

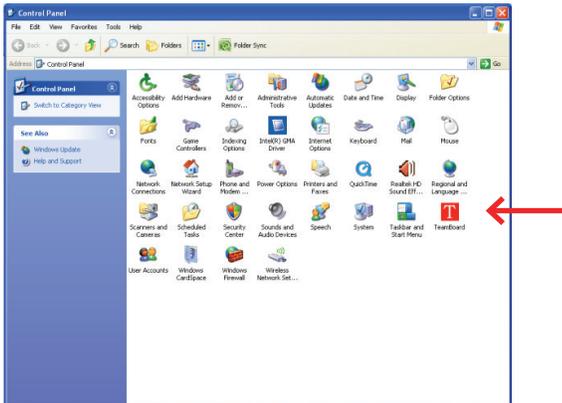
Calibration / Connectivity Problems

1. The Calibrate function from the System Tray icon is grayed out and or you cannot select Calibrate from the Dashboard

If the Calibrate function is grayed out, it usually indicates that there is no connectivity between the computer and the TeamBoard or the TeamBoard is configured incorrectly

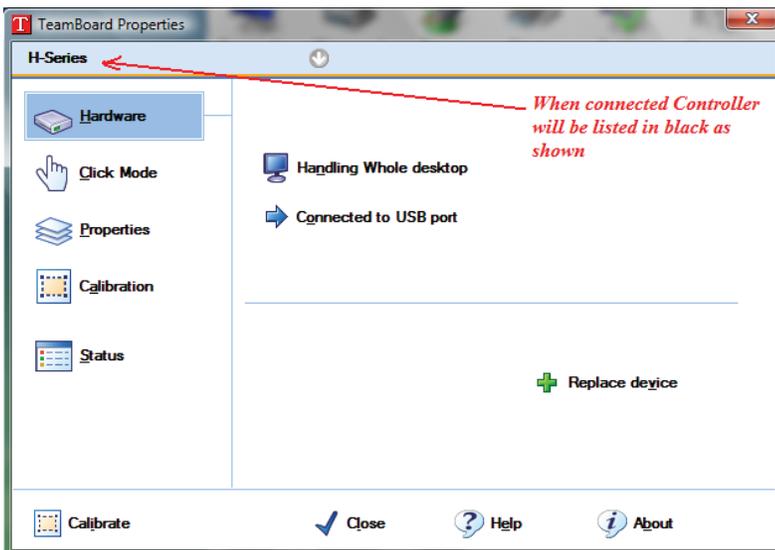
To verify if the TeamBoard is connected and the correct Device selected

- 1.1. Open up the Control Panel on the computer.
- 1.2. Double Click the TeamBoard Icon.

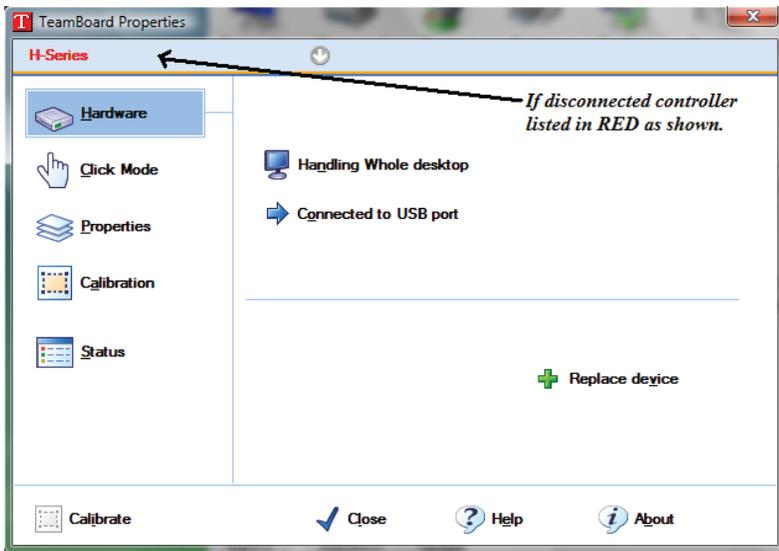


- 1.1. Check the TeamBoard Properties to ensure you have the correct Device controller installed .

If you are connecting to a 66" , 77" or 87" TeamBoard IWB, the H -Series Controller would need to be installed or if you are connecting to a 110" IR IWB, the TeamBoard IR would need to be installed. See diagram below to check that the TeamBoard is connected.

