




Promethean Troubleshooting Tips

Problem	Solution
Blue Screen/ No Signal	<ol style="list-style-type: none"> 1. Make sure all cables are securely fastened to the the computer and box. 2. Press the computer input on the projector remote to search for the signal from the computer.
Pens are not responding	<ol style="list-style-type: none"> 1. Note: If there is a red X  in the system tray your computer and board are not connected. 2. Unplug the USB plug that connects your board (the one coming out of the black tube from the board) to your computer. You do not have to turn anything off to do this. 3. Wait 15 seconds or so and then plug it back in to your computer. In most cases this will solve your problem. 4. Try another Pen. For a replacement pen see your ITS.
Pen is not aligned to the cursor on the board.	<ol style="list-style-type: none"> 1. Hover the ActivPen over the Calibration light in the top-left corner of the ActivBoard for a few seconds. 2. Follow the on-screen instructions. <ul style="list-style-type: none"> o Or <ol style="list-style-type: none"> 1. Right-click on the ActivManager  icon in the bottom right-hand corner of the display. (If your pens are not responding this can be done from your computer using the computer mouse. If you use this method once the calibration program starts, move to the board and follow those instructions.) 2. Select Calibrate. 3. The on-screen instructions will be the same as above. 4. Check that the tip of your ActivPen lines up with the cursor on the ActivBoard.
Screen is not displayed	<ol style="list-style-type: none"> 1. Press Fn and F4 at the same time. 2. Make sure your laptop is securely connected to the docking station.
Image does not fill the screen	<ol style="list-style-type: none"> 1. If you cannot see the screen on the computer and the Promethean Board click Graphic Properties . Go to Display settings and set color to 16bit and Screen Resolution is 1024 X 768. If the the
Cleaning the Board	<p>The best method to clean the board is with a Mr. Clean Magic Eraser. Please clean the board with only non-abrasive cleaners.</p>
Flame Color Indicator	<ul style="list-style-type: none"> • If the flame is white, your ActivBoard is operating correctly. • If the flame is red, the ActivBoard has had trouble booting up. Unplug the USB connection from the board to the computer. Wait 30 seconds and then replug. • If the flame is purple, the ActivBoard has been shut down improperly. Unplug the board and re-plug the board back into the power supply. • If the flame is flashing blue, there may be an issue with the power brick that connects the ActivBoard to the power supply. • If the flame is solid blue, the ActivBoard has entered Bluetooth mode. The ActivBoard will leave Bluetooth mode after one minute of inactivity.
	<p>When all else fails contact your Instructional Technology Specialist.</p>