

Promethean Trouble Shooting Tips v 2.0

A quick guide for the most common problems

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Innovative Technologies
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SOUND

ISSUE 1: I AM NOT GETTING ANY SOUND FROM MY PROMETHEAN BOARD

SOLUTION 1: MAKE SURE THE VOLUME IS AT AN AUDIBLE LEVEL THROUGH WINDOWS ACCESSORIES

- Select **Windows Accessories** from your School Menu

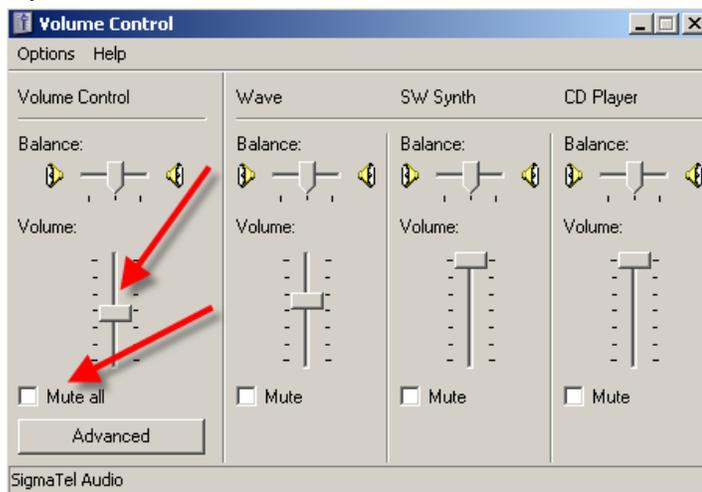


- Double click on **Volume Control**



Make sure that the **Mute** checkbox is unchecked

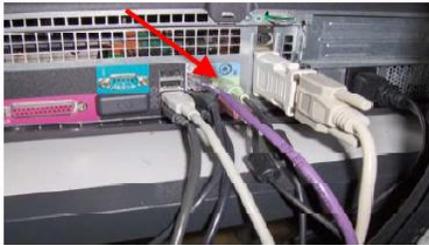
- Adjust the **Volume** slider to an audible level on the main **Volume Control**



SOLUTION 2: MAKE SURE THE SOUND BOARD ON YOUR PROMETHEAN BOARD HAS POWER AND THE AUDIO VOLUME IS ADJUSTED TO AN APPROPRIATE LEVEL.

Rev 1 & 2 Boards	300 Series Boards
	

SOLUTION 3: CHECK THE COMPUTER AUDIO SIGNAL

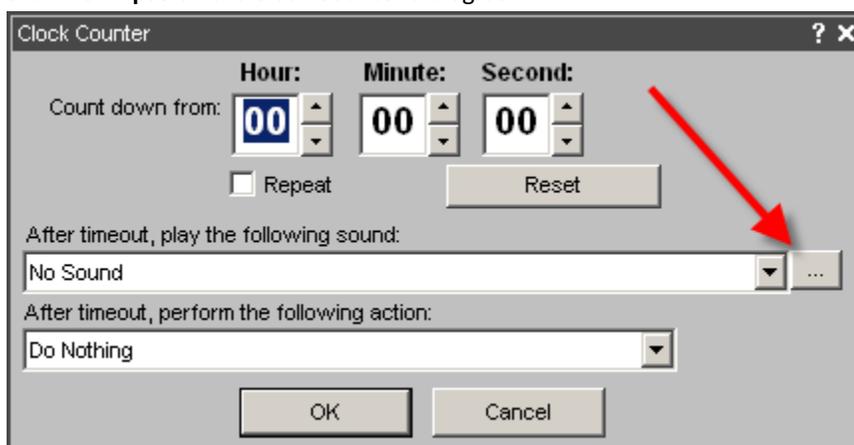
Rev 1 & 2 Boards	300 Series Boards
 <ul style="list-style-type: none"> • Make sure the black audio cable from the Promethean board is plugged into the green port. • Plug the green monitor cable into the back of the computer to see if the audio works through the computer. If the sound still won't play and the volume is raised to an audible level in Windows Accessories, there may be a problem with the sound card on the computer. If this is the case, submit a ticket to the help desk. 	 <ul style="list-style-type: none"> • Disconnect the USB cable from the computer. Wait 10 sec – reconnect. Restart the computer. • Make sure the volume is not set to mute on the remote. • Sound plays through the USB cable connecting the Promethean Board to the computer. If the board is functioning, but sound will not play after adjusting the volume on the board and through the sound controller in Windows Accessories, submit a help desk ticket. 

