver has never logged in (see example below).
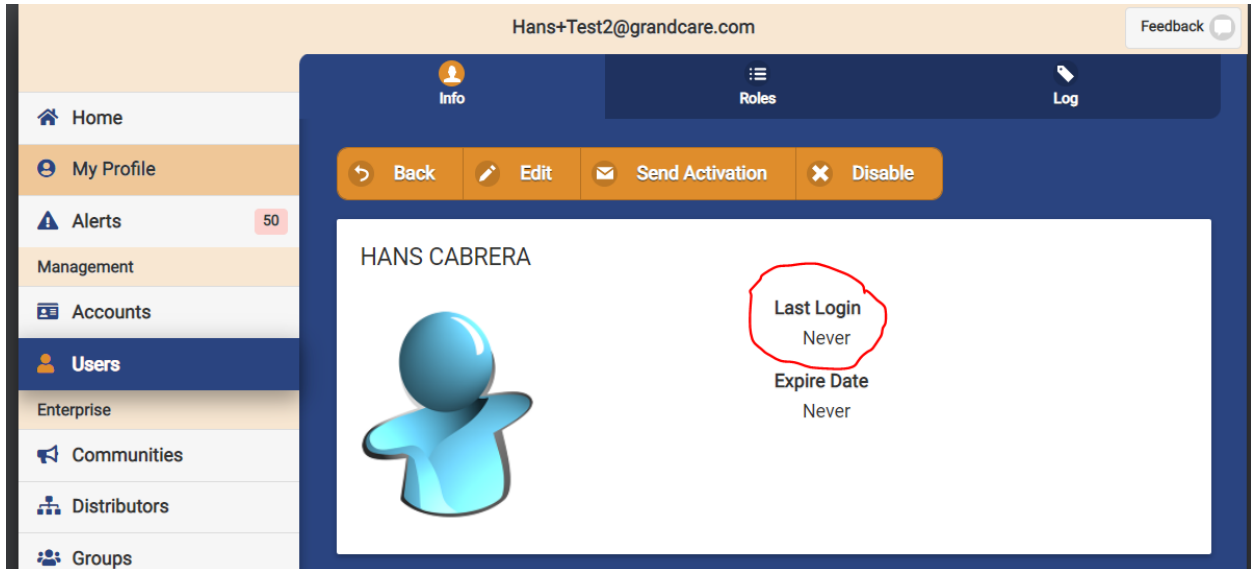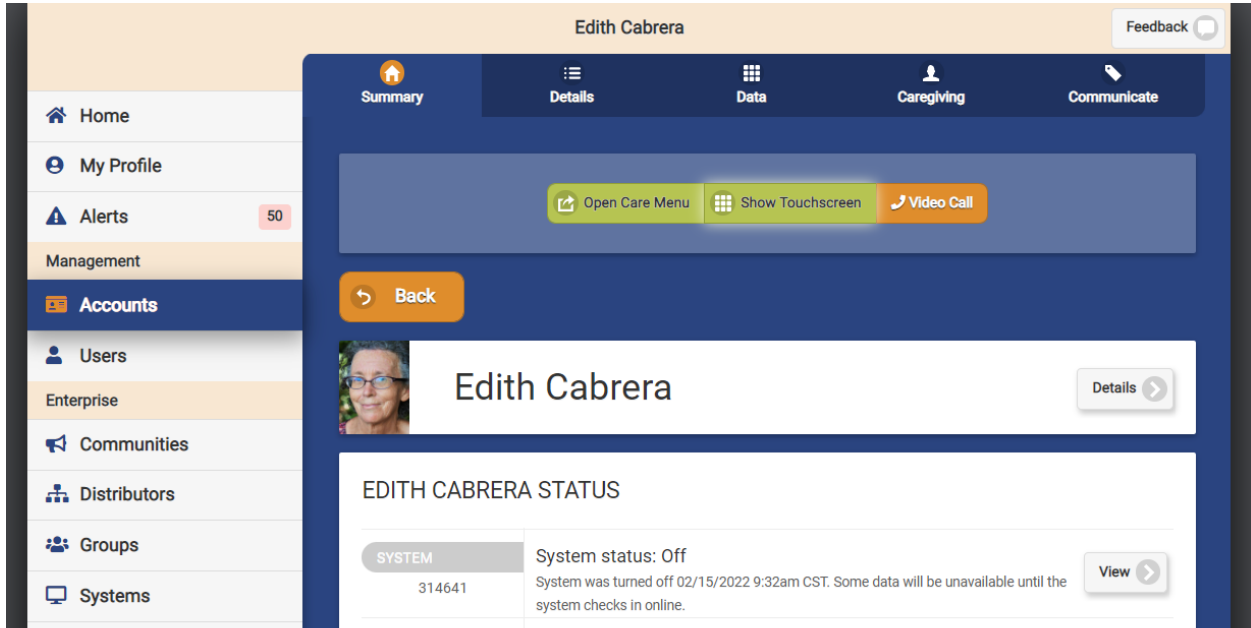

