



Troubleshooting: Problems Associated with the Computer

As with any technology, problems can arise. In the vast majority of cases, problems that you experience can be solved on-site in minutes. The purpose of this troubleshooting guide is to highlight the main troubleshooting questions related to your computer that cause downtime and frustration. The topics covered here are solutions that can help you get up and running quickly. These topics are ranked from the most to least common.

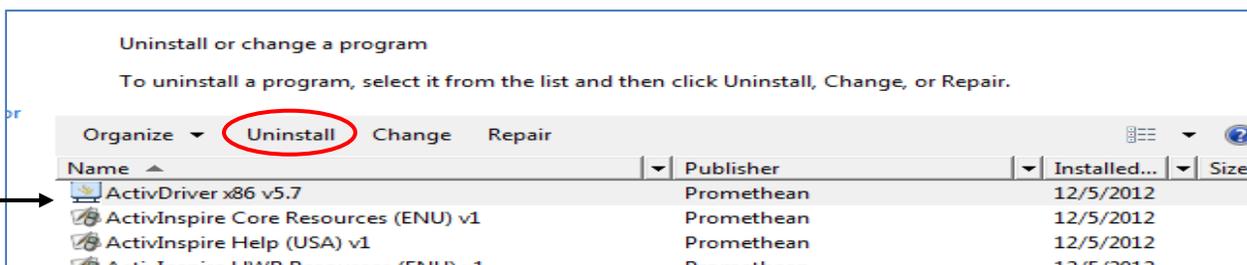
If these solutions do not solve your problem, contact the Help Desk @ 789-3456.

1. **Connection and driver problems.** What you may be experiencing:

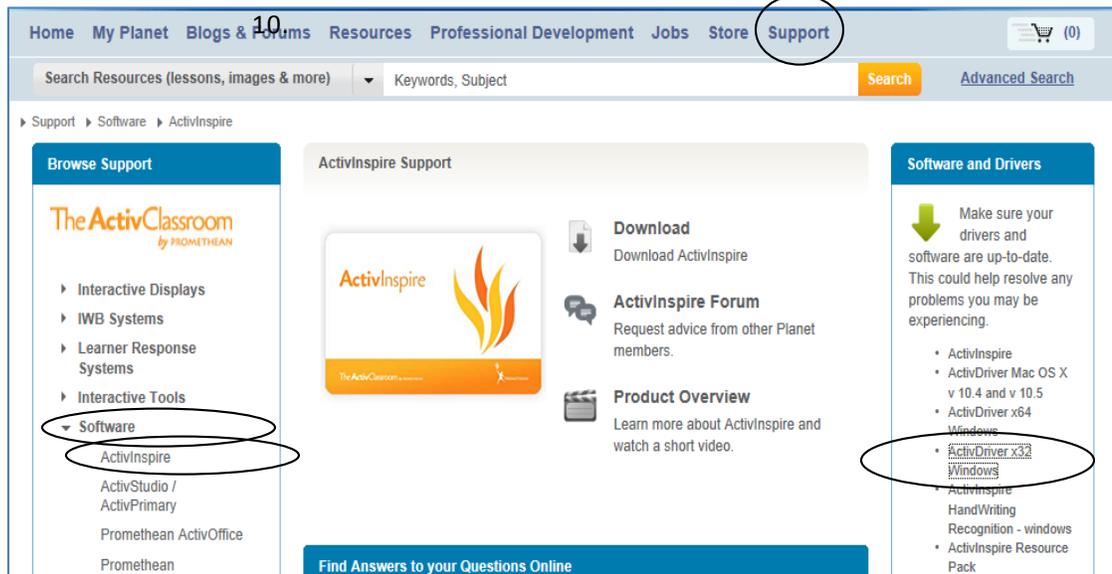
- Red/no light in the upper left-hand corner of the board.
- Pens freeze, pens don't work, pens stop working.
- Unable to calibrate or pens lose calibration
- Seems like the board is broken, doesn't work or freezes
- Computer does not connect to the board
- Pens write without touching the board
- Have red X in the system tray

Solution - Check connections or update driver:

- > Check the cord connections (USB at the wall box and computer).
- > Try multiple USB ports on the computer. Ports break from time to time.
- > Update the driver. **This process will solve the problem most of the time.**
 1. Unplug the USB cord from the computer.
 2. Then, uninstall current driver (Start > Settings > Control Panel > Programs and Features).
 3. In the Programs and Features window, click on ActivDriver so that it is highlighted and uninstall.



