

Troubleshooting iRespond Errors and Problems

During an iRespond session, you may run into problems that arise from the iRespond Teacher Dashboard or the iRespond base unit. Below are some procedures to follow to solve issues, so that you may quickly continue with your session. Please reach out to your school field tech or TTIS for support when necessary.

Login Issues

If you cannot login to iRespond to access the teacher dashboard, check the following:

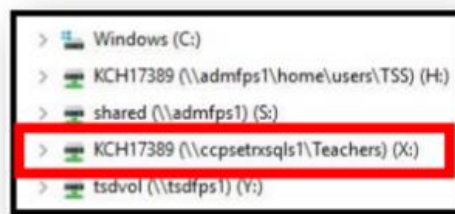
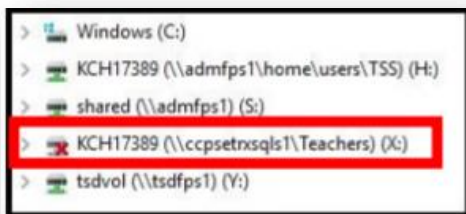
- Be sure you used your CCSD **badge ID** as the username, and **teacher** as the password.
- Hard-wire your laptop (connect to Ethernet cable) and restart.
 - Example of Ethernet cable:



Missing Rosters or Assessments

When you login to the iRespond teacher dashboard and find that your current rosters are missing, or your assessments are not showing in the list, complete the following:

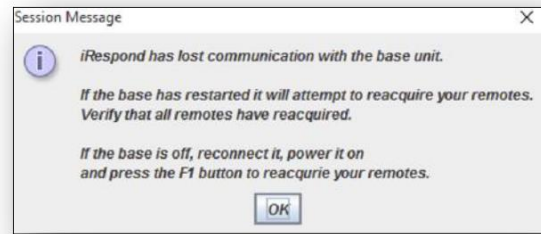
1. Click on your file explorer folder and check to confirm your X-drive is active (green). If the X-drive is red (inactive), click on the X-drive to make it active (green). Won't turn green? Continue to Step 2.



2. Hard-wire your laptop (connect to Ethernet cable) and restart. This should "wake-up" your X-drive and turn it green.
3. Open iRespond, login and verify that your roster(s) and/or assessments have appeared. If not, please submit a work order, contact Customer Care (Help Desk) or your local TTIS for additional support.

iRespond Has Lost Communication with the Base Unit

You may see this message if you are running an iRespond session and the iRespond session loses communication with the iRespond base unit, connected via USB.



A loss of communication with the base unit can occur for a few different reasons:

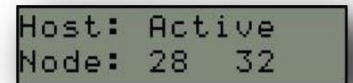
- Your USB cable has become disconnected from the base unit, or computer
- The USB cable may be faulty
- The USB port on your computer is loose, or faulty
- An error has occurred, causing the base unit to reset

If you see the communication error, follow the troubleshooting steps below.

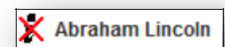
Scenario A:


Look at your base unit to see if it has powered itself back on. If it did **NOT** power back on by itself, skip to Scenario B.

1. **If it powered back on by itself**, allow the base unit to finish its power-on cycle and return to a normal operating mode.
2. After the power-on cycle has completed, be sure all your existing students (listed in user panel on the left side of iRespond dashboard) have been logged back in.
3. If any students remain with their status as a "Red X", **press the F1 button** on your iRespond base unit **ONCE**.
4. If any problems remain, complete a full "Session Resume."



```
Host: Active
Node: 28 32
```



 Abraham Lincoln






Scenario B:

If your base unit has powered off, and did **NOT** power back on by itself, make sure all connections are securely connected to the USB ports on the computer and base unit, then follow the steps below.

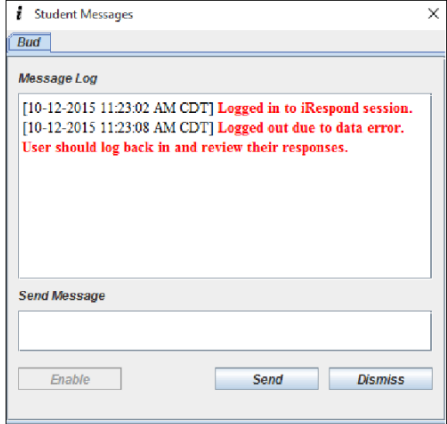
1. Press the power button on the base unit. Allow the base unit to finish its power-on cycle and return to normal operating mode.
2. After the power-on cycle has completed, press the F1 button on your base unit **ONCE**.
3. If any students remain with their status as a "Red X", or there seem to be any problems remaining with the session, complete a full Session Resume.

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Host: Active
Node: 28 32
```

Dashboard Status

Indicator	Description
 Bud	Visible in the User's pane (left side) of the session dashboard, this indicator means that this student "Bud" is not currently logged into this session.
 Bud	Visible in the User's pane (left side) of the session dashboard, during a student-paced session this indicator means that the student is logged into the session and is currently answering questions. During an instructor-paced session this indicator means that the student has not yet answered the current question.
 Bud	Visible in the User's pane (left side) of the session dashboard only during student-paced sessions, this indicator means that the student is logged into the session but has not yet received any questions. If an error occurs and the dashboard loses its connection to the base unit, students who have been re-acquired will have their indicators reset to this icon.
 Bud	Visible on the User's pane (left side) of the session dashboard only during instructor-paced sessions, this indicator means the student has answered the current question.
	Visible on the User's pane of the session dashboard, this indicator means that power saving mode of the Lite remotes has engaged. <i>Note: do not enable power saving mode with the NG remotes as they have an internal power reduction circuitry enabled by default and using power saving mode will do nothing more than slow down the system.</i>

Dashboard Errors

 <p>The screenshot shows a window titled "Student Messages" with a "Bad" status. The "Message Log" contains two entries: "[10-12-2015 11:23:02 AM CDT] Logged in to iRespond session." and "[10-12-2015 11:23:08 AM CDT] Logged out due to data error. User should log back in and review their responses." Below the log is a "Send Message" section with an empty text box and "Enable", "Send", and "Dismiss" buttons.</p>	Error	<p>May appear during a session with NG remotes. This message means that a student's answer contained erroneous data. To maintain data consistency the student's remote has been powered off and the offending response removed. The student will need to re-login and pick up on the answer where the error occurred. This message appears almost exclusively when students are answering too quickly and inputting answers when the "Sending Response" screen is displayed on the remote.</p>
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