Restart the system using "Show Touchscreen" and retry video calling; at times, the software can get into an abnormal hang-up state, e.g. if there was a previous call that was abruptly dropped.

"When the remote caregiver initiates a call, the resident with the touchscreen does not receive any incoming calls."

Make sure the touchscreen is Up. If not, get it Up and retry video calling.

Restart the system using "Show Touchscreen" and retry video calling; at times, the software can get into an abnormal hang-up state, e.g. if there was a previous call that was abruptly dropped.
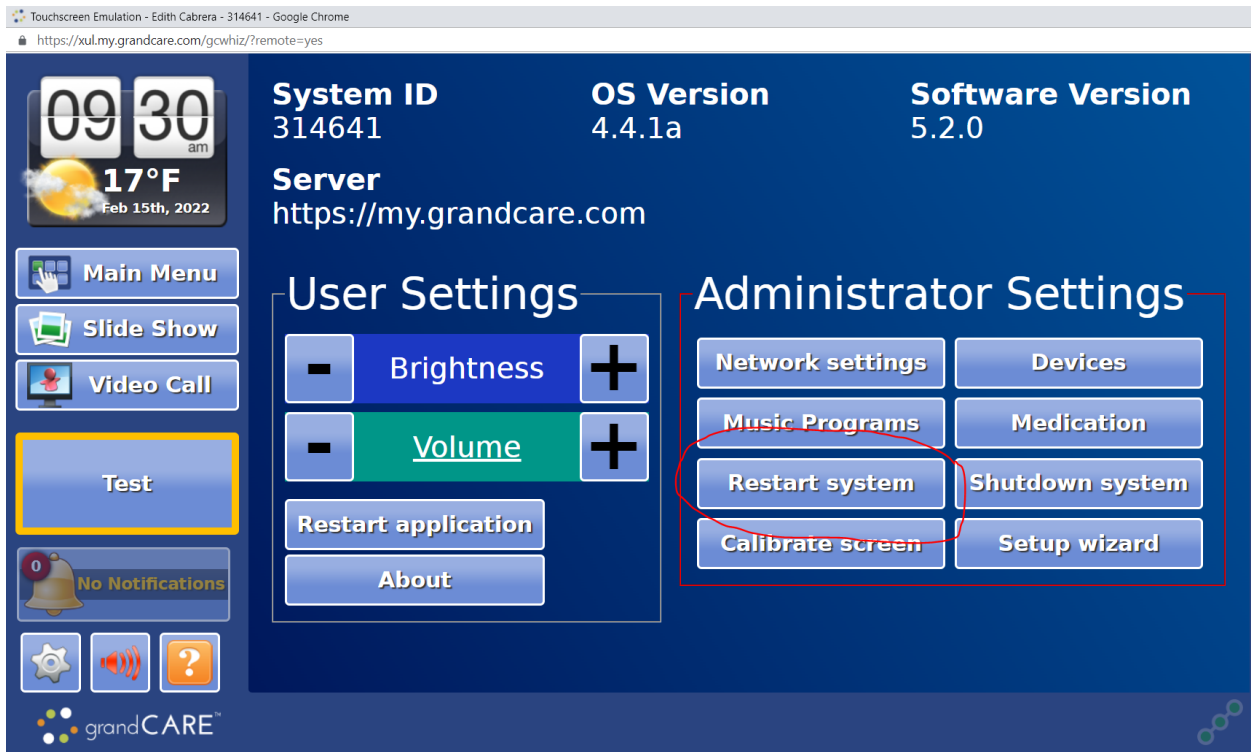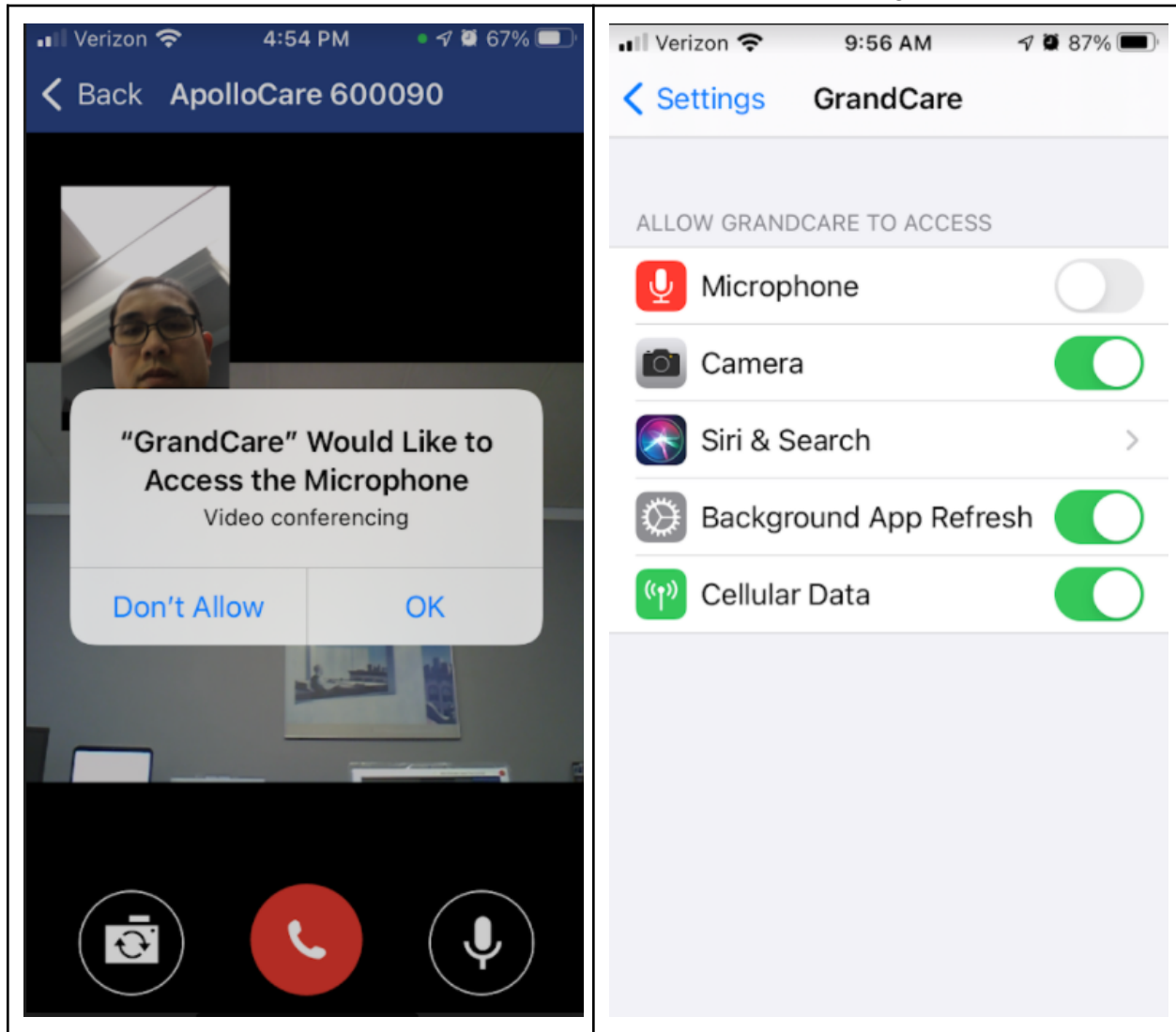
"During a video call, the resident with the touchscreen does not hear any audio."

Make sure the remote caregiver's device has given permission to use its microphone.
- This permission is normally given during the first video call (see example below, left).
- If, for some reason, the permission was declined during the first video call attempt:
  - For an iOS device, one can go into Settings > GrandCare, and then toggle "Microphone" from "off" to "on" (see example "off" below, right).

"During a video call, the resident with the touchscreen does not see any video."

