
Learning Centre Help Desk

General advice for LCCs
and teachers

iPads not charging

Teacher iPad not
connecting to server

Learner iPad not
connecting to session

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before end of session

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sound from iPad

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(sleep mode) on iPads

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in oncourse App

Problems with individual
oncourse activities

iPad(s) downloading
assets

Create a hotspot on
mobile phone

Unlock Learner iPads

General advise for LCCs and teachers

1. Clean solar panel at least once a week (more during dry/dusty periods). When the solar panel is dirty it cannot absorb enough power from the sun to charge the batteries.
2. Switch off the cabinet or remove charging cables from the iPads when they are fully charged. Devices should not be left charging over weekends or holiday periods. This will help to prevent overcharging the iPads which may cause their internal batteries to swell.
3. If you have a USB server (see below) it is important that this is not left on charge for long periods of time as this will cause damage to the server.
 - Remove the charging cable during your lessons.
 - Remove the charging cable over weekends and holiday periods.
4. Take care not to open the Learner 2 App on the teacher iPad as this will lock it. If this occurs, return to main menu and select **Unlock Learner iPad**. When unlocked, select the Admin App from the main screen.
5. This Help Desk has been designed to provide information on the technical equipment and to give suggestions on how to fix common problems that may occur.



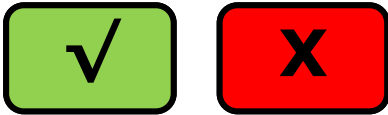
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iPads not charging

Select your charge controller (see images below)

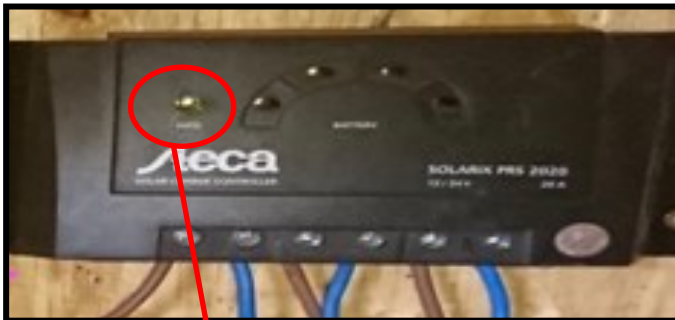
(Fig 1) Check if orange/red lights display on charge controller?

(Fig 2) Check if error message flashing on charge controller?

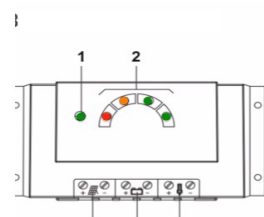


The charge controller controls the flow of power from the solar panel to the batteries. It also displays lights or a numerical value to show the amount of power stored in the batteries.

Fig 1:



Info light (1)



Display Lights on Battery
Charge controller In Charging
Cabinet

1. Info Light should always be green
2. 4 Lights to show battery condition

Red light = Battery less than 40%
Yellow light = Battery less than 50%
Green 1 = Battery more than 50%
Green 2 = Battery more than 80%

Fig 2:



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iPads not charging

(Fig 1) Charge controller displays orange/red lights

OR

(Fig 2) Error message flashing on charge controller

Please try the following actions:

1. Check that the cabinet is switched on.
2. Switch off the cabinet and leave for 5 mins then switch it back on. This will reset the charge controller.
3. Check connections on the battery are good. If necessary tighten the connection with a spanner or pliers.
4. Clean your solar panel. Wait until the next day and check the charge controller again. This will allow time for the solar panel to absorb power.
5. If all connections have been checked there could be an electrical issue, a problem with the charge controller or the batteries may have come to the end of their lifespan. Contact technical support.

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iPads not charging

Check if green or blue lights display on the charging hub?



When iPads are stored in the cabinet, they are connected to the charging hub using the charging cables. The hub provides power to the iPads.

When an iPad is connected to the hub, the light next to this connection should be green or blue.



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iPads not charging

If green or blue lights do not display on the charging hub, please try the following actions:

1. Check the switch on the back of the charging hub is turned on.
2. If the hub is switched on and there is no power to any of the iPads this indicates that the charging hub (or the transformer which connects to hub in some cabinets) is faulty or there is an electrical problem. Contact technical support.

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iPads not charging

If green or blue lights display on the charging hub but individual iPads will not charge, please try the following actions:

1. Connect the iPad to another charging cable. If the iPad now charges this indicates that the original cable is faulty and should be changed.
2. If the iPad does not charge on the new cable (and this cable works for other iPads) this indicates that there may be a problem with the iPad. Contact technical support to examine the iPad.

