Special Notes and Phone Numbers

How to Have A Happy

Promethean Board

Troubleshooting Guide

Created by Jan Root

Edited and Illustrated by Lynn McKenna

Hazelwood School District

Hazelwood, Missouri

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Your Promethean Board Serial Number is located on the lower left corner of the back of the board on a tab.

Find your serial number now and write it here

for future reference:

Promethean Troubleshooting

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The ActivBoard

Activpen and Projector

*If the "Lamp Replace" light on your projector appears, this is a warning that the bulb is nearing "end of life". The bulb could last several weeks to several months. Order a replacement bulb, if you do not have a spare. If you do have a spare, the bulb will need to be replaced either when it goes out or the display is so dim it impairs the ability to view the projection. Contact your reseller or Promethean if this happens.

*Do you want more ActivInspire help files?? If you've never explored the help files in ActivInspire, they're definitely worth looking into. These documents are filled with helpful graphics, step-by-step instructions and useful tips. To access the help files, go to the main menu and choose Help>Contents. You'll then see the Welcome to ActivInspire screen with a listing of topics along the left side Click on a topic to read more, or use the Search button to browse.

*Some fonts, such as Courier will not display correctly if you try to rotate them. If this happens, use the Text Edit toolbox to format your text with a different font.

*When using your ActivSlate, hover the pen to move the mouse, touching the slate only for a "click" equivalent.

*Tape used to put chart paper or other items on your board may leave a residue that could possibly affect how the pen interacts with the board.

*If the trashcan does not appear on your flipchart page, go to "View" on the top toolbar, and select

"Flipchart Trashcan."

*If you have an Activboard 300 Pro series and have no sound, check your connection box behind your board and make sure the stand-by button is not red. If it is red, push it in until it turns green. You should have sound now!

*Hover the cursor over the toolbox button to display a description about the feature.

*You cannot save a Flipchart with a file name that contains any of the following special characters:
\:/*?"<>|

ActivDevices

Misc

Why is there no image on the board?

Check to make sure that all cables are securely fastened to the back of the laptop and the faceplate. Unplug and reconnect all cables, VGA and USB cables.

If all cables are connected securely, press the buttons

Function (Fn) and F8 on the keyboard.

Computer Button | Video Button

Press the video button on the projector remote to switch the input source from the DVD and Document Camera.

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

Check the USB cable on the back of the computer and at the faceplate on the wall. Make sure the cable is securely fastened.

Check to make sure that the power cord is securely connected and plugged into the wall

Check to see if the light (the flame) on the board is illuminated.

Restart the computer.

If none of these solutions resolve the issue, call

Promethean at 1-888-652-2848

Why is my board not turning on?

Check to make sure the board is getting power. The light (the flame) on the board should be illuminated.

Did You Know...?

*Flipcharts with a .flp can only be read with ActivStudio software.

*Flipcharts with .flp or .flipchart can be run with the new ActivInspire software. Once a .flp has been opened and updated with the new ActivInspire software, it will no longer be available to the old ActivStudio software.

*ActiVotes and ActivExpressions will need to have the batteries changed when they no longer respond. A torx tool is provided behind the board of the upper lid in the ActiVote case – a secret compartment! In the ActivExpressions case, it is located in the inside lid. ActiVotes use 3 AAA batteries. ActivExpressions use 3 AA batteries.

*ActivPens should be placed "up" not "down" in the pen holder. Placing pens down in the holder can damage the pen nib (tip).

*You can export your flipchart to a PDF file. Open your flipchart, go to the main menu, choose File>Print>on the lower right hand corner, choose "export to PDF".

*You can import a PDF file and PowerPoint Presentation into ActivInspire. Go to Main Menu-File-Import. From there you can choose either PDF or PowerPoint. There are two choices for PowerPoint. If you want to be able to move the different objects around, choose Import PowerPoint as Objects, not Images.

*A Promethean Planet Toolbar is now available. It is a customized toolbar for your browser that features Planet Lesson search capabilities; .rss feeds that display the latest blog posts, Planet Lessons and news stories; links to frequently visited Planet pages; and countless gadgets!! To download this tool, go to
http://prometheanplanet.ourtoolbar.com

And click on the Download Toolbar button.