Make sure the remote caregiver's device has given permission to use its camera.
- This permission is normally given during the first video call (see example below, left).
- If, for some reason, the permission was declined during the first video call attempt:
  - For an iOS device, one can go into Settings > GrandCare, and then toggle "Camera" from "off" to "on" (see example "off" below, right).
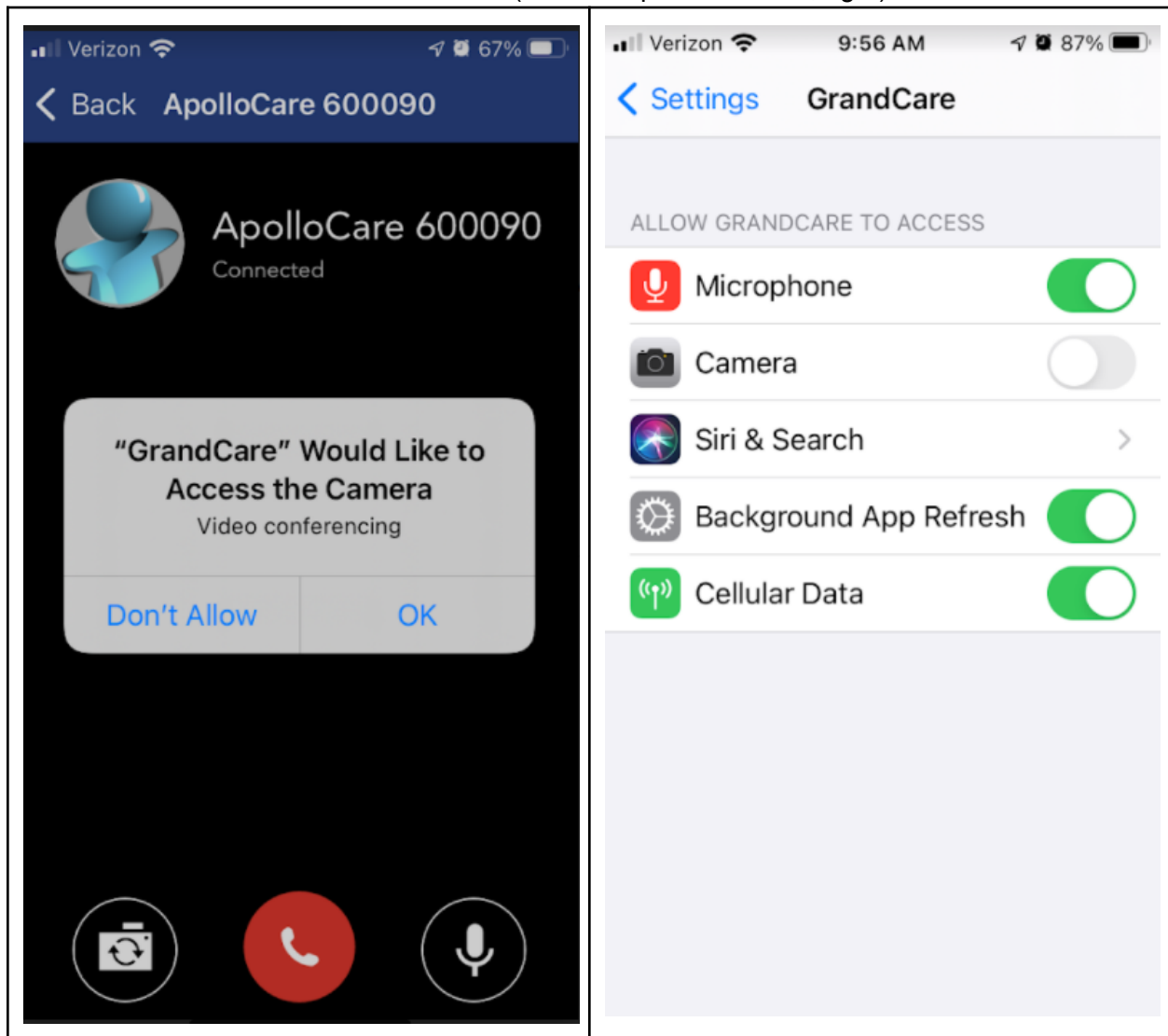
"The **image is frozen** on the screen."

