



The Playful Invention Company



PicoCricket Troubleshooting

Version 1.0

PicoCricket Troubleshooting

For the latest troubleshooting hints, see www.picocricket.com/troubleshooting

Problem

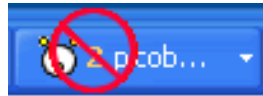


Can't find the Beamer

Solutions

- Make sure the USB-to-serial cable and the Beamer are connected to the computer.




-  Make sure only one copy of PicoBlocks is running.



Look at the bottom of your Windows screen. Make sure there is no number next to the Cricket icon.



If there is, close (X) each extra PicoBlocks window until it looks like this.

-  Check for port conflicts. (Turn off PalmPilot Hotsync. Disable Bluetooth software.) To check for port conflicts, go to Control Panel > System. Find Device Manager, and look at "Ports (COM & LPT)."
-  Make sure that the Beamer and the USB-to-serial cable are properly connected to the computer **before** starting PicoBlocks.
-  Unplug and plug back in the USB-to-serial cable (and make sure the Beamer is also plugged in).
- Restart PicoBlocks.
- Restart your computer, then restart PicoBlocks.

Problem



The Beamer cannot see the Cricket

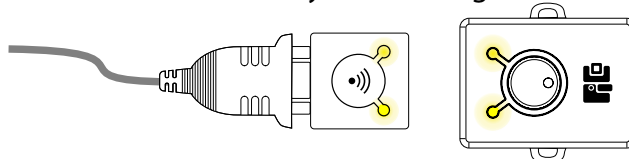
Solutions

- Make sure the Cricket is turned on.



(The orange light near the switch will glow.)

- Make sure the Cricket's eyes are facing the Beamer.





- Make sure the Cricket has fresh batteries.

Problem



Communication problem

Solutions

- Make sure the Cricket is facing the Beamer.
- Make sure the Cricket is close to the Beamer (within 1 foot or about 30 centimeters).
- Make sure there is nothing between the Beamer and the Cricket that could be blocking the transmission.
- Do not move your Cricket while it's still downloading.
- Computer screens, very bright lights, and flashing fluorescent bulbs occasionally interfere with the Cricket's infrared communication. If you are very near to one of these and you see the Cricket's antennas flash unexpectedly, try moving further away.
-  Turn off Infrared communication in your computer's Control Panels. (This problem often occurs on PC laptops.)
- Turn off any other nearby Crickets when downloading.
- Make sure Cricket batteries are fresh.
- Turn Cricket off and back on.
-  Unplug the serial cable from your computer's USB port and then plug it back in again. Then try sending your program to the Cricket again.



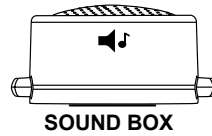
Problem

Nothing happens after clicking with the wand

Solutions

- Check for error messages at the bottom of the PicoBlocks screen.
- Make sure your Cricket is on.
- Make sure the Cricket antennas are facing the Beamer.
- Make sure the Beamer is plugged in.
- Turn Cricket off, then back on.
- Make sure you have the correct parts connected to Cricket.
- Click on blocks again with wand. (Or double-click with the cursor arrow.)
- To check to see if PicoBlocks is communicating with your Cricket, go to Sound and drag out a "chirp" block. Click with the wand on chirp.
- If you are using a sensor, your program may be waiting for the sensor to be triggered.
- Follow the steps in Getting Started to learn more about using PicoBlocks.

Problem **Sound doesn't play**




- Solutions**
- Make sure the Sound box is plugged into the Cricket.
 - Check for error messages at the bottom of the screen.
 - Follow the steps in the Music section of **Getting Started**.

Problem **Cricket does not turn on, or acts strangely**

- Solutions**
- Make sure your Cricket has fresh batteries.
 - Check that batteries are seated properly.
 - To test your Cricket, go to Sound and drag out a "chirp" block. Try clicking with the wand on chirp.

Problem **The PicoBlocks software won't open**

- Solutions**
- Wait a little longer, since it takes PicoBlocks a few minutes to launch.
 - Try reinstalling the software.
 -  If it still won't open, you may have more than one version of Java running. Go to "Control Panel > Add or Remove Programs." If there is more than one version of Java, remove them all, and reinstall the PicoBlocks software.

Problem **Still cannot get it to work**

- Solution**
- If none of the above solutions work, please email us with details at: support@playfulinvention.com

Symbols:

 Applies to Mac users only

 Applies to Windows users only