

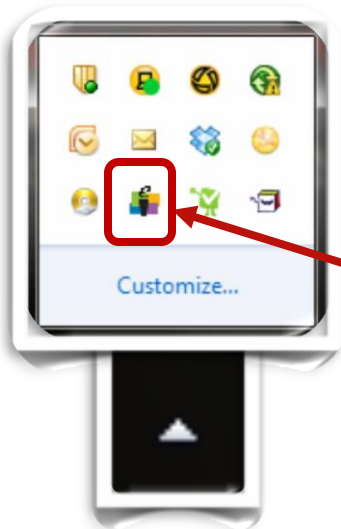
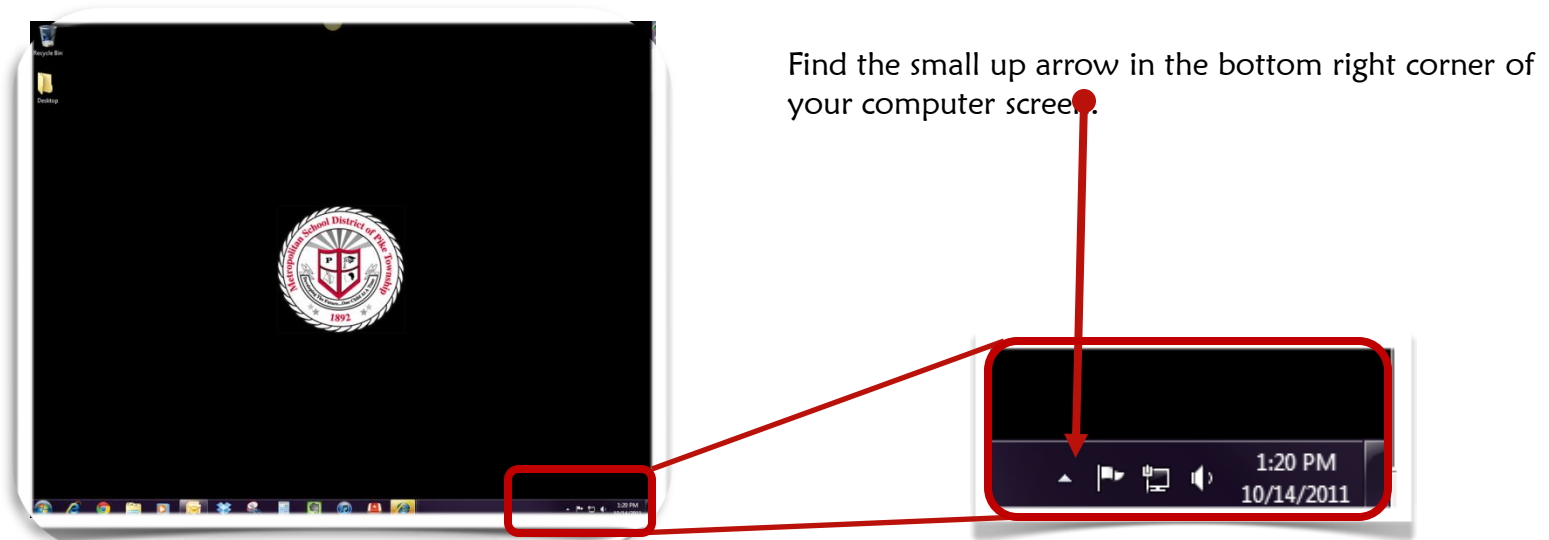
Troubleshooting Interwrite Board Problems

Click on the blue links to go directly to the instructions.

If the board is not responding to the pen:

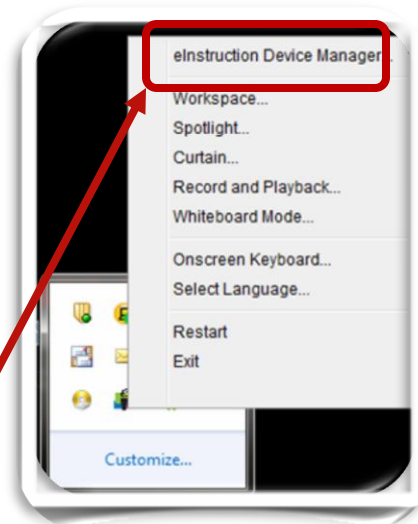
- Check the **Device Manager** to discover if the device is being picked up by the receiver.
 - [Access the Device Manager](#)
- If the device is not being picked up, try the following:
 - [Restart the board.](#)
 - Attempt to reestablish a connection between the device and the receiver attached to the USB port.
 - [Interwrite Board](#)
 - [Mobi](#)
 - Restart the computer.
- If the pen tip is not in line with the mouse arrow **recalibrate** the board.
 - [Bring up the recalibration screen](#)
- If Device Manager is grayed out, [relaunch Device Manager](#)
- If you notice that the pen is showing up on the screen that is NOT being projected (e.g. you are projecting your large screen, but the pen is showing up on the laptop screen), click the link below for instructions on how to solve this.
 - [Mapping](#)

Accessing Device Manager



You will see the system tray open. Inside the system tray you should see an eInstruction icon.

