



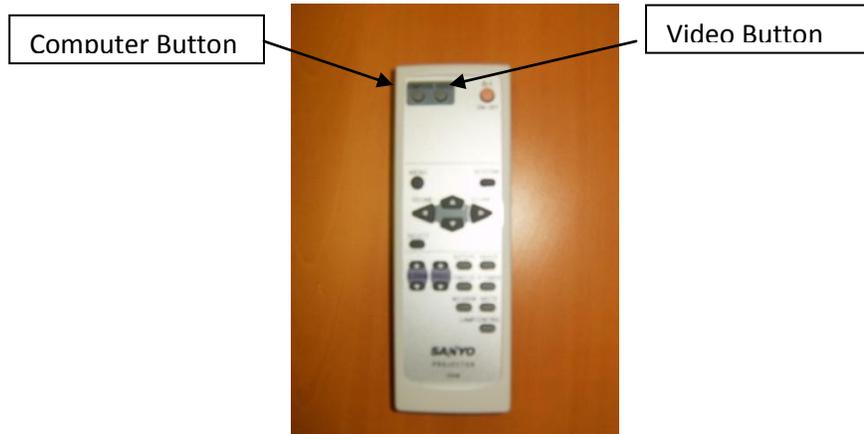
Promethean Troubleshooting Checklist

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- **Why is there no image on the board?**

1. Check to make sure that all cables are securely fastened to the back of the laptop and the faceplate. Unplug and reconnect all cables.
2. If all cables are connected securely, press the buttons **Function (Fn) and F8**.
3. If you are also using a Document Camera, press the video button on the projector remote to switch the input source from the DVD and Document Camera.



- **Why is my board not turning on?**

1. Check to make sure that the board is receiving power. The power brick is located behind the board and is often plugged into a power strip. Check to see if the power strip is turned on. If the power strip is turned on, please contact support.

- **Why is there a message on the board that says "Hardware not Detected?"**

1. Check the USB cable on the back of the computer and at the faceplate on the wall in order to make sure the cable is securely fastened.
2. Check to make sure that the power cord is securely connected and plugged into the wall.
3. Check to see if the light, the flame, on the board is illuminated.
4. Restart the computer.

If none of these solutions resolve the issue, call technical support.

- **How can I clean my Activboard?**

1. It is very important to use only **non-abrasive** whiteboard cleaning products to clean your Activboard. The most common dry erase board cleaners are acceptable as well as *Mr. Clean Magic Erasers* to clean accidental permanent marker smudges. To erase a dry eraser smudge, try marking over it with a dry erase marker. Then, wipe it clean using Expo cleaner. *Pledge* household cleaner can be used on the board to smooth

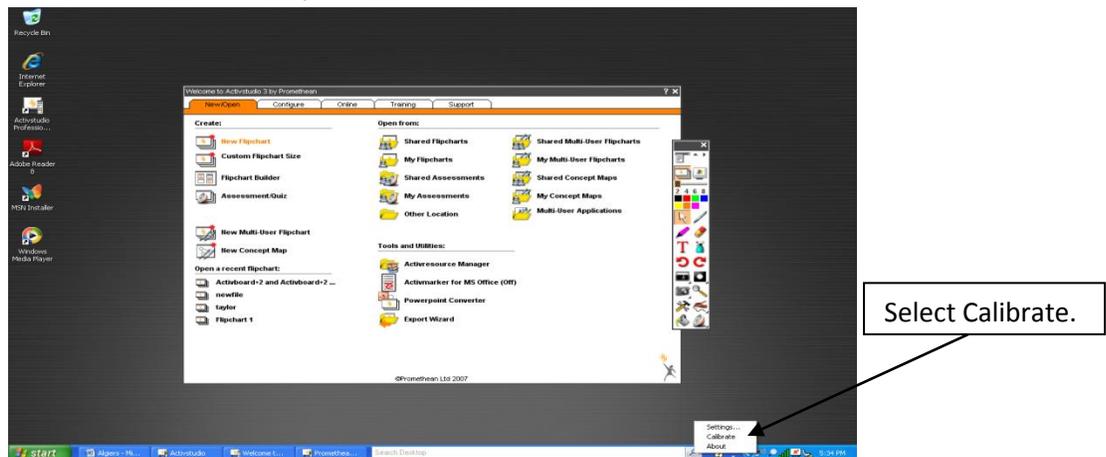
scratches and prevent the pen from screeching when writing on the board. All liquid cleaners should be sprayed on a cloth, not directly on the board.