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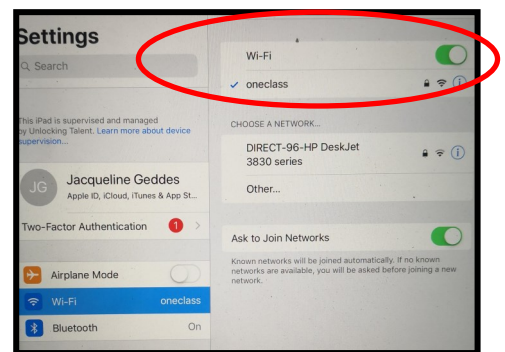
Teacher iPad not connecting to server

Please try the following actions:

1. Check if teacher iPad is connected to oneclass network.

oneclass is the WiFi network which allows communication between the iPads and the server. To check if the teacher iPad is connected to oneclass:

Open [Settings](#) on the teacher iPad and select [WiFi](#) and check that oneclass network is connected.



2. If oneclass is not selected, find [Choose a Network](#) and select [oneclass](#).
3. If oneclass still does not display, switch off [WiFi](#) then switch it back on again. This will force the iPad to search for the [oneclass](#) network again.
4. Try to connect to the server with another teacher iPad. This will indicate if there is a problem with the server or with the teacher iPad.
5. Choose the **Next>>** option below.

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Teacher iPad not connecting to server

Please try the following actions:

NOTE: When testing if actions have been successful you will need to connect the teacher iPad to oneclass, open Admin 2 App and try to reconnect.

Identify and select your server from the options below:

Server 1:



Select

Server 2:



Select

NOTE: Sometimes the teacher iPad will connect to the server but will repeatedly lose the connection during the session.

1. This may indicate that there is insufficient power to the server. Return to the main menu and select option **iPads not charging**.
2. Alternatively, this may indicate that the SD card or the server is faulty and needs to be replaced. Contact technical support.

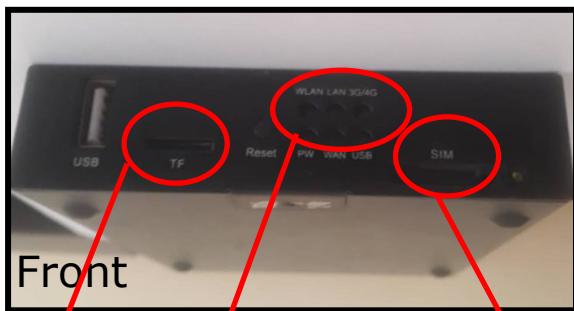
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Teacher iPad not connecting to server (1)

Check if red light displays on server?



A red light (power and network lights) indicates that there is power to the server, this is required for the teacher to connect. The additional flashing green lights indicate that the network is active.



SD card

Power and network lights

SIMM card



Power connector

3G/4G and WLAN antenna ports

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Teacher iPad not connecting to server (1)

If red light displays on server, please try the following actions:

1. Switch off the cabinet and leave for 5 mins then switch it back on. Wait for a 5 mins for lights to display. This will reset the server.
2. Check that the SD card is secure in the server. Carefully push the card to ensure that it is fully inside the slot.

It is possible that the SD card will fall inside the server, use a small screwdriver to open the server and locate the card.

It is possible that the SD card has become corrupt or the server is faulty and needs to be replaced. Contact technical support.

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Teacher iPad not connecting to server (1)

If red light does not display on server, please try the following actions:

1. Check that the cabinet is switched on.
2. Check that the power lead connection into the server is good.
3. Check that lights on the charge controller are green or blue. If they are not, this indicates a charging problem which will mean that the server is not receiving sufficient power. Return to the main menu and select option **iPads not charging**.

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Teacher iPad not connecting to server (2)

Please try the following actions:

1. Check that the server has power. If the screen is blank, press on the power button (to right side). If the screen remains blank, connect the server to its power lead and allow to charge for 15-20 mins before trying to connect the teacher iPad again.
2. Reboot the server by holding the power button (top right side) until **Shutting Down** displays, then release the button.



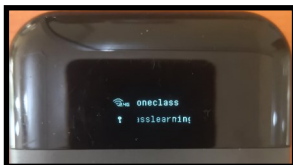
Hold the power button again until **Booting** displays.



When booting is complete **Insert SIMM Card** will display (SIMM Card is not required).



Tap the power button once (do not hold) until **oneclass** displays.



3. It is possible that the SD card has become corrupt or the server is faulty and needs to be replaced. Contact technical support.

