


Troubleshooting

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 You can press `cmd + F` (for MacOS) or `cntrl + F` (for Windows) to search for specific terms in this document.

What's in the box

Main Unit



Base Stand

Remote Control*

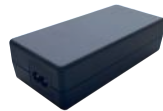


Remote Control
Lanyard

**Batteries located inside the remote control*



Printed
Materials



Power Supply



HDMI Cable

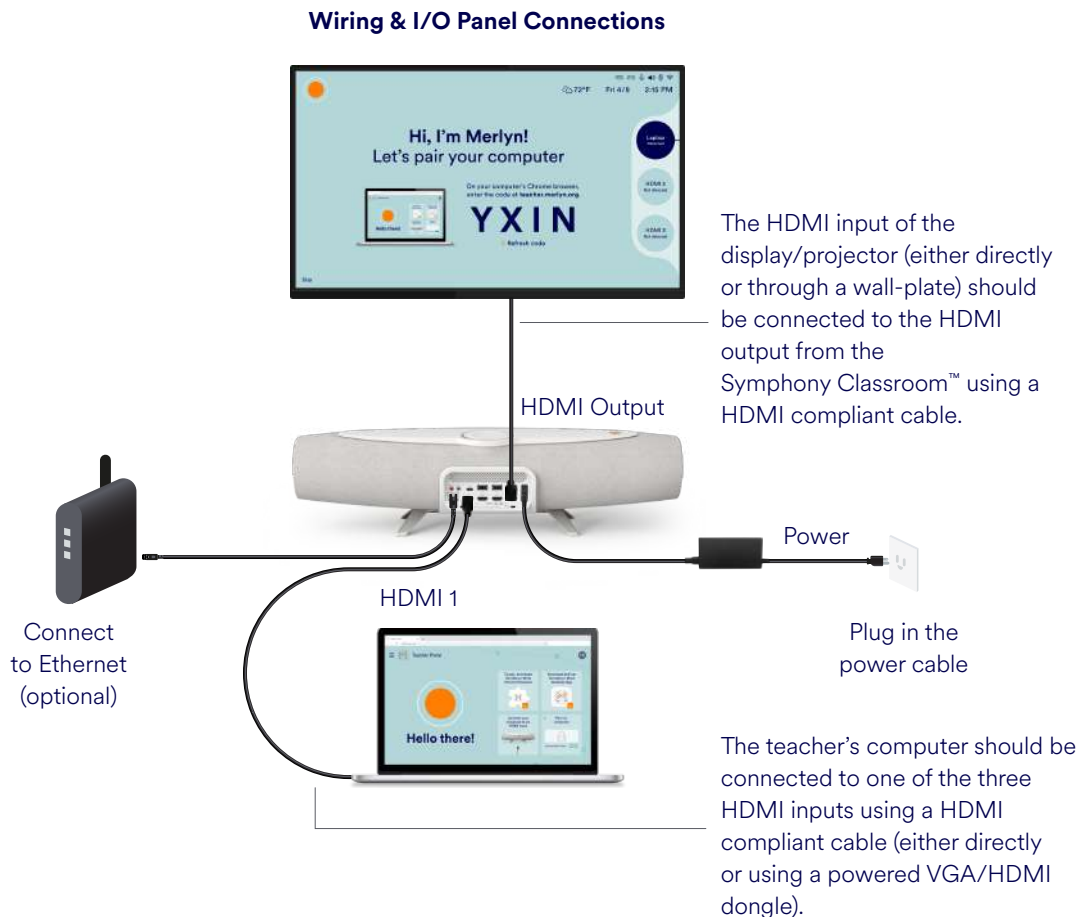


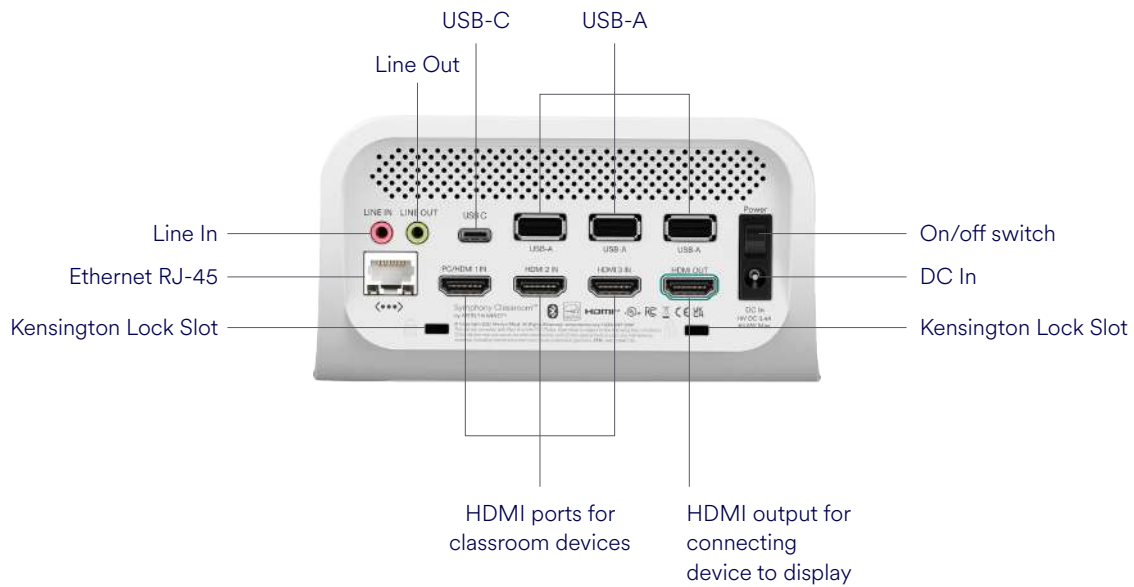
AC Power Cable

Onboarding

1. I have connected Symphony Classroom™ but do not see anything on my connected display/projector screen. What should I do?

- a. Please check that Symphony Classroom™ is connected to a power supply and is turned on, you should see the LEDs around the power button on Symphony Classroom™ to be lit green.
- b. Verify that all the input/output connections from the Symphony Classroom™ match with the wiring configuration provided below.
- c. If your display's resolution is 4K, please ensure that the HDMI cables being used are compliant for 4K A/V transmission.





2. I have connected Symphony Classroom™ to a display, but I notice flickering of the video output. What should I do?

- Verify that all the HDMI connections (input/output) from Symphony Classroom™ are snugly fit.
- If your display's resolution is 4K, then verify that the HDMI cables being used are compliant for 4K A/V transmission.
- Reboot the Symphony Classroom™ and see if you still see a flickering of the display

3. The LEDs on my remote do not light-up when I try to pair as part of the onboarding process. What should I do?

- Please check if the safety tab that separates the remote batteries from the electrical contacts has been removed.
- If you have previously paired your remote but it seems to be currently not working, then try replacing the existing remote batteries with a new set of AA batteries.
- If none of the above works, please try re-pairing your remote with the Symphony Classroom™. You can say **“Hey Merlyn, pair my remote”** and follow the on-screen instructions.



Network connectivity

4. I am unable to connect to the internet during the onboarding process or the internet connection (Wi-Fi) icon is showing as red on the home screen. What should I do?

