

# Troubleshooting the Interactive Whiteboard System

As with any technology, problems can arise. In the vast majority of cases, they can be solved on-site in minutes. The purpose of this training and troubleshooting guide is to highlight the main troubleshooting questions that cause downtime and frustration. The topics covered here are the simple solutions that can be coordinated at your school. If none of these solutions work, please contact Mike Martindale ([mmartindale@washoe.k12.nv.us](mailto:mmartindale@washoe.k12.nv.us)) for further troubleshooting, warranty and service calls.

If you feel that it is a training issue (related to software knowledge and not related to equipment), please have the teacher contact Mike Martindale ([mmartindale@washoe.k12.nv.us](mailto:mmartindale@washoe.k12.nv.us)) for more information.

**Topics related to computers, software and drivers** — Most of the problems are related to the computer software, driver and settings.

## The pens are not working properly. Culprit: Connection or Driver

### Reported problem

- Pens freeze, pens don't work, pens stop working, can't calibrate
- Board is broken, board doesn't work, board freezes
- Not connecting to the board
- Pens write without touching the board
- Pens lose calibration
- Have red X in the system tray

### Solution

- 1) Check the cord connections (USB at the wall box and computer).
- 2) Try multiple ports on the computer.



- There should be no Red X on the board in the systems tray. If the pens don't work and there is no Red X, skip to No. 7.

- 3) Download driver from [www.prometheanplanet.com](http://www.prometheanplanet.com).
- 4) Update driver on computer:
  - Uninstall current driver (Start > Settings > Control Panel > Add or Remove Programs). Click on ActivDriver and select remove.
  - Unplug USB from the board and restart the computer.
  - Load the driver from the downloaded file.
  - Plug back in and wait for the driver to load (you will see the progress down by the clock).
  - Calibrate.

- 5) Reboot board (unplug from the wall, wait 10 seconds and plug back in). You should hear three distinct tones (beeps). Do not do this for board with dark grey frame.



- 6) Test connection using another USB cord (spare or one from another room).

- 7) Check pen setting:
  - Click on the whiteboard in the system tray.
  - Select Control Panel
  - Click on the Pens tab
  - Make sure "Mouse (all versions of Windows) is selected.



## Image is not projected on the board. Culprit: Monitor Setting on Computer

### Reported problem

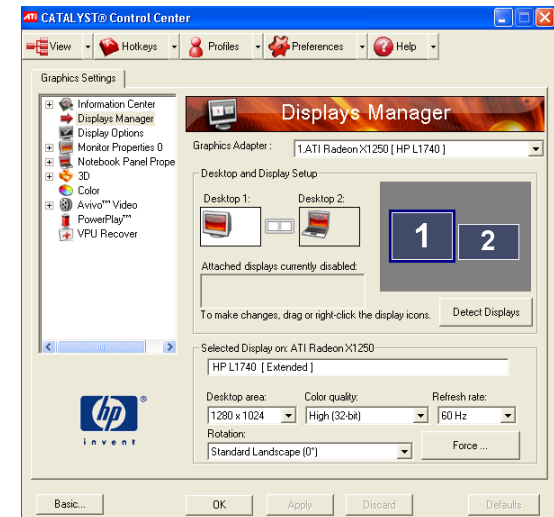
- Nothing is displayed, I get a blue screen, not displaying the desktop, board is not recognizing the computer
- Projector cycles: Computer 1, Computer 2, Video, etc
- I see my desktop but not the icons (Go directly to “clone monitor”)

### Solution

- 1) Check the cord connections (VGA at the wall box, computer and back of the projector).
  - 2) Press the computer button on the remote until it reads Computer 1.
  - 3) Press Function (fn) + F4 to toggle the settings. You may have to do this more than once.
- Sometimes it is easier to make sure everything is plugged in and restart the computer. This corrects the display problem 9 times out of 10.