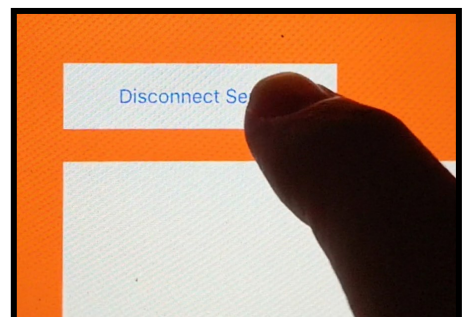
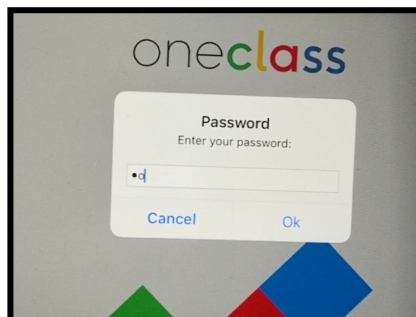
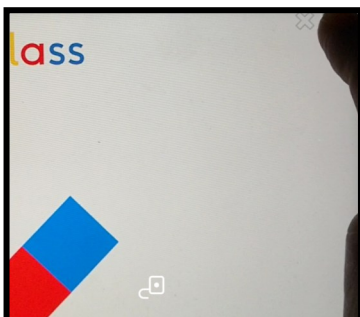
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Learner iPad not connecting to session

If individual learner iPads will not connect to an active session you will need to re-establish the connection to oneclass network.

Please try the following actions to 'pop' the iPad:

1. Firmly hold your finger on the **battery icon** top right of the iPad screen. This may take up to 1 min.
2. When the dialog box displays enter password **pop** you must do this quickly or the dialog box will disappear.
3. Select **Disconnect from Server**
4. Select **Save and Close**
5. Attempt to join the session again.
6. If learner iPad is still not connecting, select **Next>>** option .



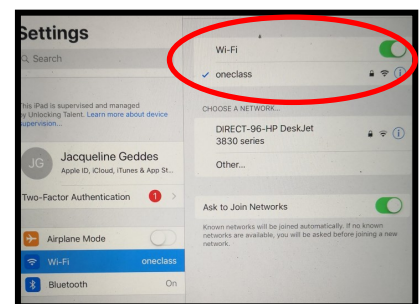
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Learner iPad not connecting to session

Please try the following actions:

1. Unlock the learner iPad. Return to the main menu and select option **Unlock Learner iPads**.
2. Open [Settings](#) on the learner iPad.
3. Select [WiFi](#)
4. Find [Choose a Network](#) and select [oneclass](#)



5. If [oneclass](#) does not display, switch off [WiFi](#) then switch it back on again. This will force the iPad to search for the oneclass network again.
6. Attempt to join the session again.
7. If iPad is still is not connecting to network. Re-start by holding the [Power button](#) on the top and [Home button](#) at the same time until [Apple icon](#) appears.

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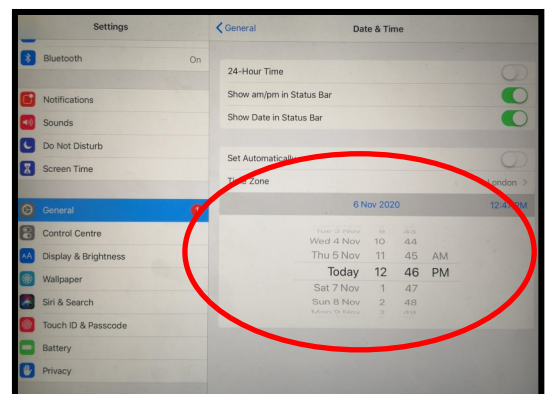
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Learner iPad closing before end of session

If individual learner iPads disconnect before the end of the session it is usually because the time on the iPad is not in sync with the time on the teacher iPad.

Please try the following actions:

1. Unlock the learner iPad. Return to the main menu and select option **Unlock Learner iPads**.
2. Open [Settings](#) on the learner iPad.
3. Select [General](#)
4. Select [Date & Time](#)
5. Switch off [Set Automatically](#) (if applicable).
6. Enter the correct time.
7. Attempt to re-join the session. You may now have to re-establish the connection to the onclass network. Return to the main menu and select option **Learner iPad not connecting to session**.



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Learner unable to hear sound from iPad

If a learner is unable to hear sound from the iPad this is usually caused by one of the following; incorrect sound settings on the iPad, a blocked headphone port on the iPad or a faulty headset.

NOTE: iPads can be used without headsets.

