



# TECH TIP

## PRS RF Clicker Messages

This Tech Tip describes each of the status messages that can be displayed on the LCD on Interwrite PRS RF Clickers, each message's description, and, where appropriate, a possible cause for the appearance of the message or a possible remedy for the error situation identified.



Clicker Message	Description of Message	Possible Cause / Possible Remedy
<b>Battery Low</b>	Low battery detected. Shown on bottom line of display at power-on or upon wake-up.	Running out of battery power. This is initially displayed when the battery indicator is at about 20% of power remaining.
<b>Scanning Classes Please Wait</b>	Clicker is scanning for Classes. Displayed until first Class is found or scan is completed.	Clicker is powered on.
<b>Scanning found X Y</b>	Displayed while scanning for Classes. X is the number of Classes found and Y is the first or scrolled-to Class Name found.	Clicker has found PRS RF Classes in proximity.
<b>Scanning done No Classes found</b>	Status when no Classes are found after scan.	Clicker has not found any PRS RF Classes in proximity. <ul style="list-style-type: none"> <li>• Verify RF Receiver is properly installed and driver is found.</li> <li>• Verify the RF Class is started.</li> <li>• Verify that the RF Clickers are not more than 150 feet from the RF Receiver.</li> </ul>
<b>Finding Class</b>	Looking for a particular Class. Displays when scanning for a Closed Class, or when reconnecting to a Class.	Looking for a particular Class. Displays when scanning for a Closed Class, or when reconnecting to a Class.
<b>Select Class X</b>	Select Class to join. X is the Class Name.	PRS RF Clickers will scan for nearby RF Classes. Before joining the Class, verify that the Class Name displayed on the Clicker LCD matches the name displayed on the yellow Status Bar.

Clicker Message	Description of Message	Possible Cause / Possible Remedy
Joining Class X	The Class we are joining. X is the name of the Class.	
Joined Class X	The Class we have joined. X is the name of the Class.	
Class not joined	Failed to join the Class on the first attempt. Must rescan Classes.	<p>Clicker is not able to join the RF Class.</p> <ul style="list-style-type: none"> <li>• Verify the Clicker does not have low batteries.</li> <li>• Try joining the Class when a Question is not in progress. If too many Clickers are trying to join the Class while a Question is running, the RF Receiver is not able to send a join confirmation back to the Clickers.</li> <li>• Try adding another RF Receiver.</li> </ul>
Sending	Displays when sending an answer.	
Resending	Displays when the first attempt to send an answer failed. We try two more times before returning an error.	The Clicker is not getting confirmation from the RF Receiver that the Response was received.
Received	Answer was received by RF Receiver.	
Received X/Y	Message displayed after Homework is sent. X is the number of Responses sent and Y is the total number of Homework Responses stored in the clicker.	If the number of Responses sent does not equal the total number of Responses stored in the Clicker, the homework assignment should be sent again until all Responses have been received. On the other hand, if Responses have been sent for this homework assignment before, only new answers, or answers that have been changed will be sent.
Error! Not Sent	This message is returned to the Clicker when data does not make it to the RF Receiver for any reason.	<p>After three tries, the Clicker did not receive confirmation from the RF Receiver.</p> <ul style="list-style-type: none"> <li>• Verify the Class is still running. Was the Class stopped and then restarted? If the Class is ended and restarted, all Clickers must rejoin.</li> <li>• Try adding an additional RF Receiver.</li> <li>• Try resending the data.</li> </ul>
Wait for Q	An answer was sent before the Question was started.	<p>A Response was sent before the Question was started. Resend the Response after the Question is started.</p> <p>Or, a Response was sent after the Question was stopped. It is too late to send a Response.</p>

**Clicker Message****Enter Answer****Enter Test #****Not Received****Saved****Correct****Incorrect**

Description of Message	Possible Cause / Possible Remedy
Enter an answer on the entry line.	
Enter the number of the Test Key for the Self-Paced test or Homework Assignment.	
Self-Paced test answer not sent yet.	Press the Enter/Send key to send the answer.
Homework answer saved.	
The answer was received by the RF Receiver and was the correct answer. This will display only when a Session Preference is set.	
The answer was received by the RF Receiver and was not the correct answer. This will display only when a Session Preference is set.	