

Teacher FAQ for TI-Nspire™ CX Navigator™ 4.2

What is the wireless technology used in the TI-Nspire™ CX Navigator™ classroom system?

The TI-Nspire™ Navigator™ classroom system uses Wi-Fi wireless technology to connect the TI-Nspire™ handhelds to the access point (AP). This is the same technology used in home wireless routers and other electronic devices like laptops and smartphones.

What is the recommended configuration (application version, TI-Nspire™ CX handheld OS release, etc.) for my TI-Nspire™ CX Navigator™ classroom system?

You should have version 4.2 of the TI-Nspire™ Navigator™ desktop application and version 4.2 of the OS on the TI-Nspire™ handhelds. Note: Once the TI-Nspire™ handhelds have been updated to 4.2, they cannot be downgraded to an earlier version.

Some of my students get the “Communication failed. Check the connection” error message when they try to log in. What’s causing this?

Please ensure that the AP is plugged in and detected by the TI-Nspire™ CX Navigator™ desktop software and that you have started a class before the students attempt to log in. Also, confirm that the connection between the TI-Nspire™ handheld and the wireless client (wireless network adapter) is secure.

Some of my handhelds have disconnected. What should I do?

The handhelds will sometimes disconnect from the network but they should attempt to re-connect on their own. This is similar to what happens in your home when your computer temporarily disconnects from the wireless router. In case the handhelds don’t reconnect within 30 seconds, please attempt the following steps:

1. To connect to the desired network on the handheld, press the following sequence ‘**Home**’ button > Choose “Settings” (5) > Choose “Network” (6)’ menu. If you don’t see the network name in the list, please click on the ‘**Refresh**’ button in the Select Network dialog. It may take up to a minute for the TI-Nspire™ CX handhelds to see and connect to the network.
2. If the first step fails, remove the wireless client from the handhelds and wait 60 seconds. Re-attach the wireless client and the handheld will begin searching for a wireless network. Once the handheld shows the blinking Navigator symbol in the upper right corner, students can log in to the active class session.
3. If the first two steps fail, please reboot the TI-Nspire™ handheld by pressing the recessed ‘**Reset**’ button at the back of the TI-Nspire™ handheld. Some teachers find a paper clip the easiest way of pushing the Reset button.
Note: The student will have to re-login after the handheld reboots and connects to the network.

None of my handhelds are connecting. What do I do?

If none of the handhelds are connecting within two minutes of startup, please reboot the AP by performing the following steps:

1. Unplug the USB cable from the computer.
2. If you have the AP with the external power adapter, remove the power adapter from the AP.
3. Wait about 10 seconds.
4. Re-attach the power adapter (if necessary) to the AP and the USB cable to the PC.
5. The handhelds will start connecting in about two minutes.

I was told to change the channel of my AP in case of connection issues. Can I pick any channel (from 1 to 11) from the list?

If your school has a wireless network, please work with your IT team to ensure that the channels used by your TI-Nspire™ Navigator™ system co-exist well with that network.

Even though the AP supports all channels from 1 to 11 at 2.4 GHz, it is recommended that you configure the AP to **only use channels 1, 6 or 11**. Due to the way the channels are assigned, using other channels may result in reduced performance.

If you are using the newest TI-Nspire™ CX Navigator™ access point and the TI-Nspire™ CX Wireless Network Adapters v2 you have the option to change the frequency band from the 5GHz band (default) to 2.4 GHz. The operating channels for the 5GHz frequency are 36 (default), 40, 44, 48, 52, 149, 153, 157, 161, 165.



Note: The default frequency band on the new TI-Nspire™ CX Navigator™ access point is 5GHz. The CX Wireless Network Adapters v2 are the only TI-Nspire™ wireless clients that can connect to the AP when it is operating on the 5GHz band.

Some of my TI-Nspire™ handhelds disconnected after not being used for some time. What's going on?

The TI-Nspire™ handhelds disconnect from the wireless network after 60 minutes of inactivity. This is done to preserve the rechargeable battery in the handheld. You will need to press the 'ON' button on the TI-Nspire™ handheld to re-connect the TI-Nspire™ handheld to the network.

My AP gets disconnected during normal use. What can I do to avoid this?

Please change the power settings on your computer to disable 'hibernate' during normal use. If you need help with updating your PC configuration, please contact your IT department.

What other things do I need to know about the new TI-Nspire™ CX Navigator™ access point?

The new TI-Nspire™ CX Navigator™ access point has a few differences from the earlier models of TI-Nspire™ access points.

- The new AP does not have a separate power adapter – it uses the USB connection for power. This means that it starts the 'boot' process after it is plugged into the PC and won't be available for use for about 30 seconds after the USB cable is connected.
- Since the AP does not connect to a separate power source, it is important for the AP to be connected directly to your computer. It should **NOT** be connected to the handheld via an external hub.
- The internal antenna in the new AP has the same range as the other AP. However, during classroom use please ensure that that AP is not behind a monitor or other electronic equipment. Whenever possible, try to maintain a clear line of sight between the AP and the handhelds.

I have a question that hasn't been answered in this document. What do I do?

Please contact TI's customer support at 1.800.TI.CARES or visit the online Knowledge Base at http://epsstore.ti.com/OA_HTML/cskmbasicsrch.jsp.