### 4) Check monitor setting with the Catalyst Control Center. The board will appear as an attached monitor that is currently disabled:

- Right click on your desktop and select the ATI Catalyst Control Center. Wait for a moment while it loads.
- In the Displays Manager you should see a monitor in the "Attached displays currently disabled."
- Right-click the monitor and select Clone Desktop1 with LCD.



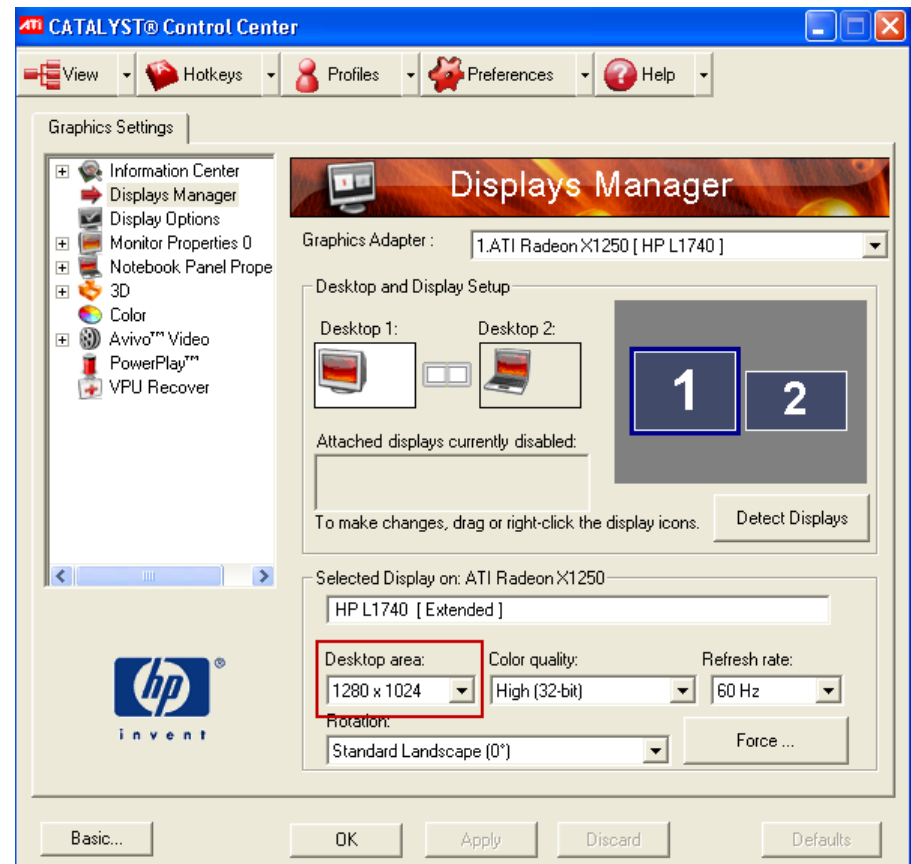
## Whole desktop is not projected on the board. Culprit: Monitor Setting on Computer

### Reported problem

- Whole desktop is not displayed/projected on the board
- Have to scroll

### Solution

- 1) Check monitor setting with the Catalyst Control Center:
  - Right click on your desktop and select the ATI Catalyst Control Center. Wait for a moment while it loads.
  - In the Displays Manager make sure "Desktop Area" resolution is 1024 x 768.
  - This will fit the desktop on the board.



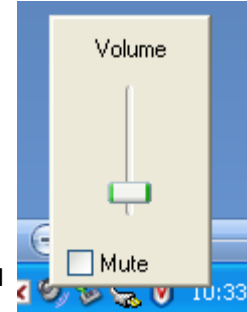
## No sound is coming through the speakers. Culprit: Cords Plugged Incorrectly, Computer Volume, Wall Box Volume

### Reported problem

- Problem with the speakers, no sound
- Watch a DVD, play music, web videos, flipcharts have no sound

### Solution

- 1) Check the cord connections (RCA sound cord). It needs to be plugged in the headphones jack on the computer.
- 2) Check volume control in the systems tray.
- 3) Check volume at the wall box.
- 4) Make sure the speaker cords are plugged in and powered.
- 5) Some software programs like WinDVD also have program sound setting that may need to be checked as well.
- 6) If nothing is working, plug another device to check for sound (iPod, stereo, etc.).



