Promethean Board Troubleshooting Tips

**Board is Unresponsive**

1. Is the ActivBoard’s flame illuminated? If not, then . . .
   - Ensure the board is plugged into an electrical outlet or has power through the USB cable (flame illuminated)
2. Is the ActivControl icon located in the system tray and or is the flame red? If not, then . . .
   - If the icon is missing completely or if the flame is red, ensure that the current version of the Activdriver (software driver) is properly installed. (*Application Menu > Productivity folder > ActivInspire*)
   - If there is a red X on your icon, ensure your board is connected to the computer via the Promethean supplied USB cord. Then try restarting the computer.
3. Does the flame symbol change color when the ActivPen comes in contact with the board’s surface? If not then . . .
   - Try another ActivPen
   - Try restarting the computer
   - Try another electrical outlet
   - Try another Promethean supplied USB cord

**Pen Does Not Work**

1. If there is no connection at all with the board, then . . .
   - Ensure the board is connected to the computer via the USB cord
   - Ensure the board is plugged into an electrical outlet or has power (flame illuminated)
   - Try another ActivPen. If that works, it could be the nib. Replace the nib in the pen that does not work.
2. The pen is skipping, dragging or acting strange when writing.
   - Try another pen. If that works, try replacing the nib in the pen that does not work.
   - Go to File > Settings > Flipchart Objects. Uncheck the boxes that say: “High-quality Rendering” and “High-quality rendering when annotating’.

**Board Will Not Calibrate**

1. Is the USB connected?
2. Do you see the ActivControl icon in the system tray? If not, reinstall the driver.
3. Right-click on ActivControl icon and select “calibrate.” If it is grayed out, be sure the USB is connected.
4. If the word “calibrate” is there and you can’t click on it, the pen is the problem. Try a new pen. If that works, change the nib in the pen that does not work.
**No Sound From Speakers**

1. Are your speakers turned on? (With some Promethean boards you need to make sure the Power button is lit to green on the side of the board. If the button is red, press it to turn it on.)
2. Is the USB cable securely plugged in? Try to unplug it and plug it back in.
3. Did you **turn up the volume knob** on the board or the mounted Promethean cable box?
4. Make sure the **Mute button is not on**. Look on the bottom right of the system tray on the computer hooked up to the Promethean board.

**General Promethean Troubleshooting Tips:**

- Make sure the computer has **ActivInspire 1.5** installed as well as the **latest driver**
- Make sure the board is plugged into the computer via **USB cord**.
- **Unplug** the **USB cable and plug it back in**.
- **Restart** the computer.
- Ensure the board is plugged into an electrical outlet or has power through the USB cable (flame illuminated)
- **Try another USB cord**.
- Change **ActivPens or nibs**.
- Refer to **specific troubleshooting tips** on the other side of this handout.
- **Contact your TS2**.
- **Call Promethean Tech Support: 1-888-652-2848**. You will also need the **serial number** from the Promethean board having the issue(s). Be sure to **get a case number**.
- Not satisfied with the response from Promethean? Then the TC can call Clinton Learning at 301-710-5395. Give them the Promethean case number and see if they can help expedite the solution.