

LENA Family Hub Troubleshooting Guide for Program Staff

⚠ In the event of a technical issue please do not send the troubleshooting guide to parents. Please use it to guide your troubleshooting.

How to use this guide:

1. **Review what's *supposed* to happen.** Most of the time we expect a smooth Family Hub experience. A description and/or set of images at the top of each section below indicates what we *expect* to happen when everything goes well.
2. **Click on the problem for more information.** Below these "happy path" images are specific problems or errors that may appear when something goes wrong. Within LENA Family Hub, usually the best advice is to "follow the instructions on the screen," but we provide a little more detail here. Click on the problem to see more information.
3. **If needed, contact LENA Support.** In most cases, everything we know for solving the problem is in this guide. If you need additional support or confirmation that you've exhausted all options, please get as much detail as you can from the family - screenshots make us giddy with joy! - and contact LENA Support (see sidebar). If the problem is occurring in transfer, upload, or charging, please provide the participant's LENA ID or the serial number of their assigned device so that we can gather details on our side.

Download problems

A smooth download goes like this:

1. Verify that the **requirements** are met.
2. Click the button to **Download LENA Family Hub**.
3. When download completes, see a file at the bottom of the browser window

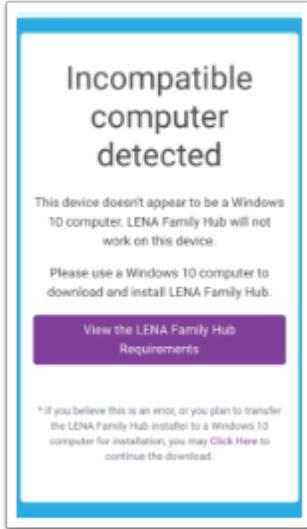
Problems in this phase are most likely due to the family's computer or Internet connection. Click below for more information.

Incompatible computer detected

This message indicates an attempt to download on a Mac, Android tablet, Chromebook, smart phone, or other incompatible device.

The software should be downloaded on the device where it will be used, which **must be a Windows 10 computer**.

Direct the family to download on a compatible computer, or plan to pick up and deliver devices for this family.



No download button

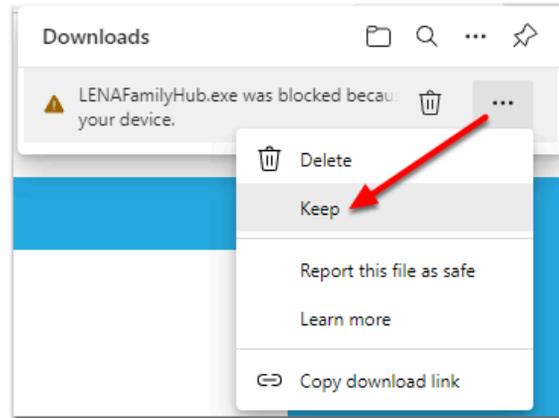
This can happen on a computer with powerful ad blocking in use. The link will still work - click to proceed with downloading the installer file.



Download blocked

Microsoft Edge often blocks this uncommon download. LENA Family Hub is safe.

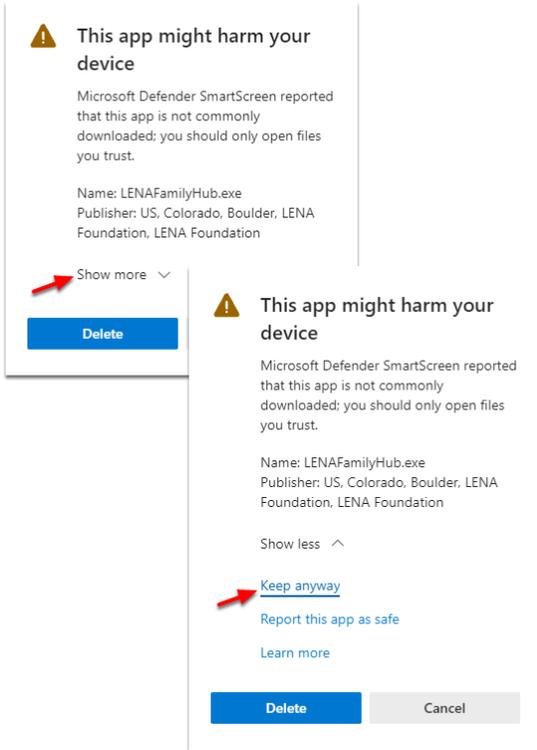
Hover on the message, click the **3 dots** that appear, and then select **Keep**.