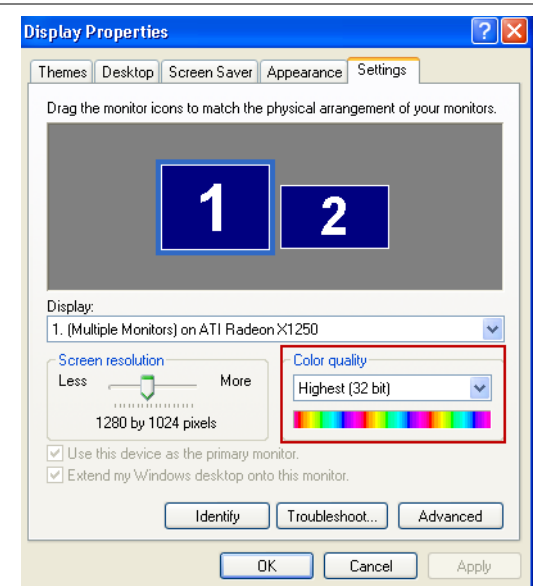
## DVD is not playing. Culprit: Monitor setting

### Reported problem

- Crazy image is projected, but sound is clear
- DVD says it needs to be formatted before playing

### Solution

- 1) Right click desktop and select Properties.
- 2) Click on the settings tab and make sure the color quality is set to Highest (32 bit)
- 3) Launch WinDVD (must use this to play DVDs) and test that is playing correctly.
- 4) See above for issues with sound.



**Topics related to Sanyo/Promethean projectors** — There are some problems associated with the projectors. Keeping the filters clean (see Projector Maintenance) is the best preventative action. If you have a Hitachi, contact Equipment Repair directly.

### Projector will not turn on. Culprit: Lamp/Heat Switch

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**Reported problem**

- Projector starts up, then shuts down
- Turn the projector on, but it does nothing

**Solution** →

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- 2) Clean filters (see podcast for more instruction).
  - 3) Replace lamp (see podcast for more instruction).
  - 4) Turn projector on.
  - 5) If it still does not work, contact Mike Martindale to have the heat switch reset.
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- 1) Promethean labeled Projectors have a 3-year lamp warranty. If the Lamp has completely died within the time period, here is the procedure to get your new lamp:
  - Write down the serial number of the board (on a plastic tab behind the bottom, left-hand corner of the board. You will need to twist it out to see it) and the serial number of the projector (on the bottom of the projector, which is incidentally facing the ceiling).
  - Call Promethean Help 888.652.2848. Tell them you tested the projector with a spare bulb and that you know the problem is the bulb.
  - Send the broken bulb back to them per their instructions. If you do not do this within 30 days, they will send you an invoice for the bulb.

### Image is askew/off the board. Culprit: Manual Adjustment/Keystone

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**Reported problem**

- Image is off the board, image is crooked

**Solution** →

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- 1) Gently adjust the projector manually.
  - 2) Press the Keystone button on the projector remote control and then the up or down arrow to straighten the projected image.

**Topics related to Equipment** — Once the technology is in place, the school site is responsible for maintaining it. There is not much equipment to maintain. Here is a list of a few items that are necessary to replace from time to time:

- **Pens (nibs replaced for free contact Mike Martindale when needed)**
- **Lamps**

School sites might also be interested in purchasing other peripheral equipment. Information sheets on how to register and operate this equipment is being created. The list includes:

- **Document cameras**
- **Expressions/Votes**
- **Slates**
- **Wands**

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Podcasts support these topics. Visit or subscribe at <http://wiki.washoe.k12.nv.us/groups/activboards>.

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