

## Troubleshooting Tips

If you cannot find the answer to your question about your Bee-Bot, Blue-Bot, or Pro-Bot using the documentation and on-line resources such as these FAQs, [send your question](#) to Terrapin. We strive to respond as soon as possible, usually within 24 hours.



Please be sure to check your e-mail's spam folder every day in case our reply to your troubleshooting form is collected there. Many school districts have restricted settings on the kinds of emails that can be received. The e-mail address from us will end with bee-bot.us.

For all questions around Terrapin Logo, please [refer to the Logo Questions page](#).

For questions around licensing, shipping and more, please [read the Common Questions page](#).

How do I get started with my 'Bot?

Make sure the Bee-Bot and/or Blue-Bot is turned off since it won't charge if the power switch is on. The unit must be switched off to charge. The power switch and the sound switch are located underneath the robot. Turn both off when charging or when storing the robot between uses of it.

The 'Bots need to be charged before first use. To get the best out of the 'Bot's battery life we recommend that the unit is fully charged after every use. We also do not recommend that you leave the 'Bots on continuous charge. Once the eyes change color please remove from charge.

Bee-Bot and Blue-Bot: 1) Insert the USB cable into the charging socket on the underside of the 'bot. 2) Connect the other end to a spare USB port on a PC or laptop. Or you can connect to a USB charging plug. 3) If you have the Docking Station or Six-Bot USB charger, then place the 'bot into that and connect the power cable. 4) On the Bee-Bot, one eye will light up GREEN to show that the battery is charging. 5) On the Blue-Bot, both eyes will light up RED to show it is charging. 6) On the Bee-Bot, the GREEN light turns OFF when it is fully charged. 7) On the Blue-Bot, the RED eyes will turn to GREEN when it is fully charged.

Once the Bee-Bot has finished charging, the light in its eye will switch off. To protect the battery on the Bee-Bot, turn off the switches underneath the machine until you are ready to use the robot again. Otherwise, the Bee-Bot will emit a beep sound every so often which may run down its batteries.

When Blue-Bot is charging, its eyes turn RED. Once the Blue-Bot has finished charging, its eyes change to GREEN. When Blue-Bot is connected to Bluetooth, its eyes turn BLUE. When Blue-Bot has low batteries, and needs to be charged, its eyes will flash RED.

Please keep for reference the User Guide booklet which comes inside each robot box. These User Guides are also available as PDF files at the Downloads Center section of our website.

### Essential Care for the Robot and its Batteries

These educational floor robots need to be supervised the entire time they are being used by young children. 1) They should always be used on the floor, and not on a table, because if they run off the edge and fall off, they might be damaged, for example, a soldered wire could break or come loose. 2) If they are pushed rather than allowed to complete their program on their own, that can strip the gears, or jam the wheels. The robots are an amazingly effective tool which develops and strengthens the students' logical thinking abilities by their learning how to make the robot move on its own. They are not designed to be used as a race car or a toy. 3) Attention to the correct way to charge the batteries and store the robot is necessary.

Two Kinds of Issues:

In our experience there are generally two kinds of issues: movement and power.

#### MOVEMENT ISSUES:

Movement issues can be due to the shell becoming slightly out of alignment with the buttons. Or, sometimes, floor dirt or sticky hands can clog the bottom of the robot so that the shell or the wheels can get stuck or dirty and need some readjustment.

We ask customers who have movement problems with their Bee- or Blue-Bots to try taking off the shell in case the wheels are misaligned or stuck. This step is usually all that is necessary to fix this and can be done with a minimum of effort by the teacher or even with the help of an older student. Exact instructions for this follow below:

\*) To Remove the Shell for a Movement Problem: Remove the shell by unscrewing the four tiny screws on the bottom with a tiny Phillip's head screwdriver. Keep the shell upside down so the buttons don't fall out because they are loose. Try programming Bee-Bot for a few steps without the shell on. This will attempt to adjust the shell to the buttons, in case that is stopping its movement. If it works without the shell on, put the shell back on carefully. Test it again with the shell on. Bee-Bot should be recovered and ready to go. While you have the shell off, you can check for dirt or stickiness on its body or its wheels. Remove that, and then put the shell back on again. Bee-Bot should be recovered and ready to go.

The most common reason that robots end up not moving correctly is that students push them rather than let them finish their program. This can damage the gears and the cogs that turn the wheels, so that one wheel does not turn at the same speed as the other and then Bee-Bot no longer travels in a straight line. Please take care to explain to students why they must let Bee-Bot finish its program on its own power, without them pushing it. Even if Bee-Bot isn't going where they intended, the robot should be picked up to move it, not pushed at all during or after its program.

#### POWER ISSUES:

Power issues, which are often described as "won't charge," can be understood and pinpointed as located in the battery or the Bee-Bot by switching batteries with a Bee-Bot that doesn't have a charging issue. But sometimes even just disconnecting and then carefully re-connecting the battery can correct a usage interruption.