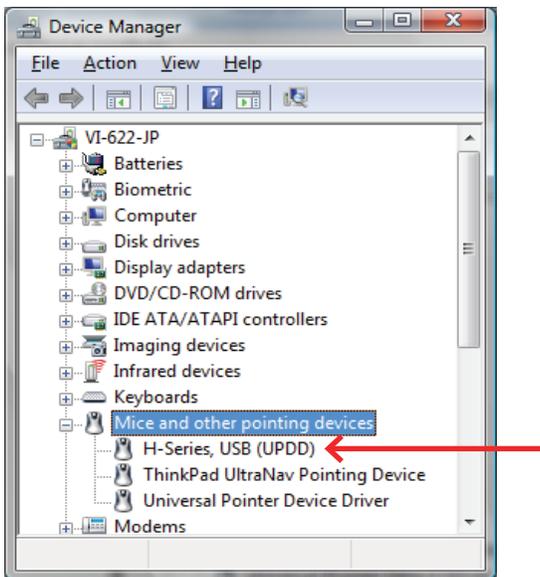


When connected Controller will be listed in black as shown



- 1.4. Check the Mice And Other Pointing Devices in Device Manager in the Control Panel to make sure you don't have conflicts.

- 1.4.1. Open up the Control Panel on the Computer.
- 1.4.2. Double Click the System Properties Icon.
- 1.4.3. Click the Hardware Tab.
- 1.4.4. Click the Device Manager Button.
- 1.4.5. Click on the Plus Button (expand) next to Mice And Other Pointing Devices.
- 1.4.6. You should have H-Series, USB (UPDD).



- 1.4.7. If the USB Device is detected as HID Compliant Mouse, you will need to unplug the USB Adapter from the back of the computer, wait 3 seconds and plug it back in.
- 1.4.8. If the problem has not been rectified once the USB Adapter has been plugged in, go back and Right Click HID Compliant Mouse and select Update Driver. This should facilitate a download to the most current Driver.

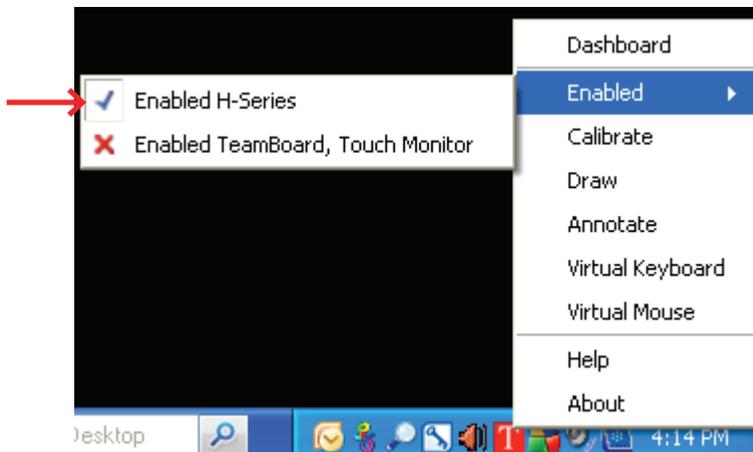
- 1.5. If the TeamBoard Controller is not connected and the Controller is listed in Red in TeamBoard Properties.
 - 1.5.1. Ensure that the USB cable or adapter is plugged into the correct USB socket.
 - 1.5.2. Ensure that the CAT 5 (RJ45) cable is correctly connected and securely fastened into the TeamBoard Controller (located on the back of the TeamBoard) and into the USB adapter (plugged into the computer).
- 1.6. If you are connecting to a TeamBoard wall plate.
 - 1.6.1. If having problems getting the board to connect, check the length of the USB cable you are using to connect from the wall plate to the computer. This cable should be no longer than 3 metres in length (1 metre if using a non TeamBoard wall plate).
 - 1.6.2. Try using a different USB cable.

2. TeamBoard not working - Cannot Calibrate.

- 2.1. Click on the Red TeamBoard 'T' Icon in the System Tray Menu to see if Enabled is ticked.



If there is a Tick next to the type of Device you are using then the TeamBoard is Enabled.



You cannot Calibrate if the TeamBoard is not Enabled (if there is a Red Cross).

- 2.2. To Enable the TeamBoard click on the Device you are using, e.g. H-Series.

3. There is interaction, but you are unable to Calibrate the TeamBoard

The problem could relate to the anti-virus / firewall running on the computer as it might prevent the settings and calibration values being written to the registry (no registry key will be created).

- 3.1. Temporarily turn off or disable your antivirus / firewall software
- 3.2. Uninstall the TeamBoard Driver / Software (Refer to Troubleshooting Guides for MAC and PC)
- 3.3. Reboot the computer
- 3.4. Reinstall the Driver / Software - it may be worth while to visit <https://teamboard.com/support/> to ensure you have the latest Driver. Make sure you have logged in with full local administration rights to the computer.

Queensland region MOE Orange Card holders need to ensure they have sufficient permissions to be able to perform this action.