If your computer is connected to a board and the pen is not functioning, the board is probably not being detected. Verify the way in which you are connected; if you are connected via USB, this document will help troubleshoot the connection.

Check the Software and Drivers

First, verify that your driver is installed and up to date. This troubleshooting sheet assumes that you have installed ActivInspire and version 5.12 (or higher) driver is installed (If you do not, please download from Promethean Planet).

To find which version of driver you have look in your system tray (PC) or Toolbar (Mac).

Click on the *Activmanager icon* 🖼 and select Control Panel. (The icon will be found next to the clock on PC's and it may have a red cross through it, still click on it).

Here you can check that the board itself is being detected and that a driver version 5.12 or above is installed. If you do not have driver v5.12 or higher, please up date through Promethean Planet. You can find the latest driver at www.prometheanplanet.com under *Support→All downloads→ActivDrivers* on the right hand side of the webpage.
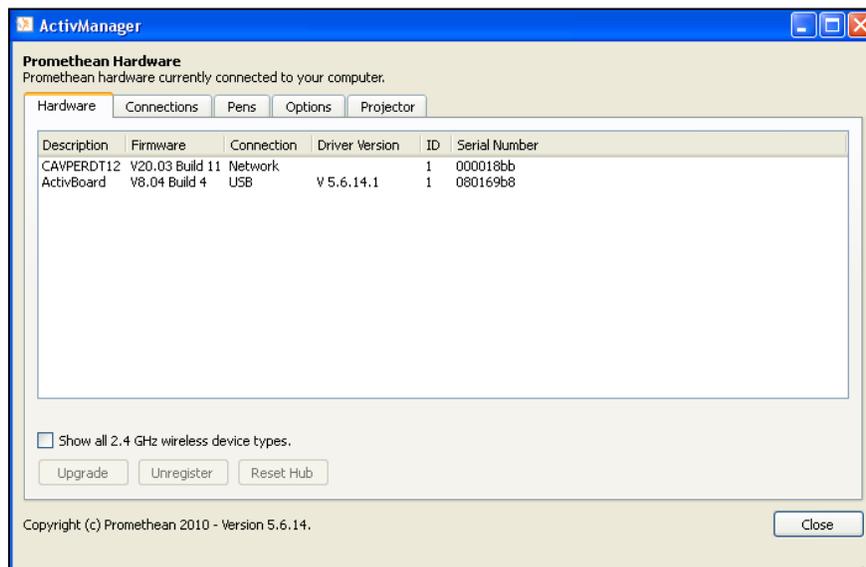
If at any point **you are connected** and have no pen function, try calibrating the board.

If calibrating fails, test the board with known working pens.

Check the Cables

Next, check all of your connections and ensure they are secure. Verify that the cable is firmly plugged into the wall plate or wall box, and into the computer, and that any intermediate connections or adapters are also tightly connected. Check your connection through *ActivManager* again.

Reset the Board

If you are still not connecting, reset the board.

1. Turn the projector off and **wait until the light has stopped flashing**, this allows the projector to cool down before unplugging it.
2. Unplug the board from the wall (if your model of board has a power supply connecting to the wall).
3. Disconnect the USB cable from the computer. Power the board back up, then reconnect your USB cable. Check *ActivManager* again.

Swap the USB cable

Swap the USB cable with another USB cable that is known to work.

Check the Computer

At this point if the computer is still not seeing the board, try to bring in a known good computer that connects properly to other boards. Test to see if this will connect, alternatively take the computer in question and connect it to a known good board to see if the computer will connect.

If none of these steps work and the board is still under warranty you can contact Promethean directly to organize a warranty claim on 1800 403 441. *Promethean deal directly with all warranty claims*.

If the board is no longer under warranty Concept AV can be contacted on 9429 4333 to offer further support.