*There are ActivLearning classes on Promethean Planet which can help you learn more about ActivInspire. Go to http://prometheanplanet.com and choose Professional Development, then ActivLearning. There are four free courses that you can take.

*Scott Caulfield, a Promethean Teaching and Learning Consultant, has created a series of ActivTips. They are short videos that show you how to use the ActivInspire software. The videos are available on http://prometheanplanet.com Choose Professional Development, then ActivTips. There are a variety of short videos on such topics as containers, tools, captions, etc.

*Download lessons and/or flipcharts from Promethean Planet – Interactive Whiteboard Community at:

http://www.prometheanplanet.com

(requires users to create a free account and log in name)

## 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 two ways:

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"

Hover the Activpen over the lighted icon (the flame) on the top left corner of the Activboard.

Use the Activpen to click in the center of each calibration cross.
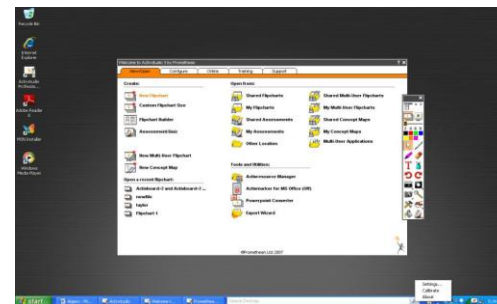
How can I clean my Activboard?

It is very important to use only non-abrasive whiteboard cleaning products to clean you 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.

When Importing a Resource Pack, Do I Choose My Resources or Shared Resources?

When importing a resource pack, import to SHARED RESOURCES. Importing to your "My Resources", installs the resource pack on your c:drive. Importing to your "Shared Resources", installs the resource to your My Documents.

When using the Activpen on a flipchart, why does the cursor appear to constantly jump around to random locations, 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."

Power the board off and on again. Touch the pen to the board. If the problem persists, attempt to use a different computer. If the problem continues, then the problem is software related. In this instance, try to uninstall Activdriver through Add/Remove Programs. Reinstall ActivInspire from www.prometheanplanet.com

If the problem continues, then the problem is related to the hardware. Try using a different Activpen. If the problem still occurs, call Promethean at 1-888-652-2848

Keyboard Shortcuts

F1 - Show help

F2 - Switches between design mode and presentation mode

F3 - Opens the express poll

F5 - displays full screen - no tool bars

F6 - annotates over the desktop

F7 – Spellchecker

F8 - Opens page browser

F9 - Opens property browser

F10 - Opens action browser

F11 - Opens the dashboard

F12 - Opens www.prometheanplanet.com

Where can I get additional help with my Promethean Board?

Call Promethean 1-888-652-2848

Visit Promethean's websites:

www.prometheanplanet.com

www.prometheanworld.com

www.prometheankb.com (knowledge base)

Cloning Your Display

(Desktop Computer)

If your computer screen does not show up on your Promethean Board, you may need to clone your display. Follow these simple steps to clone your <u>desktop</u> computer.

Right click anywhere on the desktop

Click on Properties

Click on the Settings Tab

Click on the Advanced button

Click on the Tab that shows your video card Control Center

In the center of the screen, click the Control Center button

Click Next

Click Go

Choose the top radio button on the left and the bottom radio button on the right.

Click exit.

Your display should show up on the board.

(Laptop Computer)

Use these instructions to clone your <u>laptop</u> computer.

Right click anywhere on the desktop

Click on Graphic Properties

Using the drop down menu, click on Intel Dual Display Clone

Be sure the Primary Device is Notebook and the Secondary Device is Monitor

Click Apply

Using the Fn & F8 keys you should be able to see your computer on your Promethean Board.

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, purple, or blue, unplug the board and restart. If the flame continues to change colors and does not communicate properly, please contact

Promethean at 1-888-652-2848

Why is the right click menu appearing when I use my Activpen?

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. Try another Activpen. If another Activpen is behaving in a similar way, there may be an issue with the Activboard itself.

What do I do if my pen won't work?

Does ANY Promethean pen work?
If yes, turn the nib (tip) around on the broken pen. Check the broken pen. Does it write? If no, you will need to replace the pen. If yes, call Promethean at 1-888-652-2848 for a nib.
You will need the serial number of your board.

