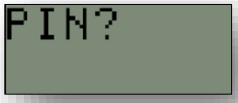
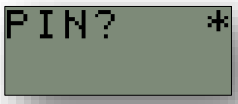
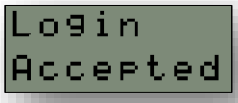
iRespond Remote Status & Errors

These directions will discuss common statuses of student iRespond remotes, and errors that might occur with the remotes.

Common Remote Status

	• Students should enter their PIN, which is their student number. • If the remote immediately returns to the *PIN? Screen* after students enter their PIN the first time, the student needs to double check that their number was entered correctly.
	• The asterisk indicates a low battery. Replace the batteries in the iRespond remote.
	• The student's PIN has been sent to the iRespond Base Unit. However, an iRespond Session has not been started by the teacher yet. • If the iRespond Session has been started by the teacher, and *Login Sent* is still shown on the remote screen, try powering off the remote, then powering on, and logging in again. If the remote still says *Login Sent*, try replacing with another remote from your kit. That remote might need to be added to the collection list once you have ended the current session. Click here for directions on adding a remote to the collection list.
	• The student's PIN has been accepted and is waiting on an iRespond session to begin.

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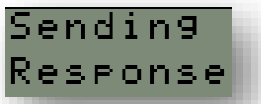
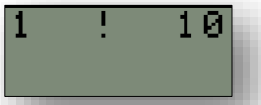
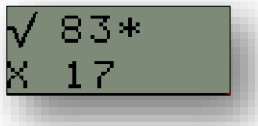
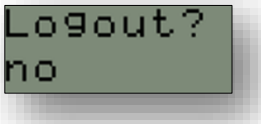
	• An iRespond session is active. The number 1 indicates the student is on question 1 out of 10 questions total on the assessment.
	• This message will appear briefly while the response is being sent to the base unit.
	• The exclamation point informs students that their remote has lost communication with the base unit and is now in offline mode. When in offline mode, the remote will continue to collect answers and will attempt to reconnect to the base unit. If the problem causing the remote to go offline is resolved prior to the student logging out of their remote or the session ending, the answers will automatically upload. • Troubleshooting for remotes that are in offline mode: o The remote is having problems communicating with the base unit. Check to make sure your base unit antenna is connected properly. The remote could be out of range from the base unit. o The iRespond Base Unit is not responding. Check to make sure the base unit is powered on and plugged in. You might need to try a different USB port on your laptop/docking station. It is suggested to use the USB port on the right-side of your laptop.
	• Students will see this screen on their remotes if the teacher selected Auto Reflection in the Session Properties menu. The top number reflects the percent of the class answering the question correctly. The bottom number reflects the percent answering the question incorrectly. The asterisk indicates how the students using the remote answered the question – correct or incorrect.
	• This screen will appear after the student has answered the last question and pressed SEND. Use the left or right arrows to change the response from "no" to "yes."

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