



Troubleshooting Guide

Interactive Whiteboard

Rev. 01/2020

Model: INTWHITWRD, INTWHITWRLS

Description: Interactive Whiteboard with eMark Pen

Operating Instructions for Digital Signage

Precaution:

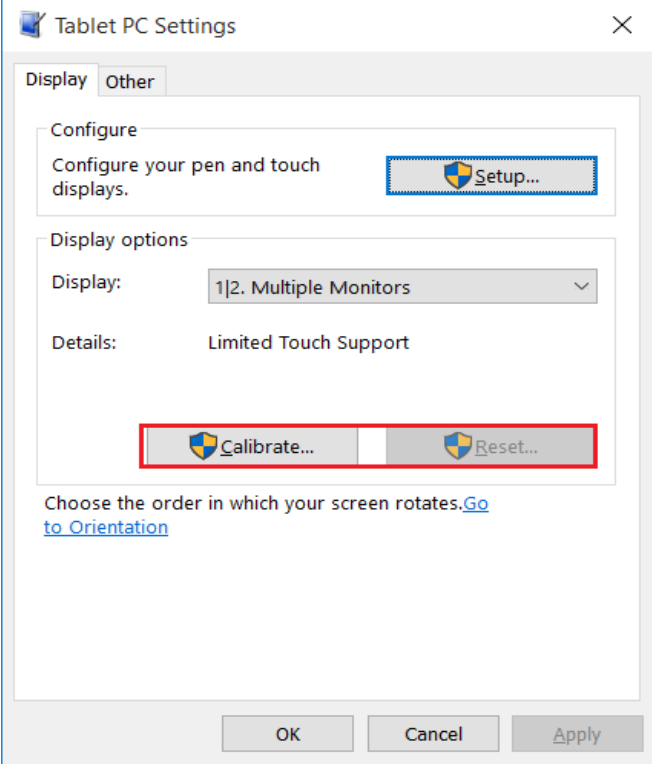
Do not attempt to take apart or modify the product. No parts require services and doing so could cause an electrical shock.


If the Whiteboard or eMark Pen don't work properly, please call our Customer Service Department at 1-844-221-3393.

Before you start the troubleshooting, please do ALL steps Below:

- Reboot your computer
- Restart the projector wait 20 seconds, and power it back on.
- Reset the interactive whiteboard by disconnecting and then reconnecting the power cord.

If none of these steps work, try to troubleshoot the unit.

Troubleshooting the Interactive Whiteboard - INTWHITWRD INTWHITWRLS	
Issue	Solutions
<ul style="list-style-type: none"> • The board is unresponsive 	<ul style="list-style-type: none"> □ For wireless whiteboard, check the power adapter connection and make sure the power supply is normal. □ After connecting the board with your PC through USB cable, check if there are red lights at 4 corners. If there's no light on, check all the cables connected to the optical module. □ Check if the reflective film is torn, missing, damaged, or covered with dust. □ Check if the cameras at 4 corners are blocked by foreign objects or has stains. If color filters are installed, check if they are in good condition. □ Use Windows Device Manager to check if the whiteboard is recognized correctly. □ Check Control Panel> Pen and Touch>Touch, and check the "Use your finger as an input device". □ Check This PC > Manage > Services and Applications > Services, make sure "Tablet PC Input Service", "Tablet Service", "Tablet Service ISD" are not disabled. ❖ If all of the above have been checked and the issue is not resolved, contact a customer service representative.
<ul style="list-style-type: none"> • Inaccurate Touch 	<ul style="list-style-type: none"> □ Recalibrate the whiteboard. Please Refer to Calibration Section in User Manual for details. □ Check if the whiteboard was calibrated using Windows Calibration program. Open Control Panel > Tablet PC Settings, click "Reset" next to "Calibrate...". Then recalibrate the whiteboard using the software come with your whiteboard. <div style="text-align: center;">  </div> <p>❖ If all of the above have been checked and the issue is not resolved, contact a customer service representative.</p>

<ul style="list-style-type: none"> • The touch point is not accurate 	<ul style="list-style-type: none"> □ Make sure the whiteboard is placed with the top side facing up. Check the User Manual and match the unit set up with pictures. □ Check the resolution of your PC and make sure it matches projector resolution.  <p>❖ If all of the above have been checked and the issue is not resolved, contact a customer service representative.</p>
<ul style="list-style-type: none"> • Calibration interface cannot fill the screen/ • The projected image is blurry or doesn't fill the screen 	<ul style="list-style-type: none"> □ Restart your PC and try to calibrate the whiteboard again. □ Adjust the projector's position, Zoom and focus settings. Refer to the projector's user guide for more information. <p>❖ If all of the above have been checked and the issue is not resolved, contact a customer service representative.</p>
<ul style="list-style-type: none"> • Interactive Surface doesn't respond when you touch it, or gaps appear when you draw or write 	<ul style="list-style-type: none"> □ Clean the reflective film and make sure there's no object or dust block the signal. Restart the whiteboard and your PC. □ Check 4 corners on whiteboard to see if the red lights are on. (Each corner has 2 red lights besides the camera). If the cameras are not working properly, please contact our customer service representative.
<ul style="list-style-type: none"> • Cursor is flickering or isn't properly aligned with touch point. 	<ul style="list-style-type: none"> □ Remove the mouse if there's one connected with your PC. □ Check if the reflective films need to be cleaned. □ Check if there are reflective objects around the whiteboard. □ Check if there are strong lights directly to the cameras <p>❖ If all of the above have been checked and the issue is not resolved, contact a customer service representative.</p>

<ul style="list-style-type: none"> • Cursor doesn't move 	<ul style="list-style-type: none"> □ Clean the reflective film and make sure there's no object or dust block the signal. □ If there are reflective objects around the whiteboard, remove the objects that could affect the cameras at 4 corners. □ Check if there're strong lights project directly onto the cameras or reflective films. ❖ If all of the above have been checked and the issue is not resolved, contact a customer service representative.
<ul style="list-style-type: none"> • The computer's screen doesn't show on the whiteboard. 	<ul style="list-style-type: none"> □ (INTWHITWRD) Check the cabling and make sure all cables are connected correctly. □ (INTWHITWRLS) Unplug the USB and HDMI cables on the Wireless Stick from the PC and reconnect them to the ports. □ Check if the Wireless Stick connects with Wireless Hub successfully. The status light on the Stick should be solid green if they are connected. In case the connection cannot be established, press Reset button to reconnect. □ Check the connection between Hub and the projector and make sure the HDMI cable is properly set up.
<ul style="list-style-type: none"> • eMark Pen is not working properly 	<ul style="list-style-type: none"> □ Check the battery level and charge eMark Pen as needed. □ Check the connection between eMark Pen and Whiteboard. Press <Color Change> button and see if the tip lights up and color changed. □ Check the connectivity between the projector and the hub through HDMI cable. Make sure the HDMI whiteboard and make sure it works properly.
<ul style="list-style-type: none"> • Changing Color button is not working. 	<ul style="list-style-type: none"> □ Check the pairing of the touch device, make sure the eMark Pen is paired with PC. Please refer to the user manual of the eMark Pen. When press "Color Change" button, the tip should change color. □ Check if your Office version (or other applications) supports the color changing.

Cleaning and Maintenance

1. Avoid strong vibration or impact on the product.
2. Keep the product dry to avoid possible damage by moisture.
3. Don't place the product under direct sunlight which may shorten the service life of the screen.
4. Clean screen and product by using a glass cleaner.
5. If the product will not be used for a long time, pull out the power cord to prevent the internal short circuit or other potential dangers.