While on the home screen of the Symphony Classroom™, please check if the time and weather information is accurate. If the information is inaccurate, please confirm that your IT Administrator has whitelisted the following four URLs on your school network:

<https://merlyn.org>

<https://business.updatefactory.io>

<https://www.loggly.com/>

xioresearch.com

ngrok.io (for enabling support mode)

global.stun.twilio.com (on port 3478)

ice.xioresearch.com (on port 3478)

Wired Connection

- a. If you are using a wired internet connection (i.e., ethernet using a RJ45 cable), then verify that the LED light of the RJ45 cable is blinking.
- b. Disconnect and connect the RJ45 cable to another computer and see if you are still able to connect to the internet (open one of the websites listed above).
- c. Re-connect the ethernet cable to the Symphony Classroom™ and verify if the issue is resolved. Using either the remote Settings button (⚙️) or through voice (“**Hey Merlyn, open settings**”), open the settings menu.
- d. Use the Air Mouse to navigate to the «Update» button to download any pending software updates.
- e. If the issue is still not resolved, then try connecting to a Wi-Fi connection.

Wireless Connection

Using either the remote Settings button (⚙️) or by voice (“**Hey Merlyn, open settings**”), open the settings menu. Use the Air Mouse to navigate to the «Wi-Fi» options.

- a. Verify that the password being entered is correct and re-enter it again.
- b. If the wi-fi network is a hidden network, then click on the «Add network». Add the Wi-Fi name and password on the network settings screen and before saving, scroll down to the bottom of the settings screen to toggle the «Hidden network» attribute to «Yes» and then save the wi-wi configuration.
- c. If the wi-fi network requires the installation of a wi-fi certificate, then copy the Wi-Fi certificate on a USB flash drive and connect it to one of the three USB-A ports of the Symphony Classroom™.
 - i. Select the option to install the Wi-Fi certificate. You will be taken to the android settings menu for installing the Wi-Fi certificate from an external storage.
 - ii. Follow the on-screen instructions to complete the certificate installation.

