

Trouble-shooting the Build Your Own Motorised Emoji kit

Firstly, and most importantly...everything is going to be fine! Whatever the issue is, there is probably a solution for it here. If there isn't you can call Civic Digits on 07487 506409 or email contact@civildigits.com. We will answer messages within 24 hours. In most cases we will be able to respond quicker than that. We will try to arrange a time to talk to you in person and try and trouble shoot whatever the issue is over a zoom meeting or phone call.

It can be a real challenge to make new or unfamiliar technology work. We are trying to make these workshops available despite the restrictions that Covid has imposed on us and we hope that it works as smoothly as possible so that your pupils have fun playing with data, learning about keeping themselves safe and resilient on line and hopefully getting their SQA accreditation.

FAQ

1) The VizBlocks Wi-Fi isn't showing on my phone

Try refreshing the list of hotspots on your phone.

Unplug and plug in the Raspberry Pi. On the end of the Pi closest to where the power cable plugs in, you'll see two LEDs, one green and one red. Both will light up when power is first applies, but as the Pi boots up the green LED will flash irregularly, and then go out once the Pi is ready for use.

If neither light lights up, check the power supply is connected correctly and on at the mains

If the green light doesn't start flickering within ten seconds of power being connected, check the card that holds the Pi's software. This is in a slot to the left of the green LED and can be gently extracted by thumbnail. If it needs to be reinserted, the gold connections should face upwards, into the body of the Pi, and the card should slide in gently until it's about a millimetre beneath the edge of the Pi. It doesn't click into place and shouldn't need much pressure, so check it's the right way around if it doesn't want to go in.

If all seems OK but there's still no VizBlocks hotpot, check that the Wi-Fi adaptor is plugged in correctly. This is a USB plug with a very small black plastic body, and it can go into any of the four USB ports in the end of the Pi opposite the end with the lights.

2) My admin phone (Number 6) doesn't open the apps (VB controller, Node Red, face tracker or data set)

Check: Are you connected to the Vizblock Wi-Fi? Check Wi-Fi in settings to see if you are connected to VizBlocks Wi-Fi.

If you are, try going into settings, Wi-Fi tap the info icon to the right of the VizBlocks connection, and tapping Renew Lease (this may be at the bottom of the list, so you might need to scroll down the options). If this works you should do it with all the phones.

3) The VizBlocks aren't moving when I test with Node Red

Are you pressing the blue button on the left of the arrows? It's super easy to miss. Don't press the arrows, press the button on the left of the arrows

4) Some blocks are moving when I use the apps and some aren't

Check that they are all turned on. On is on the right if you are looking at the back of the block. Use a pen to flick the switch sometimes it's a bit tucked into the block.

Check that they are all flashing with a blue light this means that they are connected to the Raspberry Pi

Check that they are charged. If they are fully charged you'll see 4 red lights underneath the connection for charging

5) My blocks are not charging fully

They do take a long time to charge, sometimes they need to be left over night to charge. Make sure you charge them while they are turned off

6) The facial recognition app isn't working

Check that in Civic digits admin you have assigned a phone to the facial recognition. It should default to phone 1

Check that you have clicked on the Start button in the app, you know you have because the red and blue lines should start reacting to your facial expression

This does often not work the first time you open it. If you close the app and re-open it and then give it a minute to connect to the pi it should work

7) I've done something to the Node Red app. I opened it and could find it but now I can't find any 'happy' or 'sad' buttons

Please let us know straight away and we will fix it from our end.

8) I can't find the apps on my phones

Please get in touch with us and we will talk you through putting them back on the phones.

Links are here for each app. When you have connected to the app you can go to share, then add to home screen to create an icon on the phone.

Node Red: <https://raspberrypi.local:1880/>

Face Tracker: [https://192.168.4.1/face-tracker/#\(number of phone\)](https://192.168.4.1/face-tracker/#(number of phone))

Pupil control: (vbcontroller): <https://raspberrypi.local:1880/vizblock-controller/>

These apps are only on phones 16 the teachers' or workshop leaders' phones

Teacher Admin: (PIP Admin) <https://raspberrypi.local:1880/admin/>

Weather data: (Data set tracker) <https://192.168.4.1/face-tracker/dataset.html>