Activboard Support Request

to BCL

School: _____ City:_____

Contact Person: _____ Contact Telephone:_____

Location of Activboard: _____ Date Submitted: _____

Check the problem you are having and what steps you have already taken to fix the problem.

⊙ **Activboard connection is lost. I have already:**
- ☐ Unplugged the USB or serial cable.
- ☐ Restarted the computer.
- ☐ Reset the board. Turned it off and on.
- ☐ Tried another computer. (If possible.)

⊙ **The toolbox does not show when Activstudio is opened. I have already:**
- ☐ Changed the display preferences to the highest numbers in System Preferences.

⊙ **The computer screen does not appear on the Activboard. I have already:**
- ☐ Clicked "Computer" on the projector's remote.
- ☐ Checked that the cable connection is tight.
- ☐ Checked that the cables are not pulling away from the computer.

⊙ **The color of the projected image is distorted or has an overall color hue.**
- ☐ Checked that the VGA cable at the wall box has a secure connection.

⊙ **The pen will not work with the board. I have already:**
- ☐ Tried a different pen.
- ☐ Reset the board. Turned it off and on.
- ☐ Tried another computer
- ☐ Restarted the Activsoftware.
- ☐ Restarted the computer.

⊙ **The slate will not work with the board.**

⊙ **Activotes will not work.**

⊙ **Activexpressions will not work.**

⊙ **Sound will not work.**
- ☐ Computer Sound works but not the DVD/VCR.
- ☐ DVD/VCR sound works but not the Computer.
- ☐ There is no sound from any device.

I have already:
- ☐ Checked all connections. (Eg. The plug in the computer is in the headphone jack.)
- ☐ Checked that the sound is turned on and volume raised for all devices.
- ☐ Checked the A/V box to be sure the correct device button is pressed.
- ☐ Checked that the mute button on the projector remote has not been selected.

⊙ **Other:** *Please describe the problem and what you have already done to try to fix it.*

Fax to Basic Computer Learning   440.892.8811

BCL USE...

Date Completed:_____ Completed by: _____