

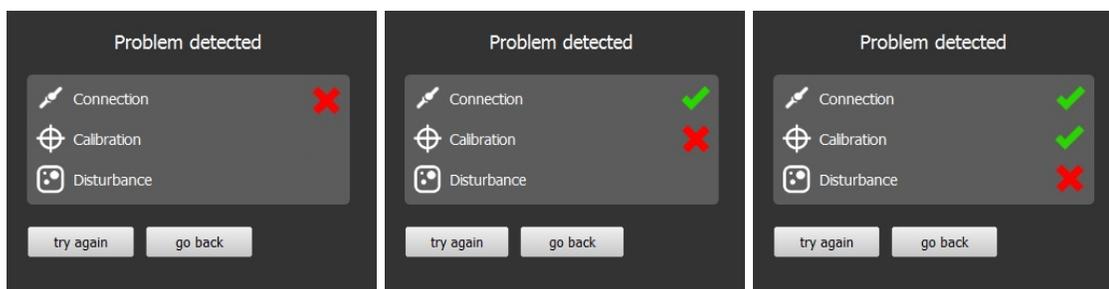
Troubleshooting Guide

1. Hardware Installation

Connect the sensor (interactive unit) with the supplied USB cable to the PC. If the cable is not long enough (max. 5m), extend the length with a repeater cable. This can be also a USB hub, which repeats the signal. Avoid, however, using USB hubs. If required connect maximum two sensors to a hub. Use the backside ports of the PC.

2. Problem Detected

If the drive could detect a problem, one of the following dialogs will appear:



A) Connection Problem

The driver is not able to receive data from the sensor. Please check your USB cables, reconnect the sensor or try a different USB port on the PC.

B) Calibration Problem

The calibration - Automatic or Manual - has failed. If the Automatic Calibration failed, make sure of following conditions:

1. No **obstacles** like hanging cables, duster are on the projection area or in front of the sensor, which could block the view. You can check this using the “Sensor Viewer”.
2. The room is not “too bright”. The sun or other strong **light sources** must not shine directly onto the projection area washing out the image.
3. The **projector** has enough **brightness**. The projection should be well visible for the human eye.
4. The sensor can “see” the full projection area and is **not tilted or occluded**. See “Sensor Viewer” to check this.
5. There are no windows, dialogs or other programs hiding the displayed **calibration pattern**.

C) Disturbance

The driver removes any static disturbance like sun shining onto the board. If the disturbance is not static, however, the driver is not able to remove. Close the blinds of the windows and avoid direct light on the projection area. Indirect light is ok.

3. The Calibration Is Off (offset)

If the stylus has not approximately the same position as the mouse cursor, but it had before, the hardware installation has moved physically or the ratio of the screen resolution has changed. Recalibrate the sensor.

4. Random Clicks

Random “mouse clicks”, which are not caused by the stylus are due to disturbance. Refer to point 2.C) “Disturbance”.

5. Sensor Viewer

This tool will show you the actual view of the sensor onto the projection area and helps to diagnose problems. You will find the tool after the installation of the driver in the Start Menu (or Launch Pad). Make sure you have started the driver once before using this tool. The driver will setup the sensor.

6. Edge Blending

You can connect up to four sensor to a PC and use it with four projectors. Make sure to use a PC with good performance (like quadcore CPU and at least 4GB of RAM). Refer to “1. Hardware Installation” for setting up the sensor. Automatic Calibration is supported and recommended in this mode. After the calibration don’t change the hardware setup - don’t change the USB ports and don’t move the sensors physically.

Supported Edge Blending Software

Following software was tested and is supported:

1. Scalable Display
2. ImmersaView

7. Stylus Input Is Not Working With Specific Software

The Stylus is giving “Touch” input to the Operating System (Windows only). Some software is not supporting this. Switch in the calibration menu to “Mouse Mode”.