

Troubleshooting

Problem	Cause	Solution
Lightwriter freezes or does not respond when keys are pressed	Possible system error	Hold down On/C for 15 seconds and then release to reset your Lightwriter
Lightwriter not working, no screens showing.	Flat battery	Charge the Lightwriter for a few hours – you can use the Lightwriter while it is charging
	Batteries need replacing	Contact Toby Churchill Ltd.
Charger light does not illuminate	Mains power not switched on	Check mains socket is working
	Charger is faulty	Contact Toby Churchill Ltd.
Keys need to be held down for a long time before they do anything	Key hold setup too long	Shorten time in key hold setup
Keys don't seem to select anything when you press them	Key delay setup too long	Shorten time in key delay setup
Keys seem stiff or sticky	Keyboard or keyguard needs cleaning	Refer to How to clean the Keyboard section
Lightwriter doesn't speak	Volume turned down	Go to speech volume setup to increase the volume
Buzz key doesn't work	No sound selected for buzz key	Choose a buzz sound in setups
SMS messages will not send	Mobile phone switched off	Switch on mobile phone in the built-in phone setup
Something has been spilt onto the Lightwriter	Don't panic	Mop up as much of the spill as you can. Allow the Lightwriter to dry out. Clean the keyboard if necessary