ISSUE 2: I AM TRYING TO USE THE COUNTDOWN TIMER, BUT I HAVE LOST MY SOUNDS.

SOLUTION 1: MAKE SURE THE COUNTDOWN CLOCK IS LOOKING IN THE DEFAULT LOCATION.

ActivStudio remembers the last location browsed for many features. If you changed the sound for the countdown clock from one of the default sounds, you must browse to the default location to see the original sounds.

- Click the **Ellipse** on the Clock Counter dialog box



- Browse to **Students on "Srvr" (S:) ActivSoftware\AvtivStudio 3\Shared Sounds**
Select the shared sounds folder. This is the default location for the countdown sounds.

VIDEO

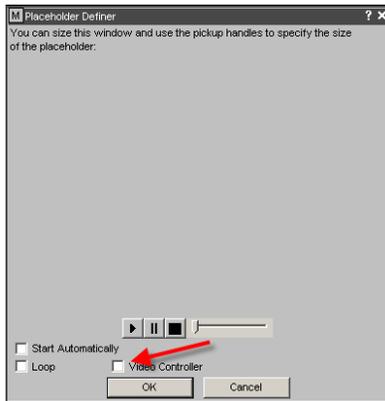
ISSUE 1: I INSERTED A VIDEO, BUT WHEN I CLICK ON IT, IT READS "CANNOT OPEN THIS FILE"

SOLUTION 1: EMBED THE VIDEO OR FILE INTO THE FLIPCHART.

When inserting a video into a flipchart, there are several options. If the video is linked, the linked file must be present at the time you attempt to access it in your flipchart. If it was linked from a flash drive or network drive that is no longer present, the linked video will not open. To resolve these types of problems, embed the video into the flipchart instead of linking to the files.

- Right click and choose insert
- Select video placeholder
- Browse for and select the video you wish to embed in the flipchart (Note: QuickTime files work best in ActivStudio)

- Select preferences to start the video automatically, loop, and show video controller

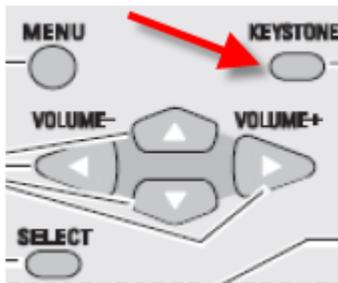


- Click OK

ISSUE 2: THE IMAGE ON MY SCREEN LOOKS LIKE A TRAPEZOID OR DOES NOT FIT MY BOARD PROPERLY

SOLUTION 1: ADJUST THE KEYSTONE ON THE REMOTE

- Press the keystone button on the remote



- Press up or down until the picture appears properly on the screen

SOLUTION 2: ADJUST THE SCREEN RESOLUTION TO 1024 X 768

- Select Windows Accessories from the school menu



- Select resolution and choose 1024 X 768

ISSUE 3: I CANNOT GET THE IMAGE TO DISPLAY ON MY PROMETHEAN BOARD

SOLUTION 1: VERIFY THAT THE PROJECTOR SET TO THE ON POSITION.

- Check the projector for a green light. If the light is red, the projector is off. Press the power button on the remote to activate the projector
- If the remote will not turn on the projector, try another remote
- If another remote works, the batteries most likely need replacement in the original remote.

