

Troubleshooting

Driver Not Found on COM Port

Cause: Port is in use by another application.

Solution: Remove or disable any interfering applications. The most common conflicting applications are PDA related.

Cause: The wrong port is active.

Solution: Identify the port number. Check your keypad definitions to make sure the correct port number is active.

Error Message - Cannot Update participant Roster

Cause: You have a Named roster active and the port you are trying to use does not match the ports defined in the roster.

Solution: Open the active participant roster and modify the port settings to match those in your keypad system definition.

Response Counter not visible during polling and no responses are accepted

Cause: You have a named roster active and the ports in your keypad system definition do not match the ports defined in the roster.

Solution: Open the active participant roster and modify the port settings to match those in your keypad system definition.

Green Light does not appear on the USB Base Station

Cause: The drivers for the base station have not been installed

Solution: Update the Drivers

1. On the **Start** menu, right-click **My Computer**, and then click **Properties**.
2. Click the **Hardware** tab.
3. Click **Device Manager**.
4. Click the plus sign next to **Other Devices**
5. Insert your OptionPower® CD.
6. Right-click **USB Serial Port**, and then click **Update Driver**.
7. **Install Software Automatically** and then click **Next**.
8. If you get a warning about Windows® Logo testing, click **Continue Anyway**.
9. If Windows does not find the drivers automatically, click **Browse**.
10. Select your CD drive in the **Look in** drop-down menu.
11. Open the Drivers folder.
12. Open the OptionFinder IR USB_Drivers folder, and then click **Open**.
13. Click **OK** on the Files Needed dialog.
14. Click **Finish**.
15. If prompted again to install drivers again, repeat steps 9 through 14.
16. Reboot your computer.

Cause: The cables are not properly connected.

Solution: Make sure the cable is securely connected to the base station and to your computer.

Neither the Green nor the Red displays flash when a keypad is pressed

Cause: The batteries are dead.

Solution: Replace the two AA batteries in the keypad.

Cause: Keypad address is not part of the defined keypad universe.

Solution: Reassign the keypad address. See *Changing IR Keypad Addresses*.

Cause: The keypad is too far away from the base station.

Solution: Move the keypad to within 50 feet of the base station.

Cause: There is not direct line of site between the keypad and the base station.

Solution: Make sure the keypad is not too far to the left or right of the base station.

Cause: There is too much light in the meeting room.

Solution: Reduce the amount of light in the room or place a shield (i.e. a piece of paper, a notebook, etc.) above the lens on the base station

OptionFinder® IR Hardware Guide For OptionPower®

Makes PowerPoint® Interactive



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Using the OptionFinder® IR Keypad System with OptionPower®

About this Guide

The purpose of this guide is to provide you with instructions for setting up and configuring your keypad system. Please refer to the on-line help (OptionPower/Help) for additional troubleshooting tips and information about the software.

How the IR Keypad System Works

Each keypad has a unique address. The software uses the address to identify a signal from a specific keypad. OptionFinder® software will accept only one response from each keypad address. If you have two keypads with the same address, only one response is recorded in the software.

Participants press the number on the keypad that corresponds with their response choice. The keypad address and the participant's response are transmitted to the base station and then to the software. When the software recognizes the response, a signal is sent back to the keypad. If the response is valid the "Right" or green panel on the keypad is illuminated. If the response is invalid the "Wrong" or red panel is illuminated.

The keypad will transmit a response for up to 20 seconds or until the response is received by the software.

To change a response, press the Clear (CLR) key and then press the new response.

Press the "/" key to enter a response of 10.

The "period", "dash", "delta", and "question" keys are not used in the software.

Set Up the Keypad System

Connecting USB Base Stations

1. Use the USB cable to connect the base station to the computer.
2. The power light on the base station will illuminate if the base station is properly connected.
3. If you receive a "New Hardware Found" message, browse for the correct USB drivers on the OptionFinder installation CD.

Note: If the green light is not illuminated on the base station, see the Troubleshooting section for possible causes and solutions.

Connecting Serial Base Stations

1. The cable has two 9-pin connectors, attach the "male" connector to the base station and the "female" connector to the serial port on your computer.
2. Connect the power cord to the base station and plug the cord into an outlet.

Note: If you plan to use the base station outside of North America you will need a 100 to 240 power converter.

Placing the Base Station

- Place the base station within 50 feet of the keypads.
- Position the base station 6 to 10 feet off of the ground.
- Maintain direct line of site between the base station and the keypads.
- Minimize the amount of light in the room. Bright light, especially sunlight, interferes with the keypad and base station signals. If there is an excessive amount of light, place a shield (i.e. a piece of paper, a notebook, etc.) above the base station lens to reduce interference.

Define and Test the Keypads

1. On the **OptionPower®** menu click **Keypad Setup Wizard**.
2. Click **Next**.
3. Click **I need to change my keypad settings. I would like OptionPower to detect my ports**, and then click **Next**. The wizard will search for the connected base station. If no base station is found, click **Diagnose** and then click the Help button for further instructions.
4. Once your base station has been found, enter the lowest and highest numbered addresses of the keypads you will be using with the base station.

5. Click **Next**.
6. Click **Next** again.
7. The table displays addresses for all of the keypads in your keypad universe.
8. Press a number key on a keypad.
9. The number you pressed should appear to the right of the keypad address.
10. Test all keypads.
11. Click **Close** and then click **Finish**.

Change IR Keypad Addresses

1. On the Keypad Test Screen, click Program IR Keypads.
2. Enter the new keypad address.
3. Click the **Send** key on the keypad that will use the new address, and then click **Program Keypad**.
4. Review the text in the notes to confirm that the keypad address was successfully re-assigned.
5. Click **Close** once all keypads have been re-assigned.

