

Teacher FAQ for TI-Nspire™ Navigator™ 3.6

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

The TI-Nspire Navigator classroom system uses WiFi wireless technology to connect the TI-Nspire handhelds to the access point. 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™ handheld OS release etc.) for my TI-Nspire Navigator classroom system?

You should have version 3.6 of the TI-Nspire Navigator desktop application and version 3.6 of the OS on the TI-Nspire handhelds.

Note: Once the TI-Nspire handhelds have been updated to 3.6, 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 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 or wireless cradle) 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 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 login to the active class session.
3. If the first two steps fail, please reboot the 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 2 minutes of startup, please reboot the access point 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 access point.
3. Wait about 10 seconds.
4. Re-attach the power adapter (if necessary) to the access point and the USB cable to the PC.
5. The handhelds will start connecting in about 2 minutes.

Note: Do **NOT** use the ‘factory reset’ button at the bottom of the TI-Navigator access point or the “Set default factory settings” software option in “Network Manager” as that will remove all wireless client information from the access point.

I was told to change the channel of my access point 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 Access Point supports all channels from 1 to 11 at 2.4 GHz, it is recommended that you configure the Access Point 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 access point 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 access point 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 access point does not connect to a separate power source, it is important for the access point 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.

When my students try to login, they see a spinning clock that cannot be dismissed.

Before logging into class, the handheld must be fully connected to the access point. The handheld is fully connected when the blinking Navigator symbol can be seen in the upper right corner of the handheld's Home Screen. If the user attempts to login before the blinking Navigator is visible, the user must wait for the spinning clock to "time out" before attempting to login again.

I cannot save additional results from an Unprompted event to an existing Portfolio column while a class is active.

The software will not allow the user to save a group of student results to the Portfolio and then save additional results to the existing Portfolio column while the class is active. If the user wants to save small groups of unprompted documents to the Portfolio so student grades can be seen immediately, the user must save each group of results to a separate column with a new name. At the end of class, save all the unprompted documents to one Portfolio column and remove the extra columns with the small groups of grades.

Percentages in the Summary View of the Portfolio are incorrect.

If the user changes the Total Points possible for a question while in the Portfolio Single Assignment View, the percentage that is shown in the Summary View may be inaccurate. Close and re-launch the software at a convenient time to correct the percentages.

Student grades post in the wrong Class Portfolio. It appears that the data from one class becomes merged with another.

Student grades can appear to be posted in the wrong class portfolio if the grades are posted when the correct class is not selected in the Class Dropdown list in the top right corner of the software. When the software is closed and re-launched, the student grades will be saved in the correct class portfolio and no data is lost.

It takes a long time for the TI-Nspire™ Software to launch at the beginning of the day.

A number of factors could cause the software to launch slowly after booting up the computer. To avoid this delay in launching the software, allow the computer to fully launch all background processes and programs prior to opening the TI-Nspire™ software. You may want to consult with the IT Administrator to see if any background processes or programs can be removed from the Start Up sequence on the computer.

The system did not grade some of the questions in a .tns document.

Multiple events may have occurred to make this happen.

- No correct answer exits in the original document sent to the students.
- The correct answer was being modified in the desktop software when the document was sent to the students. Modifying the answer without completing the edits can cause issues with the grading process.
- The student copied and pasted or grouped the questions.
- The default tolerance value for the Number Expression question has been deleted and the default value of “0” is not visible in the Tolerance Field.

Does any of the portfolio/review bugs cause data loss?

No. However, data may appear to be gone due to some bugs that are being corrected in the next release. The recovery process is to restart the software in order to see the data again.

How often does the teacher need to shut down the software? (Every period, every day, etc?)

In general, the software does not need to be restarted. However, if you are experiencing poor performance, then a best practice is to restart the software once per day.

What troubleshooting am I expected to do? (from Math Coach perspective)

There is no expectation that Math Forward Coaches will trouble shoot problems beyond common sense actions like checking to see if the access point is connected directly to the computer, switching workspaces or closing and re-launching the software to see if the problem is corrected. However, if you see a problem that occurs frequently and you report it, please send the diagnostic logs and any documents that were used. Also be ready to answer questions such as:

- How often does the problem occur?
- What time of day did the problem occur? (This helps the developers find the problem if it is documented in the logs.)
- What type of computer and OS is being used?
- What was the teacher attempting to do and/or what actions were taken prior to the problem occurring?

This is the type of information that is extremely helpful in diagnosing the cause of the problem.

Does the portfolio (database) size matter?

Some variations in performance might be observed as the database grows in size throughout the year. To control the size of the database it is recommended that the teacher create a backup copy of the database at the beginning of the school year and either rename it or save it to a different location. When the software is launched again, the software will create a new database for the new school year.

- Close any open TI-Nspire Navigator softwares.
- Go to the database location.
 - **Windows 7:** C:\Users\[username]\AppData\Local\Texas Instruments\[Name of software]
 - **Windows XP:** C:\Documents and Settings\[username]\Local Settings\Application Data\Texas Instruments\[Name of software]
 - **Mac OS X:** /Users/[username]/Library/Application Support/Texas Instruments/[Name of software]
- Rename the navNspireTSDB folder to another name (such as navNspireTSDB-copy). You may want to save this file to your desktop in case you need to reload it later.
- Restart the TI-Nspire Navigator software.

If you need to reload the copy of the database

- Rename the file to its original name. (navNspireTSDB)
- Save the renamed file to the location listed above.

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Do the type of documents they (teachers) are sending matter?

The type of document sent matters in terms of understanding the cause of certain messages related file format or memory utilization.

- Some published Math and Science Nspired documents authored in desktop/Mac platforms consumes large amount of memory on the Handhelds and when used either shows up as low memory warnings or can cause the handheld to reboot. The Knowledge Base link contains reference to the specific files
- Some pre 3.6 documents with Data Quest app do not open in 3.6 version Software. User gets error, "Document format is not supported"

What Kbase articles should I be aware of?

[Kbase Solution 26652](#)

Troubleshooting TI-Nspire™ Navigator™ Wireless Cradles and Wireless Network Adapters Not Being Detected by TI-Network Manager.

[Kbase Solution 35701](#)

Troubleshooting the Error "Document Format is Not Supported" With Some Documents Not Opening in Version 3.6

[Kbase Solution 35699](#)

TI-Nspire™ CX Family Handheld Battery Performance in a TI-Nspire™ Navigator™ Classroom

[Kbase Solution 35716](#)

Factors Impacting the TI-Nspire™ Navigator™ System Performance

[Kbase Solution 20569](#)

Resets and Re-install Operating System Procedures on the TI-Nspire™ Family

[Kbase Solution 35834](#)

Resolving Issues with Lost Settings During TI-Nspire™ Family Version 3.6 Upgrade

[Kbase Solution 35715](#)

Review Workspace Not Displaying Responses and Student Panel Displays Blank in the TI-Nspire™ Navigator™ Teacher Software

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/ckmbasicsrch.jsp