FAQ's Interactive Whiteboard

Q1). While writing with my pen on the Interactive whiteboard the pen shoots off and wriggles away from the point of contact.

Ans. This is a common cause usually affected by a faulty pen or PCB under the board that can be confirmed by using existing working parts from other boards. If this is not the case; then there could be a loose connection of wires which are getting connected to the PC and PCB unit. These connected wires are required to be firmly attached again. If still the problem persists; then you can update the latest software or electrical interference like Televisions, overhead lighting etc. that may be affecting the whiteboard.

Q2). My pen does not work at all with the Whiteboard.

Ans. You can find out if the pen is faulty by using it on another Whiteboard. If it doesn't work then there could be a possibility that the software is not installed as administrator or the current user who logged in, has no administration rights and he need to be given full access on the login details. After eliminating all these issues, if problem still persists then there could be a possibility of a faulty PCB.

Q3). Both lights of the interactive whiteboard stay constant green and there is no interaction with the pen.

Ans. You need to shut down the PC and unplug the serial cable from the whiteboard and wait for a minute. Then reconnect the serial cable and restart the PC.

Q4). I am not able to calibrate the interactive whiteboard properly.

Ans. You can reduce the image from the projector to fit within the dimensions of interactive whiteboard and retry. If problem still persists, do check out for user permissions.

Q5). Sometimes, the blue indicator on my interactive whiteboard does not light up.

Ans. If this is the case then it might be an USB error. You can eradicate this problem by reconnecting USB cable or changing the cable.

Q6). The blue indicator on my interactive whiteboard does not light up or is always flashing.

Ans. It may be the case that your interactive whiteboard's driver is not properly installed. You can install/reinstall the driver by running in DigitalPen Driver windows START menu or retry connecting it using another USB port.

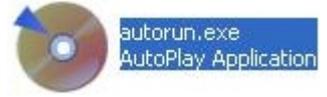**Q7). Do I need a PC or Laptop to connect the Board?**

Ans. Yes, a PC or a Laptop is needed to run an interactive whiteboard.

Q8). Whenever I use my interactive whiteboard, its pointer doesn't get properly aligned with Pen or figure movement.

Ans. You can calibrate the whiteboard again or, another option is to reduce the projector image to fit accurately within the dimensions of interactive whiteboard.

Q9). What shall I do if my interactive whiteboard fails to connect?

Ans. **Firstly,** make sure that your interactive whiteboard software is installed properly.
Secondly, be sure that you are installing the driver from the supportive CD which was provided along with the interactive whiteboard.
Thirdly, you can check the USB cable connection or can change the faulty USB cable; if needed.
Fourthly, do check in the notification Area on the Taskbar of your PC and make sure that Digital Pen Server icon is present or not.
Fifthly, if not, try to run it from windows START menu Programs Whiteboard Digital Pen Server OR Whiteboard Server.
Lastly, if its sill not connecting re- install the Software & try to make the connection once again with the interactive whiteboard.

Q10). Though, my Interactive whiteboard is connected but its Software fails to launch itself.

Ans. If this is the case then you can check the Antivirus, try to Disable it & then connect the Board. If still the problem persists, try to Re-install the Software.

Q11). My Interactive whiteboard is not connecting in WIN-VISTA OR WIN-7.

Ans. If your interactive whiteboard is not connecting in WIN – VISTA OR WIN-7 then you need to open the Device Manager by right clicking on My Computer. Then you need to select HHT-TECH5 in Device manager and again Right click on it & click Update Driver and then select Browse **My Computer** ➡ **Select C Drive** ➡ **Program Files** ➡ **Whiteboard** ➡ **Whiteboard** ➡ **Driver** ➡ **Click Next** ➡ **Finish**. Lastly, you need to restart the PC and then your interactive whiteboard will start working.
If still not working, remove the USB cable of Board from your PC; again go to Device Manager Right Click on HHT-TECH5 Select UNINSTALL FINISH.

Then Remove Board Software Restart your PC Again Install the Board Software.