



Teamboard troubleshooting dealer check list

Before we can replace a board we need you as the teamboard dealer to run through the following checklist for an onsite visit:

The most practical way to resolve an important technical issue will be to make an onsite visit so please refer to the questions below whilst making your onsite visit.

Calibration/Accuracy issues

Is the issue relating to calibration or accuracy of the cursor on the board if so please refer to the following:

1. Has the user calibrated all 3 modes correctly i.e. The user needs to ensure that they are touching in the correct places to be calibrated? The 3 modes to be calibrated include 1. Whiteboard 2. Action Bar 3. Interactive accuracy of touch in this process is critical.

Is the calibration worse in one area of the board?

Ensure that you are touching the exact point where the grid lines cross, recalibrate the board and inspect for accuracy. If the accuracy is still a problem then you will need to refer to the steps below.

2. Have you or the user tried swapping over the black box (H-Series controller) on the back of the board. Once you have replaced this controller you will be required to recalibrate board then test for accuracy.

3. Please ensure that the projector image fills the entire screen leaving a gap of no more than 10mm to 15mm from the edge of the board around the top as well as the left to right side of the board. A gap under this size is within tolerance and outside of the calibrated area and will not affect the operation of the board.

4. Is the calibration still out in certain areas of the board? A physical inspection of the board is required, please inspect the physical mounting of the board looking for a board that is mounted on a slope or unlevel. The board must be mounted vertically upright @ 90 degrees.

The Cursor appears to be unstable or jittery?

Remove the black controller (h-series box) scrape off the paint on the outer edges of the box where the controller slides onto the mounting plate (on the board) Remount the controller when this process is complete, recalibrate the board and check for accuracy.

Scenario 1

Is the cursor remaining stuck in one area of the board or is it pulling to one section of the board? please ensure that there are no magnets of any physical description stuck on the surface of the board this will cause interference with the functionality of the board causing a temporary touchdown point. Refer page 7 of this document. Also ensure that Pen tray has been mounted correctly and if you are unsure of the correct mounting remove the Pen tray temporarily and inspect if this has made any difference to the cursor remaining stuck.

5. Does the surface appear to have any noticeable damage of any? description which includes a loose or rippled surface, a dent or foreign object under surface where the cursor is appearing to become stuck. The entire surface of the board will require a thorough check.

6. If you have followed the steps above and the problem has yet to be rectified you will be required to provide the serial of the problematic board or boards and also electronic photos are also required to be sent through to DSI for internal use at the following email address adrian@delfsystems.com .The photos taken need to be within close proximity of the board and need to be clearly depicting the problem.

Connectivity Issues

Is the user unable to connect to or unable to calibrate the board (is the calibrate function of the teamboard software grayed out)?

1. Connect the computer to the teamboard ensuring that all cables are inserted into the correct ports and securely fastened

Scenario 1

2. Once connected to the board is run your finger over the board is there any form of interaction? If there is but you are unable to calibrate this board this problem could be related to the anti-virus/ firewall running on the system.

What to do to fix this!!

3. You will need to temporarily turn off or disable your antivirus/ firewall software and then proceed to uninstall the teamboard software, if you are using a PC you would do this through the control panel/ add or remove programs. If you are using a Mac then you will simply need to click and drag this to the trash can and the teamboard program will then be deleted once the trash is emptied, once the software has been removed you will then need to reboot the computer and then proceed to reinstall the software, it may also be worth while to visit www.teamboard.com/tech and ensure that you have the latest drivers. (You will be required to register as user). You may need a Moe administrator to perform these actions as an orange card administrator in some cases may not have enough permission to perform the above.

Scenario 2 (separate to above)

After connecting a computer which is known to be working with other teamboards you cannot get establish a connection between the board and the computer, in other words there is no interaction occurring.

Step 1,

check the teamboard properties to ensure that you have the correct device controller installed, detailed instruction of this can be found If you are connecting to a 66" or 77" teamboard you will need to have installed the H-series controller. *Refer to page 6 of this document.*

Try swapping over the black H series control box located on the bottom right hand side of the board. To change this you will need to unscrew the bottom mounts which are securing the board and ensure that unclip both cables connected to this controller the controller will then simply slide off and perform the reverse procedure when mounting the new known to be working controller. Once the controller is connected check if you are now able to establish a connection to the board, i.e. are you able to connect.

I have done all of the above and I still cannot get interaction or connectivity.

1. Check the computer in use on another Teamboard interactive whiteboard testing for accurate functionality, if this computer appears to be working fine then proceed to step 2 below, if not you will either need use another computer with the software loaded or perform a modification to the drivers/ software including a possible reinstallation of the software on the computer in use to have the computer interacting with a Teamboard. Once this is sorted refer to step to below
- 2.
3. You will require a spare shielded RJ45 cable and USB dongle for this operation, take one end of the RJ45 cable and plug It into the H-series control box located at the back of the board ensuring you unclip the existing RJ45 cable prior to plugging in the spare cable. You will need to plug one end of the RJ45 into the H-series control box and the other end into the Black USB adapter/dongle. Once the cable has been setup as listed you will then need to plug it into the USB end into your computer, have teamboard running wait 10 - 20 seconds and see if you now have connectivity with the board, if you do it means that there is a problem with either the cabling in the wall or the wall plate / patch plate (if applicable).

