

TROUBLESHOOTING FOR ELENA NAVIC GRID CONVERTER

Issues with the Elena NavIC Grid Converter can arise due to several factors, including environmental conditions, software settings, or hardware malfunctions. Before seeking technical support, users can follow simple troubleshooting steps to identify and resolve common issues related to power, satellite reception, navigation accuracy, and device functionality.

Some basic troubleshooting tips are: -

Ser No	Issue	Possible Cause	Solution
1	Device does not turn on	Battery drained or power button issue	Charge the device for at least two hours before turning it on. If the issue persists after charging, contact support.
2	No Satellite Fix	Obstruction, interference, or weak signal	The availability of a fix depends on several factors, such as the number of satellites available at the time, location, and sky visibility. Move to an open area with a clear sky view. Avoid places with tall buildings or dense tree cover.
3	Incorrect Grid conversion	Wrong input format selected	Check the input format and ensure the correct selection of coordinate systems.
4	No result on Convert page	Input error or unsupported format	Ensure valid coordinates are provided in the input fields. Try a different conversion format.
5	Device freezing	Memory overload or software bug	Restart the device.
6	Battery draining fast	Overuse, incorrect charging habits	Avoid overcharging, use only the OEM charger.

7	Satellite fix LED indicator not flashing	LED issue	Restart the device. If the issue persists, contact customer support.
8	Power Button not responding	Damaged power button	Try pressing firmly. If unresponsive, contact support.
9	Device overheating	Continuous usage or poor ventilation	Allow the device to cool down before further use. Avoid prolonged operation in direct sunlight.
10	Charging indicator not showing	Faulty charger or charging port issue	Check and clean any debris in the charging port. Use the OEM charger, if the problem persists, contact support.

If the issue persists despite troubleshooting, kindly contact customer support for further assistance.