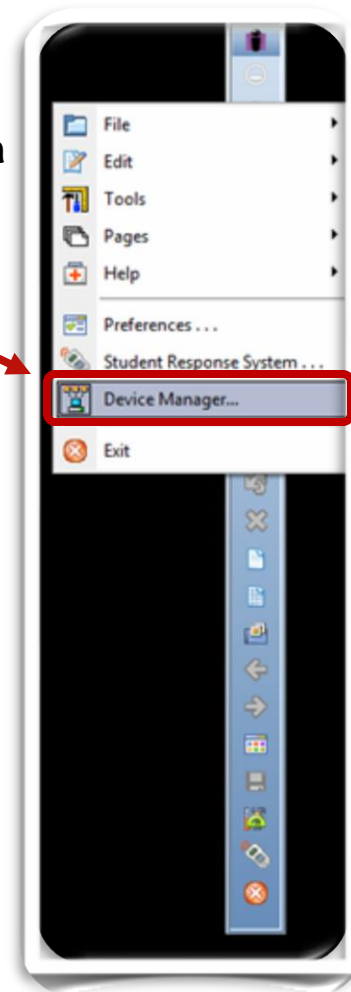
Click on the icon and then choose eInstruction Device Manager



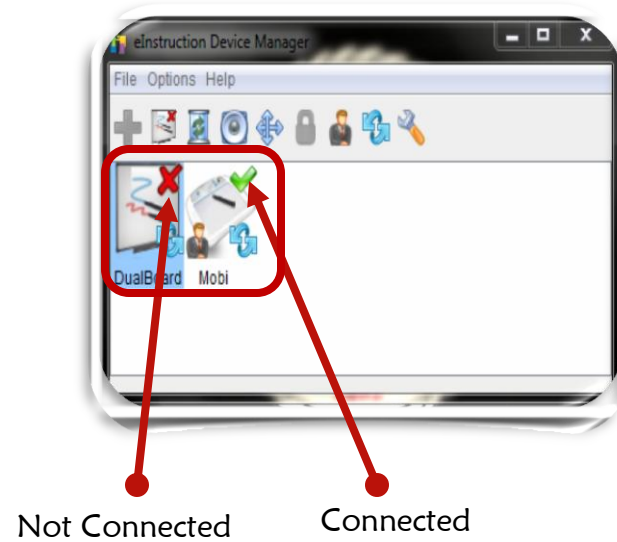
You can also get to the **Device Manager** by going to Workspace File menu in the tool box.



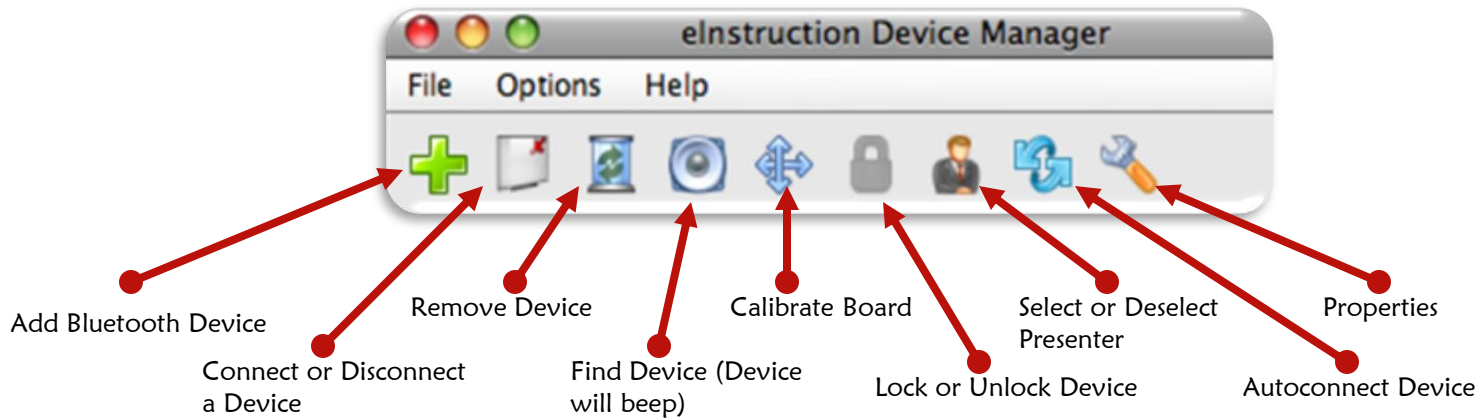
Click on the down arrow icon and then select Device Manager.



