



Technical help Desk
Frequently asked questions

Interactive Whiteboards

Q: When writing with my pen on the IE whiteboard the pen shoots off and makes lines and wiggly lines away from the point of contact.

A: This is a common cause usually effected by a faulty pen or pcb under the board that can be confirmed by using existing working parts from other boards. If this is not the case then there could be a loose connection of wires going into pc and at the pcb unit that may need to be pulled out and firmly attached again. Other issues could be updating to the latest software or electrical interference effecting the whiteboard like Televisions, overhead lighting etc.

Q: My pen does not work at all with the board?

A: First rule out a faulty pen by trying the pen on another board. f it works then the possibility the software was not installed as administrator or the current user who logged in , has no admin rights and needs to be given full access on the log in name. After eliminating these issues a possible faulty pcb could be a factor as well.

Q: Both lights on board stay constant green and no interaction with pen.

A: Shut down the pc, and unplug the serial cable from the whiteboard and wait for a minute. Reconnect serial cable and restart pc .

Q: I can t calibrate the board properly.

A: Reduce the image from the projector to fit within the whiteboard and retry.

If still unsuccessful check the users permissions.