

Quick Fixes in the Field for eBeam

This document offers several easy fixes for troubleshooting eBeam problems in classrooms.

Quick Fixes in the Field for eBeam

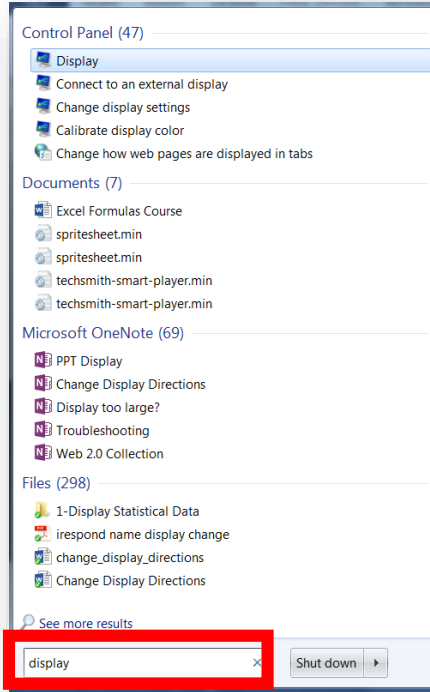
1. If an eBeam has been placed directly on an existing SMARTBoard, insure that the SMARTBoard is unplugged. This USB connection is on the back of the SMARTBoard in the bottom right corner. Although the eBeam may work with the SMARTBoard plugged in, the usability of the pen is limited.



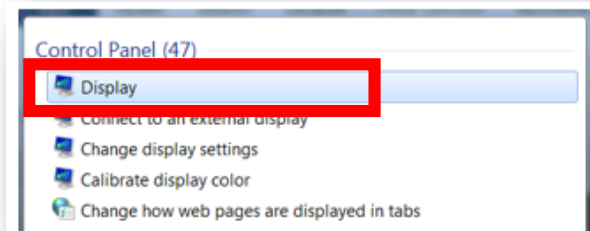
2. If the eBeam has a difficult time connecting, change the USB plugin to the USB port on the right side of the laptop. This port is stronger, and switching to it may resolve the problem.



- If the interactive stylus pen is not working, verify the battery is good and has been installed correctly. The battery cap unscrews counter-clockwise, allowing you to insert or replace the AAA battery. *The interactive stylus should emit a faint ultrasonic buzz when the nib is depressed.*
- If display is an issue, go to the **START menu**, and **type Display in the search box.**



Choose **Display**, and adjust screen settings to: **Smaller-100%** and click **Apply**.



Make it easier to read what's on your screen

You can change the size of text and other items on your screen by choosing one of these options. To temporarily enlarge just part of the screen, use the [Magnifier](#) tool.

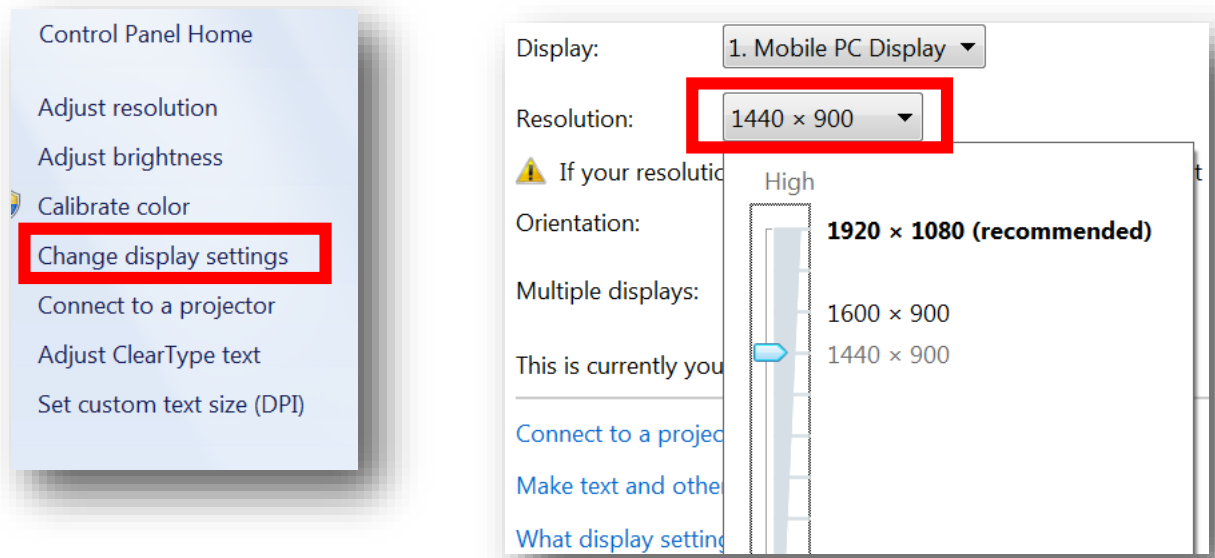
- Smaller - 100%
- Medium - 125% (default)
- Larger - 150%

Preview



Apply

In the left-side menu, choose **Change Display Settings**, and **choose 1440 x 900 in the Resolution drop-down menu.**



5. If a teacher finds that the eBeam Tool Palette frequently disappears from the screen, this may be due to the teacher inadvertently tapping the smaller button on the pen while touching the screen. The smaller bottom button is used to hide and display the Tool Palette in the projection image area. Simply hold the button down, and tap the screen again. The Tool Palette should reappear.