4. Restart the computer.
5. Download the most current driver from [Promethean Planet](#).
6. From the Promethean Planet home page, click on the Support tab.
7. In the left margin, click on Software and then ActivInspire.
8. In the right margin, click on ActivDriver x32 to download the ActivDriver.
9. Download the driver and save it to your desktop.



11. Once the file is downloaded, double-click it to run the update.
12. Plug the USB back in and wait for the driver to load (you will see the progress down by the clock). NOTE: You may have to plug the USB in to more than one of the ports on the computer before the driver loads.
13. Calibrate and you should be ready to go.
14. After everything is done, drag the driver file to the Recycle Bin.

- > 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. The new boards are powered through the USB cable and not an outlet.**
- > Test connection using another USB cord (spare or one from another room).
- > Check pen setting:
 1. Click on the whiteboard in the system tray.
 2. Select Control Panel
 3. Click on the Pens tab
 4. Make sure "Mouse (all versions of Windows) is selected.
- > **Pens/board still not working? Contact the Help Desk 789-3456.**

2. **Image is not projected on the board (blue screen).** What you may be experiencing:
- 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 "No. 3" below)

→ **Solution - Connections and Computer monitor setting:**

- > Check the cord connections (VGA at the wall box, computer and back of the projector).
- > Press the computer button on the remote until it reads Computer 1.
- > Press the Computer 1 button on the Promethean wall box (adjacent to the board).



- > **For laptops only:** 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.*
- > Check monitor setting with the Catalyst Control Center. The board will appear as an attached monitor that is currently disabled:
 1. Right click on your desktop and select the ATI Catalyst Control Center. Wait for a moment while it loads.
 2. In the Displays Manager you should see a monitor in the "Attached displays currently disabled."
 3. Right-click the monitor and select Clone Desktop1 with LCD.
- > Test connection using another VGA cord (spare or one from another room).
- > **Pens/board still not working? Contact the Help Desk 789-3456.**



3. **The whole desktop is not projected on the board.** What you may be experiencing:

- Whole desktop is not displayed/projected on the board.
- I have to scroll from one side of the screen to the other.

→ **Solution - Connections and Computer monitor setting:**

- > Check monitor setting with the Catalyst Control Center:
 1. Right click on your desktop and select the ATI Catalyst Control Center. Wait for a moment while it loads.
 2. In the Displays Manager, make sure the "Desktop Area" resolution is 1024x768.





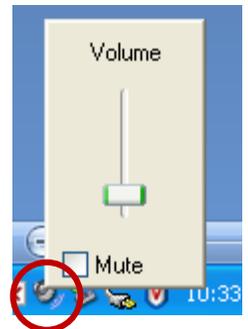
4. **No sound coming through the speakers.** What you may be experiencing:

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

Refurbished schools have an integrated system that may be configured differently than the systems described below. Have your school office place a work order with the Equipment Repair Department. You will need: the asset tag number, site contact person, location/room number, and description of the problem.

Solution - Connections and Volume setting:

- > Check the cord connections (RCA sound cord). It needs to be plugged in the headphones jack on the computer. **With the new dark grey-framed boards do not plug anything into the headphone jack. The sound goes through the USB cord and can be a driver problem. See Updating Driver section above.**
- > Check the volume control in the Systems Tray (by the time).
- > Check volume controls on the Promethean wall box (adjacent to the board) and **(for the new dark grey-framed boards only)** check that the speakers are powered and the volume controls on the left side of the board.
- > Some software programs like WinDVD also have program sound setting that may need to be checked as well.
- > If nothing is working, plug another device to check for sound (iPod, stereo, etc.).
- > If the speakers work with another device, contact the **Help Desk 789-3456**.
- > If the speakers do not work with another device, have your school office place a work order with the Equipment Repair Department. You will need: the asset tag number, site contact person, location/room number, and description of the problem.



If you need more information and resources for Activboards and ActivInspire software, visit the WCS D Interactive Whiteboard Program Web Site: <http://sites.google.com/site/wcsdactivboards/>
Visit the WCS D podcasting server for Activboard and ActivInspire podcasts: <http://wiki.washoe.k12.nv.us/groups/activboards/>

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