Within the Device Manager you can see which devices are making a connection with the usb receiver.



Other things you can do in the Device Manager:

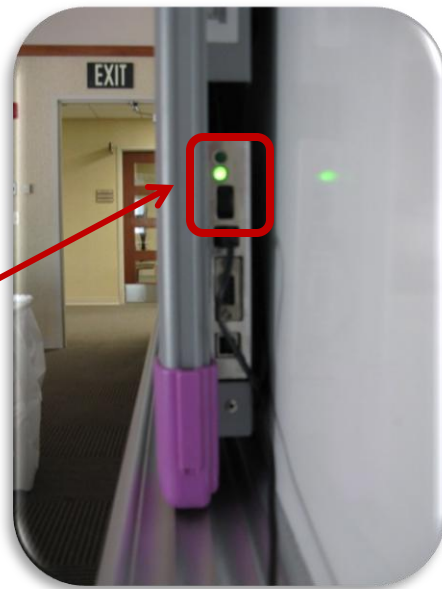


If you see in Device Manager that your board is not connected, try one or both of these suggestions.

Restart the board:

- Turn off the board. Wait a few seconds and then turn it back on.
- Look for the board to show a green check mark in the Device Manager.
- Wait at least 20 seconds for this to take effect.

• Find the power button for the board on the right side under the green light.



Reestablish a connection between the board and the computer.

- To do this first push the button on the receiver that is on top of your board. It will make a beeping sound.
- Next, push the button on the receiver that is connected to your computer usb port.
- Wait to see in Device Manager if a green check mark shows up next to the board icon.



Push first



Push second

If neither of these solutions work, restart your computer if possible.

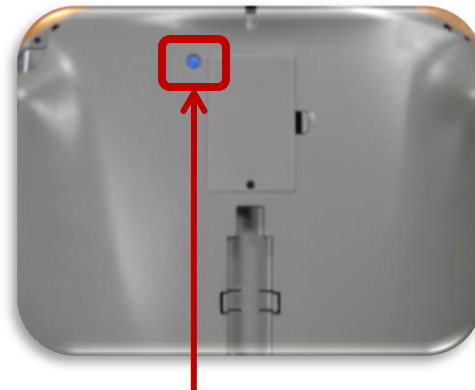
If you see in Device Manager that your Mobi is not connected, try reestablishing a connection.

This time, first push the receiver connected to the usb port on the computer. It will blink.

Next, push the blue button on the back of the mobi. You should see the light on the receiver connected to the computer stop blinking.



Push first

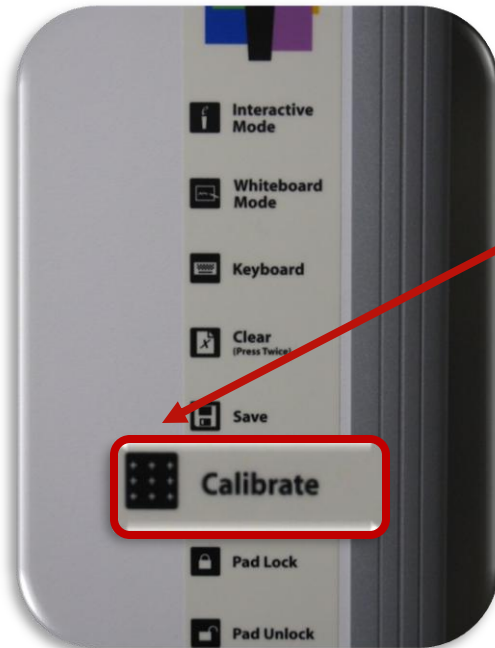



Push second


Give the mobi several seconds for it to respond.

If this solution doesn't work, restart your computer.