Pairing (Browser Extension and Desktop App)

5. I am unable to pair Symphony Classroom™ with the Merlyn Mind Chrome browser extension or I am unable to get Merlyn to respond to any voice commands or use air-mouse to control my Chrome browser tabs/presentations etc. What should I do?

- a. Please verify that the browser extension is installed and enabled on your computer by navigating to **chrome://extensions** on your Chrome browser.
- b. Check with your IT Administrator that your google account is authorized to use with the Teacher Portal/browser extension and the desktop app.
- c. Ask your IT administrator to validate if the network SSIDs for the Symphony Classroom™ and your computer are either the same or are configured for inter-network communication
- d. Validate that the google account being used to authenticate on the Teacher Portal is the same as that being used for the browser extension and desktop app.
 - i. Restart your chrome browser (you may want to also clear the browser cache) and re-log in to the Teacher Portal (<https://teacher.merlyn.org>).
 - ii. Relaunch the desktop app and verify that you are logged-in and connected to the browser extension successfully.

6. I am unable to use the Air Mouse to control my Chrome browser tabs/presentations etc. What should I do?

- a. Ensure you have downloaded and logged in to the desktop app.
- b. Say **"Hey Merlyn, go home"**. The air mouse cursor should be visible on the unit home screen. If not, try turning the air-mouse button (↵) on and off to see the cursor.
- c. If you can use the air-mouse on the Symphony Classroom™ home screen but are unable to use it while paired to your computer, ensure you are logged in to the desktop app with your authorized Google account"
- d. Validate that you are using the same authorized account for the desktop app, browser extension, and Teacher Portal.
 - i. Restart your chrome browser (you may want to also clear the browser cache) and re-log in to the Teacher Portal (<https://teacher.merlyn.org>).
 - ii. Relaunch the desktop app and verify that you are logged-in and connected to the browser extension successfully.
- e. If you have your display preference setup as extended (rather than mirror), then please ensure that your computer is setup as the primary screen.

Basic Usage

7. I am unable to get Merlyn to respond to any of my voice commands. What should I do?

While on the home screen of the Symphony Classroom™, check

- i. is the internet connection icon showing up as black?
- ii. is the time and weather information on the home screen of Symphony Classroom™ accurate?

If the answer to any of the above steps is “No”, then please check the troubleshooting step regarding internet connectivity.

If the answer to both the questions is “Yes”, then continue along:

- a. Ask **“Hey Merlyn, what is the time?”** or **“Hey Merlyn, how is the weather?”**. Verify if the Symphony Classroom™ wake- up successfully (LED animation, voice response) in response to these commands. If none of these commands work, then increase the speaker volume (using either Volume buttons (+) on the Symphony Classroom™ or the remote) to least 50% and try again.
- b. Using either the remote Settings button (⊙) or voice (**“Hey Merlyn, open settings”**), open the settings menu. Use the air-mouse to navigate to the «Update» button to download any pending software updates.
- c. Reboot the Symphony Classroom™ and try again once you can see the home screen.
- d. If the commands for time and weather work but none of the other commands are working then, please refer to the troubleshooting steps for resolving pairing issues between Symphony Classroom™ and Merlyn Mind’s Chrome browser extension.

8. I am unable to switch to any of the HDMI inputs (one, two or three). What should I do?

- a. Ask **“Hey Merlyn, go home”** and validate that Symphony Classroom™ is still connected to a display (refer to the indicator icons/on-screen message).
- b. Use the change input button (⊞) on the remote/Symphony Classroom™ and check if the onscreen menu to select an HDMI input is available. Use the air-mouse to select the appropriate input
- c. Try variations of switch commands using far-field or with remote push-to-talk (🗨) using RCU (**“Hey Merlyn, switch display”, “Hey Merlyn, connect to HDMI one”, “Hey Merlyn, switch to HDMI one”, “Hey Merlyn, show my computer”**). If Merlyn does not respond to any of the voice commands, then please refer to the corresponding troubleshooting steps.

