

ACTIVboard Troubleshooting

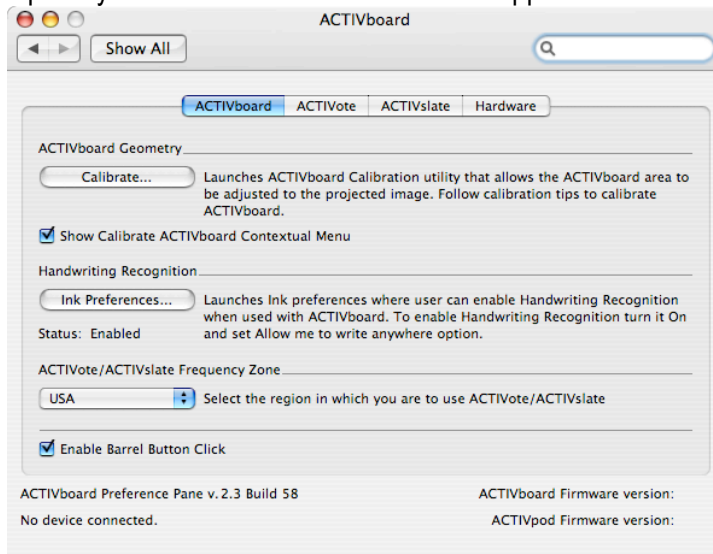
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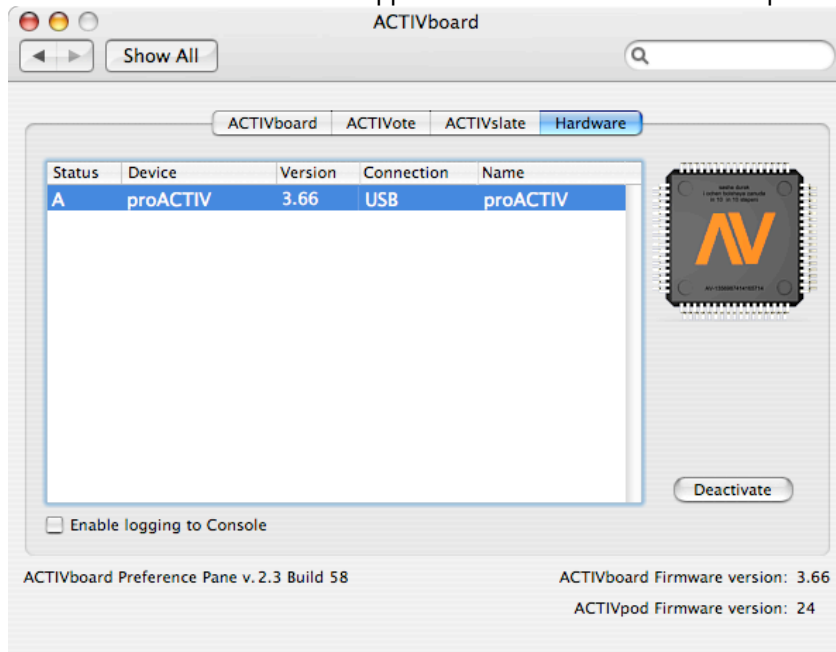
ACTIVboard Issues - Mac

The ACTIVboard says: “No device connected.” Troubleshoot in this order. When the problem is fixed, you can stop.

- Are all cables connected properly?
- Are cables hanging over the edge of a desk where they may be pulling out from the computer?
- Unplug the USB connection to the computer. Plug it back in again.
- Unplug the USB connection to the computer. Plug it into a different USB port.
- Turn the board off and then back on. (In many cases, there is a power strip behind the board. Switch it off and on again.)
- Restart your computer.
- Open System Preferences under the blue apple. Select ACTIVboard.



- If it says No device connected, Click on the “Hardware” tab. Select the item named “proactive, then select Activate. The letter “A” should appear on the left hand side of the proactive item.