Microsoft Defender SmartScreen says this app might harm my device

SmartScreen warns you out of an abundance of caution, because Family Hub isn't a popular app that gets downloaded 1000 times a day. It is safe.

Click **Show more**, and choose **Keep anyway**.



Unable to finish downloading the installer

If the installer appears to be downloading for 10 minutes or longer and then fails, the most likely reason is slow Internet. *In this situation, the Internet connection is also too slow for using LENA Family Hub.*

Plan to pick up and deliver devices for this family.

Installation problems

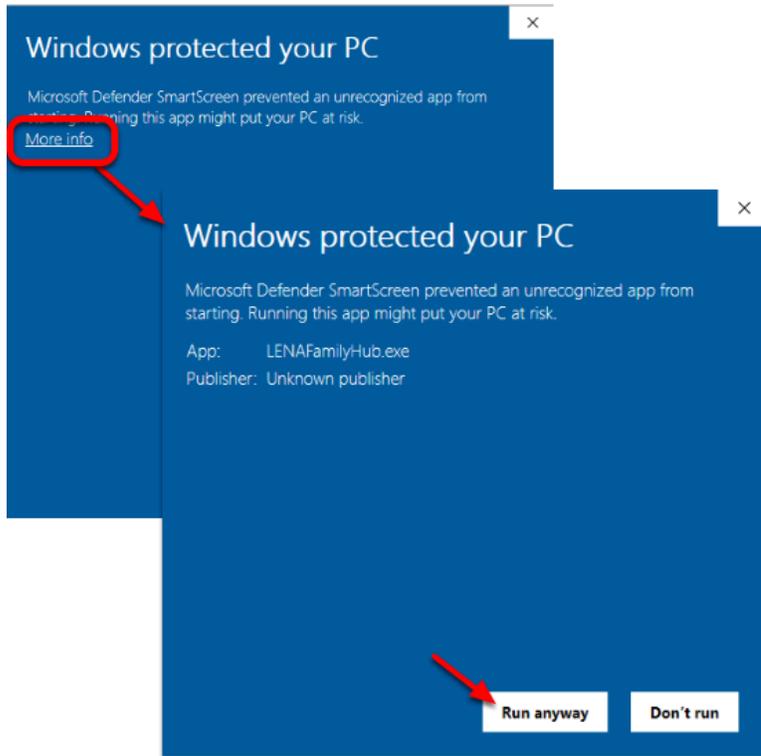
A smooth installation goes like this:

1. Click the downloaded **LENAFamilyHub.exe** at the bottom of the browser window to **start installation**.
2. Click **Next** all the way through the **installation wizard**, and **agree** to any prompts.
3. **Close** the wizard, and see the **LENA Family Hub icon** on the computer's desktop.

Below are a few items that can cause snags.

Warning: "Windows protected your PC"

Click **More info**, then click **Run anyway**.



Prompt: Do you want to allow this app to make changes to your device?

This prompt is a standard safety feature to help prevent software from being installed (which is change to the computer) without the user's knowledge.

Click **Yes** to proceed with installation.

Username and password required during installation.

If a User Account Control window appears during installation, the computer requires the credentials of a Windows user who has local admin rights on this computer. If the parent's Windows login does not work, LENA Family Hub is not an option.

Caregiver ran the install wizard, but LENA Family Hub did not finish installing.

This can happen if the user does not respond to pop-ups or dialog boxes during installation. The installation will time out.

The user needs to be present and responsive during LENA Family Hub installation.

