

## Teacher in a Box - Trouble Shooting

Problem	Comment
How do I get rid of the lock screen with the clock on it?	We wish we could- it's confusing. Just press the Enter (or Return) key and it will disappear and allow you to enter the password.
My TIB server takes a really long time to start up	In later versions the loading and indexing of the files is done during start-up. The good news is that everything will be super responsive when it finally boots up.
My Wi-Fi device cannot find the K4L network belonging to the Teacher in a Box server.	<p>Assuming that your device has already been set up correctly, as shown in the instructions, AND that you are located not too far away from the server, then the most likely reason is that you tried to access the Teacher in a Box server before it had fully booted up. Simply switch off your device and start it up again.</p> <p>If still no good, check whether others can access the Teacher in a Box server OK.</p> <p>If the problem is at the server end then the most likely cause is that the Router is not connecting with the TIB server properly or it was not plugged in before the Teacher in a Box was started up.</p> <p>Firstly, check that the router is plugged in properly and then reboot the Teacher in a Box server. .</p>
I have just logged on to the Teacher in a Box server and it has displayed a System Error message and wants to know if I want to report it. What should I do?	This occurred with some very early builds. Just ignore the message. It does not impact on the performance of the Teacher in a Box server.
The Team Viewer application displayed when I logged into TIB.	A nuisance but not a problem, just close it by clicking on the little X in the top right-hand corner of the Team Viewer window and proceed as usual.
When I tried to open the Firefox browser on the TIB server a screen popped up asking me whether I want to "Start New Session" or "Restore Session". Which should I select?	Starting a new session will open up the RACHEL page. If you accidentally select the Restore Session instead then just type 127.0.0.1 in the address line to get there.
A message has appeared along the bottom of the page asking me whether I want to refresh Firefox and make it like new.	The correct answer is No as it will reset the default values. Just close the message or ignore it
I have opened the Firefox browser but another screen opened and not the RACHEL modules.	You may have accidentally reset the default values. Just type this address in the browser: <a href="http://127.0.0.1">http://127.0.0.1</a> to get to RACHEL You can reset this address as the default by opening the Firefox menu (see the 4 parallel lines in the top right hand corner),

	selecting Preferences, clicking on Home and adding that address as a custom URL.
My device can't find the RACHEL modules because it keeps on trying to access the internet.	Some devices automatically assume internet. Try turning off the Mobile Data on your device and try again. If still unsuccessful turn off your device and turn it back on again. (Don't forget to turn on your Mobile Data back on after you have finished or your phone wont function properly)
My iPad 1 is able to access RACHEL OK but will not play the videos.	Unfortunately older devices such as iPad 1 are no longer being fully supported. If you do find a way of making your device HTML 5 compatible we would love to know about it.
I am accessing the files remotely using my COMPUTER but some programs such as Scale of the Universe do not run.	You will need to install Adobe Reader to read the PDF files on your computer and Adobe Flash Player for the videos. These are available free from the Adobe web site <a href="https://get.adobe.com/uk/reader/">https://get.adobe.com/uk/reader/</a> <a href="https://get.adobe.com/flashplayer/">https://get.adobe.com/flashplayer/</a>
My ANDROID device can access most files OK but will not play videos in <b>GCF</b> and <b>Maths Expression and Music Theory</b> do not work.	Some modern internet browsers no longer support Flash. Install Firefox for Android or the web browser <b>Dolphin</b> from your App Store and access Teacher in a Box using this browser.
My iPHONE will not play videos in <b>GCF</b> and <b>Maths Expression and Music Theory</b> do not work.	Install Firefox by downloading from your Apps Store and access Teacher in a Box using this browser.
KA Lite is not opening correctly (only in very early RACHEL versions).	Press the CTL-ALT-t keys all at the same time to open up a window then, in the command line type "kalite start". Wait a few seconds before trying KA Lite again
<b>Music Theory</b> and <b>Power Typing</b> does not work on my device.	These apps have been discontinued because of ongoing compatibility issues
The <b>GCF</b> videos do not work on my iPad or android device.	Flash is not supported by these devices unless they have it installed as an app.
The <b>MedlinePlus</b> search function is not working properly.	This is a known issue that we are working on.
The <b>Hesperian Health Guide</b> search function is not working properly on the iPad.	This is a known issue that we are working on.
The <b>Math Expression</b> videos are not playing on my tablet.	This is a known issue that we are working on.
I am unable to open some of the worksheets on my device.	Your device needs a PDF viewer to be installed
Whatever the problem.	Be patient!! Some of these files are HUGE and take a lot of loading in earlier versions. When all else fails... turn it off... count to 10 slowly ... and then turn it back on again.