

955 Access

Troubleshooting Guide

Symptom		Problem Isolation Step	Resolution
955 Access - No sound from speaker	Check	that the blue power light on the front of the 955 is on.	If not, verify all connections are snug from the AC connection to the power supply, and from the power supply to the 955. If all connections are secure, determine if the outlet is working or test with a known working power supply.
	Check	that the microphone is linked to the 955.	The mic 1 or mic 2 status light will be green on the front of the 955 indicating the microphone is linked. The microphone will have a solid blue status light.
	Check	system ID tags to verify that the components being used have been paired (registered) together.	If necessary, re-pair system components. Follow the pairing instructions at: Lightspeed-tek.com/accessregistration .
	Verify	that the microphone is turned on.	There will be a solid blue light on the microphone to indicate it is powered on and ready.
	Verify	that the microphone is not muted.	A solid red light on mic 1 or mic 2 will indicate it is muted.
	Verify	that sound from the 955 "Audio In" source can be heard.	If the audio from a source can be heard, the microphone could be the cause of the problem.
	Check	the microphone volume level on the 955.	Ensure that the volume level is not set too low.
	Check	cables going to speaker(s).	Ensure speaker cable is securely connected to both the 955 and speaker(s).
	Verify	that speakers are properly wired to the 955.	If multiple speakers are connected to the 955 and only one is not working, check wiring method and if necessary, replace defective speaker.
	Check	PageFirst threshold setting on the 955.	If PageFirst accessory is being used, check to make sure threshold adjustment is not turned up too high.
Check	if Media Connector is being used.	Adjust volume settings as necessary. When the Media Connector is registered to the 955, only its Microphone Volume and Tone Control are operational while those on the 955 are not.	
Feedback	Check	that the volume on the 955 is not set too high.	Reduce volume as needed until feedback issue is resolved. Remember the teacher should barely be able to hear his/her own voice at optimum volume levels.
	Check	if Media Connector is being used.	Adjust volume settings as necessary. When the Media Connector is registered to the 955, only its Microphone Volume and Tone Control are operational while those on the 955 are not
	Check	that the tone is set to the mid-point.	Set the tone indicator to the mid position and then adjust as needed to eliminate feedback.

955 Access Troubleshooting Guide (cont.)

Symptom		Problem Isolation Step	Resolution
Low volume	Check	that the Microphone Volume level on the 955 is not set too low.	Position the volume indicator at the mid position and then adjust as needed for normal operation.
	Adjust	volume level on the Flexmike.	Adjust as needed for normal operation.
	Check	if Media Connector is being used.	Adjust volume levels as necessary. When the Media Connector is registered to the 955, only its Microphone Volume and Tone Control are operational while those on the 955 are not.
Drop-out / intermittent operation	Verify	there is a solid link light on the 955.	The 955 will operate in rooms up to 2500 square feet. Substitute known good microphone and see if intermittent operation stops. If it does, the original microphone could be the source of the problem.
Flexmike (FM) will not power on	Check	that the battery pack is charged.	Substitute a known good battery pack and see if it charges in the microphone. If it does charge, replace worn or defective battery pack. Typical battery life is 1-2 years.
	Verify	that the power button on the microphone is turned on.	Once turned on, the blue light should begin blinking, then turn solid blue.
	Check	that the battery pack is working properly.	Remove the battery pack and insert it into a known working Flexmike. Charge that Flexmike overnight to see if the battery pack charges.
Flexmike won't charge	Verify	that the Flexmike charging circuitry is working properly.	Substitute a known good battery pack and see if it charges in the microphone. If it does charge, replace worn or defective battery pack. Typical battery life is 1-2 years.
	Verify	that the Flexmike is properly inserted into the cradle charger.	When the Flexmike is properly inserted into the charger, the red charging light turns on and the blue status light stays lit. The red charging light will turn green when a full charge is reached.
	Verify	that the cradle charger is not damaged or defective.	Try known good cradle charger.
Microphone does not indicate 'Ready' signal (solid blue or red light)	Check	the microphone by power cycling.	Power the microphone off, then on again after a few seconds. Wait for several seconds for the blue light to turn solid, indicating READY for operation.

Access Systems Troubleshooting Guide (cont.)

Symptom		Problem Isolation Step	Resolution
Sharemike (SM) will not power on	Check	that the battery pack is charged.	Substitute a known good battery pack and see if it charges in the microphone. If it does charge, replace worn or defective battery pack. Typical battery life is 1-2 years.
	Verify	that the power button on the microphone is turned on.	Once turned on, the blue light should begin blinking, then turn solid blue.
	Check	that the battery pack is working properly.	Remove the battery pack and insert it into a known working Sharemike. Charge that Sharemike overnight to see if the battery pack charges.
Sharemike won't charge	Verify	that the Sharemike charging circuitry is working properly.	Substitute a known good battery pack and see if it charges in the microphone. If it does charge, replace worn or defective battery pack. Typical battery life is 1-2 years.
	Verify	that the Sharemike is properly plugged into the cradle charger.	When the Sharemike is properly plugged into the charger, the red charging light turns on and the blue status light stays lit. The green light will turn on when a full charge is reached.
	Verify	that the cradle charger is not damaged or defective.	Try known good cradle charger.
Microphone does not indicate 'Ready' signal (solid blue or red light)	Check	the microphone by power cycling.	Power the microphone off, then on again after a few seconds. Wait for several seconds for the blue light to turn solid, indicating READY for operation.