

# Roomcast Staff Troubleshooting Guide

## Guest Connection And Potential Network Issues

### 1. When I press “Start Streaming” a blue screen pops up saying “Fetching Update”

Chromecast is undergoing an update provided by Google. It will take about 30 minutes. Once completed the guest can Cast like normal.

### 2. When I press “Start Streaming”, a blue screen pops up saying “Set-me up” or “can’t access the internet”

This means Roomcast is failing to get a strong enough internet connection to Cast. This may occur when the network is running slower than regular and there is an abnormal amount of users currently casting. This will fix itself once the network returns to normal strength.

If still failing to connect after several hours - try a hard reset\*\*

As a last resort you can call your WiFi provider and instruct them to remove bandwidth caps on wired ethernet.

### 3. I tried to join the Roomcast network but it won’t let me

Make sure the guest is connecting to the Roomcast network in their room. I.e. if they are in Room 201, make sure they join the network named Room0201.

The password is case sensitive. Confirm with the guest they are typing it in correctly.

#### **4. I left the room briefly and now I can't control what's playing**

Roomcast has a range of about 40 feet. If the guest leaves that range their device will reconnect to the hotel network. All they need to do is rejoin Roomcast (no need to enter the password again until it resets) and they'll be back in control.

#### **5. I was connected to Room0202 yesterday but now it's not working**

For security purposes, Roomcast has a dynamic password that changes every 24 hours. If the guest is staying for multiple days they will need to connect each day.

#### **6. While Casting - web pages on my phone are loading slowly**

Sometimes heavy streaming can take up a lot of bandwidth. If guests are experiencing slower performance on their mobile device, try telling them to disconnect from the Roomcast network and rejoining the hotel network. Don't worry, it won't disturb what's playing on the TV. They simply need to rejoin the Roomcast network to resume casting.

#### **7. I don't see the "Cast" Icon**

Occasionally the Cast icon will fail to appear. Not a problem - tell the guest to quit out of the app and relaunch it. If it still doesn't show up, tell the guest to rejoin the Roomcast network. If it STILL doesn't show up, a simple hard-reset should do the trick

## **8. A screen popped up on my phone saying “Can’t connect to this device”**

Chromecast based solutions sometimes get confused when guests switch from app to app and this error message will display. All they have to do is tap the Cast icon again, disconnect from Chromecast, and reconnect.

## **9. I turned the TV off while Casting but my show/movie kept playing**

The way Chromecast based solutions work is once the stream is started, the Guest will need to disconnect to stop it. This is done by simply tapping the Cast icon.

Roomcast also has an internal reset that will “Kill” the stream everyday at noon.

## **Roomcast Remote and Auto-Input Switching**

### **10. The Roomcast remote isn't working**

First and foremost, make sure the guest pressed select on the Roomcast remote when they are on the main TV welcome screen - it will auto input switch to the Roomcast interface.

Secondly, a red light will display when a button on the Roomcast remote is pressed. If it doesn't the batteries need to be changed. If the red light is on but still doesn't work - make the sure the remote is paired. This is done by holding the select and return keys for 10-15 seconds. The blinking red light will turn solid once it is paired.

### 11. I am on the Roomcast screen but exit to TV is not working.

This is a case where the automatic input switching got out of sync. The guest may have manually changed the input to Roomcast or from Roomcast to the TV. In either case they simply need to turn the TV off, turn it back on, and the input switching will now be back in sync.

### 12. When I started Casting the Roomcast remote stopped working

Once in a Casting session, the guest will use their own device to pause, fast forward, rewind or choose a different program. Pressing select on the Roomcast remote will return them to the main Roomcast page.

### 13. I turned on the TV and Google Chromecast TV appeared (Main Roomcast Welcome Screen)

This is a situation where the Roomcast remote was pressed while the TV was off and auto-switched to the welcome screen. All the guest has to do is press TV and they will return to the normal channel line-up.

**\*\*\*\*\*Important: In addition to the above troubleshooting a strategies - a sure fire way to clean up any problems is to perform a hard reset. Simply unplug the Roomcast unit for 10 seconds and plug it back in.**

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