

Topcat Access

Troubleshooting Guide

Symptom		Problem Isolation Step	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 power adaptor 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 to the Topcat. Follow the registration instructions at: Lightspeed-tek.com/accessregistration .
	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 the speaker	Verify	the power light on the front of the Topcat is glowing blue.	If it is not blue, turn on the Media Connector or the Flexmike. If the Media Connector and/or Flexmike are on and there is still no voice, check that the power is properly connected to the Topcat either by an external power supply or hard-wired into the building's mains.
	Verify	that the blue power light on the Flexmike is on.	If it does not come on, check that the battery pack can be charged 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 should be paired (registered) to the Topcat in order to function. If the Flexmike is not registered, follow the pairing instructions at: Lightspeed-tek.com/accessregistration .
	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 Mic 1 or Mic 2 status will indicate that it is muted. Briefly press the power/mute button to unmute.
	Check	if PageFirst feature is in use.	If so, adjust setting to approximately the 8 o'clock position. (See installation guide.)

Topcat Access Troubleshooting Guide (cont.)

Symptom		Problem Isolation Step	Resolution
Feedback	Check	Flexmike volume settings	Flexmike volume may need to be decreased.
	Check	the Media Connector Microphone Volume setting.	Media Connector Microphone Volume may need to be decreased.
	Check	the volume level of the audio source.	Decrease volume on the audio source as needed.
Low Voice Volume	Verify	Flexmike volume is not set too low.	Adjust the volume setting by pressing the volume 'Up' button on the side of the Flexmike.
	Check	the Media Connector Microphone Volume setting.	Media Connector Microphone Volume may need to be increased.
	Test	a known good microphone on the same channel with the system.	If the volume level remains the same as the original microphone, the amplifier is most likely the cause of the problem.
Flexmike 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 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 and then turn solid blue.
Flexmike will not charge	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 inserted into the charging cradle.	When the Flexmike is properly inserted into the charging cradle, the red charging light turns on and the blue mic status light will remain on. The red charging light will turn green when the battery pack is fully charged.
	Verify	that the cradle charger is not damaged or defective	Try charging with a known good cradle charger.
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 a few seconds for the blue light to turn solid, indicating READY for operation.

Topcat Access Troubleshooting Guide (cont.)

Symptom		Problem Isolation Step	Resolution
Sharemike will not power on	Check	that the battery pack is properly installed.	Ensure that proper polarity is observed.
	Check	that the battery pack is charged.	Substitute 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 battery contacts.
Sharemike won't charge	Verify	that the correct battery 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 Sharemike.
	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 red charging will turn green when a full charge is reached.
	Verify	that the cradle charger is not damaged or defective.	Try known good cradle charger.
Sharemike does not indicate 'Ready' signal (solid blue or red light)	Check	the Sharemike by power cycling.	Power the Sharemike 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.