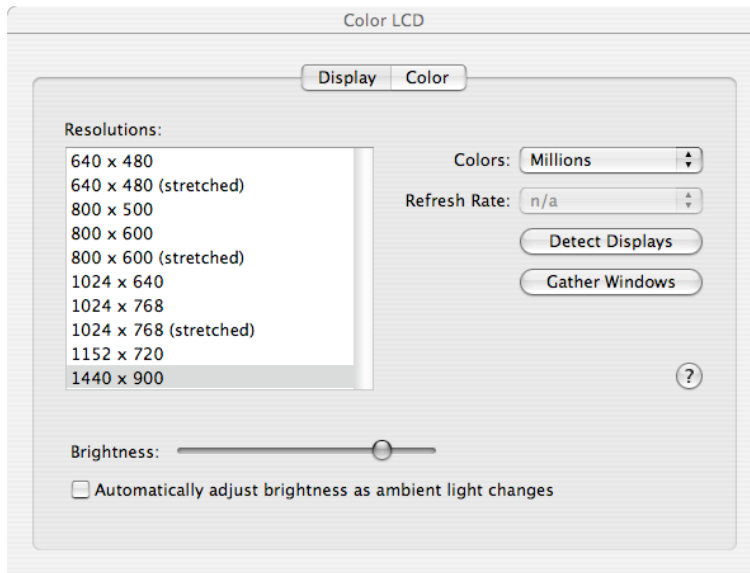
- Restart your computer.
- If none of the above work, please contact BCL 440-892-8820.

The arrow does not appear when I touch the pen to the board. After each step touch the pen to the board to see if the arrow reappears. Stop troubleshooting when it reappears.

- Unplug the USB cable and plug it in again.
- Switch pens.
- Be sure there is no other pen in the ACTIVboard holder.
- Do not use the same pen for the ACTIVboard and the ACTIVslate.
- Go to the computer. Can you move the mouse and navigate in ACTIVstudio?
 - If the answer is YES, Unplug the ACTIVboard. (There is usually a power strip behind the board you can turn off then on again. There will be a beep when the board resets.)
 - If the answer is NO, Restart your computer.
- Go to the System Preferences under the blue apple. Click on ACTIVboard. If it says “No device connected, follow the troubleshooting steps on Page 2.

The toolbox from ACTIVstudio does not appear on the screen. The problem is the screen resolution. Stop troubleshooting when the box reappears.

- In the future, move the toolbox to the far left of the screen before you quit the software each day.
- Go to the System Preferences under the blue apple. Click on Displays. One window will appear for the computer and one for the projector. Change both windows to the highest numbers possible. Quit ACTIVstudio and restart it.
 - Unplug the projector and repeat the above step. See if there are more choices. Choose the highest numbers.



- When the toolbox reappears, move it to the left side of the screen and reset the Display Resolution back to your choice.

Handwriting Recognition will not work (Mac OS X only).

- Go to System Preferences. Click on Ink.
- Turn Handwriting Recognition ON. Click Show Ink Window.
- A window appears with a pen icon as the left button. Click on the pen. It becomes an arrow.
- Close the small window.
- Close System Preferences.



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A yellow paper with lines appears when using the board. (Mac OS X only).

- Follow Handwriting Recognition directions on Page 4.
- Changing the pen icon to the arrow fixes the problem.

How do I clean the ACTIVboard?

- Use a non-abrasive ammonia-free cleaning agent or whiteboard cleaner with paper towels or a soft cloth.
- Clean the board when the pen becomes overly sensitive or you can feel the grit or static build-up on the surface of the board.



ACTIVboard Issues - Windows

ACTIVboard Connection Problems - Windows:

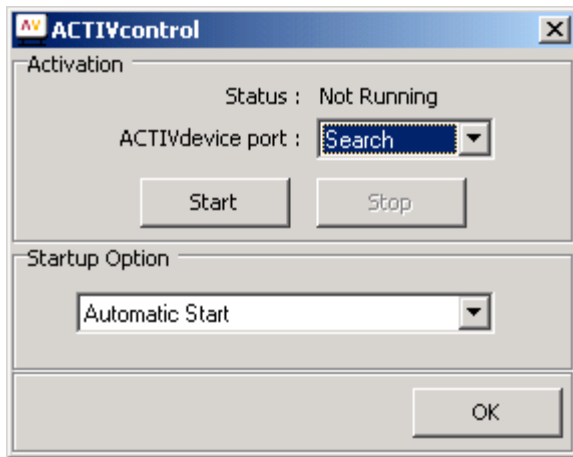
- Locate the icon on the menu labeled “AV” on the bottom right hand side of your screen. This AV menu item represents the ACTIVboard driver.
- If there is a red “X” in the AV menu, that means the computer is not connected to the ACTIVboard. If there is no “X” in the AV menu, the computer and the ACTIVboard are communicating properly.



