

# Topcat™ (TCA)

## Troubleshooting Guide

Symptom		Problem Isolation Steps	Resolution
No multimedia is heard	Verify	the Media Connector power is on and the blue light on the front panel is glowing.	If not, verify all connections are snug from the AC connection to the power input of the Media Connector. If all connections are secure, determine if the outlet is working or test with a known working power supply.
	Check	that the LINK light is green on the front of the Media Connector.	If the light is not green, the Media Connector is not registered with the Topcat. Follow the registration instructions on the Tutorials page at <a href="http://Lightspeed-tek.com/registration-tutorial">Lightspeed-tek.com/registration-tutorial</a> .
	Check	the AUDIO IN volume level adjustment on the front panel of the Media Connector.	Ensure the AUDIO IN volume knob is turned to approximately the 12 o'clock position.
	Verify	the audio source volume control (computer, projector, iPod, etc) is adjusted sufficiently.	Adjust volume to approximately the mid-level position.
	Check	the audio cable connections between the audio source and the Media Connector.	There should be a cable connecting the audio output on the audio source to an AUDIO INPUT on the Media Connector.
No voice is output from speaker	Verify	the power light on the speaker panel of the Topcat is glowing blue.	If it is not blue, turn on the Media Connector or the Flexmike. If the Media Connector is on and there is still no voice, check that power is properly connected to the Topcat either by an external power supply or hard-wired into the building's AC circuit.
	Verify	that the blue power light on Flexmike is on.	If it does not come on, check battery pack for charge and replace if necessary. Check Topcat with known good microphone.
	Check	that there is a solid green link light on the speaker panel of the Topcat.	The Flexmike needs to be registered to the Topcat in order to function. If the Flexmike is not registered, follow the registration instructions on the Tutorials page at <a href="http://Lightspeed-tek.com/registration-tutorial">Lightspeed-tek.com/registration-tutorial</a> .
	Adjust	volume level on the Flexmike.	Increase the mic volume by pressing the 'Up' button on the side of the Flexmike as needed for normal operation.
	Verify	that the Flexmike is not muted.	A solid red light on the top of the Flexmike will indicate it is muted.
	Check	if PageFirst feature is in use.	If so, adjust setting to approximately the 8 o'clock position. (See installation guide.)
	Check	Flexmike volume settings.	Flexmike volume setting may need to be decreased.

Feedback

Symptom		Problem Isolation Steps	Resolution
	Check	Media Connector MICROPHONE volume setting.	Media Connector MICROPHONE volume may need to be decreased.
Low Media Volume	Check	that the AUDIO IN volume level on the Media Connector is not set too low.	Position the AUDIO IN volume indicator at the 12 o'clock position and then adjust as needed for normal operation.
	Check	volume level of audio source.	Increase volume as needed.
Low Voice Volume	Check	volume setting on the side of the Flexmike.	Adjust the volume setting by pressing the volume 'Up' button.
	Test	a known good microphone on the same channel with the system.	If the volume level remains the same as the original microphone, the most likely cause of the problem is the amplifier.
Dropout	Verify	that there is a solid green mic light on the speaker panel of the Topcat.	The Topcat will operate very well in rooms up to 1600 square feet. Substitute a known good microphone and see if intermittent operation stops. If it does, the original microphone could be the source of the problem.
	Check	if PageFirst feature is in use.	If so, adjust setting to approximately the 8 o'clock position. (See installation guide)
Flexmike (FM) will not power up	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 pack that will properly charge with the Flexmike.
	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 the worn or defective battery pack. Typical battery life is 1-2 years.
	Verify	that the power button on the Flexmike is turned on.	Press and hold the power button for 2 to 3 seconds. The blue mic 1 or mic 2 light should start to blink.
	Check	that the battery pack is working properly.	Connect the Flexmike to the micro USB charging cable. The Flexmike will power on and the blue mic 1 or mic 2 light and the red charging light will turn on.
Flexmike will not 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 pack that will properly charge with the Flexmike.
	Verify	that the Flexmike charging circuitry is working properly.	Substitute a known good battery pack and see if it charges in the Flexmike. If it does charge, replace worn or defective battery pack. Typical battery life is 1-2 years.
	Verify	that the Flexmike is properly plugged into the power supply.	When the Flexmike is properly plugged into the power supply, the red charging light turns on. The green light will turn on when a full charge is reached.

Symptom	Problem Isolation Steps		Resolution
	Verify	that the USB power supply is not damaged or defective.	Try known good USB power supply.
Flexmike does not indicate a 'Ready' signal (solid blue or red light)	Check	the Flexmike 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.
Sharemike will not power on.	Check	that the correct battery pack is being used.	Use the Lightspeed NH2APK NiMH rechargeable sensing battery pack as it is the only kind of battery pack that will properly charge with the Sharemike.
	Check	that the battery pack is installed properly.	Ensure that the proper polarity is observed.
	Check	that the battery pack is charged.	Substituted a known good battery pack and see if it charges in the Sharemike. If it does charge, replace the worn or defective battery pack. Typical battery life is 1-2 years.
	Check	that the battery contacts are not obstructed.	Ensure that there is no object preventing good contact between the battery pack and contacts.
Sharemike won't charge	Verify	that the correct battery pack is being used.	Use the Lightspeed NH2APK NiMH rechargeable sensing battery pack as it is the only kind of battery pack that will properly charge with the Sharemike.
	Check	that the Sharemike charging circuitry is working properly.	Substituted a known good battery pack and see if it charges in the Sharemike. If it does charge, replace the worn or defective battery pack. Typical battery life is 1-2 years.
	Verify	that the Sharemike is connected to the charging cable and the charging cable is connected to the USB power supply.	When the Sharemike is properly connected to the USB power supply, the mic 1 or mic 2 light will glow blue and the charging light will glow red. The red light will turn green when charging is complete.
	Verify	that the charge cable is connected properly.	The charger connection is located on the bottom of the Sharemike.
	Verify	that the USB power supply is not damaged or defective.	Try known good USB power supply.
Sharemike does not indicate a 'Ready' signal (solid blue or red light)	Check	The Sharemike 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.