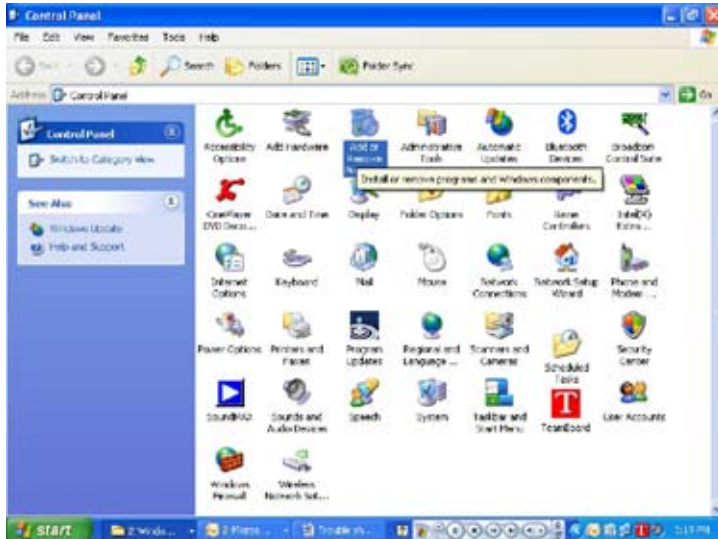


Uninstall Teamboard software drivers.

1. To Uninstall and install Teamboard drivers you must have administrative access to your computer.
2. Go to the control panel and select add/remove programs



3. Scroll down to the Teamboard application, then click change/remove. Follow the wizard prompts and you will have successfully uninstalled the Teamboard software.



TeamBoard Installation

Only applies if installing onto Microsoft Vista OS

Before installing Teamboard Suite turn off the 'User Account Control' (UAC) to copy all files successfully. In Order to do that, follow the steps given below: (this will only need to be done for machines running Vista operating system).

- a. Click Start and then open Control Panel.
- b. In the Control Panel, click User Accounts
- c. Click Turn User Account Control on or off.
- d. Uncheck the box beside the '**Use User Account Control (UAC) to help protect your computer to help protect your computer**' option.
- e. Click OK.
- f. When prompted, restart the computer. Note that the changes will affect all users on the computer.



Problems Installing Teamboard software

Very important to note is any other versions of Teamboard must be uninstalled prior to reinstalling.

Queensland users will need to contact the Moe Administrator for privileges to install and or use the software.

B) TeamBoard not working – Cannot calibrate.

1. Click on "T" in the system tray menu to see if enabled is checked

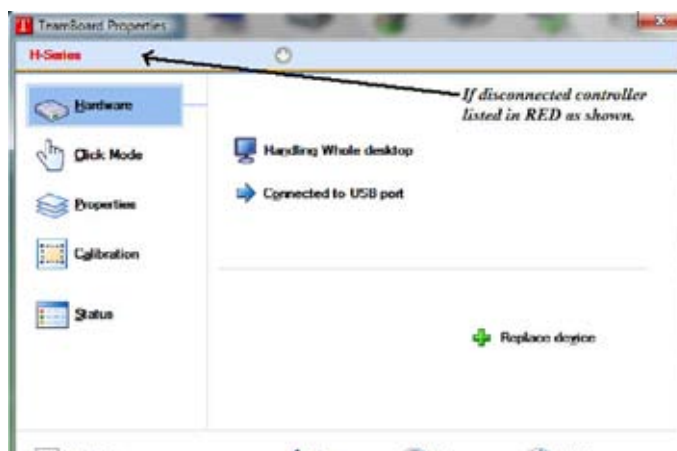
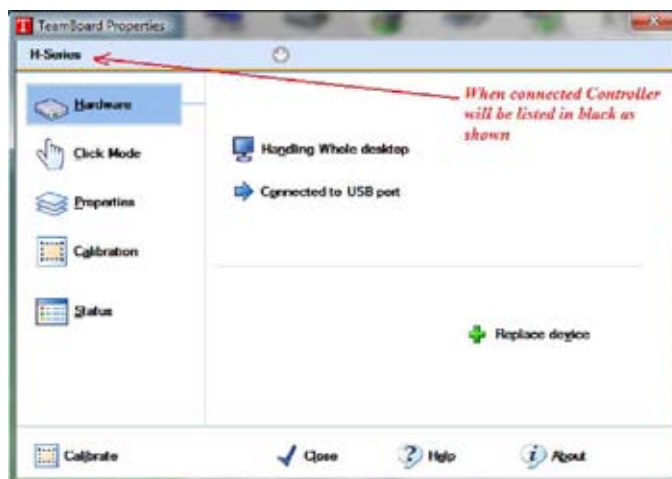


2. At the same time click on the about box and check version of TeamBoard software.

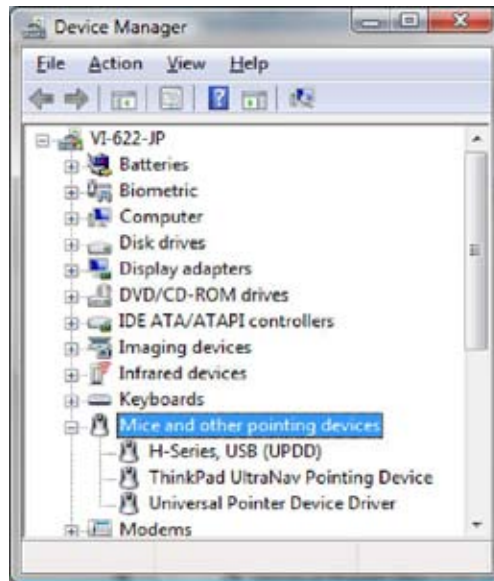


To get the latest free version of the teamboard software go to www.teamboard.com.au follow the to **download the latest version**.