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- If you see a red “X” in the AV menu, “right-Click” on the AV icon, then select the “Configure” item



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- Make sure the “ACTIVdevice port” is on “Search. The ACTIVdevice port represents all the communication ports on the computer (USB, serial, etc.). Click on the “Start” button – the computer will actively search all it’s ports for a connection to an ACTIVboard. Once it locates the correct port, the “Status” will change to “Running”. If it does not find an ACTIVboard, it will tell you that the search failed.



- If you've checked to make sure all the cables are connected and have already restarted the ACTIVboard, the next best thing is to connect another computer to the problematic ACTIVboard.

Install a new driver - Windows

- For troubleshooting purposes...to install a new driver, make sure you delete the existing ACTIVboard driver before installing a new one.
- To delete the driver, go to the START menu – Settings - Control Panel – Add Remove Programs.
- **NOTE:** You cannot delete the driver if the computer is connected to the ACTIVboard – disconnect the computer before deleting the driver.

How do I clean the ACTIVboard?

- Use a non-abrasive ammonia-free cleaning agent or whiteboard cleaner with paper towels or a soft cloth.
- Clean the board when the pen becomes overly sensitive or you can feel the grit or static build-up on the surface of the board.

Pen Issues

The pen does not work properly.

- First check that an arrow appears on the board when the pen is touching the board.
- Recalibrate the ACTIVboard.
- Check for the arrow again by touching the pen to the board.
- If the pen still does not work then the problem is with the board and the computer, not the pen so follow the directions on Page 3.

The pen skips or works sporadically.

- Call BCL 400-892-8820. You probably need a replacement pen.

The pen is cracked.

- Call BCL 400-892-8820. You probably need a replacement pen.

The pen makes shooting lines on the board when you use it.

- Call BCL 400-892-8820. This may be the electronics on your board.

The pen nib is worn down.

- Contact BCL for a free replacement nib.

The pen will not work after using it with the slate.

- Keep the pens from the slate and the board separate. They do not like to be interchanged.
- Try another pen.
- Unplug the USB cable from the computer and reconnect it.
- Restart the software and/or computer.

Slate Issues - Mac

The slate will not register

- Install the newest driver available. Check http://www.prometheanworld.com/n-america/en/html/customer_care/drivers.shtml
- Restart the computer.
- Contact BCL if it will not register or work.

The slate controls a board in another room.

- Contact BCL to setup the slate with a different ID number.

Projector Issues - Mac

The image from the computer does not appear on the ACTIVboard.

- Use the remote for the projector and click on Computer.
- If you have an AV switch box, check that the correct button is depressed.
- **MAC:** Go to System Preferences under the Blue Apple. Click on Displays. Be sure it is set to Turn Mirroring On.

The image on the screen is discolored or distorted in some way.

- Unplug connections from the projector to the computer and reconnect them.
- Be sure that no cables are hanging over the edge of a table. This can cause pulling away from the computer and result in a loose connection.
- Check the VGA cable at the wall box to see that it is correctly connected and that the connection is tight.
- If none of the above work, contact BCL. The VGA cable may need to be replaced.

Projector Issues – Win

The image from the computer does not appear on the ACTIVboard.

- Make sure the projector is set to “COMPUTER”, not “VIDEO”
- Go to your computer’s desktop. “RIGHT-CLICK” on any open spot on your desktop. You will get a pop-down menu.
- Click on “GRAPHICS OPTIONS” and then “OUTPUT TO”. You will most likely see the following options:
 - MONITOR
 - NOTEBOOK
 - Intel® DUAL DISPLAY CLONE
 - EXTENDED DESKTOP
- The default from the factory is to have a check mark next to the “NOTEBOOK” option and image on the projector will not show up.
- Click on “Intel® DUAL DISPLAY CLONE” to enable the computer’s image to show up on the projector.
- NOTE:
If you disconnect your computer, the computer will automatically go back to the factory default settings. When you reconnect the computer, it should go back to the DUAL DISPLAY settings.

Sound Issues

Sound will not work.

- See if the Computer Sound works but not the DVD/VCR.
- See if the DVD/VCR sound works but not the Computer.
- Determine if there is sound from any device.

- Check all connections. (Eg. The plug in the computer is in the headphone jack.)
- Check that the sound is turned on and volume raised for all devices.
- Check the A/V box to be sure the correct device button is pressed.
- Check that the mute button on the projector remote has not been selected.



When all else fails – Call BCL 440.892.8820