The two steps listed below explain in detail how to test for power issues. The correct method of opening the battery compartment follows below:

1) Power Issue: Open the battery compartment by unscrewing the screw (which has a special design to conform to European regulations—you just need to find a tool that works, perhaps an allen wrench or the blunt tip of a pair of scissors). The screw is triangular and is on the square panel on the bottom of the Bot. Disconnect the battery and then reconnect it to reset Bee-Bot. Does that fix it? If not, go to #2.

2) Power Issue to Test Battery: Switch the battery with one from a working Bee-Bot to see if the problem is with the battery or the Bee-Bot.

#### Troubleshooting Tests:

These simple and quick troubleshooting tests as listed above when done by the customer (or their eager and helpful students) usually solve Bee-Bot movement and battery issues.

#### Replacement Battery:

You can purchase a replacement battery at <https://www.bee-bot.us/bee-blue-rechargeable-battery.html>. Replacement batteries are available only for Bee-Bots and Blue-Bots sold by Terrapin and may not be shipped outside the United States. Before purchasing a replacement battery, make sure to test the battery by the directions above, under Power Issues.

#### How Do I Charge My 'Bot?

Make sure the Bee-Bot and/or Blue-Bot is turned off since it won't charge if the power switch is on. The unit must be switched off to charge. The power switch and the sound switch are located underneath the robot. Turn both off when charging or when storing the robot between uses of it.

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The robots need to be charged before first use. The robots should not be left on the charger between sessions. The batteries should not just be left charging for days, for example.

My Bee-Bot/Blue-Bot won't charge!

POWER ISSUES:

Power issues, which are often described as “won't charge,” can be understood and pinpointed as located in the battery or the Bee-Bot by switching batteries with a Bee-Bot that doesn't have a charging issue. But sometimes even just disconnecting and then carefully re-connecting the battery can correct a usage interruption.

The two steps listed below explain in detail how to test for power issues. The correct method of opening the battery compartment follows below:

1) Power Issue: Open the battery compartment by unscrewing the screw (which has a special design to conform to European regulations—you just need to find a tool that works, perhaps an allen wrench or the blunt tip of a pair of scissors). The screw is triangular and is on the square panel on the bottom of the Bot. Disconnect the battery and then reconnect it to reset Bee-Bot. Does that fix it? If not, go to #2.

2) Power Issue to Test Battery: Switch the battery with one from a working Bee-Bot to see if the problem is with the battery or the Bee-Bot.

Extending Battery Life:

Please make sure that you care for these batteries with attention. Battery life depends on how the batteries are handled. Their life can be reduced by both over-charging and under-charging. Bee-Bot batteries are lithium ion batteries and in general should be treated similar to cell phone batteries. You should put a full charge on a battery and then use the device until the battery has run out and then charge it again. That will give you the longest life (just like your cell phone). The batteries should not just be left charging for days, for example. Also, when you first use the robot, it needs to be charged first. The robots should not be left on the charger between sessions.

Replacement Battery:

You can purchase a replacement battery at <https://www.bee-bot.us/bee-blue-rechargeable-battery.html>. NOTE: This battery is available only as a replacement for Bee-Bots and Blue-Bots sold by Terrapin, and may not be shipped outside the United States. Before purchasing a replacement battery, make sure to test the battery by the directions above, under Power Issues.

Does My Robot Have a Warranty?

Our company, Terrapin (aka Bee-Bot.us), is the official U.S. distributor of these robots and not the manufacturer of these products.

The manufacturer warranties Bee-Bots and other 'bots to be free of manufacturing defects for up to a year from purchase. Manufacturing defects do not include user errors or damages, which can occur if the robots and their batteries are not properly cared for. Also, in general, manufacturing defects show up almost immediately, not after a long period of use.

Please understand that we do not have the facilities to attempt repairs on the robots. We have to prove to the manufacturer from your explanation that any problems are the manufacturer's fault. This is so the manufacturer will approve a replacement for you and we can receive credit from them for it.

How do I maximize battery life?

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How do I connect Terrapin Logo with my Pro-Bot or Blue-Bot?

It depends. If you are running the Web version, you can use Bluetooth to connect to Blue-Bot. You need to run the Chrome browser, which is the only browser with built-in Bluetooth connectivity. The Web app cannot access Pro-Bots. The desktop version of Logo has full connectivity built in.

We have prepared two pages for you with detailed programming instructions: [Click here](#) for Pro-Bot instructions, and [click here](#) for detailed Blue-Bot instructions.

My Pro-Bot does not respond to any commands!

Your Pro-Bot probably simply needs to be reset. Pro-Bot goes into hibernation when it hasn't been turned on for a period of time to preserve its batteries.

To reset Pro-Bot, turn Pro-Bot over and find the small hole labeled Reset at the bottom left of the underside of Pro-Bot near the switches. Bend a paper clip so that one end sticks out or obtain a toothpick which fits in the hole. Be sure batteries with power are installed with the correct polarity. Turn Pro-Bot on. Gently push the end of the paperclip or the toothpick in the Reset hole. Pro-Bot beeps and springs back to life.