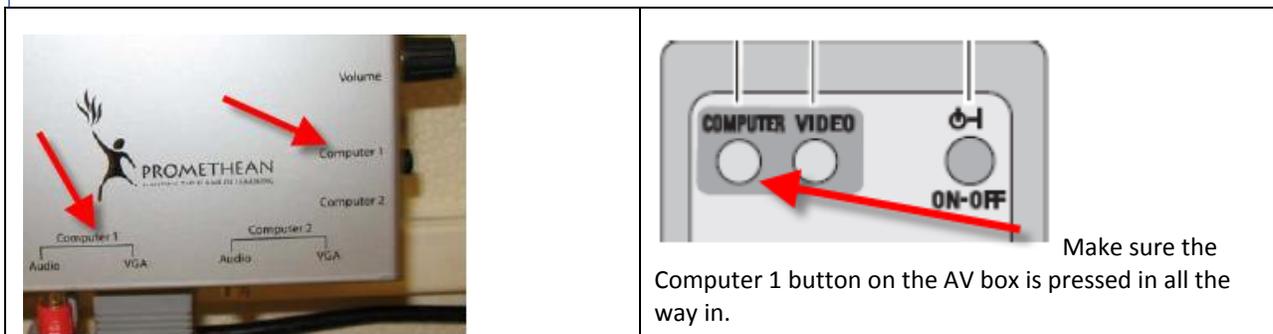
SOLUTION 2: VERIFY THE RESOLUTION MODE

In newly modernized schools, the computers are equipped with a video card that enables three different modes of displaying the computer image: ATI- Clone, ATI- Expand, and ATI – Swap. ATI Clone duplicates the image on the computer screen on the projector. ATI-Expand extends the image of the computer screen onto the projector allowing more screen real estate. ATI- Swap switches the computer and projector images when the ATI-Expand method is selected. To return to the default screen method, follow the steps below:

- Double click on choice 5, Windows Accessories, in the school menu
- Open the Resolution folder
- Double click on ATI-Clone
- If image on the board appears to be shaky, go to Windows accessories->Resolution->75ghz refresh.



SOLUTION 3: VERIFY PROMETHEAN BOARD AND REMOTE ARE ON THE SAME VIDEO SOURCE



SOLUTION 4: CHECK THE VGA CABLES

In some cases, the VGA cable running from the computer to the Promethean board may have come loose due to accidental tugs on the cable. Make sure that the VGA cable running from the back of the computer to the Promethean board input is secure.

<p>Rev 1 & 2 Boards</p> 	<p>Series 300 Boards</p> 
	

VOTING

ISSUE 1: I REGISTERED MY VOTES, BUT THEY DON'T SHOW UP IN ACTIVSTUDIO

SOLUTION 1: MAKE SURE THE ACTIVHUB IS PLUGGED INTO A USB PORT ON YOUR COMPUTER BEFORE YOU LAUNCH ACTIVSTUDIO

In order for ActivStudio to recognize the votes registered to the hub, the ActivHub must be connected to the computer prior to launching ActivStudio.

ISSUE 2: I RECEIVED A NEW SET OF VOTES, BUT I DON'T KNOW HOW TO REGISTER THEM.

FOR DETAILED DIRECTIONS ON HOW TO REGISTER YOUR ACTIVOTES, PLEASE REFER TO APPENDIX A.

ACTIVSLATE

ISSUE 1: I REGISTERED MY SLATE, BUT NOW IT WON'T WORK ANYMORE

SOLUTION 1: MAKE SURE YOU ARE USING THE SAME ACTIVHUB

The ActivSlate can be registered to more than one hub at a time. Make sure that you are using the same hub that you used to register your slate. If it is the same hub, try unregistering the slate and reregistering it from the Dashboard.

