

Troubleshooting Procedure

- 1) V.Smile unit does not turn on
 - a) Disconnect or remove any Learning Games, controllers, adaptor and batteries.
 - b) If you are using an AC adaptor, please check the adaptor's specifications to make sure the correct adaptor is being used. If not, please use another adaptor. The adaptor specifications should be as follows:
 - i. The adaptor output rating should be 9VDC and $\geq 300\text{mA}$
 - ii. If you are not using a Vtech brand adaptor, please make sure:
 1. The adaptor has the correct output polarity – inner center hole should be positive (+ve)
 2. The diameter of the inner center hole should be 2.5mm
 3. The protruding metal part of the adaptor should be longer than 12mm
 - iii. Test the adaptor with another device. Gently shake the adaptor cable to check for a loose contact on the adaptor.
 - c) If the proper adaptor is being used, go to step (e)
 - d) If you are using batteries, check to see if they are drained, by testing them in another device. You may also replace the batteries altogether. Please make sure to replace all the batteries at the same time.
 - e) Connect only the V.Smile unit to the TV. Do not insert any Learning Game or joysticks.
 - f) Reconnect the power by using the adaptor or installing the batteries.
 - g) Press the ON button on the V.Smile unit. The Power On light should be lit, and you should see the Vtech and V.Smile logos on the TV screen.
 - h) If the Power light is ON but you do not see the logos on the TV screen, check that the V.Smile unit's TV cable is connected to the correct video sockets of the TV and that the correct video input channel is selected. The yellow plug on the V.Smile unit's TV cable should be connected to the "Video IN" socket of the TV.
 - i) If you still do not see anything on the TV screen and you have made sure of the correct video mode selection as in step (h), shake the cable gently or re-insert the Video IN plug to check for a loose contact.
 - j) If you see the V.Smile logo on your TV screen, turn off the V.Smile unit, insert a Learning Game and press the V.Smile unit's ON button again.
 - k) If the problem persists, remove the AC adaptor and batteries, wait for 1 minute, and repeat steps f) through j).

- 2) V.Smile unit does not turn on with a Learning Game inserted, but turns on without a Learning Game. (see above 1j)
 - a) Perform the following **RESET** steps:
 - i. Remove all Learning Games, controllers, adaptor and batteries
 - ii. Examine the Learning Game slot for loose objects. Blow into it to remove any dust or debris
 - iii. Lift up the plastic sleeve of the Learning Game to check if the metal contact is dirty. Clean the contact with a soft cloth, using a small amount of alcohol based cleaner if necessary.
 - iv. Insert the Learning Game into the Learning Game slot and remove it. Do this twice without turning the V.Smile unit ON.
 - v. Reconnect the controller, TV and power (adaptor or batteries)
 - b) After the RESET process, turn on the unit again. If the problem still exists, please try another Learning Game if available. If this does not work or if you do not have another Learning Game, please contact our Consumer Services Department for assistance.

- 3) V.Smile unit turns on with a Learning Game but gives an improper response
 - a) Black or blue screen with no sound
 - i. Check if the V.Smile unit's AV plugs are inserted correctly into the TV's AV sockets
 - ii. Check if the correct TV system is set (PAL for UK)
 - iii. After you have performed the above actions, try the **RESET** process described in 2a and/or test the unit with another Learning Game if available.
 - iv. If the problem persists, please contact our Consumer Services Department for assistance.
 - b) Black or blue screen with proper sound
 - i. Check if the V.Smile unit's AV plugs are inserted correctly into the TV's AV sockets
 - ii. Check if the correct TV system is set (PAL for UK)
 - iii. If the problem persists, please contact our Consumer Services Department for assistance.

- c) Distorted or black and white image with proper sound
 - i. Check if the V.Smile unit's AV plugs are inserted correctly into the TV's AV sockets
 - ii. Check if correct the TV system is set (PAL for UK)
 - iii. If the problem persists, please contact our Consumer Services Department for assistance.
 - d) Normal image but improper sound
 - i. Check if the V.Smile unit's AV plugs are inserted correctly into the TV's AV sockets
 - ii. If the problem persists, please contact our Consumer Services Department for assistance.
 - e) Improper image and improper sound
 - i. Perform the **RESET** process described in 2a and test the unit with another Learning Game if available.
 - ii. Connect the AV plugs into the TV's AV sockets.
 - iii. Turn on the V.Smile unit to see if the problem has been resolved. If not, please contact our Consumer Services Department for assistance.
- 4) TV Screen freezes or hangs up during play
- a) Perform the **RESET** process described in 2a and test the unit with another Learning Game if available.
 - b) If the problem persists, please contact our Consumer Services Department for assistance.
- 5) Auto shut-off
- a) If you are using an adaptor, please try the following steps:
 - i. Check that the proper adaptor is being used (see 1b).
 - ii. Perform the **RESET** process described in 2a and test the unit with another Learning Game if available.
 - iii. If the problem persists, please contact our Consumer Services Department for assistance.
 - b) If you are using batteries, please try the following steps:
 - i. Check if the "battery low" indicator shows on the TV screen before the V.Smile unit shuts off. If so, replace the batteries with new ones.
 - ii. If the batteries have not been drained, perform the **RESET** process described in 2a and test the unit with another Learning Game if available.
 - iii. If the problem persists, please contact our Consumer Services Department for assistance.
- 6) Controller does not respond
- a) If the image and sound are normal but the controller does not respond, disconnect the controller.
 - b) Examine the pins in the controller's plug to check for missing, broken or distorted pins.
 - c) If any pins are damaged, replace the controller with a new one.
 - d) If the pins in the controller plug look normal, reconnect the controller to the console. If the problem persists, try to connect another controller to the unit, if you have one available. If you do not have another controller or the problem persists when the new or original controller is connected, please contact our Consumer Services Department for assistance.