ONfinity CM2 MAX Interactive Whiteboard System

Frequently Asked Questions / Trouble Shooting Guide

Q1: I have received the error message “hardware device not found”

A: The reason for “hardware device not found” while the FreeClass program is being activated may be one of the following:

1. Connection cable is not connected properly.

Inspect the connection cable to make sure it is connected properly. Since the signal receiver is connected to the PC via a USB cable, when the PC is power on, its power indication light should be on as well. If not, check if the connection port between the equipment is proper and the connection cable is plugged in completely.

2. Some anti-virus software or programs may block the use of USB or serial port.

Make sure no such software or program is activated. If yes, close all such programs and restart the FreeClass program.

3. Defect on PC’s USB port.

Check if the PC’s USB port and the setting are functioning properly. Call a qualified engineer to repair in case of USB defect.

4. No USB driver has been installed.

After the installation of the USB driver on the PC, a new usable port can be found in “Control Panel – System – Device Manager – Port”. Otherwise, it is “driver not installed” or “not installed properly”. Alternatively, check “Control Panel – Device Manager – USB Controller“, if an unknown USB device found states that no driver has been installed or not installed properly, reinstall the USB drivers. These can be found on the system CD-Rom.

5. PC’s operating system recognizes the signal receiver as another device and activates the relevant program. This causes a serial port being occupied. Check if any unknown serial device has appeared in the Device Manager. For example if an abnormal serial device appears in “Control Panel - System – Device Manager – Mouse and other pointer device”, just prohibit the use of that device and restart the program again.

6. When the notebook PC’s power runs out, the USB port may stop functioning, causing the USB device not be detected or utilized properly. In this case, the notebook PC should be

connected to a power point. The USB port on some notebook PCs may not supply the standard 500mA current or incompatible with the USB device. Under such unusual circumstances, please consult with PC engineer.

Remarks: the simple way to check device connection is to click at “About” on the tray menu. A hardware’s serial numbers HSN is listed in the menu window. The hardware may not be connected properly if it is not listed.

Q2: No green dot has appeared on the PC screen after the positioning calibration routine has been activated?

A: This may be due to a number of reasons:
The PC screen is being refreshed continuously. Close all programs that involve screen refresh, e.g. Flash animations, etc.
The green dot will not appear when the signal receiver device is not detected by the PC. Check the device connection and restart the program.

Q3: The first green dot has not turned black in the process of positioning calibration?

A: First check if the indication light on the signal receiver is flashing continuously, if yes, that means the signal receiver is disturbing by a light source. Try repositioning the receiver. Alternatively, it may be due to improper installation position of the signal receiver or the receiver is positioned too close to the screen.

Q4: The green dot has turned black automatically?

A: This may be due to ambient lighting disturbance. Adjust the position of the signal receiver or remove the lighting source. Also check that the pen is not active (button stuck on).

Q5: The E-Pen does not appear to be responding when in operation?

A 1. The signal path from the signal receiver may be blocked by the user. Avoid blocking the signal path when working on the projection screen.
2. The E-Pen has run out of battery.
3. Disturbance by strong ambient lighting.
4. Device not connected properly.

Q6: The annotation lines appear jagged in real-time writing?

A: 1. The E-Pen is being used at a distance too far from the projection surface.
2. The E-Pen is running out of battery.

Q7: How can you judge if there is ambient lighting disturbance?

A: There is a red indication light on the top of the signal receiver. This indication light will be stable when there is no optical signal communicated from the E-Pen. When the receiver detects optical signals, it will flash. If there is no optical signal being transmitted from the E-Pen and the indication light keeps flashing, that means there is ambient lighting disturbance. In the case of positioning calibration failure, cursor fluctuating or unpredictable lines appearing, check the indication light on the signal receiver first. One simple way to find out the cause is to cover the front panel of the signal receiver with your hand. The indication light should stop flashing. This indicates the device is functioning properly. The signal reception failure is due to ambient disturbance. Otherwise, the device may be defective. Seek help with product distributor or reseller.

Q8: The E-pen does not function after the PC enters standby or sleep mode?

A: When the PC enters standby or sleep mode, the signal communication between the PC and the signal receiver is terminated. Quit the program and restart the program again to resume normal functionality.

Q9: The position of the mouse cursor is not accurate?

A: This can be due to the following:

1. Positioning calibration is not accurate.
2. The position of the signal receiver or the projector has been changed.
3. The screen display resolution has been changed.

Recalibration of the system is required.

Q10: How can I remove ambient lighting disturbance?

A: Avoid strong light shining directly on the projection screen or the signal receiver.

Disturbance from sunlight: Be aware that the disturbance of sunlight is not necessary correlated to the brightness of the room. For example, when the drawn curtain leaves a slit which lets in a shaft of very bright sunlight. This can cause very strong lighting disturbance for infra-red devices.

Other sources of light can also cause disturbance to the signal receiver. For example, lighting close to the projection screen or the signal receiver, and the existence of reflecting materials close to projection screen.