SOLUTION 2: MAKE SURE THAT THE SLATE IS FULLY CHARGED

Check the battery status on the slate when you turn on the device. If the slate does not display a signal in the upper right hand LCD screen when you press the power button, the slate probably needs to be charged.

ISSUE 2: PEN DOES NOT WORK OR WORKS SPORADICALLY ON THE SLATE

SOLUTION 1: TRY USING ANOTHER PEN

If another pen works, there could be an issue with the nib or the original pen itself. Replace the pen or nib.

ACTIVBOARD

ISSUE 1: PEN DOES NOT WORK PROPERLY ON THE BOARD

SOLUTION 1: TRY A DIFFERENT PEN

If the board responds to another pen, you may need to replace the nib of the original pen or secure a replacement pen from the help desk.

SOLUTION 2: TRY RE-CALIBRATING THE BOARD

If the pen does not touch the board where you place the pen, the board probably needs calibration.

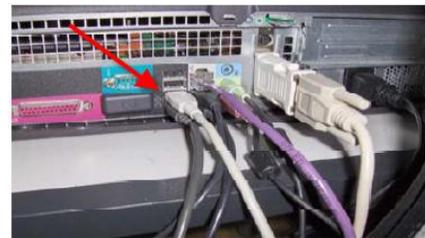
- Hover your pen over the flame on the top right hand corner of the board
- Tap the board when prompted to start the calibration wizard
- Tap the center of the cross hairs

ISSUE 2: MY BOARD DOES NOT RESPOND TO MY PEN OR WAND

The connectivity to the board from the computer was probably lost. When there is a power surge or other electrical disturbance, the board can lose connectivity to the computer.

SOLUTION 1: RESET THE USB CONNECTION BETWEEN THE COMPUTER AND THE BOARD

- Disconnect the USB cable running from the computer to the Promethean board
- Wait 5-10 seconds
- Plug the USB cable back into the computer
- Solution #2 Make sure the stand by button is green. If not, push the button-the green light will come on. Restart the computer.

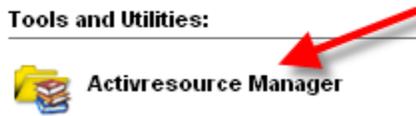


ISSUE 1: I CAN'T INSTALL MY RESOURCE PACK INTO SHARED RESOURCES

SOLUTION 1: INSTALL RESOURCE PACKS FROM THE DASHBOARD

At school, resource packs are limited to installation in your personal resources. The shared resources are located in a directory which can be read from, but not written to on the network. To install a resource pack that you have downloaded, follow the steps below:

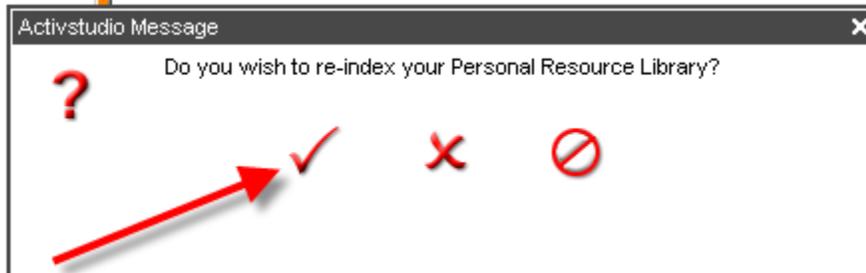
- Click on the Activresource Manager link under Tools and Utilities



- Make sure that My Resources is selected and select the import from a resource pack icon



- Browse to and select the resource pack you wish to install from your computer
- Select import to personal library
- When prompted to re-index the shared library, choose no and choose yes when prompted to re-index your Personal Resource library

