Promethean ActivPen FAQs

Why is my ActivPen not aligned to the cursor on the board?

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 set up.

To calibrate your pen, take your ActivPen and hover it over the flame on the top left of your board until you hear a beep and see the white screen. Follow the directions on the screen to align your pen to the cursor on your board.

When using the ActivPen on a flipchart, why does the cursor appear to constantly jump around to random locations, jump to another point on the board, or draw lines by itself?

If you get lines on the board when the pen is touching its surface, this is an indication of "spiking". Spiking looks similar to an EKG, when the cursor jumps to random locations on the board, this is an indication of "jumping".

1. Turn off the projector and wait for the red light on the projector to stop blinking.

2. Unplug the board from the wall outlet, wait ten seconds or more, then re-connect and turn the projector on.

3. Plug the USB cord directly to your laptop.

4. Wait about thirty seconds, then touch the pen to the board. If spiking continues call 817-814-4357

What should I do if the nib for my ActivPen is lost, damaged, or worn out?

Contact the Campus Technology Liaison (CTL) on your campus.

What is ActivArena?

ActivArena allows two or more users to activate the ActivBoard simultaneously, but gives the person with the "teacher" pen control.

Why is the right-click menu appearing when I use my ActivPen?

1. Check to ensure that you are not accidently pushing the right-click button on the barrel of the ActivPen when you are writing on the board.

2. Try another ActivPen to see if it's happening with the one pen.

   a. If another pen is working, it means that something is wrong with the ActivPen you have. Call 817-814-4357.

   b. If another pen acts the same way, there may be ab issue with the ActivBoard. Contact 817-814-4357.

Am I supposed to have a set of Dual Pens for my board?

Yes, each board should have a set of dual pens. Below are pictures of the pens for each board. You must use correct pens on the specific boards. Contact your CTL if you do not have a Dual Pen for your board.

Orange Projector   Silver Projector

*Update: These pens are no longer being supported since some boards are getting the BSOD (Blue Screen Of Death) crashes. Promethean NO LONGER supports interactive PEN functionality with First and Second Generation Boards. The boards will only support Windows 10 AUDIO and VIDEO features. For more information on this issue please follow the QRG: How To Prevent BSOD Crashes

Additional Help

Call 817-814-4357 or fill out a Footprint service request.