

REDCAT® (RC2)

Troubleshooting Guide

Symptom		Problem Isolation Steps	Resolution
REDCAT (RC2) No sound from speaker	Check	that blue power LED on front of RC2 is lit.	If not, verify all connections are snug from the AC connection to the power supply, and from the power supply to the RC2. If all connections are secure, determine if the outlet is working or test with a known working power supply.
	Check	that the red LED above the corresponding channel volume control illuminates when speaking into the microphone.	Verify that the frequency of the microphone matches the frequency group of the RC2. G1=microphone marked with "G1" G2=microphone marked with "G2"
	Verify	that the RC2 channel A & B volume controls are set to just below mid-range.	Adjust volume level to achieve desired loudness. If still no sound, try connecting another audio device to one of the inputs.
	Verify	that sound from the "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.
	Test	the original microphone with a known good system.	If the problem persists, the microphone is likely the cause of the problem.
Static is heard from speaker	Check	that the battery(ies) being used in the microphone is charged and is the proper type.	Install the proper NiMH battery(ies) that is fully charged.
	Test	the original microphone with another system that is working properly.	If static is heard with the known good system, the microphone is likely the cause of the problem.
	Test	whether a known good microphone works with the RC2 being tested.	If the problem persists, the RC2 is likely the cause of the problem.
	Check	if two microphones are being used that they are on different channels.	If needed, change one microphone to the opposite channel.
	Check	RC2 placement in the room.	Evaluate the RC2 location in the room and adjust as needed. It should be located near the center of the room along a long wall. Avoid placing it near obstructions.
	Check	that the RC2 is located away from possible sources of IR interference.	Direct sunlight and Plasma monitors can adversely affect performance.

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Feedback	Check	that the volume on the RC2 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 microphone is being worn properly.	The top of the microphone should be worn at the level of the collarbone. Adjust lanyard accordingly.
	Check	that the tone is set to the mid-point.	Set the tone indicator to the 9 o'clock position and then adjust as needed to eliminate feedback.
	Test	the original microphone with another system that is working properly.	If the problem persists with the other system, the microphone is likely the cause of the problem.
Low volume	Check	that the volume level on the RC2 is not set too low.	Position the volume indicator at the 12 o'clock position and then adjust as needed for normal operation.
	Check	that the microphone is being worn properly.	The top of the microphone should be worn at the level of the collarbone.
	Check	a known good microphone on the same channel with the RC2.	If the volume level remains the same as the original microphone, the most likely cause of the problem is the RC2.
Drop-out / intermittent operation	Check	if two microphones are being used that they are on different channels.	If needed, change one microphone to the opposite channel.
	Check	that there is no obstruction between the RC2 and the microphone.	Make sure the microphone is not blocked by clothing or turned to face the user.
	Check	RC2 placement in the room.	Evaluate the RC2 location in the room and adjust as needed. It should be located near the center of the room along a long wall. Avoid placing it near obstructions.
	Check	that the RC2 is located away from possible sources of IR interference.	Direct sunlight and Plasma monitors can adversely affect performance.
	Check	that a known good microphone works with the system being tested.	If the intermittent operation stops, the original microphone is likely the cause of the problem. If the problem continues, the RC2 is the most likely cause.
REDMIKE2 (RMT2) will not power on	Check	that the correct battery is being used.	Use the Lightspeed NH2A27 NiMH rechargeable sensing battery as it is the only kind of battery that will properly charge with the RMT2.
	Check	that the battery is installed properly.	Ensure that the polarity is observed.

LIGHTSPEED TECHNOLOGIES

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Symptom		Problem Isolation Steps	Resolution
	Check	that the battery is charged.	Substitute a known good battery and see if it charges in the microphone. If it does charge, replace worn or defective battery. Typical battery life is 1-2 years.
	Check	that battery contacts are not obstructed.	Ensure that there is no object preventing good contact between the battery and contacts.
RMT2 won't charge	Verify	that the correct battery is being used.	Use the Lightspeed NH2A27 NiMH rechargeable sensing battery as it is the only kind of battery that will properly charge with the RMT2.
	Verify	that the RMT2 charging circuitry is working properly.	Substitute a known good battery and see if it charges in the microphone. If it does charge, replace worn or defective battery. Typical battery life is 1-2 years.
	Verify	that the RMT2 is being seated properly in the cradle charger.	When the RMT2 is properly inserted in the cradle, the LED on the charger should turn solid red.
	Verify	that the cradle charger is working properly.	The LED on the cradle charger should turn solid red when the microphone is inserted. If no LED's light, try using a known good cradle charger. (If there is a blinking red LED, that indicates no battery is sensed. A green blinking LED indicates a non-Lightspeed battery has been installed (possibly an alkaline battery).
	Verify	that the cradle charger power supply is not damaged or defective.	Try known good charger power supply.
REDMIKE Share2 (RMS2) will not power on	Check	that the correct battery pack is being used.	Use the Lightspeed NH2APK NiMH rechargeable battery pack as it is the only kind of battery pack that will properly charge with the RMS2.
	Check	that the battery pack is installed properly.	Make sure that the polarity is observed.
	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.
	Check	that battery contacts are not obstructed.	Ensure that there is no object preventing good contact between the battery pack and contacts.
RMS2 won't charge	Verify	that the correct battery pack 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 RMS2.

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	Check	that the RMS2 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 RMS2 is connected to the charging cable and the charging output on the cradle charger.	When the RMS2 is connected to the charger, the LED on the microphone should turn solid red.
	Verify	that the charge cable is connected properly.	The charger connection is located on the bottom of the microphone.
LT71 will not power on	Check	that the correct batteries are being used.	The LT71 uses two AA NiMH batteries for proper operation and charging. The Lightspeed NH1 is recommended for optimum use.
	Check	that the batteries are installed properly.	Ensure that the polarity is observed.
	Check	that the batteries are charged.	Substitute known good batteries and see if they charge in the microphone. If they do charge, replace worn or defective batteries. Typical battery life is 1-2 years.
	Check	that battery contacts are not obstructed.	Ensure that there is no object preventing good contact between the batteries and contacts.
LT71 won't charge	Check	that the batteries are installed properly.	The LT71 uses two AA NiMH batteries for proper operation and charging. The Lightspeed NH1 is recommended for optimum use.
	Check	that the LT71 charging circuitry is working properly.	Substitute known good batteries and see if they charge in the microphone. If they do charge, replace worn or defective batteries. Typical battery life is 1-2 years.
	Verify	that the LT71 is connected to the charging cable and the charging output on the cradle charger.	Ensure the power switch is in the off position. When the LT71 is connected to the charger, the LED on the microphone should turn solid red. When the LT71 is connected to the charger, the LED on the microphone should turn solid red.

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(SD0263U501-2)