

# ! AV1

## Troubleshooting Guide

Is your AV1 not connecting to the internet, or is the student unable to connect? Follow these steps to identify and resolve the issue:

### Check the shoulder lights

The shoulder lights show AV1's connection and battery status:

- **Solid white:** AV1 is connected to the internet.
- **Flashing white:** AV1 is starting up or searching for a network.
- **Flashing red:** The connection is lost or battery is low.

### Check signal strength

You can check the signal strength indicator on the lower-left side at the back of the AV1 (blue lights):

- **Three or more blue lights:** Good signal
- **Fewer than three lights:** Try moving the AV1 to a location with better signal coverage.

### Check the battery level

You will find the battery level indicator on the lower-right side at the back of the AV1 (green lights):

- **Only one green light:** Plug in the charger.
- **Good to know:** AV1 works while charging.

### Perform a hard restart

If AV1 isn't functioning properly, try a hard restart:

1. Unplug the charger.
2. Press and hold the power button for 30 seconds, or until AV1 shuts down.
3. Wait for a few seconds, then turn AV1 back on.

### Having issues with the app?

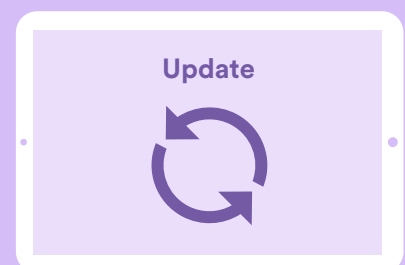
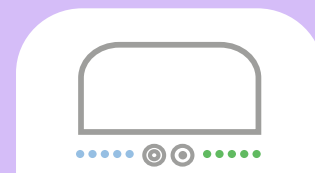
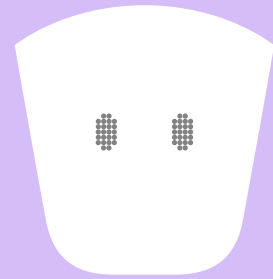
Ask the student to fully close and reopen the AV1 app. Make sure:

- Their device is connected to the internet
- Both their device and their AV1 app are updated to the latest software version.

### WiFi or 4G?

We recommend using WiFi for the most stable connection. If AV1 is not connected to WiFi, you can add one or more WiFi networks in the AV1 Admin portal.

When WiFi isn't available – or if AV1 is being use on the move – it will automatically switch to the built-in 4G SIM card.



### Still need help?

If the issue persists, please contact your AV1 administrator for further support.