

Troubleshooting IQBoard System issues

Your IQBoard Interactive Whiteboard system is made up of 4 main components and they are the actual IQBoard Interactive Whiteboard, The projector, the speakers and the laptop.

The majority of issues are related to the PC connections and PC software. First ensure all cables are properly and securely connected. If you have more than 1 IQBoard system we would then advise borrowing a laptop from a similar system that is working well and plugging it in to the system with an issue. If this resolves the issue then you know the answer is with the PC or software. If the answer is not clear you can phone us.

Should you have an issue a dermination must be made as to what is causing that issue. If you have no sound this is to do with the speakers and connection to same. It is likely to be:-

1. A setting for the audio in the laptop software
2. A cable issue between the speakers and the laptop. The cable could be faulty but can also be loose or unplugged
3. A fault in the speakers

If you have an issue with the picture projected onto the IQBoard this is do with the projector and connection to same. It is likely to be:-

1. A variety of Laptop settings that may require changing
2. A cable issue between the Projector and the laptop. The cable could be faulty but can also be loose or unplugged
3. A setting change or fault in the projector

If you have an issue with the Interactivity with the IQBoard this is do with the IQBoard itself and connection to same. It is likely to be:-

1. The IQBoard drivers and possible other software on the computer such as anti virus or firewall
2. A USB cable issue between the IQBoard and the laptop. The cable could be faulty but can also be loose or unplugged.
3. A fault in the IQBoard which can normally be rectified by changing the PCB at the back of the IQBoard.

To get at the back of the IQBoard in order to change either the PCB or the USB cable you need to undo the 2 screws securing the IQBoard at the bottom of the IQBoard.

If you are getting intermittent interactivity the issue could be to do with the connection in the wall termination box and the resolution it to take the cable out of the box and allow the cable to run direct to the PC. In this way you would discard the short USB cable from the wall termination box to the laptop.