



Common Inquiry:

Program does not respond to my clickers

1) First check that the base unit is connected to your computer, powered up and receiving signals from the remotes:

H-ITT base units are powered by the USB cable, and this is the only connection needed: Make sure the power indicator light on the base is on.

Then:

Press a key on a remote and verify the base unit is receiving clicker responses:

- The green light on the remote should turn on (this is the 2 way confirmation). If using an IR system, point the remote at the face of the base unit.
- The indicator light(s) on the base unit responds to the clicker input; For an RF base the red and green indicator lights should blink, and for the IR base the indicator light should flash bright.

If the remotes and base are communicating OK as above, go to step 2.

If not:

When you press a key on the remote and the light does not come on at all, check the remotes batteries and [battery connection](#). If the remote light blinks red but the base unit lights do not flash, check the following.

- For an RF system, make sure the RF channel is the same for the base and the remotes: You can “set to factory default”, first disconnect the base then set the switches on the iCue Base to the default channel 07 (printed above the switches on the back). [Select RF channel 07](#) on the remote. Reconnect the base to the computer and retest.
- For an IR system, make sure the remote is pointing at the face of the base unit.

If the problem with hardware communication still exists, contact H-ITT support at 888-322-0089.

2) Test to verify H-ITT programs are receiving the data from the base unit:

With the base unit connected, start Acquisition to bring up the starting screen.

NOTE: For Windows, you can connect the base unit when this home screen is up; the USB com port ‘pops-up’ a few seconds after the base is connected. For Mac and Linux, the base unit must be installed prior to starting Acquisition.

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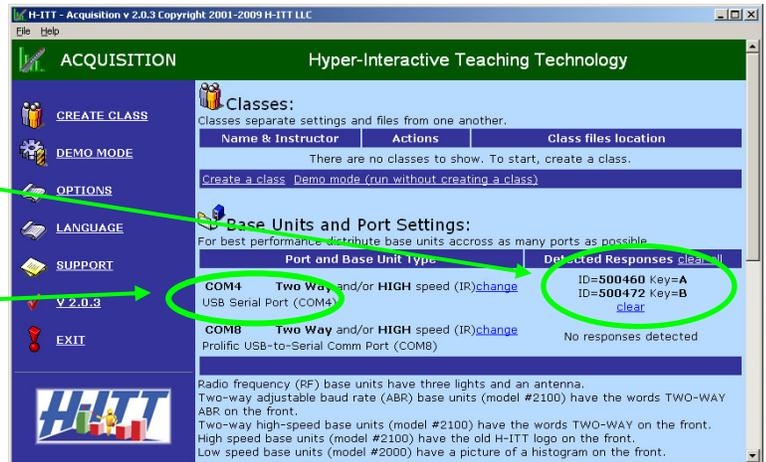
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Test for remote responses by pressing a Multiple Choice key on the remote. The remotes serial number and key that was pressed should show up here. If so, go to step 3 'Test Class settings'. If not, check for the com port being present.

For Windows, the com port will be labeled USB Serial Port (com #) for Mac the com port is labeled USB Serial Adapter.

If the com port does not show, the problem is likely with the USB driver installation, or if the com port appears correctly, the problem could be a change option setting.



USB drivers

For Windows the USB drivers are installed along with the installation of H-ITT CRS. If you have an older version of the H-ITT CRS (i.e. version 1.x.x) the USB drivers needed to be installed separately. **We recommend that you download and install the current version if H-ITT CRS.** Your CRS version is shown in the left column of the home screen next to the red check; simply click this to check for updates. If you have an older version, download and install the current version, and re-try the above test.

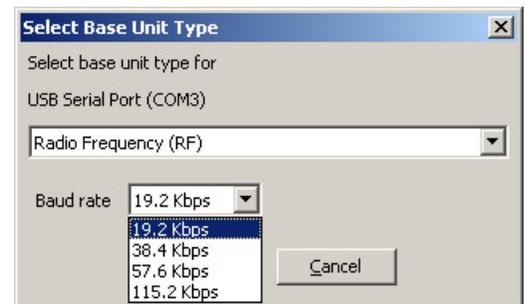
For Mac operating systems you need to download and install the appropriate USB driver for your system. There are 2 versions, one for the "Intel" processor, and one for the "power PC" processor. Verify your version of Mac, and download/install the appropriate driver from the downloads section at h-itt.com, <http://www.h-itt.com/downloads.htm> and retry the above test.

Change option settings:

Click on the blue "Change" link for the appropriate com port the base is connected to and select the Baud rate pull down and select the 19.2 Kbps option to match the factory default setting of the base units.

NOTE: all base units are factory default to 19.2K Baud. If you have changed the baud rate of the base unit, you must select this new baud rate from this "change" pull down menu. If you want to re-set the base to the factory default 19.2K baud, set the switches on the base unit per the SW default settings as shown above the switches on the base unit.

NOTE: The default "base unit type" is Radio Frequency (RF) and will work with all current RF and IR systems. If you have an older IR system (i.e. low speed or RX 2000 receiver) then you need to select this from the base type pull down menu.



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3) Class settings

If your hardware is responding properly, and the Acquisition main screen is showing detected responses the problem could be with your class set up.