Why is my Activpen not aligned to the cursor on the board?

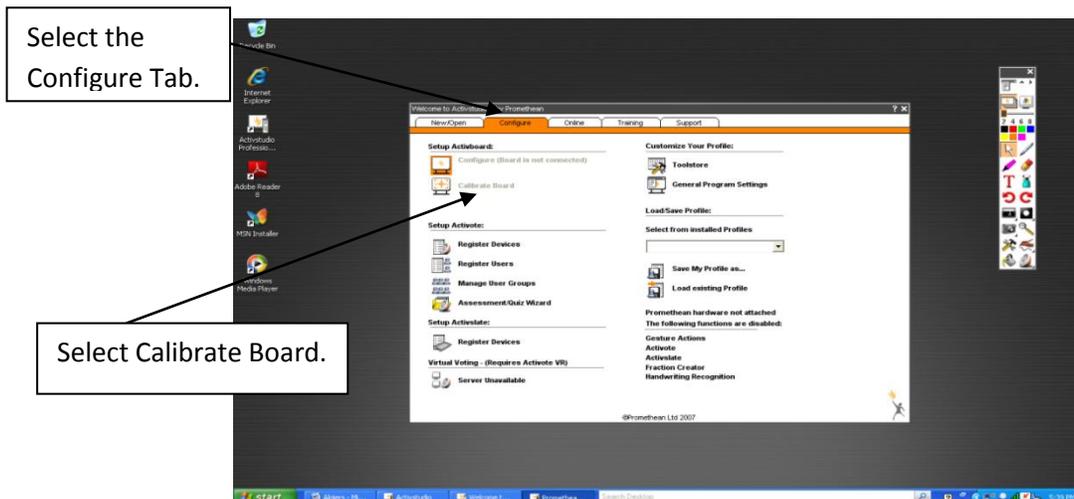
The Activboard has to be calibrated in order to ensure that the tip of the Activpen aligns with the cursor on the screen. It is important to align your Activpen with your Activboard each time your projector is moved or set up.

You can calibrate the board in one of three ways:

1. Right click one time on the Activboard icon in the System Tray in the bottom right-hand corner of the computer screen. Click on "Calibrate."



2. Hold the Activpen over the lighted icon (the flame) on the top left corner of the Activboard.
3. Click on the "Configure" tab when the dashboard is open. Select "Calibrate Board."



Use the Activpen to click in the center of each calibration cross.

- **Why does the Activboard calibration alter after using Microsoft Powerpoint?**
 1. Recalibrate the Activboard.
 2. Open the Microsoft Powerpoint presentation. Click the **Slide Show** drop down list, and select **"Set Up Show."**
 3. Set the **Slide Show Resolution** drop down box to read **"Use Current Resolution."**
- **When using the Activpen on a flipchart, why does the cursor appear to constantly jump around to random locations or jump to another point on the board or draw lines by itself?**

If you get lines on the board when the pen is touching its surface, this is an indication of a term Promethean calls "spiking." Spiking looks similar to an EKG. When the cursor jumps to random locations on the board, this is an indication of a term Promethean calls "jumping."

1. Power the board off and then on again. Touch the pen to the board again.
 2. If the problem persists, attempt to use a different computer with the board. If the problem does not continue, then the problem is software related. In this instance, try updating the driver and the software.
 3. If the problem continues, then the problem is related to the hardware. Try using a different Activpen. If the problem still occurs, please contact technical support with your Activboard serial number as it will require further investigation.
- **What do I do if my Activboard is constantly beeping?**
If your board beeps after initially turning the board on, power the board off and then on again. If that doesn't help, try using a power supply from another Activboard. If another power supply works, please contact support with regard to purchasing another power supply.
 - **What do the lights mean on my Activboard?**
The flame on the Activboard changes colors to communicate various messages. If the flame is white, your Activboard is operating correctly. If the flame is red, the Activboard has had trouble booting up. Unhook the board and restart. If the flame is purple, the Activboard has been shut down improperly. Unplug the board and re-plug the board back into the power supply. If the flame is flashing blue, there may be an issue with the power brick that connects the Activboard to the power supply. If the flame is solid blue, the Activboard has entered Bluetooth mode. The Activboard will leave Bluetooth mode after one minute of inactivity.

