Promethean Board Frequently Asked Questions

Question: **How do you fix the Promethean board not recognizing the Promethean Pen?**

Answer: Make sure the USB cable coming from behind the Promethean Board is plugged into your device. If the USB cable is already plugged in check the bottom right hand corner to see if the Promethean ActivManager icon is displaying a red X. If this is the case, unplug the USB cable from the device and plug it back in or move it to a different USB port. If the ActivManager icon still displays a red X turn the device completely off. After a few seconds turn the device back on and the ActivManager should display that a device has been found and the Promethean Pen should work once again.

Question: **What do I do if the Promethean board is displaying a red light?**

Answer: The red light usually means that there is no connection between the Promethean board and the device. Follow the steps in the previous question to resolve this issue.

Question: **What do I do if there is no sound?**

Answer: If you notice the Promethean board is no longer playing any sound the board may be in standby mode which is indicated by a red light. To check, look for the **"Standby"** button, located on the left side of the Promethean board. The Standby button should be colored green. If the button is colored red, press and hold this button for 1-2 seconds and release it. You may hear a popping sound. This is normal and is just another way to know the sound is now working.

If after toggling the Standy button you still do not hear any sound, go to the top question in this FAQ and follow those instructions.

Lastly check to see if Promethean USB Audio is selected as the default sound device. Click Start -> Control Panel -> Sound. On the **"Playback"** section check to see if Promethean USB audio is listed. If so click it and click on **"Set default."** Click OK.

Question: **How do I calibrate the Promethean Pen?**

Answer: Right click the ActivManager icon in the bottom right hand corner of your device screen. Select calibrate. Depending on your ActivInspire version this may offer the option of 9-point or 25-point as well. Once the calibration process starts, move to the board and follow the on-screen instructions.

Question: **How do I get what is displayed on my device to show on the Promethean Board?**

Answer: In order to get what is displayed on your device to show on the Promethean Board hold down the Windows button next to the Ctrl and Alt keys. While the Windows key is pressed down simultaneously press the P key. This will bring up the Windows projector selection screen. Click on **"Duplicate"** and what is displayed on your device will now be shown on the Promethean Board.

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