10419us Troubleshooting USB Connection Problems

Applicable to:

ActivBoards connected via USB
**ActivManager (ActivDriver 5)**

Solution:

Note: This guide is intended for IT staff or Promethean certified installers. If you are a classroom teacher you are welcome to use this guide, however we advise not moving any equipment or working within critical components of your operating system unless you have experience or are comfortable doing so.

If your computer is connected to a board and the pen is not functioning, the board is probably not being detected. Verify the way in which you are connected; if you are connected via USB, this document will help troubleshoot the connection.

First, verify that your driver is installed and up to date. This guide assumes that you have ActivInspire and the version 5 driver installed (If you do not, please download from Promethean Planet). Look in your system tray (PC) or Toolbar (Mac). Click on the Activmanager icon (pictured) and select Control Panel.
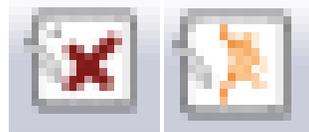
Here you can check your driver version and compare against the latest version on Planet to verify that you are up to date. If you are not, update; if you are, check to see if your hardware is
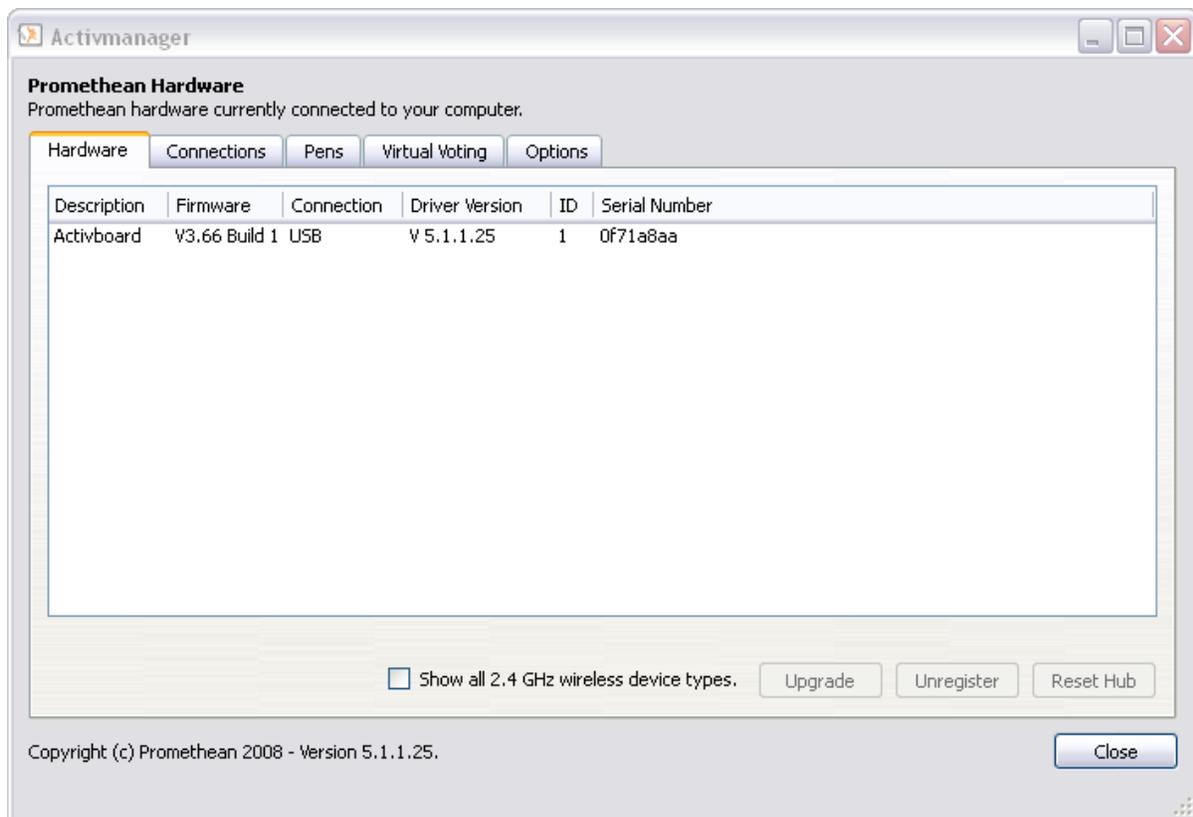
detected in the table in ActivManager's Control Panel.

If at any point you are connected and have no pen function, check your Pen Mode in the Pen tab and ensure that you are set to "Mouse", then calibrate. Failing that, test with known working pens. If you're still having no luck, contact Promethean tech support.


