

OMBEA ResponseLink™

User Guide



Connecting OMBEA ResponseLink for the first time

When you connect OMBEA ResponseLink to the computer for the first time, the drivers will be automatically installed. Note that it may take a few minutes to install the drivers. The installation process can be followed via the task bar next to the system clock.

Specifications

- Plug and Play.
- Dimensions (mm): 67 x 67 x 8.
- USB power source.
- Optional fixed connection.
- Compliance Certifications: CE (EN 300 328, EN 300 328, EN 301 489, EN 60950-1, EN 55022, EN 55024).

Troubleshooting

There is no contact with OMBEA ResponseLink.

Step 1 Click *Configure* and identify the ResponseLink status in the top of the window frame.

Step 2 In case the status is *disconnected*, proceed to Step 3. In case the status is *connected*, proceed to the next topic.

Step 3 Disconnect OMBEA ResponseLink.

Step 4 Wait 15 seconds.

Step 5 Connect OMBEA ResponseLink to a different USB port.

Step 6 If the problem persists: Restart the computer and try again.

Step 7 If the problem persists or if the problem reappears, please contact Support at support@ombea.com or 08-57239010.

The status of the ResponseLink is *connected* but there is still no contact with the OMBEA ResponsePad devices.

Step 1 Disconnect OMBEA ResponseLink.

Step 2 Wait 15 seconds.

Step 3 Connect OMBEA ResponseLink to a different USB port.

Step 4 Open *Configure*, select *Poll test* and press *Start*. Press a key on a ResponsePad device. Solve any fix and warning messages.

Step 5 If the problem persists or if the problem reappears, please contact Support at support@ombea.com or 08-57239010.

The status of the ResponseLink is *connected* but there is still no contact with the OMBEA ResponsePad devices.

If you have multiple users of the system someone might have changed the radio channels. Please see the OMBEA ResponsePad User Guide for more instructions.

If the problem persists or if the problem reappears, please contact Support at support@ombea.com or 08-57239010.