Please check the following when pulling out devices that have been in storage, and after devices have been shipped

1. **Send the GALE Network Requirements document to the IT group that is managing the final destination of the GALE tablet**

Inspect the physical device

2. Inspect the tablet. If the device is swollen, the case is separating, or there are any signs of physical damage, *do not use the device*.

In Android Settings:

3. **Ensure the GALE tablet is on a network with the GALE network requirements met**
    a. See Networks Requirements Document
4. **Validate Android Network Times are synced ***
    a. Search and select "Date & Time"
    b. Validate:
        i. Automatic Date and Time toggle is on
        ii. Automatic Time Zone toggle is on
        iii. The Clock in the top left is the exact time - even 1 minute off can cause issues
    c. If unsure, toggle each Date & Time and Time Zone on and off.
    d. Restart the tablet
5. **Validate Android location services are turned on**
    a. Search and select "Location Services"
    b. Ensure the “Use Location” toggle is **on**
    c. Toggle it off and back on again if you think you are having location-related issues
6. **Validate that all GALE permissions are granted**
    a. Scroll down on the left menu and select “Apps”
    b. Find GALE or search for GALE
    c. Open "Display over other apps" - the toggle should be on
    d. Open “Permissions”
        i. If there are any permissions not allowed, click on the permission and allow it
7. **Ensure Battery Protection Mode is ON**
    a. Scroll down on the left menu and select "Battery and device care"
    b. Tap "Battery"
    c. Scroll down on the right and select "More battery settings"
    d. Toggle on "Protect Battery"

On the GALE application:

8. **Update the GALE device to the latest software version**
    a. Settings
    b. Device details
    c. Update
9. **Sync and restart the tablet**
10. **Sync again when the tablet is restarted**

*** Note: The network time can get out of sync for a few reasons:**

1. Power saving mode or the device being turned off for a long time
2. Switching networks often
3. Poor network connection, especially if intermittent/weak
4. Device changes time zones