ALSi for APLS
Problem solving when things go wrong

System failures occur in 3 common ways:
1. A lack of electricity
2. Wi-Fi disruption
3. Sabotage by mischievous sprites

1. Lack of electricity

The Airport Express requires mains power to work. If there is a disruption to the supply there will be no Wi-Fi and the iPads will not be able to communicate with each other.
The iPads have batteries but if they haven't been fully charged they may go flat. They will work if then plugged into power but this will limit where the instructor holding the Facilitator iPad may roam.

Check for:
Disruption of the power supply can happen anywhere along the connections:
Check for:
>Outside the kit
>>Is the mains switch turned on?
>>Is the plug pushed in adequately or is it loose?
>>If there is a power board:
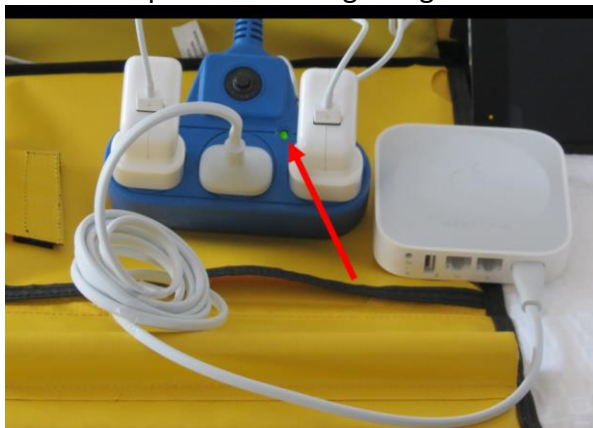>>>If it has a signal light, is it on indicating that it is receiving mains power?
>>>Are the plugs connected adequately?
>>>Does it have a switch that needs to be turned on?
>>>Has the surge protection been activated?
>Inside the kit:
>>Is the blue power board signal light on indicating that it is receiving mains power?

Are all three plugs inserted adequately?

Is the signal light at the top of the Airport Express on?

Is the power cable to the bottom of the Airport Express inserted adequately?

Are any of the cables damaged?

2. Wi-Fi disruption

Has there been disruption of power to the Airport Express as above?

If there has (e.g. when a kit is unplugged to be moved to another room) then be patient and allow enough time for the iPads to reconnect.

Have the iPads been switched within the kit or between kits?

Check that they are both the appropriate iPads for that kit (e.g Blue 6 bag, Facilitator & Monitor iPads etc.) and that you are using the facilitator iPad to control the Monitor iPad.

Has one of the iPads been connected to a different Wi-Fi?

Check in the iPad Settings that it is connected to that kit's Wi-Fi.
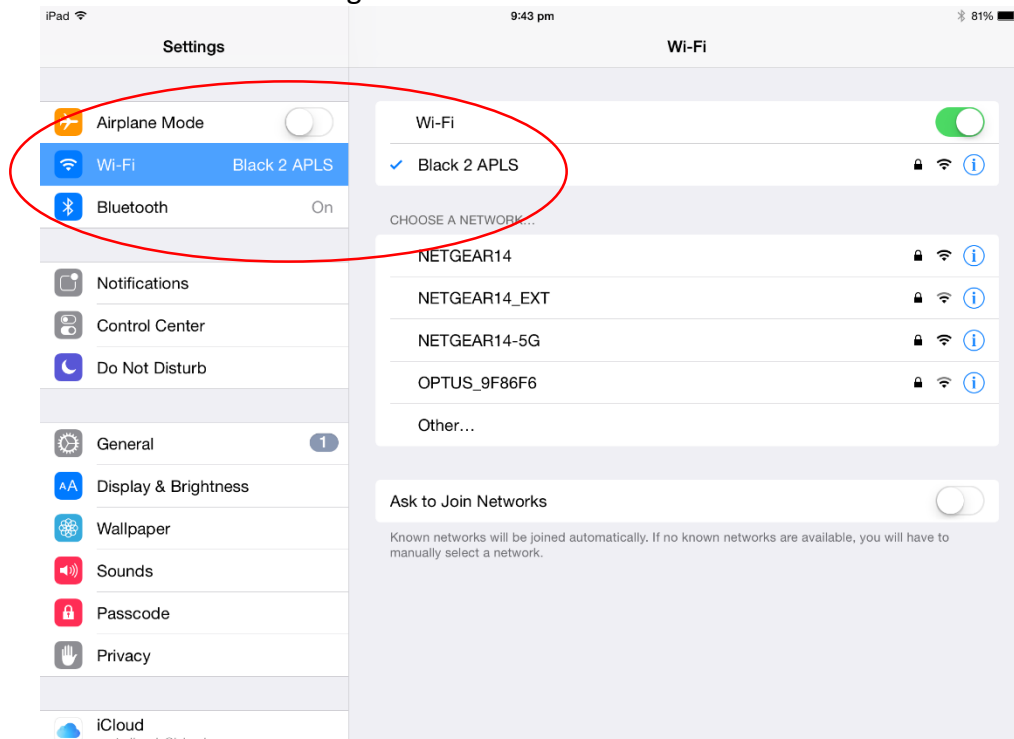
3. Sabotage by mischievous sprites

Sometimes inpatient instructors hit too may buttons too quickly before the ALSi app has completed its current task and the response seems to be that the app goes into a sulk.

Sometimes inexplicable things go wrong…the iPads won't communicate, the ALSi app won't load etc. despite all the checks above being correct.

All these issues are usually corrected by turning off both iPads and starting again (the default IT intervention!).