

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 does finally boot up.
My Wi-Fi device cannot find the K4L network belonging to the Teacher in a Box server.	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. Firstly, check whether others can access the Teacher in a Box server OK. If no-one can then the problem is at the server end and the most likely cause is that the Router is not connecting with the TIB server properly. Firstly, check that the router is plugged in properly and reboot the Teacher in a Box server. Just you? The most likely reason is that you tried to access the Teacher in a Box server before it had fully booted up to the log-in screen and it has locked your device. Try connecting to another network to disengage from K4L before coming back and logging on again. You may need to switch off your device and start it up again.
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 <u>very early builds</u> . 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 you back.
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 and no longer open automatically to RACHEL. Just close the message or ignore it
My TIB server is asking me whether I want to update files. What should I do?	No, just cancel. The server is working on the assumption that you are connected to the internet. TIB is not designed for internet use.

<p>I have opened the Firefox browser but another screen opened and not the RACHEL modules.</p>	<p>You may have accidentally reset the default values. Just type this address in the browser: http://127.0.0.1 You can reset this as the default by opening the Firefox menu. The ☰ menu button is located in the top right hand corner of the screen. Then select Settings / Home and either click on “Use Current Page” or entering the browser address above as a Custom URL. You can test it by closing the browser and on opening, it should go straight to the RACHEL page.</p>
<p>My phone can't find the RACHEL modules because it keeps on trying to access the internet.</p>	<p>Some devices automatically assume internet. Try turning off 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). Once you have successfully got into TIB once your device should remember and be OK in the future.</p>
<p>My device can't find the RACHEL modules because it keeps on trying to access the internet.</p>	<p>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)</p>
<p>My iPad 1 is able to access RACHEL OK but will not play the videos.</p>	<p>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.</p>
<p>I am accessing the files remotely using my computer but some programs such as Book Dash Books don't open properly.</p>	<p>You will need to install Adobe Reader to read the PDF files on your computer and other devices. It is available free from the Adobe web site for your computer https://get.adobe.com/uk/reader/ ... or on the App store for your hand devices.</p>
<p>Some videos in are not working.</p>	<p>Flash player has been replaced by HTML 5 and videos made for flash player are no longer being supported by the IT industry. We have been actively seeking updates for these but some may remain.</p>
<p>Some of the Search functions are not working on my iPad.</p>	<p>This is a known issue with Apple devices. No solution found as yet.</p>
<p>I am unable to open some of the worksheets and books on my device.</p>	<p>Your device needs a PDF viewer to be installed. It can be downloaded from the ADOBE page. If it is already installed then check to ensure that your browser is not set up to “download” instead of “open” PDF documents.</p>
<p>Our new TIB doesn't have all of the apps that we had on our old one</p>	<p>Apps will usually only be dropped when there are compatibility issues or if copyright concerns have been identified.</p>
<p>Whatever the problem.</p>	<p>Be patient!! Some of these files are HUGE and take a lot of loading. When all else fails... turn it off... count to 10 slowly ... and then turn it back on again.</p>