

Remote Maintenance/Behavior Considerations

Bringing together multiple remote sets for a large session?

- Label the base station being used and all remotes with their respective RF Channels

Use good battery maintenance:

- Keep a battery change log with the goal to replace batteries before they die
- Remove the numbered battery covers one at a time to avoid mix-ups

Prevent putting the remotes in lock or sleep mode:

- Do NOT close your laptop or otherwise exit Player mid-session
- Taking a break while Player is active? Leave your remotes in the room!
- Keep remotes within 75 feet of the base station at all times
 - Out-of-range remotes will power off after 45 minutes (participant will be unable to answer)
 - Remote will need to be added back via the add/remove remotes option



NOTE: Follow steps on page 4 for ***Preventing RF Interference and Dead Batteries***

Pre-Session Set Up

Ensure a smooth training day! Verify the following:

- Player is loaded on the training computer
- Base station plugged into the training computer
- Enough remotes for all participants, **plus a few spares in case you need to swap out a remote**
 - Recommended: 3 - 5 spare remotes, plus a spare pack of AAA batteries
- Remediation Prevention (found in Presentation Options) is turned ON
- Projection equipment is functional
 - Large room? Consider projecting the training session onto multiple screens
 - Verify that participants can see and read the projected images from the back of the room
- Audio is strong and can be heard in all areas of the room
 - Recommended: Good external speakers

Pre-Check	✓
Player loaded on the training computer	<input type="checkbox"/>
Base Station plugged in	<input type="checkbox"/>
Remotes for all participants	<input type="checkbox"/>
Spare remotes (3-5)	<input type="checkbox"/>
Spare AAA batteries	<input type="checkbox"/>
Remediation Prevention turned ON	<input type="checkbox"/>
Projection equipment connected and functioning	<input type="checkbox"/>
Participants can see in the back of the room (Recommended: two screens)	<input type="checkbox"/>
Audio can be heard in all areas of the room (Recommended: high quality external speakers)	<input type="checkbox"/>

Remote missing or damaged? *Navigate to the Enrollment tab and click the Restore button to see a list of the previous session's participants and associated remotes*

Enrollment Considerations

Room Logistics

- Where will people line up for registration?
- Is there a clear walking path?
- Is the room big enough?

Two Facilitators

- Main facilitator: Finds names in application and helps participants swipe their badges
- Second facilitator: Hands remotes to participants, verifies that the registration button is pushed
- Practice ahead of time to ensure a smooth, accurate enrollment process

CHALLENGE: One customer enrolled 60 people in 3 minutes. *How fast can you do it??*

During the Session

Allow extra time

- More participants = More remediation questions
 - Recommendation: Set Global Playlist Control Remediation to 1

NOTE: If you decide to set Remediations to 0, let participants know that a single incorrect answer will cause an “In Progress” status for that course, and they will need to retake the course.

Utilize helpers throughout the room

- Give helpers spare remotes; the closest helper can bring a spare remote to anyone who needs it
- Enables faster remote switches, keeps the training on track

Set expectations; make sure that participants know that:

- The light under the question mark (?) turns green when their answer has been accepted
- They may need to press their answer more than once; keep pressing if the light is still red
- Their name or remote number will disappear from the screen once their answer has been received



It is important to fix any remote issues quickly so that your session stays on track. Familiarize yourself with these trouble-shooting methods and ways to prevent issues prior to your training session.

REMOTE WORKING INTERMITTENTLY; LIGHTS ON: Affects several participants at once

Likely cause:

- Radio Frequency (RF) Interference
- Typical sources: Two-way radios, Industrial machines, telecom systems, etc.

Recommended action:

- Turn off any two-way radios or other RF devices within 500 feet of the training room

Prevent RF Interference BEFORE Training:

Do an Alchemy Player Channel Test

- Access Player channel test through the Input Devices icon in the Admin Settings ribbon
- This verifies that your base station is operating on a clear channel – free from interference

Make sure that participants turn-off RF radios / two-way radios when they enter the room

- Leave all RF devices at least 500 feet away from the training area

REMOTE NOT WORKING AT ALL; LIGHTS OFF: Affects only one or two participants at a time

Likely causes:

- Remote needs new batteries, OR
- Remote did not receive the “question” signal, OR
- Player was previously not shut down properly and the Remote needs a reset

Recommended actions:

- Wait 15 seconds after everyone has answered a question; if the red light comes on, the participant is cleared to answer, OR
- Swap out the remote with a spare
- Don't have any spare remotes? Switch out the two AAA batteries
- Save trouble-shooting for after the session; call Alchemy Support if new batteries do not fix the problem

Prevent Dead Batteries BEFORE Training:

Replace all batteries regularly to prevent them from going dead

- Estimate battery life; this varies depending on use (50-60 training hours)
- Replace all batteries on this timeframe

Not sure about the battery life on a remote? Test it!

- Prior to enrolling, press a number button on the remote
- After 3 seconds all lights flash three times
- If the lights do not flash, or if the battery light comes on, replace the batteries
- Click the Input Devices button during a question to check battery levels mid-session