

TRoubleshooting for ELENA NAVIC Handheld Navigator

Issues with the **Elena NavIC Handheld Navigator** 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.

| Ser No | Issue | Possible Cause | Solution |
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| 1 | Device does not turn on | Battery drained or faulty power button | Charge the device for at least two hours before turning it on. If the issue persists after charging, contact support. |
| 2 | No Satellite Fix | Weak signal, obstruction, or interference | 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 | Inaccurate positioning | NavIC drift or improper calibration | Keep the device stationary for a few minutes to increase the accuracy of the fix. If the problem persists, restart the device. |
| 4 | No Bluetooth connection | Pairing issue | Restart the device and check the Bluetooth connection icon (green circle at the top right). |
| 5 | Display freezes or lags | Excess maps loaded, Software | Delete unnecessary maps & restart the device. If the issue persists, |

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| | | issues, or low battery | shut it down and charge the device before turning it on. |
| 6 | No response from touch screen | System lag or Screen damage | Restart the device. If still unresponsive, contact customer support. |
| 7 | Poor Compass Accuracy | Sensor calibration issue | Move the device in a figure-8 motion to recalibrate the compass. Refer on-screen instructions. |
| 8 | Battery drains quickly | Screen brightness too high or overused | Reduce screen brightness. Restart the device to clear unnecessary background processes. Monitor battery performance over time. If the problem persists, contact customer support. |
| 9 | Map not loading | Excess maps loaded, Corrupted, or missing map file | Delete unnecessary maps and re-upload the map files using the Elena Map Processing software. |
| 10 | Device shuts down randomly | Overheating or battery issue | Avoid prolonged use in direct sunlight. If overheating, turn it off and allow it to cool before restarting. |
| 11 | Navigation path not displaying | Availability of NavIC signal or software issue | Ensure a proper satellite fix and then restart the navigation process. If the problem persists, restart the device. |

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| 12 | USB charging not working | Faulty or incompatible cable | Check and clean any debris in the charging port. Use only the original accessories provided with the device. |
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If the issue persists despite troubleshooting, it is recommended to contact customer support for further assistance.