Calibrating the Interwrite Board



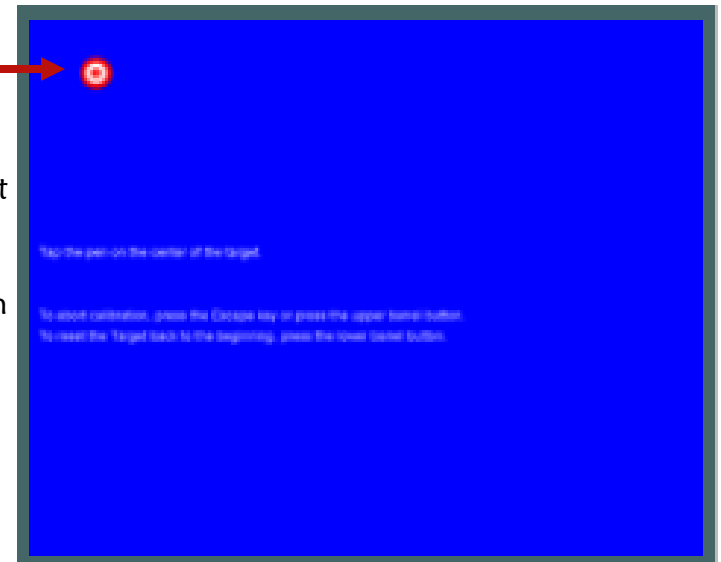
•On the Dualboard find the Calibrate button. Touch the pen tip to the  icon.

•The board will turn blue with a red target in the corner. 

•Touch the very center of this target with the pen tip and the 8 targets that appear subsequently.

•All 9 targets need to be touched with the pen tip.

•If you do not see that 9 targets appeared during calibration, start the process over. Your board will not function properly if all 9 targets are not hit.



If the Calibrate icon on the board does not bring up the calibration screen, you can get to it through the **Device Manager**. Open Device Manager as shown on page [2](#) or [3](#). Click on the icon that looks like this:

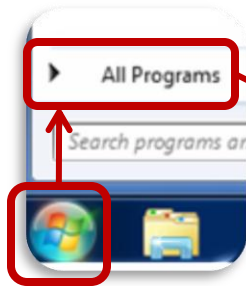


This will bring up the calibration screen.

If Device Manager is grayed out, it may need to be relaunched.

To do this:

•Go to the Start menu on your computer and click All Programs.

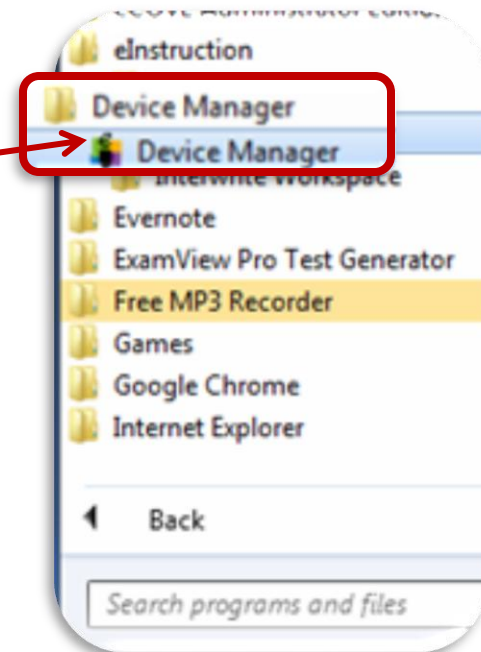
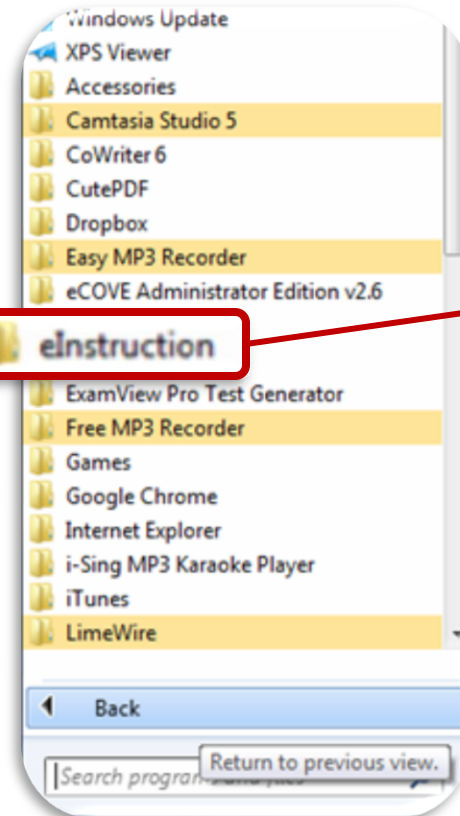


•Look for the folder titled elnstruction.

•Select the folder and then click on the Device Manager folder. Within that folder you will see the Device Manager icon.

•Click on the Device Manager icon to launch it.

•Check to see if Device Manager is now active and your devices are shown to be connected.



Mapping

If you ever notice that the pen is showing up on the screen that is NOT being projected, follow the steps below. (e.g. you are projecting your large screen, but the pen is showing up on the laptop screen).

Go into Device Manager

Click Options > Properties > Mapping

Then choose whatever monitor is not checked.