Next, check all of your connections and ensure they are secure. Verify that the cable is firmly plugged into the back of the board and into the computer, and that any intermediate connections or adapters are also tightly connected. Make note of any extensions, adapters or wallboxes in use. Check your connection through Activmanager again.
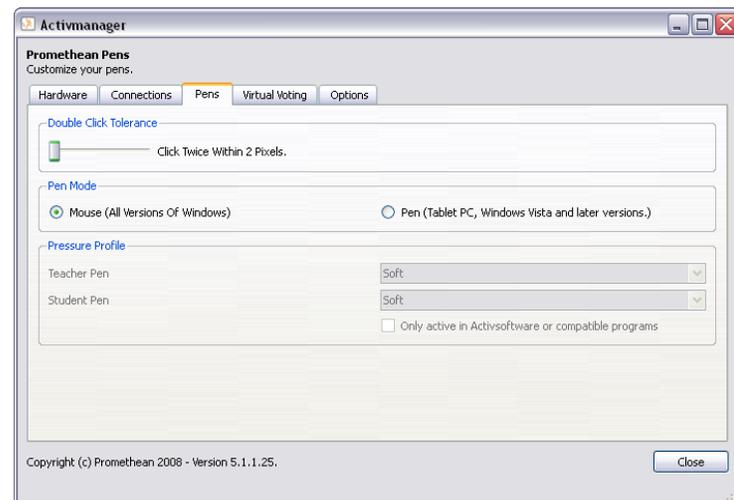
If you are still not connecting through the driver, reset the board. Unplug the board from the wall, if your model of board has a power supply connecting to the wall. Ensure that you do not also disconnect your projector, if you are unsure power it down and give it time to cool. Disconnect the USB cable from the computer. Power the board back up, then reconnect your USB cable. Check Activmanager again.

If you still have no connection and you are on a Windows machine, Right-click on My Computer and select Manage. Check in Device Manager for Human Interface Devices. If there is no device there with an error status (Yellow !) or named Promethean USB Activboard, then the computer is not detecting the board; proceed to the next paragraph. If you do see that error status at any point, refer to the knowledgebase article on updating your device drivers (XP, Vista).
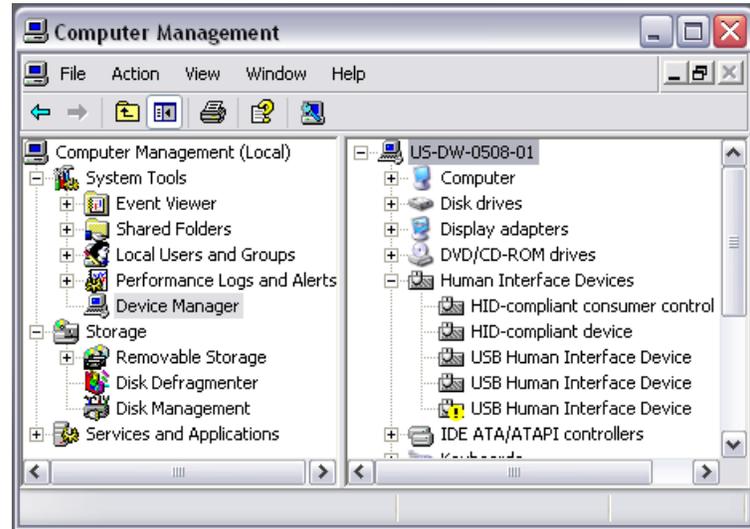
The next step if your computer is not detecting your board is to swap cables. If you are using any extensions or adapters, disconnect them and connect using the cable that came with the board. Promethean cannot support third party cabling including USB extensions or adapters, for more information click here. Once you've connected using a 5m / 16' A-B USB cable, check again in the Device Manager to see if the computer sees the board, update if necessary or if not check the driver to see if the board is detected.

At this point if the computer is still not seeing the board, try to bring in a known good computer that connects properly to other boards. Test to see if this will connect, alternatively take the computer in question and connect it to a known good board to see if the computer will connect.

If the issue appears to be isolated to the board, the next step is to swap the electronics module with a known good set. This should normally be the last step. If you do not have a spare set of electronics, or if this does not resolve the issue, contact Promethean tech support.

Below, for quick reference, is a list of steps.

- Verify connection type (USB)
- Check all connections

- Check that driver is installed and up to date
- Verify whether the driver sees the board
- Cycle power to board
- Cycle USB connection
- Check Device manager, update if necessary
- Swap cabling, ensuring direct connection
- Test against known good computer
- Swap electronics