

Promethean Boards Help & Information

ActivInspire is the program that goes with your active boards to create flip charts and do various other activities. We encourage you to visit www.prometheanplanet.com to set up an account so that you have access to the pre-made flipcharts and other resources to use with your board.

Cleaning Your Board:

Do not ever use a marker on your boards! Please make sure your substitutes also know this. You may clean your boards with a damp (not wet) soft towel or cloth with Windex or Expo cleaner sprayed directly on the cloth. Do NOT use cleaners with ammonia or spray cleaner directly on the boards, as it could drip down and damage the electronics.

Some board trouble-shooting tips:

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.” Try the following:

1. Power the board off and then on again. (button on right side of board) 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. (Do this in ActivInspire under “Help.”)
3. If the problem continues, then the problem is related to the hardware. Try using a different Activpen. Jennifer and Karen have extras on hand.

What the lights mean on your Activboard:

The flame on the Activboard changes colors to communicate various messages.

WHITE FLAME: Activboard is operating correctly.



RED: Activboard has had trouble booting up or is not connected to a computer. Make sure the usb cable is plugged in tightly. Turn board off and then on again. Flame should turn white.

PURPLE: Activboard has been shut down improperly. Unplug the board and re-plug the board back into the power supply.

FLASHING BLUE: there may be an issue with the power brick that connects the Activboard to the power supply. Make sure it's plugged in tightly.

SOLID BLUE: Activboard has entered Bluetooth mode. The Activboard will leave Bluetooth mode after one minute of inactivity.

If your board is not turning on:

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.

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.

Calibrating Your Pen:

If your pen is not lining up with the cursor on your board when you write, you need to calibrate your pen. You can do this 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.”

Calibrate by touching the center of each calibration cross with your pen.