



## How to troubleshoot ActivBoard pen



1. Take the tip out of the pen, put the tip back in the pen and see if it works.

If it still does not work your board is not connecting to the computer, go to step #2

2. Unplug the **USB cable** that connects your computer to the ActiveBoard. If the board is plugged into a wall outlet, unplug the **ActivBoard cord**.

After unplugging the ActivBoard WAIT 30 SECONDS.



3. Plug the ActivBoard power cord into the wall outlet.



4. Plug the USB cable into the computer.

5. Check if the ActivPen is working now. If not you will need to restart your computer and see if it connects after a restart.

6. If it still does not work then call Tech Department (606-387-2046)