- **Why is the right click menu appearing when I am using my Activpen?**
 1. Check to ensure that you are not accidentally pushing the right click button on the barrel of the Activpen when you are writing on the board.
 2. Power the board off and then on again. The Activboard should beep when switched back on. Try your Activpen again.
 3. If the problem still exists, try another Activpen. If another Activpen is behaving in a similar way, there may be an issue with the Activboard itself. Try updating the Activdriver from the website and apply the latest upgrade patch to your copy of Activstudio or Activprimary.
 4. Right click the AV Activdriver icon next to the clock in the system tray. Choose "about" and make a note of the firmware version. Contact Support with this information along with the Activboard serial number.

- **How do I get replacement Activpen nibs?**

There are 2 types of pen nibs. One type is approximately 65mm long, and the other type is approximately 30mm long. Please check which type of pen nib you need and contact support requesting these nibs (simply request long or short nibs). Activpen nib replacements are free of charge.

- **Why is my projector shutting down?**

The projector may be shutting down because it is overheating.

1. Are the air filters dirty? Most Sanyo Projectors have two filters that protect the LCD screen from dust. Dusty buildings or simply grounds crews stirring up dust with lawn equipment can clog filters fast. Clean filters.
2. Is the projector under or near an AC or Heating vent? Many projectors are installed in the summer when the AC is on. When it gets cold and the heat kicks on, it can shoot hot air at the projector causing it to overheat. Try blocking the heated air or moving the projector.

- **Why is the image from the projector blurred and out of focus?**

1. Check to see if the lens cap has been removed from the projector.
2. The lens may need to be cleaned. Use a dry, soft, lint-free cloth such as an eyeglass or camera lens cloth. NEVER use a paper towel to clean the lens, as paper may scratch it.

- **Why does the image from the projector appear to have incorrect or distorted colors?**
 1. Check the VGA cable to make sure it is securely connected to the laptop and the faceplate on the wall. If a pin inside the VGA cable is missing or bent, it should be replaced.

- **How can I change the filters in my projector?**
 1. Filters should be cleaned every 3 to 6 weeks.

- **Where are the filters on the projector located?**

Your filters are located on the top of the projector. To access the filters, lower the Activboard to the ground. Locate the two, gray rectangles on the projector. Gently pull the filters out of the projector. Gently clean the filters by blowing on them or use a soft cloth to wipe the dust away. Insert the filters back into the projector when finished.

- **Why do I get the error message "Your Hardware/Software Combination is Not Permitted in this Country" when I am trying to register my Activote or Activslate device?**
 1. The most likely cause of this issue is that the Activsoftware cannot see that your Activboard or Activhub is connected. Restart the Computer and try again.
 2. Make sure that your Activboard or Activhub is securely connected to the computer.
 3. Make sure the Activboard or the Activhub is configured correctly on your computer.
 3. The Activboard has the wrong region code stored in it.

KEYBOARD SHORTCUTS

- F1 - Shows help.
- F2 - Switches between Design Mode and Presentation Mode.
- F4- Shows the Properties and Actions box.
- F7-Spellchecker
- Ctrl+A - If editing text, selects all text in the current text box. Otherwise, selects all objects on the Flipchart. Locked objects will not be included in the selection.
- Ctrl+B - Makes selected text bold.
- Ctrl+C - Copies selected objects to the Clipboard.
- Ctrl+G - Groups selected objects together.
- Ctrl+I - Makes selected text italic.
- Ctrl+N - Starts a new Flipchart.
- Ctrl+O - Opens My Flipcharts.

- Ctrl+P- Opens the Flipchart Printing box.
- Ctrl+U - Underlines selected text.
- Ctrl+V - Pastes selected objects.
- Ctrl+X - Cuts selected objects.
- Ctrl+Z - Cancels previous action.