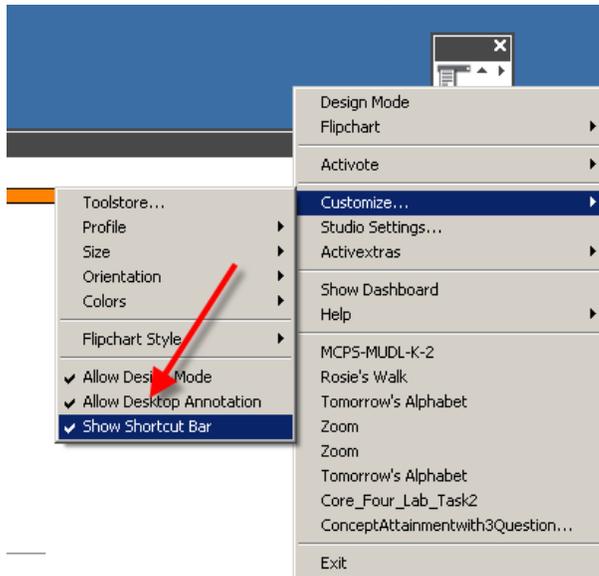


ISSUE 2: MY SHORTCUT BAR IS MISSING FROM MY TOOLBAR

SOLUTION 1: UNHIDE THE SHORTCUT BAR FROM YOUR MAIN TOOLBAR

- Click on the main menu on the toolbar
- Select Customize

- Make sure the Show Shortcut Bar option is checked



ELMO

Issue 1: I can't write on the Elmo image from my computer

Solution 1: Make sure you are in PC mode on the Elmo

The Elmos are configured to display through the projector using direct cabling to the projector and through the computer using a USB cable and the ImageMate software. In order to write on the picture displayed by the Elmo, you should be in PC mode on the Elmo and have ActivStudio and the ImageMate software running. In PC mode, the ImageMate software doesn't need to be open to project the computer image onto the board. In fact the ELMO can be turned off.

- Make sure the Elmo is turned on and displays a green light
- Press the PC button on the Elmo



- Launch the ImageMate software and press play to begin displaying the image from the Elmo on the computer
- Launch ActivStudio and choose Annotate over the Desktop to begin writing over the Elmo image

Using 2.4 Ghz Activotes Register the Activotes *Your Activotes must be registered with your Activhub in order for the Promethean Board to recognize them. Each of the Activotes will remember its own name.*

