



Troubleshoot Connectivity and Calibration Issues for PCs

USB Connectivity:

Issue: Device is not recognized.

Solution: Try the following to determine what is causing the connectivity issue.

- Make sure your hardware is glowing green
- Restart your computer
- Try another USB port
- Try another USB cable
- Reinstall the eBeam Interact Software
- Try another PC

Issue: Device connection is not reliable.

Solution: Try the following to determine what is causing the connectivity issue.

- Make sure your hardware is glowing green
- Restart your computer
- Try another USB port
- Try another USB cable
- Try another PC

Bluetooth Connectivity:

Issue: Device is not found.

Solution: Try the following to determine what is causing the connectivity issue.

- Make sure your hardware is glowing blue
- If using internal Bluetooth hardware make sure it is not disabled
- If using a USB Bluetooth key make sure it has a good connection (usually XP makes a sound when a USB device is successfully connected)

- Right-click on My Computer and select Manage. Go to the Device Manger (listed on the left). Look for something like Bluetooth Radios and be sure drivers are listed under the heading. There should be no yellow question marks.
- Reconfigure and connect the hardware per the PC Bluetooth Setup document

Issue: Windows asks for device passkey.

Solution: Reconfigure and connect the hardware per the PC Bluetooth Setup document

Screen Calibration:

Issue: Unable to calibrate eBeam with stylus.

Solution: Try the following to determine what is causing the calibration issue.

- Check the stylus battery
- Position the eBeam unit at one of the top corners of the interactive area at a right angle
- Make sure the environment in which you are using the eBeam does not have excessive lighting, motion sensors, etc. A firmware update can be applied to the hardware to deal with environmental issues. (See the separate eBeam Placement Guide for more information)
- Be sure the eBeam unit remains stationary and does not move

Note: make sure you close the software properly after every use. Failing to do so has been known to cause calibration issues. Close the software by closing all open Interact/Scrapbook windows and right-click on the taskbar icon or middle of the click wheel (on mouse/stylus icon) and select 'exit'.

Issue: Calibration is not retained.

Solution: Calibration should be retained between uses. Be sure the unit is stationary and the software is closed correctly after use. From time to time you may need to recalibrate the eBeam anyway.

If issues persist and if you have not already we recommend you completely uninstall the software, restart your PC and reinstall the latest version from luidia.com.

If you are still encountering problems and/or think you have a defective cable, stylus, etc. please contact us:



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