

Flexcat[®]

Troubleshooting Guide

| Symptom | | Problem Isolation Steps | Resolution |
|--|--------|--|--|
| Access Base (RCA, TCA, 955, AL) No sound from speaker | Check | that blue power light on front of Access Base is on. | If not, verify all connections are snug from the AC connection to the power supply, and from the power supply to the Access Base. 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 Access Base. | The mic 1 or mic 2 status light will be green on the front of the Access Base indicating the microphone is linked. |
| | Check | system ID tags to verify that the components being used have been registered together. | If necessary, re-register system components. |
| | 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 microphone is not muted. | A solid red light on mic 1 or mic 2 will indicate it is muted. |
| | Verify | that sound from the Access Base "Audio In" source can be heard. | If the audio from a source can be heard, the microphone is the most likely cause of the problem. |
| | Check | microphone volume level on Access Base or Media Connector | Ensure that the volume level is not set too low. |
| Feedback | Check | that the volume on the Access Base or Media Connector 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 tone is set to the mid-point. | Set the tone indicator to the mid position and then adjust as needed to eliminate feedback. |
| Low volume | Check | that the Microphone Volume level on the Access Base or Media Connector 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. |
| Drop-out / intermittent operation | Verify | there is a solid link light on the Access Base. | The Access Base 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. |

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|---|--------|--|---|
| Flexmike (FM) will not power on | Check | that the correct battery is being used. | Use the Lightspeed NH2.4V NiMH rechargeable battery pack as it is the only kind of battery that will properly charge with the FM. |
| | 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. |
| | Check | that the battery pack is working properly. | Connect the microphone to the charging cable. The microphone should power on and the blue microphone light and red charging light will turn on. |
| FM won't charge | Verify | that the correct battery is being used. | Use the Lightspeed NH2.4V NiMH rechargeable battery pack as it is the only kind of battery that will properly charge with the FM. |
| | Verify | that the FM 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 FM is properly plugged into charger. | When the FM is properly plugged into the charger, the red charging light turns on. The green light will turn on when a full charge is reached. |
| | Verify | that the USB power supply is not damaged or defective. | Try known good USB 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 up to 30 seconds for the blue light to turn solid, indicating READY for operation. |