To isolate this problem even further.

Unscrew the wall plate and gently pull off the face plate once you have the face plate off the mounting block unplug the USB adapter which will be plugged into the back of the USB socket. Once you have unplugged this you will then need to plug this into your computer have teamboard running wait 10 - 20 seconds. If you have now established connectivity

with the board and the board appears to function as per normal the problem has been isolated to being a faulty wall plate.

Still cannot establish connectivity.

The problem will most likely lie with the cabling running from the board to the computer this cabling will either need to be disconnected and bypassed with new cabling or it will need to be thoroughly inspected

Installation of the teamboard drivers.

Correct installation of the teamboard drivers. PC and MAC
Ensure that if you are attempting to install the new drivers that you completely uninstall the old drivers from the computer and reboot the machine prior to reinstalling the software.

For installation you will require full local admin rights to the computer/network. - Queensland region Moe orange card holders will need to ensure that they have sufficient permissions to be able to perform this action.

The software is designed to be a plug and play installation by nature, however certain parallels and permissions can cause upsets with the installation procedure.

PC (XP or Vista installation)

Ensure that you don't rename the setup.exe file (for registry integrity reasons) The file must remain as the default setup.exe

Only attempt the below procedure if you are experiencing issues with the teamboard driver installation **REFERS TO PC RUNNING XP OR VISTA OS ONLY.**

In order to install TeamBoard 5. The calibration process needs write privileges to the registry.

The calibration and settings will then always be retained no matter how you logon. Since you are having issues, create a user profile that has power-user privileges and call it for example "TeamBoard".

- Please remove the TeamBoard software and reboot.
- Then go to C:/ProgramFiles and delete the TeamBoard folder
- Then go to Start-Run-Regedit and remove the following files:
 - o HKEY_CURRENT_USER\Software\Touch-Base
 - o HKEY_LOCAL_MACHINE\SOFTWARE\Touch-Base
 - o HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\tbupdds
 - o HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\tbupdds

Log back on www.teamboard.com/tech
<<http://www.teamboard.com/tech>> not the beta site

- o Select TeamBoard 5 and select Save As to your desktop (Do not run it just yet)
- o Also do not change the name of the file, leave it as Setup.exe
- o Go ahead and then run the Setup.exe file

Mac installation.

Ensure that you have the correct MAC drivers for the Mac in question these are also available from www.teamboard.com/tech - requires registration.

Once you have downloaded the relevant Mac drivers you will need to the extract the teamboard drivers using stuffit expander (stuffit expander is the pc equivalent of WinZip) stuffit expander can be downloaded free of charge from the following site.

http://www.download.com/StuffIt-Expander/3000-2250_4-10653042.html

Once you have extracted the teamboard drivers successfully to the nominated path you can then proceed to run the .app (executable file)

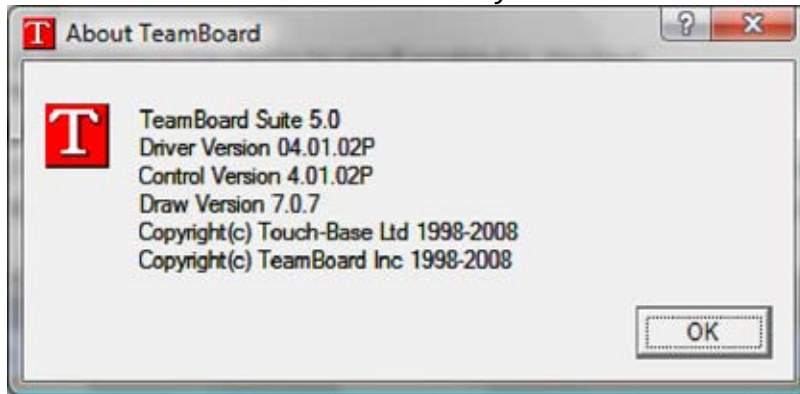
Application program (or executable file) that runs under Mac OS X; runs when double-clicked; similar to a [.EXE](#) file in Windows.

Because APP files are Mac OS packages, you can right-click (or control-click) an application and select "Show Package Contents" to view the files contained in the package; these include Resources used by the application, property list ([.PLIST](#)) files, frameworks, plugins, and other files.