How do I get a replacement Activpen or Activpen nib?

Please call Promethean at 1-888-652-2848 for a nib. Contact your Promethean reseller to order pens.

What do I do if my display is a distorted shape?

Due to the angle of the projected image, the projector will include controls to adjust any distortion. This is called the "Keystone" control. Press the keystone button on your remote control and use the arrow key to reshape the image.

Why is my projector shutting down?

The projector may be shutting down because it is overheating. Are the filters dirty? Most Promethean/Sanyo projectors have two filters that protect the LCD screen from dust. Dusty buildings can clog filters fast. Clean the filters. Filters should be cleaned at least once a month.

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. Locate the two, gray rectangles on the top of 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. You may use canned air to clean the projector vents.

MAKE SURE THE PROJECTOR IS OFF!

Sound Recording on E Series Dell Laptops

To get sounds recorded with the internal microphone, the recording volume needs to be increased.
On many computers running WinXP Pro SP3 the procedure is:

Control Panel
Sounds and Audio Devices
Audio tab
Sound recording
Volume
Internal Mic

Make sure this is checked in the Select box and turned all the way up.

Importing a Resource package to ActivInspire

Download the resource package to your desktop.

Double click on the resource package.
ActivInspire will automatically open.
Import Resource Package box will appear – "Please choose the import location" – Shared Resources or My Resources
Choose one – I choose shared resources
Importing will begin and upon completion, it will be in your shared resources or my resources, whichever you choose.

What is ACTIVarena?

Activarena allows two users to activate the ActivBoard simultaneously, but gives the person with the "teacher" pen control. It is an upgrade to existing boards and comes with the new 100 and 300 ActivBoards.

My sound will not work!

Check all your connections. Is the plug in the computer in the headphone jack? Is the sound turned on and the volume raised for all devices? Check the mute button. Has it been activated? Check the mute button on the projector. Has it been selected?

Can I write on my Promethean Board?

Do NOT write on your board with any type of marker. If an accidental mark should appear, use whiteboard cleaner sprayed onto a cloth. Do NOT spray the board. Use a Mr. Clean Magic Eraser to clean accidental permanent marker smudges. Try marking over it with a dry erase marker.

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

Check to see if the lens cap has been removed from the projector. 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?

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.

Please contact Promethean at 1-888-652-2848

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?

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. Make sure that your Activboard or Activhub is securely connected to the computer. Make sure the Activboard or the Activhub is configured correctly on your computer. The Activboard may have the wrong region code stored in it.

How do I know if my Activotes need a hub?

At the bottom of each Activote, there is a model number. If the model number is PRMAV2A-01, no hub is required as the Activote registers to the Promethean board.

How do I update ActivInspire?

Open ActivInspire. Click on Configure from the dashboard. Located on the right hand side is "Check for Updates."
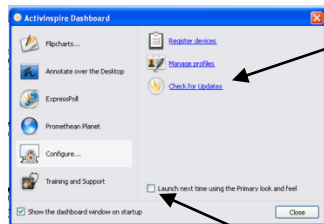
If the dashboard does not appear on starting Activinspire, press F11 and it will appear.

How do I change from Activstudio display to Activprimary display?

Open ActivInspire. Click on Configure from the dashboard. Located on the right hand side is a box to check to launch next time using the primary look and feel. Close out of ActivInspire. Next time you open ActivInspire, Activprimary display will appear.

How do I install ActivInspire?

Go to www.prometheanplanet.com to download ActivInspire. They will email you the license key.

I installed ActivInspire and now my board and pen will not work. What do I do?

You will need to update your ActivDriver. Call Promethean Support for assistance
1-888-652-2848

What do I do if my Activboard is constantly beeping?

If your board beeps after initially turning on, power the board off and then on again. If it continues to beep, call the

Promethean at 1-888-652-2848

How do I keep my flipchart displayed on my Promethean board and take attendance, check email, etc?

There is a freeze button on the remote. Click once to freeze what is being displayed – this will allow you to do other things on your computer without it being displayed on the Promethean board. When you are ready to display your computer screen again, click the freeze button again. The display on your computer will be shown.