

FlashMasters® troubleshooting

Here is a list of the problems most often encountered with FlashMasters and how they often can be resolved although sometimes only temporarily.

If there is a problem, first identify the “Symptom” below that best describes the problem FlashMaster and then follow the suggestions specified for that Symptom.

Symptom #1: The FlashMaster DOES NOT TURN ON:

Make sure that the batteries are installed in the correct direction. (One way to check is to insert the tip of a ballpoint pen into the RESET hole in the upper right corner of the front side of the FlashMaster. If all the “segments” in the display are displayed when you do, the batteries are correctly installed.. If not, they are probably **EITHER** (1) dead (very occasionally newly purchased batteries are dead), (2) incorrectly installed **OR** (3) **possibly the metal contacts inside the battery compartment need to be wiped clean with the cotton end of a Q-tip moistened with alcohol or even water.**)

Then, strike the “2” key **5 times very firmly and rapidly** and then push the ON/OFF key (with the red circle around it). If the FlashMaster turns on, it should operate properly (possibly only temporarily but possibly for years).

If the FlashMaster does not turn on, strike the “3” key 5 times very firmly and rapidly and then push the ON/OFF key. If the FlashMaster turns on, it should operate properly.

If the FlashMaster still does not turn on, strike the “5” key 5 times very firmly and rapidly and then push the ON/OFF key. If the FlashMaster turns on, it should operate properly.

If the FlashMaster still does not turn on, strike the “6” key 5 times very firmly and rapidly and then push the ON/OFF key. If the FlashMaster turns on, it should operate properly.

If the FlashMaster still does not turn on, repeat each of the proceeding steps. If the FlashMaster turns on, it should operate properly, but, if the FlashMaster still does not turn, you could either try the four preceding steps one more time or “give up”. (But always feel free to call us.)

If you are able to get the FlashMaster to operate again, remember which key "did the trick" in case you experience the same problem again or a different one, in which case you should strike that number key firmly and rapidly to try to remedy the problem.

Symptom #2: If the FlashMaster TURNS ON but SEEMS FROZEN (and is not making noise):

After turning the FlashMaster on by pushing the “ON/OFF” key (with the red circle around it), strike each of the ten **number** keys **5 times very firmly and rapidly** (starting with the “1” key and continuing to the right, if and as necessary, to the “0” key) until the FlashMaster emits a sound effect (either the one for an incorrect answer or a “ding” sound), at which time the FlashMaster should operate properly—possibly only temporarily but possibly for years. If you are successful, **remember which key "did the trick"** in case you experience the same problem again or a different one, in which case you should strike that number key firmly and rapidly to try to remedy the problem.

Symptom #3: The FlashMaster TURNS ON but SEEMS FROZEN and is ALSO RAPIDLY MAKING NOISES:

While the FlashMaster is acting in this manner, strike each of the ten **number** keys **about 8 times very firmly and rapidly** (starting with the “1” key and continuing to the right if and as necessary to the “0” key) until the FlashMaster stops making noise, at which time it should operate properly—possibly only temporarily but possibly for a long time. If you are successful, **remember which key "did the trick"** in case you experience the same problem again or a different one, in which case you should strike that number key very firmly and rapidly to try to remedy the problem. (If, when the FlashMaster is rapidly making noises, you see a particular digit being entered as an answer, that digit corresponds to the number key that you need to strike forcefully and rapidly to fix the problem.)

Symptom #4: Even when the FlashMaster has not been turned on, all the segments in its display are lit up (displayed) (as if the “RESET” key is being activated):

One possible cause of the problem: Sometimes children insert the tip of a pencil into the “RESET” hole (located on the top of the FlashMaster below the yellow “SPECIAL PROBLEMS” key) causing the “RESET” key (inside the “RESET” hole) to be activated thereby causing the entire display to be lit up. **REMEDY:** While holding the FlashMaster upside down (but not over your eyes), insert the unbent end of a small paper clip into the “RESET” hole) and try to dislodge the pencil lead that may be stuck inside the “RESET” hole by “coring” the straightened tip of the paper clip around inside the hole. You might even tap the backside of the FlashMaster while you do this. If the display is no longer lit up, you have solved the problem **AND THE FLASHMASTER IS NOT DEFECTIVE..**

Second possible cause of the problem: the batteries may be **extremely** low or dead. **REMEDY:** Replace the batteries with new batteries (or, even better, if you happen to have another FlashMaster that is working, with the batteries from that FlashMaster). If the display is no longer lit up, you have solved the problem **AND THE FLASHMASTER IS NOT DEFECTIVE.**

Symptom #5: After the FlashMaster is turned on, it fades off perhaps after one or two problems have been answered.

If this happens, the batteries may be too low (even if, in theory, they are new). Try new batteries. (If you have another FlashMaster that is working properly, batteries borrowed from it are the best to use to test the problem FlashMaster.)