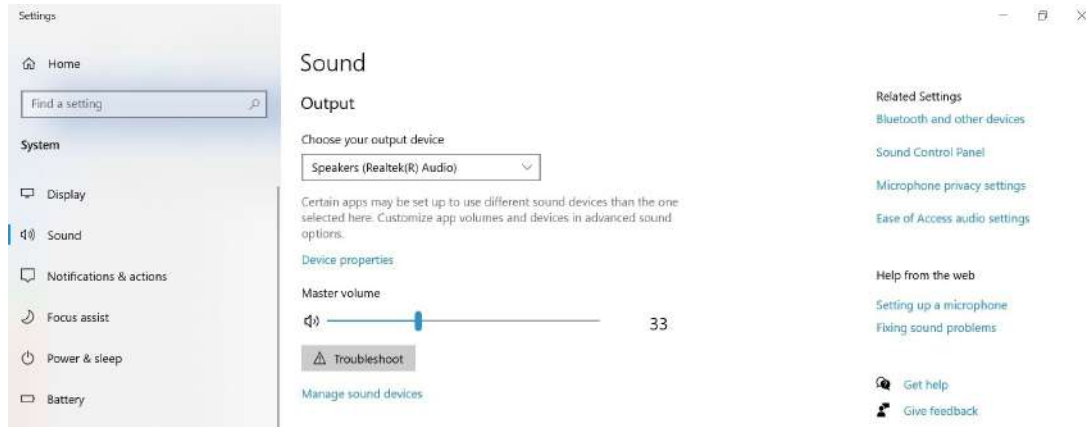
9. I am unable to set a timer/alarm successfully. What should I do?

- a. Say **“Hey Merlyn, show timer”** or **“Hey Merlyn, show alarm”** and check if there are any active timer or alarm. We currently do not support multiple timers and alarms. You can set another timer or alarm once the current one timer or alarm completes respectively.
- b. Try asking Merlyn for weather and/or time. If Merlyn does not respond to any of the voice commands, then please refer to the corresponding troubleshooting steps.

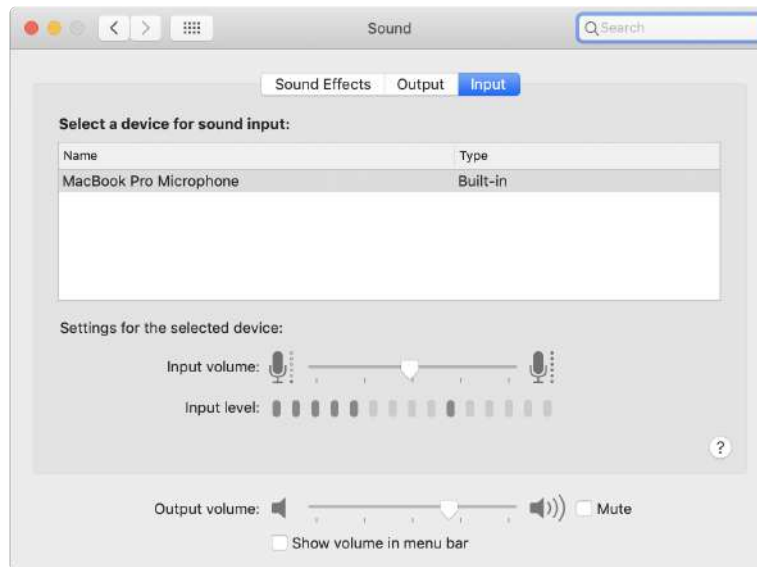
10. While playing a video, the audio output comes through my computer speakers rather than Symphony Classroom. What should I do?

- a. Navigate to the sound settings/preferences on your computer and select your external display (or IWB) name for audio output.

Windows Settings screen



Mac Sound settings



11. While sharing my computer screen through Symphony Classroom™, I see that some portions of the screen are cut-off. What should I do?

- a. Try quitting the desktop app on your computer and launching it. Once it starts running again, validate that you are logged in and connected to the browser extension.

12. The pointer speed and movement of the air mouse feels glitchy/jumpy. How do I resolve this?

- a. Using either the remote settings button (⊙) or by voice (“**Hey Merlyn, open settings**”), open the Settings menu. Use the air-mouse to navigate to the «Remote» options and click on «Firmware» menu. You can then use the update option to download any pending firmware updates for the remote.
- b. Ask “**Hey Merlyn, go home**” and check if the air mouse movement still feels glitchy. If the answer is no, then follow the troubleshooting steps listed under #7.
- c. To recalibrate your air mouse, try turning off the air mouse and point the remote to the center of the screen and then turn on the air mouse again. See if this resolves the irregularity in the air mouse movement