

REDCAT® and REDCAT®media

Troubleshooting Guide

Symptom		Problem Isolation Steps	Resolution
REDCAT/RED-CAT Media (RC/RCM) No sound from speaker	Check	that RC/RCM is powered on.	If red LED on power switch is not lit, verify all connections are snug from the AC connection to the power supply, and from the power supply to the RC/RCM. If all connections are secure, determine if the outlet is working or test with a known working power supply.
	Check	that the LED above the corresponding channel volume control illuminates when speaking into the microphone.	Verify that the frequency of the microphone matches the frequency group of the RC/RCM. G1=white/silver in color mic or marked with "G1" G2=black in color mic and/or marked with "G2"
	Verify	that the RC/RCM channel A & B volume controls are set to just below mid-range.	If volume control knobs are recessed, press each once to extend them for adjustment. If still no sound, try connecting another audio device to one of the inputs.
	Check	the original microphone with a known good system.	If the problem persists, the microphone is likely the cause of the problem.
Static is heard from speaker	Check	that the battery(ies) being used in the microphone is charged and is the proper type.	Install the proper NiMH battery(ies) that is fully charged.
	Test	the original microphone with another system that is working properly.	If static is heard with the known good system, the microphone is likely the cause of the problem.
	Test	whether a known good microphone works with the RC/RCM being tested.	If the problem persists, RC/RCM is likely the cause of the problem.
	Check	if two microphones are being used that they are on different channels.	If needed, change one microphone to the opposite channel.
	Check	RC/RCM placement in the room.	Evaluate the RC/RCM location in the room and adjust as needed. It should be located near the center of the room along a long wall. Avoid placing it near obstructions.
	Check	that the RC/RCM is located away from possible sources of IR interference.	Direct sunlight and Plasma monitors can adversely affect performance.
	Check	that the equalizer is free of dust.	If unit has 8-band EQ, exercise the equalizer sliders from top to bottom 4 or 5 times to remove any dust. If that doesn't resolve the issue, try blowing the EQ sliders with compressed air.

Symptom		Problem Isolation Steps	Resolution
Feedback	Check	that the volume on the RC/RCM 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	that the microphone is being worn properly.	The top of the microphone should be worn at the level of the collarbone. Adjust lanyard accordingly.
	Check	EQ settings on back of RC/RCM.	If feedback persists at proper volume levels, adjust the 1K and 4K frequencies down until feedback ceases.
	Test	the original microphone with another system that is working properly.	If the problem persists with the other system, the microphone is likely the cause of the problem.
Low volume	Check	that the volume level on the RC/RCM is not set too low.	Position the volume indicator at approximately the 9 o'clock position and then adjust as needed for normal operation.
	Check	that the microphone is being worn properly.	The top of the microphone should be worn at the level of the collarbone.
	Check	the EQ settings on the back of the RC/RCM.	All frequency bands should be set at the mid-point.
	Check	a known good microphone on the same channel with the RC/RCM.	If the volume level remains the same as the original microphone, the most likely cause of the problem is the RC/RCM.
	Check	that the equalizer is free of dust.	If unit has 8-band EQ, exercise the equalizer sliders from top to bottom 4 or 5 times to remove any dust. If that doesn't resolve the issue, try blowing the EQ sliders with compressed air.
Drop-out / intermittent operation	Check	if two microphones are being used that they are on different channels.	If needed, change one microphone to the opposite channel.
	Check	that there is no obstruction between the RC/RCM and the microphone.	Make sure the microphone is not blocked by clothing or turned to face the user.
	Check	RC/RCM placement in the room.	Evaluate the RC/RCM location in the room and adjust as needed. It should be located near the center of the room along a long wall. Avoid placing it near obstructions.
	Check	that the RC/RCM is located away from possible sources of IR interference.	Direct sunlight and Plasma monitors can adversely affect performance.
	Check	that a known good microphone works with the system being tested.	If the intermittent operation stops, the original microphone is likely the cause of the problem. If the problem continues, the RC/RCM is the most likely cause.