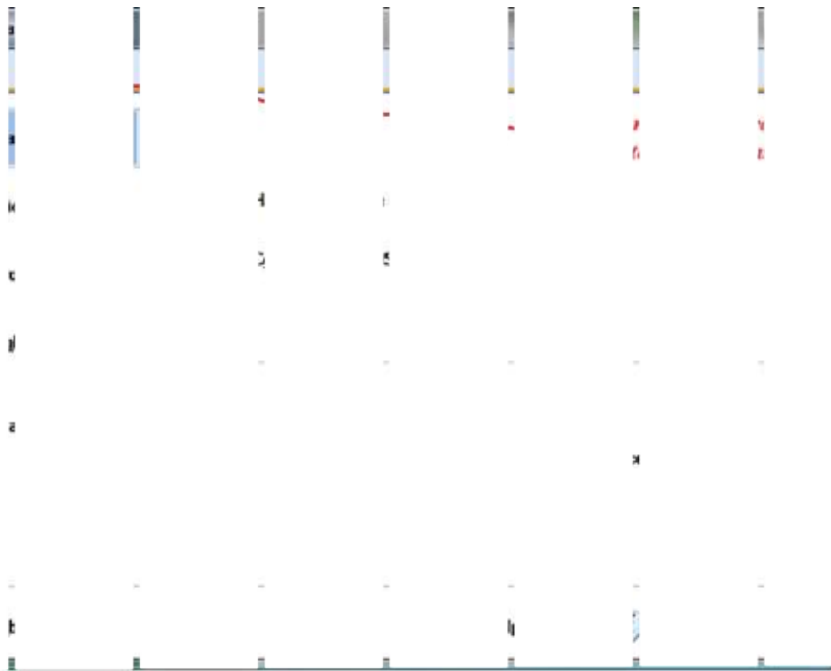
Once the installation wizard pops up follow the prompts and ensure that select H-series USB as you device. Once complete plug into the board and connectivity should be established and the board should now be interactive.

If you need to perform an uninstall the drivers for any reason refer to the uninstall procedure listed above, however if this is unsuccessful you may need to refer to software removal utilities that are available or if in the Queensland region refer back to Moe orange car holder/ Moe team directly on their toll free line, this action can be performed remotely by the Moe team.

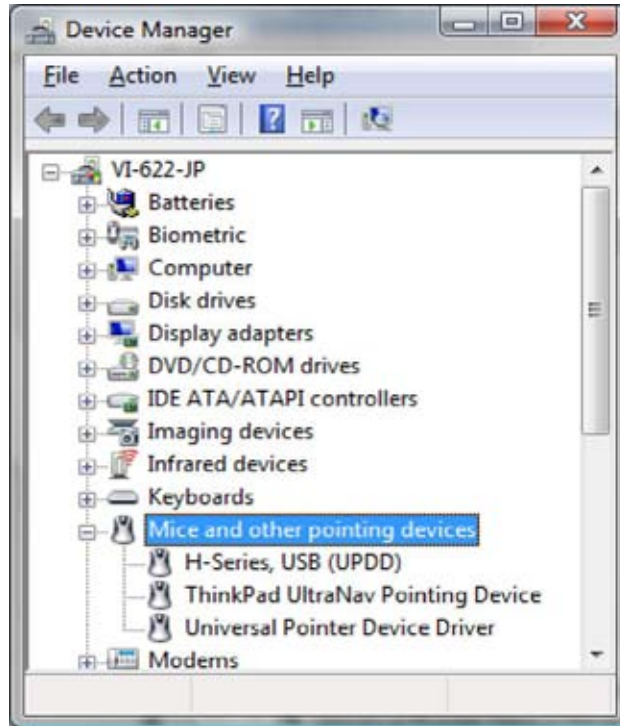
Photos below relevant to PC OSX only



1. 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 to make sure you do not have conflicts. You should have H-series, USB (UPDD) listed.

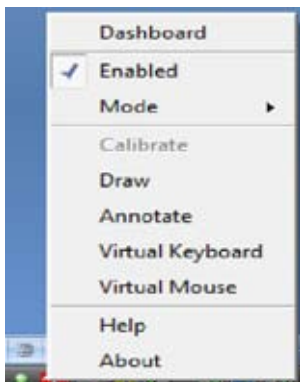


C) If the USB controller is not detected, verify the cable length and also check if it is shielded. Should you want to use a longer length of cable – please use a USB extender in conjunction with a shielded RJ-45 (CAT5) cable.

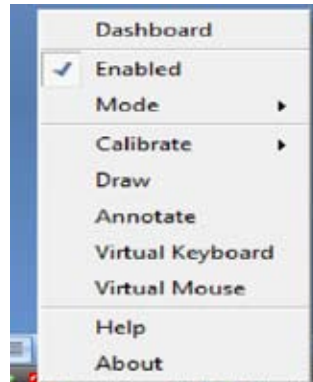
If the the usb controller is detected as HID compliant mouse, you will need to unplug the USB adapted from the back of the board and wait 3 seconds and replug it in. go back into device manager and inspect if this has rectified the problem.

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





Teamboard Troubleshooting 2009 ver1.1