Please try the following actions:

1. Check the switch(s) on the top right side of the iPad, that the audio is switched on and the volume is high.
2. Check that the audio port on top of the iPad is not blocked. This sometimes happens when the headset jack snaps off inside the iPad. This can be repaired within the school if there are tools to do this or contact technical support for repair.
3. Connect a different headset to the iPad. Use a headset which you know has worked in another iPad. Remove any faulty headsets for repair.

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Adjust screen lock (sleep mode) on iPads

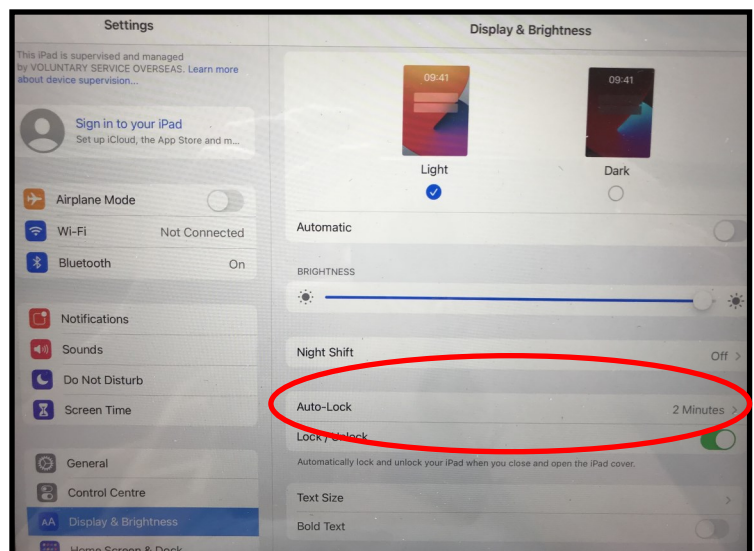
iPads will go into screen lock (sleep mode) when they have not been active for a given period of time. You may need to adjust (increase) the time period before the iPads go into sleep mode.

Please try the following actions:

Unlock the iPad, return to main menu and select **Unlock Learner iPads**.

Select [Settings](#) - [Display and Brightness](#) - [Auto Lock](#) - [10 mins](#) (or desired time).

NOTE: on older iPads Auto Lock may be located [Settings](#) - [General](#) - [Auto Lock](#)



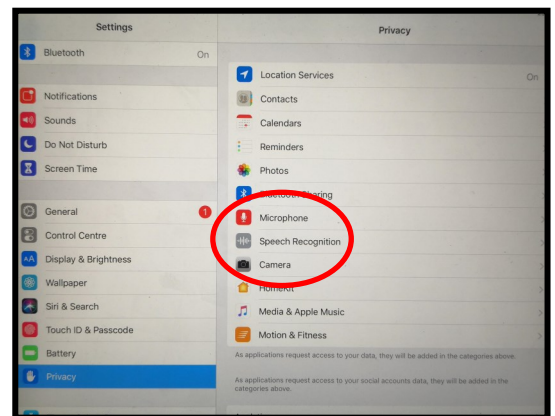
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App permissions error

The learner iPad can sometimes display an error saying that **App permissions are not available**. This is caused by restrictions in the Settings removing access to the microphone and/or camera.

Please try the following actions:

1. Unlock the learner iPad. Return to the main menu and select option **Unlock Learner iPads**.
2. Open [Settings](#) on the learner iPad and select [Privacy](#).
3. Select [Microphone](#) and switch so Learner 2 App can access the microphone.
4. Select [Camera](#) and switch so Learner 2 App can access the camera.
5. Attempt to re-join the session. You may now have to re-establish the connection to onclass network. Return to the main menu and select option **Learner iPad not connecting to session**.



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oncourse App deleted from iPad

Sometimes the icon for the Learner 2 App may be deleted in error. This is usually because the iPad has been given to a learner in the [unlocked](#) state. Connecting the iPad to an Internet connection should force the App to re-install.

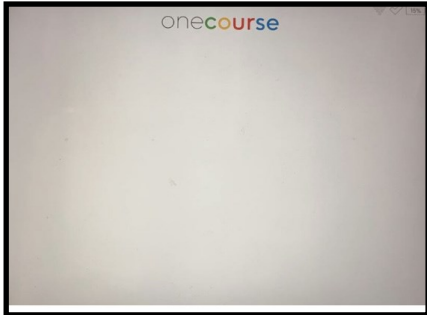
Please try the following actions:

1. Create a hotspot on your mobile phone. Return to the main menu and select option **Create a hotspot on mobile phone**.
2. Select [Settings](#) on the iPad and select the name of your hotspot in [Choose WiFi Settings](#).
3. Return to iPad desktop and check if Learner 2 App has re-installed, this may take 5-10 mins.
4. Lock the iPad by opening the Learner 2 App and following the process to '[pop](#)' the iPad. Return to the main menu and select option **Learner iPad not connecting to session**.

