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Back to School Interactive White Boards: Up and Running

IMPORTANT: *Test your board and projector on the first day back to school. Do not wait until students are sitting in front of you to turn on your board for the first time after the summer!*

1. Make sure you have all of the parts you need:

(Note: If you need parts, please see the Educational Technology Price List page located at goo.gl/yv3dQ for ordering information.)

- Pens
- Projector remote
- USB cable
- VGA cable/Audio cable
- Macintosh laptop video dongle

2. Power everything up!

(Note: if this is the first time you are going to use the board after the summer, you may want to unplug the board from power for about 30 seconds first.)

- Power to the IWB itself.
 - **Promethean:** indicated by the red flame showing in the small dark oval on the top left hand side of the board.
 - **SMART:** indicated by solid green light on lower right hand side of board. Power Provided by USB cable.
- Power to the laptop - make sure to plug into an outlet. *(Make sure to install ALL software updates. Check for updates to SMART or Promethean software and install those also.)*
- Power to the projector.

3. Calibrate the board:

- **Promethean:** Use the pen to hover over the flame in the top left corner of the board. Follow the instructions on the board.
- **SMART:** Push the 2 buttons on the tray. *(87" boards – make sure you set the calibration to 20 points in your software – not the default 9).* Follow the instructions on the board.



My Board is not Working - HELP!

Before calling the Help Desk, please run through these steps first:

PROMETHEAN BOARDS

The ACTIV Board says: "No device connected." Troubleshoot in this order. When the problem is fixed, you can stop.

- Are all cables connected properly?
- Check all the cables for damage.
- Unplug the USB connection to the computer. Plug it back in again.
- Check inside the **Media Data Box** to see if the USB coupler is disconnected.
- Unplug the USB connection to the computer. Plug it into a different USB port.
- Turn the board off and then back on.
- Try to use different power ac adapter.
- Restart your computer.
- Check the System Preferences to see if the driver installed.
- Open System Preferences. Select ACTIVboard.
- If it says No device connected, Click on the "Hardware" tab. Select the item named "proactive, then select Activate. The letter "A" should appear on the left hand side of the proactive item.

Promethean Logo Flashes and the board is not being detected by the computer.

Activboard Version 2: COLOR CODE PROBLEM

- WHITE = GOOD
- RED = BAD FIRMWARE
- FLASHING BLUE = BAD POWER SUPPLY
- PINK = RESET BOARD

Activboard Version 3: COLOR CODE PROBLEM

- WHITE = GOOD
- YELLOW = CONNECTED WIRELESS
- RED = ERROR/PROBLEM
- CYAN = PEN TOUCHING THE BOARD
- GREEN = PROGRAMING IN PROCESS

Promethean Logo Flashes White, Red, Blue or White and Red and the board is not been detect by the computer.

- The only way to solve this problem is to replace the electronics on the board.

ActivPens:

The pen does not work properly.

- First check that an arrow appears on the board when the pen is touching the board.
- Recalibrate the ACTIVboard.
- Check for the arrow again by touching the pen to the board.
- If the pen still does not work then try to use a different pen.
- The Warranty for the pen is only good for a year after the board had been installed.

The pen skips or works sporadically.

- You probably need a replacement pen.

The pen is cracked.

- You probably need a replacement pen and must be replaced by your school.

SMART BOARDS

Ready light status:

- Extinguished: There isn't any power to the interactive whiteboard.
 - Check the USB cable connections.
- Solid green: The interactive whiteboard is successfully communicating with SMART Board software on the computer.
- Flashing green: The interactive whiteboard is successfully communicating with the computer's USB interface, but either SMART Board software hasn't been installed or the SMART Board software service isn't running.
 - NOTE: In this mode, the interactive whiteboard operates as a touch screen. The SMART Board tools, such as the pens and eraser, won't work, but you can move the mouse pointer and perform mouse functions by touching anywhere on the screen. This mode may be desirable for occasional or guest users who don't require the use of SMART Board tools or pen tray functions.
 - Both Promethean and SMART software is installed on the laptop. Try disabling the Promethean drivers. (Click on the ActivInspire icon in the menu bar (top right) and click Quit.)
 - If the light is still flashing green and the Promethean drivers have been disabled, then try direct connecting the USB cable from the USB port on the board (not the wall plate) to the laptop.
- Solid red: The interactive whiteboard has power, but isn't communicating with the computer.
 - First, check the connection to the computer, and then reset the computer and the interactive whiteboard.
- Solid or flashing amber: The interactive whiteboard is in a problem state.
 - Reset the interactive whiteboard:
 - To reset the controller module, use the tip of a pen tray pen to press the Reset button briefly (for less than three seconds).
 - The Reset button is located behind the lower-right side of the interactive whiteboard (when viewed from the front).
 - To reset all components of the SMART Board interactive whiteboard, disconnect and then reconnect the USB cable.
 - To restore the factory default orientation settings, press and hold the Reset button for longer than three seconds. You will have to repeat the orientation procedure after this step.

The pen tray LEDs flash sequentially when you turn the unit on but do not light when you remove a tool.

- Check for obstructions of the pen tray's infrared sensors (dirt, liquids or foreign objects).

Touch is not accurate. The pointer does not appear directly below your finger.

When you write on the screen, your writing appears at a slight distance from the pen.

- Orient the interactive whiteboard. To start the orientation process, press and hold both the Keyboard and Right-click buttons on the pen tray at the same time.

No pointer is visible on the screen, and when you touch the screen a colored line or eraser symbol appears.

- Check that you have placed all four pens and the eraser correctly in their pen tray recesses.

MACBOOK ISSUES

When I connect my laptop to the projector my screen looks pink or blue.

- This issue is caused by a malfunctioning dongle or bad wiring from the media data box to the projector.
- To solve this problem try to get a new dongle. If it is a wiring problem contact IT Help Desk so they can create a ticket.

PROJECTOR ISSUES

Projector won't display my screen.

- Projector turns off every 15 minutes after use. Check filter.

Projector displays warning of over-heating.

- Clean the filter this only applies to Epson Projectors – Infocus projectors are filter-less.