

TippyTalk Technical Issues

- If you encounter technical issues with the TippyTalk application, follow the steps outlined on the following slides one by one, checking to see if the issue is resolved.
- Various factors can affect app performance, but these suggested actions can address most technical problems.



Devices to Use TippyTalk

- Works on smartphones and tablets with the Android operating system, version 6.0 (2015) or later.
- Works on smartphones and tablets with iOS/iPadOS, version 13.0 (2019) or later.

Note: TippyTalk does not work on devices with other operating systems.

Internet Connection

- The TippyTalk application requires an Internet connection for most functions.
- However, the automatic pronunciation of text in the Speech function for TippyTalker mode will work in offline mode.
- To enable this, open the application while connected to the Internet to load the TippyTalker cards into the device's cache.

App Updating

- The TippyTalk app is continually being improved.
- To ensure optimal performance, it's important to keep the app updated to the latest version.
- You can check for updates in the app's settings, the App Store or Google Play.

1

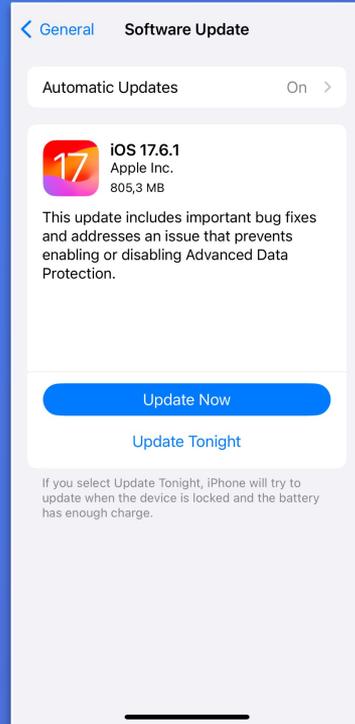
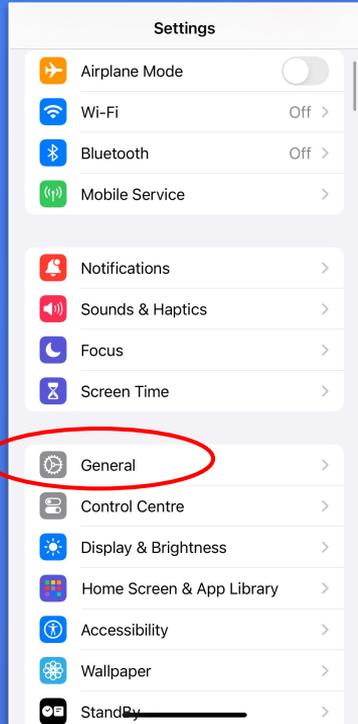
Check Internet Connection



- The application requires an Internet connection for most functions.
- However, the automatic voicing of text in the 'Speech' function of TippyTalker mode will work offline.
- Any changes you make in the application will only be reflected when the device is connected to the Internet.

2

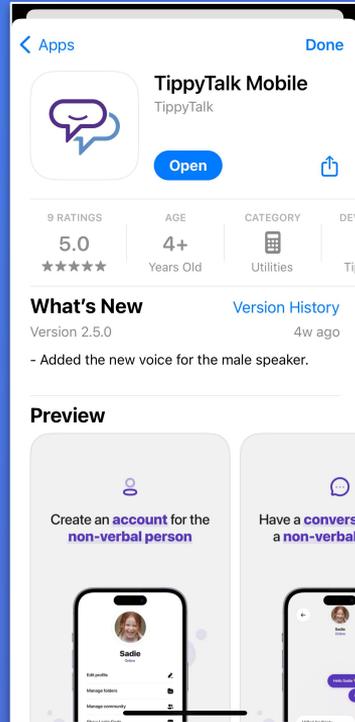
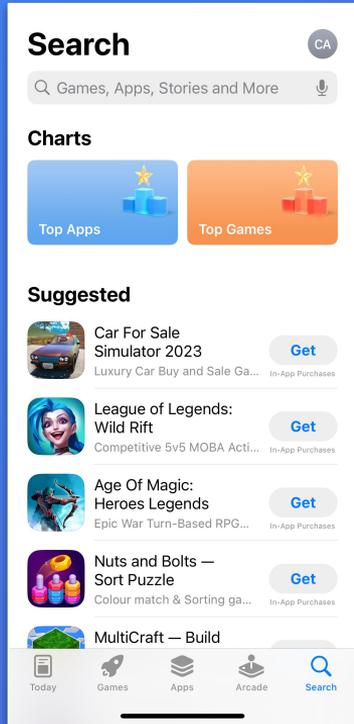
Update Software



1. Open Settings: Tap on the "Settings" app on your home screen.
 2. Go to General: Select "General" from the list of options.
 3. Select Software Update: Tap on "Software Update."
 4. Check for updates: The iPhone will check for available updates. If an update is available, you can tap "Update Now" to begin the process.
- Make sure your device is connected to Wi-Fi and has sufficient battery life before starting the update.

3

Update the App



1. Open the App Store on your iPhone.
2. Tap your profile icon in the top-right corner.
3. Scroll down to see a list of apps with available updates.
4. Find the TippyTalk Mobile app and tap Update next to it if available.