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Activities not displaying in onecourse App

Some or all of the learner iPads may fail to display content when the session has been started on the teacher iPad. The following screen will display:



Often the teacher iPad will connect and start the session but the connection will be lost. This can be identified by trying to stop the session, if it does not stop then the connection has been lost.

This error usually indicates that the server has become faulty and needs to be replaced or the SD card has become corrupt. Contact technical support.

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Problems with individual onecourse activities

Occasionally individual activities on the onecourse App may cause problems e.g. the learner cannot complete and progress from the activity.

Temporary fixes:

1. Re-start the iPad by holding the **Power button** (top right) and **Home button** at the same time until **Apple icon** appears.
2. Allow the learner to login with another learner's name. This will allow the learner to bypass the activity that is causing the problem.

Permanent fix:

Contact technical support. It is possible to block problem activities on the server.

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iPads downloading assets

Occasionally, individual or multiple iPads may start to download assets from the server. This is not a problem but it may take some time for the assets to download.

NOTE: This should not occur unless this is a new school, the iPads have been replaced or the server has been updated. Occasionally assets can be deleted in error when someone tries to 'pop' the iPad.

Please try the following actions:

1. Only allow a maximum of 4 iPads to download assets at any one time.
2. If more than 4 iPads try to download assets, switch off the other iPads until the first 4 have completed.
3. Repeat this process until all iPads attempting to download assets have completed this task.

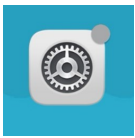
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Create hotspot on mobile phone

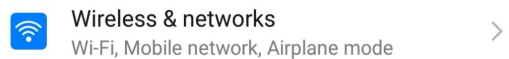
It is sometimes necessary to access the external Internet, for example to allow the technical support to reinstall Apps on the iPads. An external link can be made by creating a hotspot on your mobile phone.

Please try the following actions:

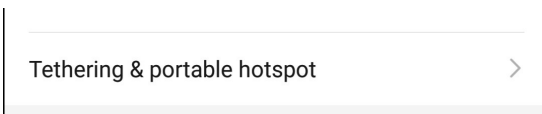
NOTE: options may differ slightly on your phone



1. Select Settings



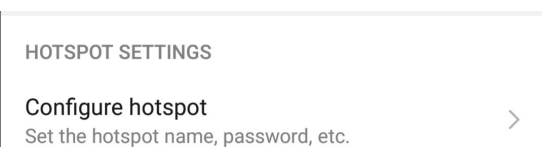
2. Select Wireless & networks



3. Select Tethering & portable hotspot



4. Select Portable WiFi hotspot



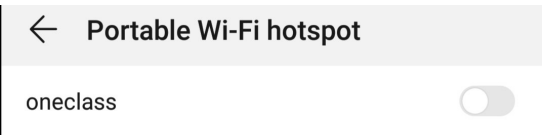
5. Select Configure hotspot



6. Match name and password to the network within the Learning Centre

Enter Hotspot name: [oneclass](#)

Enter Password: [oneclasslearningcentre](#)



7. Return to Step 4 to switch the hotspot off and on.

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Unlock Learner iPads

It is possible to unlock an individual learner iPad or unlock all learner iPads from the teacher iPad. This can be useful to access [Settings](#) in order to apply fixes to the iPad(s). Also, to enable the iPads to be used with different Apps.

Unlock individual learner iPad:

1. Firmly hold your finger on the [battery icon](#) top right of the iPad screen. This may take up to 1 min.
2. When the dialog box displays enter password [pop](#) you must do this quickly or the dialog box will disappear.
3. Select [Unlock Tablet](#) and [Save and Close](#)
4. Press the [Home button](#) the learner iPad should now be unlocked.
5. Remember to lock the iPad when you have finished your activity by opening the Learner 2 App and selecting [Save and Close](#)

Unlock all learner iPads from the teacher iPad:

1. From the Main Menu on teacher iPad select [Classes](#)
2. Enter PIN [3012](#)
3. Scroll down the screen and select [Unlock Tablets](#)
4. A message will display to show that iPads are unlocking.
5. Select [Logout](#)
6. Repeat this process to [Lock Tablets](#) when you have completed your

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