PROMETHEAN
BASIC TROUBLESHOOTING

Checking the Basics

Check to make sure all your tools are plugged in correctly (sometimes cables can come loose):

_ Is the ActivBoard plugged in (indicated by the flame being lit)?
_ Is the computer turned on?
_ Is the projector turned on?

My ActivBoard is not responding...

1. Check the ActivBoard icon (located in lower, right-hand side of Windows task bar,) This icon will tell you if your computer sees your board.

   (red X computer is not seeing the ActivBoard.)

2. If your board is connected, try rebooting your ActivBoard by unplugging the USB cable from your computer, waiting 10 seconds, and then plugging the USB cable back in. (Look on back of CPU for light grey or white USB Cable)

3. If the board is not showing connected, check the flame on the top left hand corner of your computer. If the flame is not on check to see if the USB cable is connected to both your board and your computer. Other flame colors you might see are: Red - Board has power, but not connected to the computer (either by USB or Wireless) Pink/Whitish - Connected to Computer via USB Yellow - Connected to Computer Wirelessly
   Blue - Pen in proximity to ActivBoard surface

4. If after completing steps 1-3 you have no connection put in a work order in Eduphoria.