## Why is there no image on the board?

- Check to make sure that all cables are securely fastened to the computer of docking station and to the cable box located behind and below your board.

- Make sure the button pressed on the box matches the cable connection to the computer. Unplug and reconnect all cables, including VGA and USB.

- If all the cables are connected securely, press and hold the Windows icon button and press the letter P. From the pop-up, choose Duplicate.

- Using the buttons on the remote, select Video and Computer to force the projector to search for the active source.

** NOTE: Is the green light on your projector illuminated? You must use the remote to turn on your projector.

## Why is there a blue screen stating "No Signal" and counting down from 5 minutes or a message on the board that says "Hardware not Detected"?

- Check the VGA and USB cables on the docking station or computer. Make sure the cables are securely fastened.

- Check to make sure that all power cords are securely connected and plugged into the wall.

- Check to see if the light on the board is illuminated.

- Restart the computer.

## Why is my board not turning on?

- Check to make sure the board is getting power. The light on the board should be illuminated.

## How can I clean my ActivBoard?

It is important to use only non-abrasive whiteboard cleaning products to clean your board. Windex or any glass cleaner is acceptable. For accidental permanent marker, clean with Mr. Clean Magic Erasers (use sparingly). Pledge can be used on the board to smooth scratches and prevent the pen from screeching when writing on the board. Windex and Pledge should be sprayed on a cloth, NOT directly on the board.

## What do the lights mean on my ActivBoard?

The flame on the board changes colors to communicate various messages.

- If the flame is red, purple, or blue, unplug the board and restart.

- If the flame continues to change colors and does not communicate properly, contact 817-814-4357.

## Why do I not have sound?

- Make sure that sound is not muted on your computer.

- Make sure the audio cable is plugged into the correct place on your docking station or computer.

- Make sure the ActivSound bow is turned on and turned up. It is located on the back of your Promethean Board.

## Why is my board freezing up? What can I do?

- Try unplugging the USB cable from your computer and plugging it back in.

- The firmware may need to be update on your board. To do this, contact 817-814-4357

If none of these solutions resolve the issue, please call 817-814-4357

# Promethean ActivBoard FAQ's

## Why is there a red X icon on my taskbar?

Hardware/Software

The red X means that the board is not detected, the USB cable is not connected or there is no power to the board.

- Make sure the board is plugged into the wall (flame illuminated at upper left corner of the board).

- Make sure the USB cable is connected to the computer.

- Try plugging the USB cable from your docking station straight to your laptop.

- Make sure you have the latest ActivDriver and the application is installed correctly.

## I can barely see the image on the Board.

Press the Lamp Control Button on the remote to determine whether the lamp is on the High or Energy-Saving setting.

If none of these solutions resolve the issue, please call 817-814-4357