Difference Engine – Troubleshooting FAQs

Issue	Possible reasons/solutions
The captions are not broadcasting	You might be in Edit mode rather than Broadcast mode in the operating system. It is in 'broadcast' mode when the lines showing which column/row you are on are white, and it will say Broadcast at the top. Press 'S' to toggle between modes.
	Is the router on? It must be plugged into power. The on/off button is next to the power cable. There should be a green light under the WiFi symbol on the router
	Is the mobile device (phone) connected to the Difference Engine network? If not, reconnect – in your settings select the Difference Engine wireless network (If you were connected and got disconnected, you may need to close and restart your app – see below)
	Is the laptop connected to the DifferenceEngine network? It should be, but might just have lost connection. Check by clicking on the network symbol (five upright bars) in the Windows taskbar, bottom right on the laptop
	The laptop may have re-established a firewall after connecting to a different wireless network. See 'How to check Firewall status' sheet to disable it.
I can get the captions on the App, but not via the Browser	The WAMP server is probably not running – if it is there should be a green W in the taskbar at the bottom of the screen, on the right. If not, double click on the big pink W in the middle of the desktop and say YES to letting it make changes. This will start the WAMP server. The W should change from Red to Green.
I had captions on my phone and they've gone	Sometimes if the Difference Engine captions broadcast gets interrupted – eg router accidentally turned off, system crashes) and has to be restarted, then devices which were connected to it previously no longer connect. This might be because they lose connection to the Difference Engine network – check and reconnect if necessary. If this doesn't do it, end the process for the App (on iOS, double click Home button and swipe up) and try reconnecting and reopening the App. With some older devices it may need you to completely restart your phone (completely powering it off and then restarting)
I've had to restart the system mid show and I'm way behind - I need to get to a later part of the script	Use Ctrl + J and enter the line number that you want to jump to. You can approximate this by looking at the total number of lines (indicated in the current cell as the second number – eg 8/345 means you are on line 8 of 345) This is useful if for any reason you need to restart the Difference Engine mid performance (eg if it crashes)
Some characters are not displaying properly in the operating system (laptop)	Check if they are showing properly on the app – some will look wrong on the operating system but be fine on the app. If not, then you need to go back to the spreadsheet version of your script and do Find and Replace on the characters that are wrong – these are probably single or double quote marks, apostrophes, elipsis (three dots) or hyphen/dashes. See section 4d of the set up and operating instructions for how to fix this. You will need to re-import your script (Ctrl C to copy, X to import into the system)