Unsupported .NET Framework

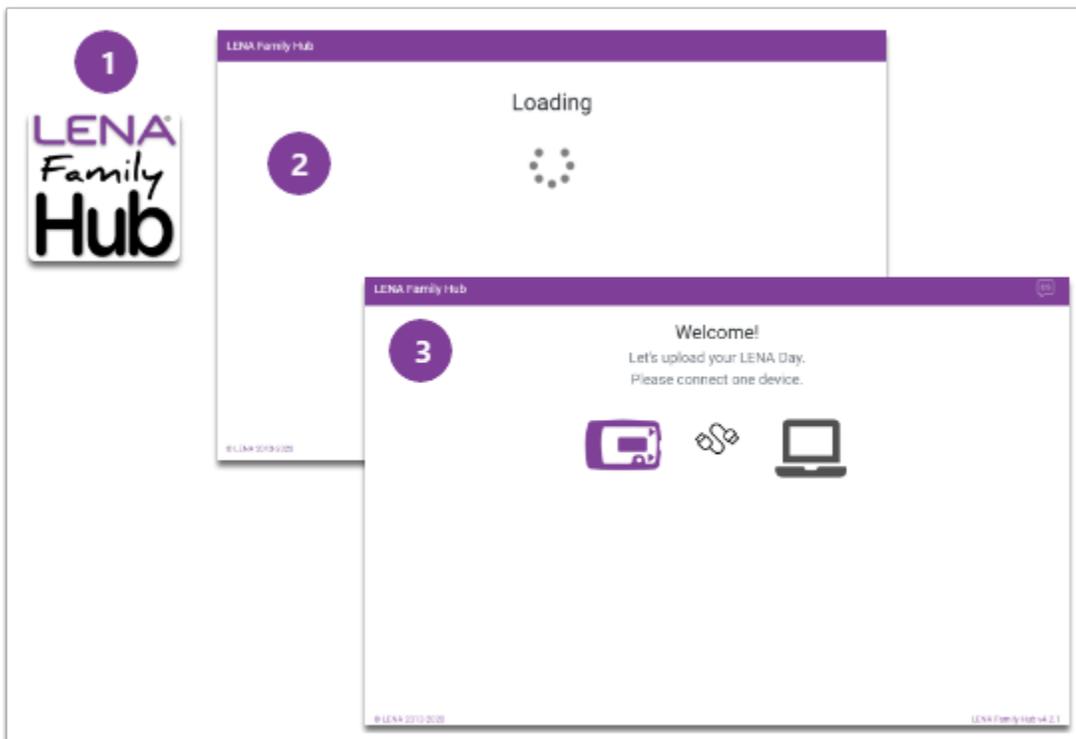
Eh...is this *really* a Windows 10 computer? If it's not, then abandon ship, because it probably isn't going to work well with LENA Family Hub.

If it is for sure a Windows 10 computer, the solution is a bit techie. If you decide to proceed, the solution is to:

1. Download and install .NET Framework 4.6.2: <https://www.microsoft.com/en-us/download/details.aspx?id=53344>
2. Restart the computer.
3. Re-run the LENA Hub installation. (The installer is most likely still in the computer's Downloads folder. Double-click to install.)

Startup problems

It's as easy as 1-2-3, but if something goes wrong, LENA Family Hub gives clear instructions for what to do to resolve most error situations.



Click below for more details. Persistent errors in this category are a sign that uploading from home is not a good fit.

Trouble starting Family Hub

Follow the instructions on the screen: close the program, restart the computer, and try again.

If the problem persists, the family will need to reinstall LENA Family Hub. If presented with the option to "repair" LENA Hub during installation, they should click that.

If it continues after a reinstall, this family won't be able to do uploads from home. They can uninstall LENA Family Hub.

Problem while configuring Family Hub

Follow the instructions in the error message: Close the program, restart the computer, and try again.

If the problem persists, the family should reinstall LENA Family Hub.

Not enough disk space on the computer

The hard drive is too full. The family will need to remove files to make space for LENA Family Hub to operate.

If they are unable to clear enough space, LENA Family Hub is not a good solution for this family.

Family Hub cannot connect to the internet

The internet connection is bad. Follow instructions in the error message: Close Hub, check your internet connection, and try again.

If the problem persists or occurs frequently, uploading from home may not be a good option for this family.