- Please ensure when installing or uninstalling Teamboard software that you have log in with administrator access to the computer.
 - Also note that if installing onto **XP operating system** you must have the USB adapter connected to the Teamboard connected to the computer whilst installing the Teamboard software.
3. Verify TeamBoard properties in the control panel should reflect the correct controller.



Check the “mice and other pointing devices” in under Device Manager in the control panel make sure you do not have conflicts. You should have H-series, USB (UPDD) listed.

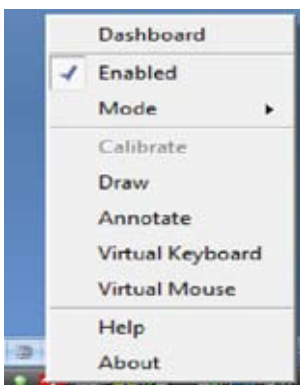


C) If the USB controller is not detected, verify the cable length and also check if it is shielded. Should you want to use a longer length of cable – please use a USB extender in conjunction with a shielded 45 (CAT5) cable.

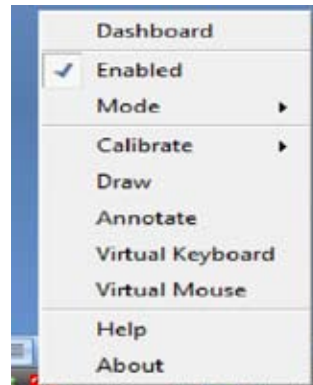
If the the usb controller is detected as HID compliant mouse, you will need to unplug the USB adapter from the back of the computer, wait 3 seconds and plug it back in. go back into device manager and inspect if this has rectified the problem. If the problem has still not been rectified once the usb adapter has been plugged back in go back right click HID compliant mouse driver and select update driver.

If TeamBoard is not connected or the software has been configured incorrectly, the Calibration selections will be “greyed out”, go back and check your connections.

Not Connected



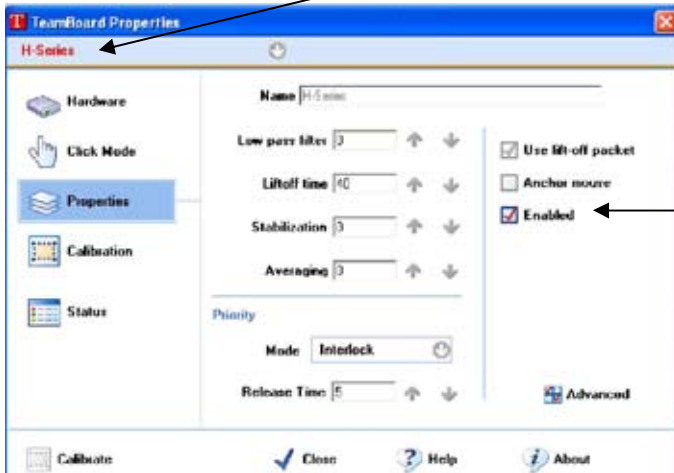
Connected



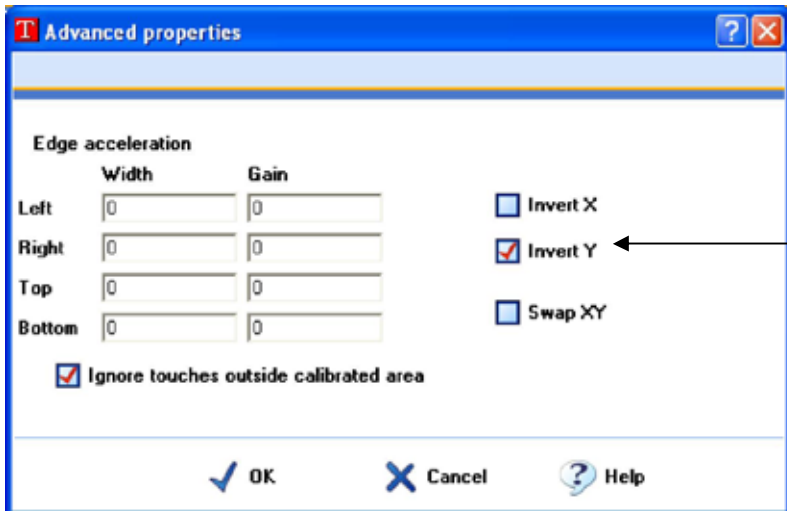
Shielded Cat 5 cable.

Cat 5 Cable length should not be longer than 7 meters in length. If there is a need to have a cable longer than 7 meters in length use a USB booster which plugs into the USB adapter (dongle). If the laptop will not power up TeamBoard then connect up a USB in line Booster to USB dongle and cat 5 cable.

Ensure correct controller has been installed (H-series USB) to change this go to replace devices.



Make sure enabled has been selected



Make sure Invert Y has been selected.