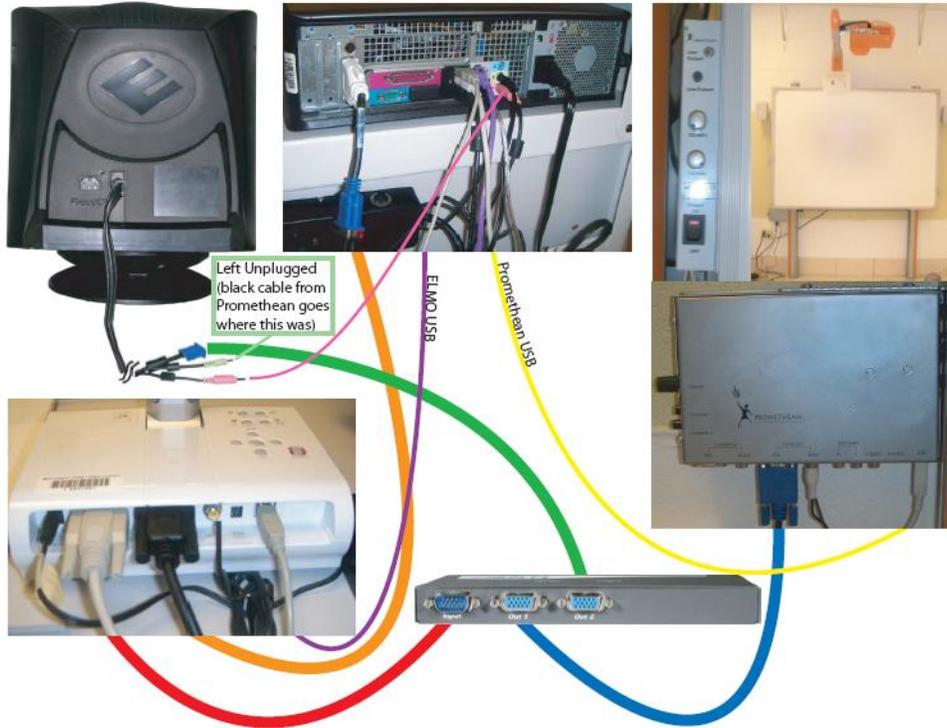
1. First, log on to your computer.
2. Plug in the Activhub. (The Activhub will retain the registration information for each device that is registered on it and should be accessible to all users who log on in that location. The hub may need to be plugged into the same USB port for registration and for later use.)
3. Launch the Activstudio application. (A “Welcome to Activstudio 3 by Promethean” window opens containing the application’s dashboard.) Click on the **Configure** tab.
4. Under **Setup Activotes**, select **Register Devices**. The Device Registration window opens.
5. If any devices are listed as registered, click on the **Remove All** button to clear the list.
6. With the list of devices empty, click on the **Register** button. A dialog box opens and asks how many devices you would like to register. Type or use the number pad to enter the number of Activotes you intend to register. (The case holds 32 devices.) Click on **OK**.
7. At the Device Registration window, note the three-letter code that appears in large blue characters.
8. Starting with the Activote labeled 1, press the orange flame button in the middle of the device until both red and green lights illuminate simultaneously. As soon as you see both lights, enter the three-letter registration code using the letter buttons on the device. (Behind the Device Registration window you will see a device added to the list.)
9. Continue the same process in numerical sequence for each of the Activotes.
10. Once you have registered all your Activotes, DO NOT CLOSE THE DEVICE REGISTRATION WINDOW. Go on to **Name the Activotes**.

Name the Activotes *When you name your Activotes, it is important to decide beforehand on a naming convention. Activotes remember their names and, if you have named them successfully, you will be able to identify by name any devices that go astray. An Activote name contains a maximum of four characters. The last two of these characters should be reserved for numbers in order to accommodate 32 devices. The first two may be letters identifying a specific classroom or teacher or a simple one letter prefix such as A for one case, B for another, and so on. It is important that each device in a case have the same prefix and that different cases use different prefixes. The steps below use the simple A prefix method.*

1. In the Device Registration window, the list of devices is populated with your registered Activotes and a default name. We want to “teach” each device its name so that it can remember it. To do this, Click on the **Name All** button.
2. Enter the one- or two-letter prefix you have chosen as your case-specific identifier (in this example, **A**). Click on **OK**.
3. The device names on the list will start with A1 (or the prefix you have chosen) and follow that pattern (A2, A3, and so on). The device names are highlighted in yellow. DO NOT CLOSE THE DEVICE REGISTRATION WINDOW.
4. Pick up Activote 1. Press any letter to send a “vote” to the device list. Device A1 in the list will change from yellow, to red, to pink.
5. Repeat this process with each Activote in numerical sequence until all of the devices have been taught their names and the device list is all pink.
6. When all of the Activotes have been named, click on **OK**. You are back at the dashboard. Now you are ready to use the Activotes with your Promethean Board.

