

Access Systems

Troubleshooting Guide

Symptom		Problem Isolation Steps	Resolution
Base Unit. No sound from speaker	Check	that blue power light on front of Base Unit is on. Base Units consist of Redcat Access, Topcat, 955 Access, Access Link.	If not, verify all connections are snug from the AC connection to the power supply, and from the power supply to the base unit. 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 Base Unit.	The mic 1 or mic 2 status light will be green on the front of the Base Unit 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 Base Unit "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 Base Unit.	Ensure that the volume level is not set too low.
Feedback	Check	that the volume on the Base Unit 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 Base Unit 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 Base Unit.	Access components have a wireless range of up to 200', but will be less through thick walls. Substitute known good microphone and see if intermittent operation stops. If it does, the original microphone could be the source of the problem.

Symptom		Problem Isolation Steps	Resolution
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, then turn solid blue when ready.
	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.

