

Troubleshooting FAQ



CPS Tech support: 1-888-333-4988

Troubleshooting Tip #1: USB CONNECTIVITY!—The system will work best if you **ALWAYS** use the same port on your computer for the receiver **AND** don't unplug the USB from the machine while CPS is open or running.

Troubleshooting Tip #2: PRACTICE! If possible, before you use the system the first time, take the receiver and a single remote home and try the files you are going to use the next day. Knowing how the questions are going to look and function helps your anxiety level.

Troubleshooting Tip #3: DATABASES! You have to decide what works for you and this is a personal preference. Some teachers prefer to have several databases (this is what contains your **lessons, class list, files, etc.**) Personally, I have several for these reasons:

- Remember—you can have HUNDREDS of files in each of your databases.
- Some like have multiple databases for their courses (one for each hour for instance)—the thinking is that if they have problems with one class they can copy or import items from one class to another.

Troubleshooting Tip #4: REPORTS! The system "seems" to run best when you don't store too many reports. Remember, you can print them if you really want to keep them forever.

Troubleshooting Tip #5: RECEIVER SETUP!

Setup RF Pads:

CPS can detect your receiver unit type. For CPS to detect your receiver unit type

1. Open CPS from your desktop icon.
2. Click the **Settings** file menu.
3. Choose **Delivery Options**. The CPS Delivery Options window appears.
4. Choose the **Receiver** section.
5. Click the **Setup CPS Receiver** button. CPS will detect your receiver unit and change the settings in the Receiver Type and RF Receiver Options sections.
6. Click **OK** to save your changes and return to the CPS main window.

If CPS does not detect your receiver type

1. Select your receiver type from the list in the Receiver Type section. (**Gen2RF in most cases**)—**this is one of the items that causes the most headaches!**
2. Type in your receiver **channel number** in the RF Receiver Options section.
3. Click the **Setup CPS Receiver** button.
4. Follow the on-screen prompts to help CPS detect your receiver type.
5. Click **OK** in the **CPS Delivery Options window** to save your changes and return to the CPS main window.