Rainbow Reading Pens – Troubleshooting

INTRODUCTION

Looking After Your Pens
Keep in mind your Pen is a mini computer. It should be treated with care.

- Keep it dry, dust-free, away from water, magnets, and extreme temperatures.
- Don't touch on the pages or stickers, or on any surface more than you need to.

Power
The pen has a rechargeable lithium battery, which can be charged by connecting the USB cable provided to a computer or power source.
When the power is low, the pen will make a beep or say 'low voltage' to indicate the battery needs recharging, and then it will shut down automatically.
Only charge one pen per power source; more than one pen can cause overloading and fry the pen.
During charging, the power light will be on and when charged the light will go off.

SPECIFIC ISSUES

'Oh Oh' Sound
If your pen makes this sound when trying to read a book, it may not have the files loaded.
Contact your supplier about how to add more files.

Scratchy Sound
Just like other computers, sometimes the Pen takes a while to:
A) load its software, and B) load the book. Please allow just a little time for this loading to take place.

OTHER ISSUES

Testing Pen
Ensure pen is charged – see 'Power' above. Turn on by pressing the power/pause button ⏻ **/P.**
You may like to turn the volume up by pressing the volume button **V+/-**.
To test on a book: if the book has a small round sticker inside the front cover, touch the pen on this. Otherwise simply touch the pen anywhere on the front cover.

The book should now be introduced with a voice. If this doesn't happen, you may need to reset the pen.

Resetting Pen
The Pen can be reset by using a paper clip.
With the Pen on, push the reset button on the pen (located on the speaker side of the pen between the two screws) by inserting a paperclip and gently pushing on it until you feel a very small click and the power light goes off. Repeat 'Testing Pen'.

If any of the above steps cannot be performed or doesn't fix your issue, you will need to return the Pen to your supplier.