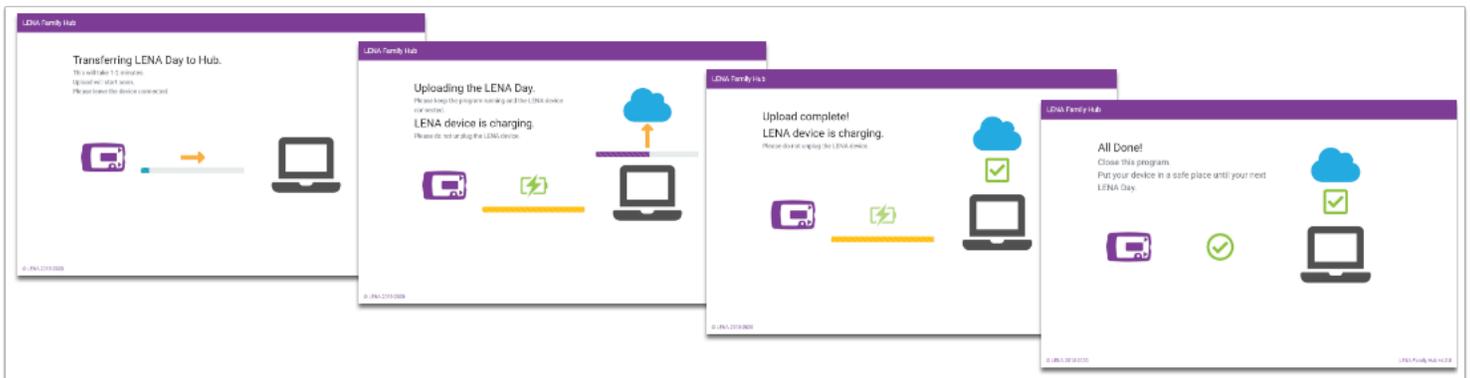
Can't talk to LENA

Follow on-screen instructions: close the program, check the internet connection, and try again.

If the problem persists, you may contact LENA Support for more information.

Transfer and upload problems

Transfer - Upload - Charge - All Done! Problems in this phase are *usually* due to user error or an equipment problem.



Nothing happens when device is plugged in

The following "do-over" steps will usually resolve this issue, whether it's due to user behavior or equipment:

1. Disconnect the device.
2. Close Family Hub.
3. Restart the computer. (Be sure to actually restart, so that the computer closes all programs, shuts down, and starts back up. This is different from simply closing the laptop lid and reopening it.)
4. Open Family Hub.
5. Connect the device again.

If this does not resolve the issue, you can try to rule out problems with cables and ports, or with the device itself:

- Is the parent using a high quality USB cable, such as the ones provided by LENA? Some lower quality cables can be less reliable.
- Is the cable going from the device straight to the laptop or desktop computer? If it's going to a docking station or USB hub, have them try a direct connection.
- Can they try reconnecting using a different USB port and/or cable?
- Are the USB ports working well with other USB devices?
- What does the little screen on the device itself say?
 - It should say Memory Full when it is **not** connected and contains a full LENA Day, or Paused with some numbers showing the recording length.
 - It should say Charging when it is first connected, before LENA Family Hub "notices" it. (Other statuses will show during a normal transfer process.)
 - If the screen is blank even though the caregiver has turned it on, or if it shows an error, or if it is stuck on a message like "v2.18," or if it says Charging when it is not plugged in, see the general device troubleshooting article.

If you cannot resolve the issue with the family using the above, please arrange to pick up the device and attempt to transfer it using regular LENA Hub. If it is not recognized on regular Hub either, despite trying the suggested steps in the general device troubleshooting article, there may be a problem with the device. You can contact LENA Tech Support to see if it may be eligible for replacement under warranty.

No LENA Day found

The device is empty. Time to make a LENA Day!

If the parent believes they did record, check LENA Online to see if the day was already uploaded. If there is nothing in Recordings or Upload Tracking, and no processing error showing on your dashboard, then review how to use the device - that is, always be sure the screen says "Recording" before placing the device in the pocket of the LENA clothing.

LENA device not assigned

The error message indicates which device the family has in hand. Assign this device number to the participant in LENA Online so that the family can upload their data.

Why did this happen?

Any of the following can cause this error:

- You forgot to assign the device before sending it home

- The family is in a Per Recording group and has previously attempted an upload from this device, so the system has automatically unassigned it. Family Hub is meant for groups with Fixed recording assignment type only...for this reason!
- You mis-typed the recorder number when assigning it. If you recognize a typo in an existing assignment, please clear that assignment out to prevent complications (such as the wrong data coming in for the child, or another user being unable to process their device).

