Answers to frequently asked questions about the Promethean Panel.

1. **What makes up the 21st Century Classroom Package?**
   a. The Promethean Board, Intel Stick, wireless mouse and keyboard.

2. **Where is the Intel Stick located?**
   a. The Intel Stick is located on the back right of the Promethean Board

3. **What should the Intel Stick have plugged into it?**
   a. There are two cables and a small receiver plugged into it. The two cables are an HDMI for display, and a USB for touch functionality. The small receiver is for the wireless mouse and keyboard. The small receiver can also be plugged into the USB port on the front of the panel, to improve reception. If these are not plugged in correctly, the board will not work correctly.

4. **Where is the power button for the Intel Stick?**
   a. The power button to the Intel Stick is located on the bottom of the device near where it connects to the board.

5. **My board says NO SIGNAL or is not displaying the usual Windows 10 screen.**
   a. Check and make sure the input on the front of the Promethean Board is set correctly. It should be set to input 2 or 3, usually.
   b. Check if the HDMI cord is plugged into the Intel Stick.
   c. Make sure the Intel Stick is plugged into back of board and powered on (look for blue light).

6. **I am not able to use the touch screen functions.**
   a. Make sure the USB connection for touch functionality is plugged into the Intel Stick.
   b. Check if the freeze button, looks like a snowflake, has been pushed on the front of the board.
   c. Check if the no touch button has been pushed on the front of the board. It will look like a lock, or a hand with the international "no" sign covering it.
   d. If you are casting from a device, the touch functionality will not work.

7. **The Intel Stick is not picking up the mouse and keyboard**
    a. Make sure the receiver is plugged into the Intel Stick. It should be in a USB port, and it is pretty small.
    b. Check that the mouse powered on, the switch is on the bottom.
    c. Make sure the batteries are in both the mouse and keyboard.
    d. The keyboard and mouse will enter sleep mode. This can sometimes make the first and second keystroke not enter. After waking up, it should work correctly.

8. **I can't write on my board.**
    a. Open SMART Notebook and select the pen function on the menu bar to write in SMART Notebook
    b. To write on the screen you can open a blank SMART Notebook, and select "transparent view" from the view menu. Then select the pen tool on the bottom left.
    c. To write on an internet browser, it depends on which you are using.
        i.   Chrome- Select the Web Ink app on the top right of the browser window. It will remain static.
        ii. Edge- Activate the pen tool on the top right of the browser window. It will embed in the page.

9. **I can't cast from my device to the board.**
    a. Make sure Cast for Education is installed in Google Chrome on the Promethean Board. It can be found in the Google Web Store.
    b. Make sure you are signed into Google Chrome, with school account, on both the Intel Stick, and teacher device. If not, teacher device will not see the board
    c. Anyone you would like to grant permission to cast needs to be added in Google Cast for Education
    d. If casting will not work, but you can see the receiver, try restarting Google Chrome

10. **What are my casting options?**
    a. You can cast tab or desktop. Sound will work on both. The main difference is casting tab, only shows the current tab, and it will stay up there. Casting the desktop will mirror whatever you are doing on your device.
    b. Touch functionality or writing on the board will not work while casting.

If this guide did not resolve your issue, please submit a helpdesk ticket.

If you require additional support or training on integrating technology into your instruction, *please contact an Instructional Technology Resource Teacher:*

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