A simple way to check for this is to create a new class leaving all the defaults (i.e. click CREATE CLASS and then OK). Start the class (click the class name) and press the Green start question button and press the A/1 key on a remote. If the ID box appears then your system is working properly and it's a problem with your class set up.

NOTE: You can delete this "test" class from the main screen by clicking the Remove button.

Here are some class settings to check that could inhibit getting responses:

- The **Mode** is set correctly: only "single Question" and "Testing-Multiple Choice" can be used with multiple choice remotes (i.e. the iCue or iBright)
- The **question type** is selected correctly: only "Multiple choice", "True False" and "Yes No Abstain" can be used with multiple choice remotes (i.e. the iCue or iBright).
- If using the Multi-Digit iCue Pro remote, make sure the remote mode is selected the same as the question type and Mode that is selected in Acquisition (shown by the question type text in the Acquisition screen).
- Make sure you are pressing a button within the range of Acquisition answer selections. (i.e. if the text in the screen says "Allowed Responses Chances: 5" then only keys A through E will work).
- The **Input source** is selected as "Remotes (COMx)" from the Options>Advanced pallet.

Appendix

To change the RF channel on the iCue, TX3100 remote to factory default

1. Press and hold the down arrow key until the LED turns from GREEN to RED (about 3 seconds).
2. Enter 0 then 7, the LED blinks GREEN with each key press
3. Press the down arrow again. If a valid number is entered, after the down arrow is pressed, the RED LED will slow blink until it either acquires the RF receiver (in which case it will fast blink green) OR time out after about 7 seconds then fast blink RED.

NOTE: The base unit must be powered up and set to channel 7.

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To change the RF channel on the iCue Pro, TX3200 remote to factory default

Press the MNU key until you see the RF channel change mode, enter 7 then press SEND.

CH:7 MNU
RF CH 7
NEW

SEND

The TX3200 will search for a H-ITT receiver on the selected channel for a few seconds. If the channel is set properly (i.e. same as a local H-ITT base receiver) the LED will rapidly blink green, and the display will confirm Channel OK.

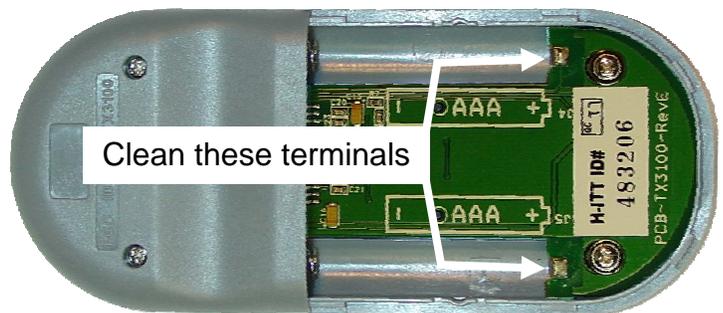
NOTE: The base unit must be powered up and set to channel 07 for this test.

Battery connection issue:

RF remotes (uses 2 AAA batteries)

The positive terminals may have some residue or other “contact inhibitor” on them.

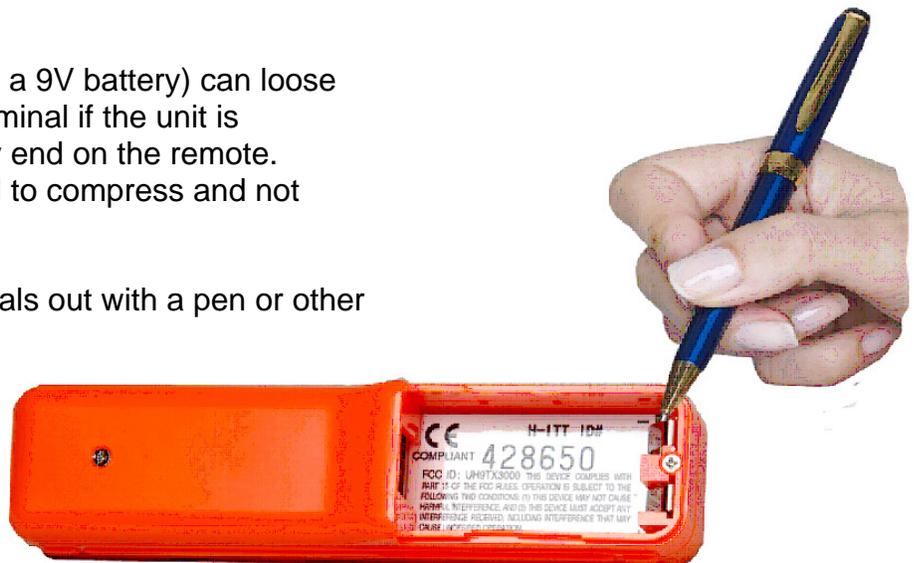
You can scrape these terminals with a blade or other sharp tool to remove any possible residue on them.



The iBright, TX1000 remotes (uses a 9V battery) can lose battery contact from the battery terminal if the unit is accidentally dropped on the battery end on the remote.

This can cause the battery terminal to compress and not make good contact.

To repair this, gently pry the terminals out with a pen or other object as shown below.



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