Ask what is currently displaying on the screen. At times, there is only the appearance that the screen is frozen because the resident is trying to touch another part of the screen (e.g. a left hand menu button) but has not properly addressed a popup that must be addressed first (see example below).
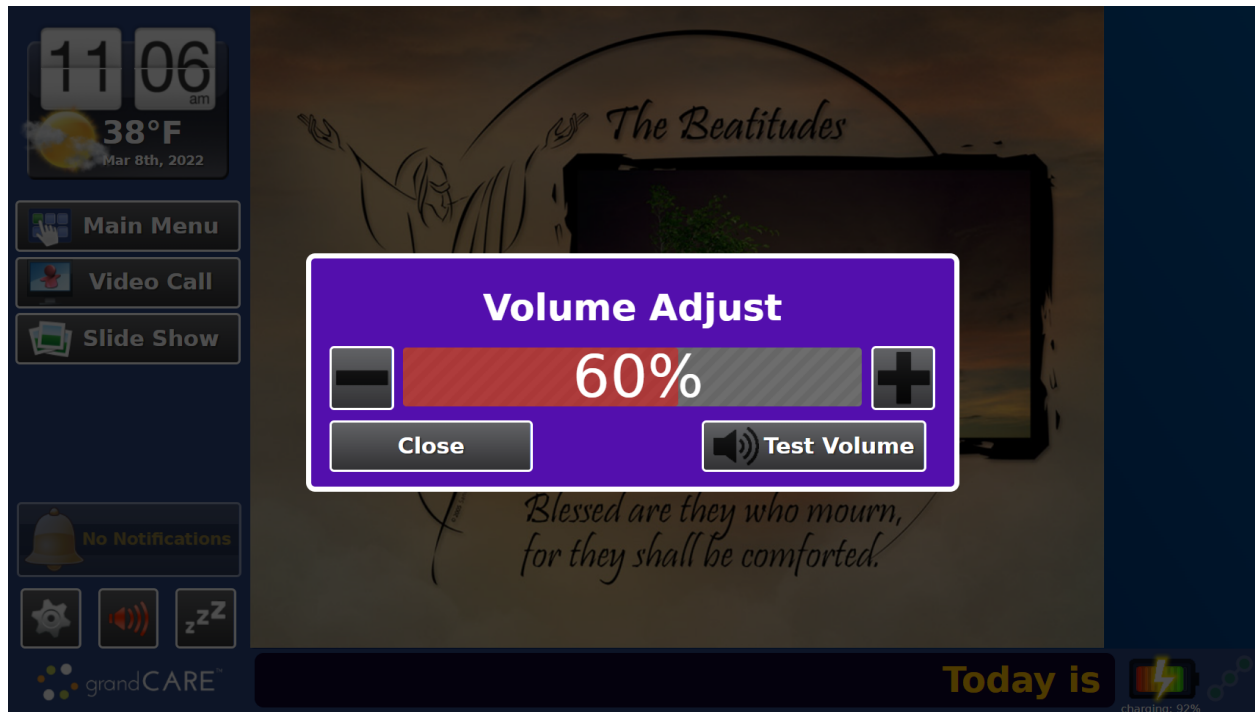
If there is no popup that needs to be addressed first, confirm that the marquee banner at the bottom is not scrolling as expected (a strong indicator for a real "freezing" issue). If it's not scrolling, then ask the resident to firmly hold down the power button until the screen turns black, and release (this takes about 10 seconds). When the screen is completely black, have the resident firmly press the power button for about two seconds, and release.

If the resident has had to power off and power on the system multiple times due to freezing of the image, then replace the touchscreen. If the problematic system is within warranty, contact GCHQ to return the touchscreen.

APPENDIX: The **Difference Between OFF and DOWN** (System Status)

	OFF	*DOWN*
What it means for the system to have this status	The touchscreen was powered down correctly, i.e. was able to go through a normal shutdown sequence.	The touchscreen either: ● lost its connection to the Internet; or ● was powered down incorrectly, i.e. was not able to go through a normal shutdown sequence.
How to troubleshoot a system with this status	Power on the touchscreen by having the person press the power button firmly for about two seconds and release. When the touchscreen gets to the Home screen, the status will remain OFF until the system connects back to the Internet. If the status does not change to UP within two minutes, refer to the section "It's not connected to the Internet."	Ask if there is a blue light on the top right of the touchscreen. ● If there is a blue light, then the touchscreen is powered, so ask next if the slide show is running or frozen. 　○ If the slideshow is running, refer to the section "It's not connected to the Internet" to get it UP. 　○ If the slideshow is frozen, then refer to the section "The image is frozen on the screen." ● If there is no blue light, then the touchscreen is not powered, so have the person press the power button firmly for about two seconds and release.