LIGHTSPEED TECHNOLOGIES

11509 SW HERMAN ROAD / TUALATIN, OREGON 97062

TOLL FREE: 800.732.8999 / PHONE: 503.684.5538 / FAX: 503.684.3197

LIGHTSPEED-TEK.COM

Symptom		Problem Isolation Steps	Resolution
REDMIKE, REDMIKE Vol- ume Control (RMT/RMV) will not power on	Check	that the correct battery is being used.	Use the Lightspeed NH2A27 NiMH rechargeable sensing battery as it is the only kind of battery that will properly charge with the RMT/RMV.
	Check	that the battery is installed properly.	Ensure that the polarity is observed.
	Check	that the battery is charged.	Substitute a known good battery and see if it charges in the microphone. If it does charge, replace worn or defective battery. Typical battery life is 1-2 years.
	Check	that battery contacts are not obstructed.	Ensure that there is no object preventing good contact between the battery and contacts.
RMT/RMV won't charge	Verify	that the correct battery is being used.	Use the Lightspeed NH2A27 NiMH rechargeable sensing battery as it is the only kind of battery that will properly charge with the RMT/RMV.
	Verify	that the RMT/RMV charging circuitry is working properly.	Substitute a known good battery and see if it charges in the microphone. If it does charge, replace worn or defective battery. Typical battery life is 1-2 years.
	Verify	that the RMT/RMV is being seated properly in the cradle charger.	When the RMT/RMV is properly inserted in the cradle, the LED on the charger should turn solid red.
	Verify	that the cradle charger is working properly.	The LED on the cradle charger should turn solid red when the microphone is inserted. If no LED's light, try using a known good cradle charger. (If there is a blinking red LED, that indicates a charging error most likely related to improper battery type.)
	Verify	that the cradle charger power supply is not damaged or defective.	Try known good charger power supply.
REDMIKE Share (RMS) will not power on	Check	that the correct battery pack is being used.	Use the Lightspeed NH2APK NiMH rechargeable battery pack as it is the only kind of battery pack that will properly charge with the RMS.
	Check	that the battery pack is installed properly.	Make sure that the polarity is observed.
	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.

LIGHTSPEED TECHNOLOGIES

11509 SW HERMAN ROAD / TUALATIN, OREGON 97062

TOLL FREE: 800.732.8999 / PHONE: 503.684.5538 / FAX: 503.684.3197

LIGHTSPEED-TEK.COM

Symptom		Problem Isolation Steps	Resolution
	Check	that battery contacts are not obstructed.	Ensure that there is no object preventing good contact between the battery pack and contacts.
RMS won't charge	Verify	that the correct battery pack is being used.	Use the Lightspeed NH2APK NiMH rechargeable battery pack as it is the only kind of battery that will properly charge with the RMS.
	Check	that the RMS 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 RMS is connected to the charging cable and the charging output on the cradle charger.	When the RMS is connected to the charger, the LED on the microphone should turn solid red.
	Verify	that the charge cable is connected properly.	The charger connection is located on the bottom of the microphone.
LT71 will not power on	Check	that the correct batteries are being used.	The LT71 uses two AA NiMH batteries for proper operation and charging. The Lightspeed NH1 is recommended for optimum use.
	Check	that the batteries are installed properly.	Ensure that the polarity is observed.
	Check	that the batteries are charged.	Substitute known good batteries and see if they charge in the microphone. If they do charge, replace worn or defective batteries. Typical battery life is 1-2 years.
	Check	that battery contacts are not obstructed.	Ensure that there is no object preventing good contact between the batteries and contacts.
LT71 won't charge	Check	that the batteries are installed properly.	The LT71 uses two AA NiMH batteries for proper operation and charging. The Lightspeed NH1 is recommended for optimum use.
	Check	that the LT71 charging circuitry is working properly.	Substitute known good batteries and see if they charge in the microphone. If they do charge, replace worn or defective batteries. Typical battery life is 1-2 years.
	Verify	that the LT71 is connected to the charging cable and the charging output on the cradle charger.	Ensure the power switch is in the off position. When the LT71 is connected to the charger, the LED on the microphone should turn solid red.

LIGHTSPEED TECHNOLOGIES

11509 SW HERMAN ROAD / TUALATIN, OREGON 97062
 TOLL FREE: 800.732.8999 / PHONE: 503.684.5538 / FAX: 503.684.3197
 LIGHTSPEED-TEK.COM