Activate
Troubleshooting Guide

Lightspeed™
A Learning Company

Symptom		Problem Isolation Step	Resolution
No audio from a Pod when selected	Ensure	the Pod # button turns orange when selected.	If the button isn't orange, ensure the Pod is paired (registered) to the classroom amplifier (Topcat, 955 Access, Redcat Access or Access Link). If necessary, re-pair system components. Follow the pairing instructions at: Lightspeed-tek.com/accessregistration.
	Ensure	the Pod is on and ready for use.	There should be a solid blue power light. If not, try pressing the power button on the side of the Pod.
	Verify	that the Pod volume is set to a nominal level.	If Pod volume is turned all the way down, there will be no audio.
	Check	that the battery pack is charged and working properly.	Remove the battery pack and insert it into a known working Pod. Charge that Pod overnight to see if the battery pack charges.
	Check	that the Flexmike is on and ready for use.	There should be a steady blue status light (#1 or #2). If the light is red, the Flexmike is muted. Press the power/mute button in the app or on the Flexmike to unmute.
	Verify	there is a corresponding green 1 or 2 ready light on the amplfier.	If there is no green light, ensure that the Flexmike is registered to the Redcat.
	Ensure	the proper teacher microphone is being used.	Each Flexmike must be paired together with each teacher's specific mobile device. If the teacher's mobile device is not paired, please refer to the Mobile Device Pairing Guide for pairing instructions.
Activate app does not light or activate a Pod	Ensure	that your mobile device is turned on and paired to Bluetooth.	If not paired, see the Mobile Device Pairing Guide to pair your device.
	Verify	that the Flexmike is powered on and Linked.	There should be a solid blue light (#1 or #2). If there is not a solid blue light, try powering the Flexmike off, then on again.
	Select	a different Pod to see if your device will activate another Pod.	If you are able to select another Pod, the problem may be with the original Pod. Ensure that the battery pack is charged and the Pod is turned on and registered to the base system as indicated by a solid blue power light.
	Verify	that the Activate Station is plugged in to power and turned on.	There should be a solid blue light indicating that the Activate is powered on and a solid green light indicating that it is registered and linked to the classroom amplifier.
	Check	If there is a second mobile device being used.	If that device is operating properly, the original mobile device may be the problem.

Symptom	Problem Isolation Step		Resolution
Feedback or squealing from a Pod	Check	that the Flexmike is 2 feet or more away from the Pod.	Operation at very close distance can cause feedback.
	Check	the volume of the Pod.	Try turning down the volume of the Pod to see if that eliminates the feedback.
Feedback or squealing from the classroom speaker during student sharing	Check	that the Pod operating in student sharing mode is at least 6 feet away from the classroom speaker.	Operation at very close range can cause feedback.
	Test	the system with the Flexmike muted.	If the feedback goes away, it is being caused by that Flexmike.
	Verify	that the volume level of the Flexmike is not set too high.	Press the volume down button on the side of the Flexmike 1-2 clicks. The Flexmike volume may also be adjusted within the app.
		If the feedback or squealing persists, it is being caused by a Pod that is in student sharing mode.	Turn the "Pod to Class" volume in the app down slightly.
Cannot hear students in monitor mode	Ensure	that the desired Pod is selected by an orange light on the app.	The selected Pod should be indicated by an orange light.
	Verify	that the earbud volume is turned up loud enough to hear.	Increase the Headphone volume in the app.
	Ensure	that the the earbud is fully plugged into the headphone jack on the Flexmike.	The earbud should be plugged in all the way to the headphone jack .
	Test	the earbud by selecting a different Pod.	If you hear audio from another Pod, the problem is with the original Pod.
		Turn the power of the problematic Pod off for a few seconds.	Turn the power on and ensure the Pod links back up as indicated by a solid blue light. Try selecting that Pod again.
Pod to Class volume is too loud or too quiet	Check	if the volume is too quiet.	The student should move the Pod closer to their mouth.
		If necessary, adjust the Pod to Class volume in the volume settings within the app.	Click on the Volumes tab at the bottom of the app to access the Volume Settings page in the app to adjust volumes.

Symptom		Problem Isolation Step	Resolution
Activate app shows message 'Activate Station is out of range or has no power'	Check	the distance between the mobile device and the Activate.	The distance should be within no more than100 feet of the Activate. Bring the device closer to the Activate.
		Having the device in range should automatically reconnect it to Activate.	If not, try force quitting the app: for IOS, double tap the Home button on your device, then swipe up the Activate app to close it. For Android, launch the Recent Applications menu, scroll to find the Activate app, then swipe the app to the right to quit. Re-open the app and it should connect automatically.
Activate app shows 'No response from the Classroom Audio System'	Check	that the Access amplifier is plugged into power and is powered on.	If using a battery operated Redcat Access, verify that the battery pack is charged.
	Verify	that the amplifier reconnects.	If it does not reconnect, try force quitting the app: for IOS, double tap the Home button on your device, then swipe up the Activate app to close it. For Android, launch the Recent Applications menu, scroll to find the Activate app, then swipe the app to the right to quit. Re-open the app and it should connect automatically.
	Verify	that the Activate is paired (registered) to your classroom system and is in range.	If the green Link light is blinking, the Activate may be paired to a different system, or out of range. If necessary, re-pair system components. Follow the pairing instructions at: Lightspeed-tek.com/accessregistration.
Pod low battery condition	Verify	that the batteries are properly charging.	Pods should be charged each night and can take up to 10 hours to fully charge.
	Ensure	the red charging light turns on when Pods are in in the charging station.	The red charging light will turn green when a full charge is reached.
		Regardless of battery life, the red light will turn on for 20-30 minutes when a Pod is inserted into the charger.	When battery is full, the light will turn green at some time after that.
		Fully charged batteries will operate properly throughout a full school day for a period of at least 1-2 years.	If the batteries are older than that, they may need to be replaced.