

Promethean Board Troubleshooting for MAC

ITEM I: MY PROMETHEAN BOARD IS NOT WORKING

ITEM II: MY IMAGE IS NOT DISPLAYED

ITEM III: MY PENS ARE NOT WORKING: CONNECTION AND CALIBRATION

ITEM IV: MY SOUND IS NOT WORKING

ITEM I: MY PROMETHEAN BOARD IS NOT WORKING.

1. Check the basics first!
 - A. Is the computer turned on?
 - B. Is the projector turned on?
 - C. Is the ActivBoard's USB cable or ActivHub plugged into the computer? (Flame should be blue on 300 series boards)
 - D. Is the projector plugged into the computer via the VGA adapter?
2. Is there a red **X** through the ActivBoard Icon? (Located in top, right-hand side of Mac task bar). If a red **X** appears, this indicates that there is a connection problem between the board and the computer. Follow the steps below to try and correct the issue.



- A. Check to make sure the USB cable is secure and plugged into both the ActivBoard and your computer.
- B. Unplug the USB cable or ActivHub from your computer, wait ten seconds and plug USB cable back into the computer.

USB cord:



ActivHub:



- C. After doing so, try rebooting your computer.
- D. If this does not correct the issue, see technology support person to update the driver.

ITEM II: MY IMAGE IS NOT DISPLAYED; ONLY A BLUE SCREEN.

1. Check your VGA connection (shown below). This cord allows your computer and projector to communicate. Ensure that your VGA cable is securely connected to your connection box and your VGA adapter, which will then connect to your computer.

VGA Cord:



MAC VGA Adapter:



2. You may need to toggle between the monitors to display your desktop image on both the computer screen and the board. If your computer does not auto detect the projector; you will need to turn on “display mirroring.” To do so, select on your apple, then “System Preferences,” and then “Display.” Choose to mirror your displays and adjust the resolution as necessary.

ITEM III: MY PENS ARE NOT WORKING.

CONNECTION:

1. When the ActivPen appears not to be working it is often NOT a pen issue but rather a communication issue between the ActivBoard and the computer. Make sure you have tested the **MY PROMETHEAN BOARD IS NOT WORKING** suggestions above before trying these troubleshooting suggestions.

- A. Follow steps in Section 1: MY PROMETHEAN BOARD IS NOT WORKING.
- B. Remove and replace the nib (pen tip).
- C. Make sure the ActivHub or USB cord is plugged in.
- D. After you plug in your USB or ActivHub, make sure the ActivManager icon (see **ITEM I** for images and location of the ActivManager) displays a whiteboard with an orange flame NOT a red X. Try all of the USB ports on your computer
- E. As soon as the ActivManager has the orange flame and not the X, your ActivBoard is ready to become interactive!
- F. Still not working? You may be in need of a driver update. To update your driver, see your technology support person.

CALLIBRATION

1. The ActivBoard has to be calibrated in order to ensure that the tip of the ActivPen aligns with the cursor on the screen. It is important to align your ActivPen with your ActivBoard each time your projector is moved or screen settings are adjusted. You can calibrate the board in one of two ways:
- A. Right click one time on the ActivManager icon. Click on “Calibrate.” (See **ITEM I** to locate your ActivManager icon). Wait until the calibration screen appears, then use the ActivPen to follow the on screen instructions.
 - B. Hover the ActivPen over the lighted icon (the flame) on the top left corner of the ActivBoard. Wait until the calibration screen appears, then use the ActivPen to follow the on screen instructions.

ITEM IV: MY SOUND/SPEAKERS ARE NOT WORKING

1. Make sure necessary cables are properly plugged in, and adjust audio settings.

A. Cables: Sound is fed through USB cable or an audio cord (if using an ActivHub or bypassing projector speakers). Ensure that your USB cable and/or audio cord are plugged in. To adjust the volume on the Promethean board, adjust the knob(s) on the left side of the board. Make sure the “Power” button is pushed in and green in color. If the power goes out, this may turn red. Simply press it until it turns green again.

B. Audio Settings (See Images below):

On your MAC, select on your apple and choose “System Preferences.” Then select “Sound.” In this menu, you will adjust the “Output” options. Select “Promethean USB speakers” for the output device. You can then adjust the volume and make sure that mute is not selected.