We could not set the time on the LENA device

This message by itself is not *necessarily* a problem. Make sure the family is using a LENA-supplied cable, and keep an eye on the timestamps of the family's reports to be sure they are showing the hours when the family actually recorded. When the family is finished participating, be sure to connect the device to your program's regular LENA Hub so that the clock can be trued up for the next use.

 If this message occurs in combination with an error about determining the battery level, or a failure to prepare the device after upload, there is an underlying issue. Something on the computer is not allowing Family Hub to "write to" (make changes to) the device. LENA Family Hub cannot be used in this situation.

Trouble determining the battery level of the LENA device

This message by itself is not too concerning. Make sure the family is using a LENA-supplied cable, and advise them to leave the device plugged in to charge for at least a couple of hours.

 If this message occurs in combination with an error about setting the clock, or a failure to prepare the device after upload, and swapping out the cable or port does not resolve these problems, then there is an underlying issue. Something on the computer is not allowing Family Hub to "write to" (make changes to) the device. LENA Family Hub cannot be used in this situation.

Old LENA Day detected

The first recording timestamp on the device precedes the child's date of birth as entered in LENA Online. The LENA software cannot handle the mismatch.

Check the birth date in LENA Online.

- If it is wrong, correct it, and then have the family attempt the transfer again. (Note: If the family completed a Snapshot under the wrong birth date, those results are incorrect. Contact support@lena.org to correct the Snapshot.)
- If the birth date is correct, then most likely the device had some old data on it when supplied to the family. Retrieve the device from the participant and contact support@lena.org to attempt to resolve the issue.

LENA device disconnected while in process

LENA Family Hub can't complete the transfer and upload if the device is disconnected. On-screen instructions explain that the device must remain connected.

 *If this error occurs while the device remains plugged in, there may be a problem with the USB cable, the USB port, or the device. Try a different cable and a different USB port. If the problem persists, work out a device exchange plan with the family, and contact LENA Support about the issue.*

Problem uploading the LENA Day

Something went wrong during the upload, most likely due to inconsistent, unstable, or slow internet. The LENA Day is still safe on the device.

1. Unplug the device.
2. Close the program.
3. **Restart** the computer. (Be sure to actually restart, so that the computer closes all programs, shuts down, and starts back up. This is different from simply closing the laptop lid and reopening it.)
4. Check the internet*.
5. Try again.

Occasionally, checking for and **installing Windows updates** can resolve the issue.

If the problem persists, have the family double **check the clock** on their computer to make sure that:

- it is within a couple minutes of true time
- the time zone setting is also correct
- Daylight Saving Time has been appropriately applied or removed (usually an issue only right around the days when DST begins and ends)

 **Ideally, avoid uploading when the home internet is in high demand. If other people on the same network are videoconferencing for work or school, streaming movies/YouTube, playing online games, etc., there may not be enough bandwidth to upload the LENA Day.*

 *If upload failures occurs frequently or repeatedly, the family's home internet situation may not be suitable for uploading LENA Days.*

LENA Support is unable to verify home internet connections and speeds, or troubleshoot home internet security settings.

You will need to work out a device exchange plan for this participant.

Trouble preparing LENA device

LENA Family Hub wasn't able to clear the device after uploading the data. Although the family will have a report, the device can't be used to make another LENA Day until it is cleared. The only way LENA Family Hub can clear it is by going through the whole transfer-upload-erase sequence again. So:

- Disconnect the device and start over.
- If the problem happens again:
 - Disconnect the device, restart the computer, and try again
 - Consider swapping out a different cable, or using a different USB port on the computer.
- If the problem persists, LENA Family Hub is not an option for this family. You will need to work out a device exchange plan for this participant.

 Re-uploading will temporarily create a second, duplicate LENA Day, but don't worry! LENA will catch the error and remove the duplicate on the next business day.

 If you are also unable to clear the device on your program's regular LENA Hub computer, there could be a problem with the device itself. Contact LENA Support to see if it is eligible for warranty replacement.

Please reconnect your LENA device

Very old LENA devices (pre 2017) require a software update to work with Windows 10. Sometimes it takes two tries to complete the update.

Follow the instructions - the LENA Day data on the device will not be damaged or deleted.

LENA device software update failed

Very old LENA devices (pre 2017) require a software update. Follow instructions on the screen to try the update one more time.

If the family reports that the update continues to fail, the device may need to be retired. Provide a substitute device, and contact LENA Support with the problem serial number for more information.