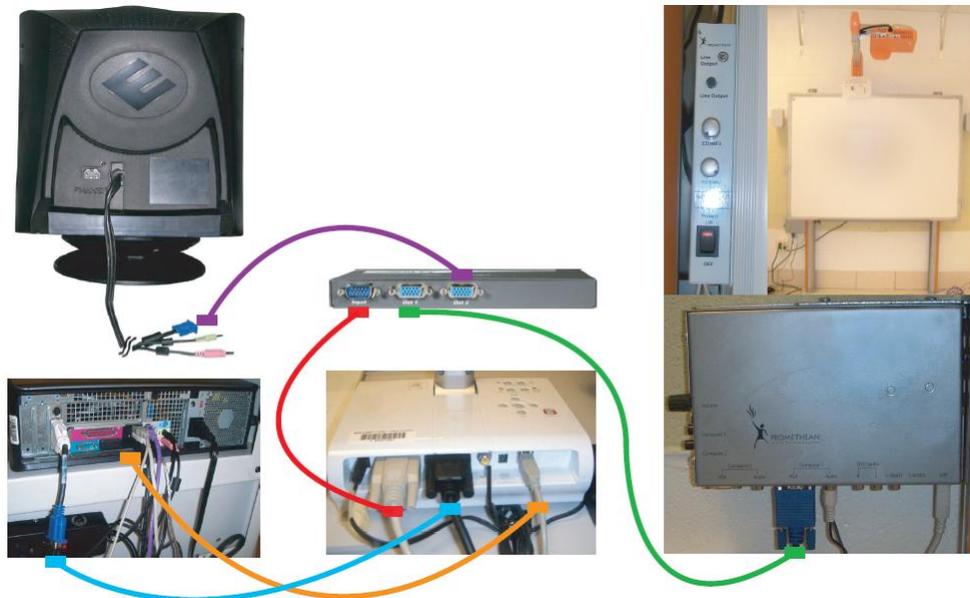
APPENDIX B – ELMO CONFIGURATIONS

Elmo TT-02S to Computer and Promethean (Rev 1 & 2)



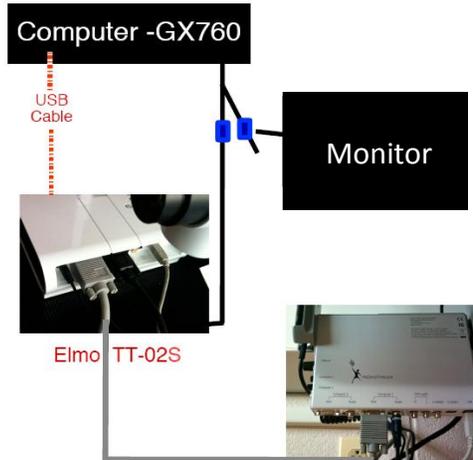
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Elmo TT-02RX to Computer and Promethean (Rev 1 & 2)



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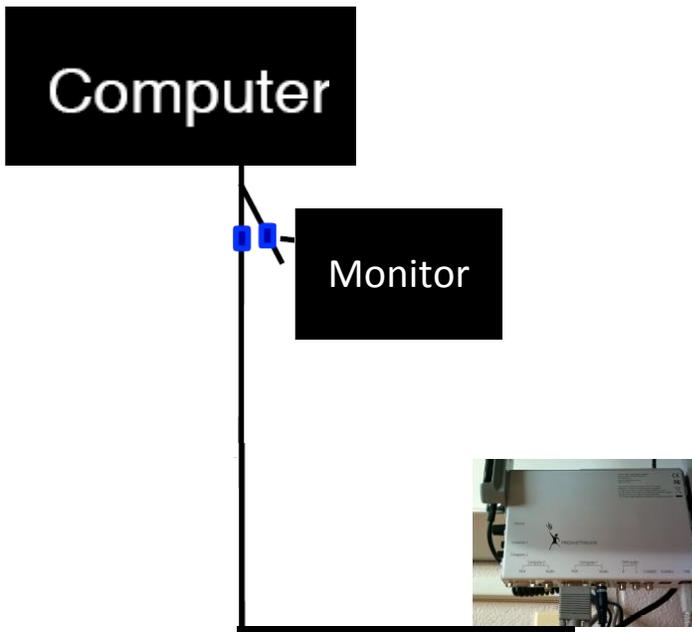
Elmo TT-02S to Dual Display Computer and Promethean (300 Series, Rev 1 & 2)



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Dual Display Computer and Promethean (300 Series, Rev 1 & 2)



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