

TurningPoint® - PC FAQ

TurningPoint – PC Version 4.2

The following FAQs have been provided for your convenience. If you have additional support questions, please feel free to contact Turning Technologies Tech Support at 1-866-746-3015 or visit www.TurningTechnologies.com.

Licensing

Do I need a software license to use TurningPoint on multiple computers?

You do not need a license to install and author content using TurningPoint on multiple computers. TurningPoint software is available for download at www.turningtechnologies.com free of charge. However, in order for TurningPoint to receive participant responses to interactive polling session, each computer will need a receiver plugged in.

Why do I get the message that indicates my receiver is not licensed to work with TurningPoint?

If you have upgraded from TurningPoint 2006 to TurningPoint 2008, your receiver will need a upgraded 2008 license code. Please call Customer Support at 1-866-746-3015 for further assistance.

PC System Requirements

How much memory and what kind of software does my computer need to have to run TurningPoint and a ResponseCard® system?

Hardware

- Intel or AMD 600 Mhz class processor (1 GHz or higher recommended)
- 256 MB RAM (256 MB or more of “available” RAM recommended)
- 60 MB hard disk space (an additional 32 MB is required if you do not have Microsoft .NET Framework 2.0 installed)
- 1024x768 resolution at 32-bit color or higher
- Standard USB 1.1/2.0 port

Software

- Microsoft Windows XP, Vista, or higher
- Microsoft Office 2003, 2007, or XP



Program Features

I can't get my ResponseCard to work. I don't see any responses.

If you are not receiving responses, check the following settings and programming.

Check to see if your **receiver** is registering in TurningPoint.

1. Select **Tools** from your TurningPoint toolbar.
2. Select **Settings**.
3. Select **Response Device**.
4. The receiver will be displayed in the right hand pane. It will list the receiver ID, version and channel.
5. Note the **Channel Number**.

Make sure your **ResponseCard RF** is on the same channel as your receiver.

1. On the ResponseCard RF press **Ch/GO**.
2. (Channel number)
3. Press **Ch/GO**.

Make sure your **ResponseCard XR** is on the same channel as your receiver.

1. On the ResponseCard XR, press **Menu**.
2. Arrow down to **Change Channel**.
3. Press **Enter**.
4. Type in the channel number.

NOTE: The ResponseCard IR does not use channels.

How do I set an answer as correct?

Please select your version of Microsoft® Office® for instructions.

Microsoft Office 2003

1. Highlight the answer text you wish to set as correct.
2. Right click on the highlighted text.
3. Select **Set as Correct** from the drop down menu.

Microsoft Office 2007

1. Find **Answer Values** in the Settings Pane on the right hand side of the screen.
2. You will see boxes corresponding to the number of answers on the slide selected.
3. Click the drop down menu arrow to the right of the answer you wish to set as correct.
4. Select **Correct**.



Why can't I see the Correct Answer Indicator?

If you do not see the Correct Answer Indicator after adding it to your slide, check to make sure you have specified a correct answer for the question.

I don't want to display the charts in my presentation. What do I do?

If you do not wish to display the chart in your presentation, set the presentation to **Review Only**. This will keep the charts from populating during the presentation. However you will still be able to see charts in thumbnail view. You will also have the option of returning to the slide to reveal the chart during presentation if you decide to reveal the results to your audience. This option is only available on the PC.

1. Select **Tools** from the TurningPoint toolbar.
2. Select **Settings**.
3. Select **Presentation**.
4. Make sure the **All Settings** radio button is marked.
5. On the right hand pane, scroll to **Chart Options**.
6. Scroll to **Review Only**.
7. Change to **True**.
8. Select **Done**.

How do I change my chart colors?

TurningPoint does allow you to modify the colors displayed on your chart.

1. Select **Tools** from the TurningPoint toolbar.
2. Select **Settings**.
3. Select **Presentation**.
4. Make sure the **All Settings** radio button is marked.
5. On the right hand pane, scroll to **Chart Options**.
6. Select **Chart Colors**.
7. Select **User Defined**.
8. Select the color next to **Chart Color 1**.
9. Select a new color from the pop up box.
10. Repeat steps 8 and 9 until you have completed your color changes.
11. Click **Apply All**.
12. Click **Done**.

Am I able to convert my existing PowerPoint slides in to TurningPoint slides?

Yes, you can convert existing PowerPoint slides in to TurningPoint slides.

1. Confirm that the existing slide is in **Title/Text** layout for Office 03 or **Title/Content** layout for Office 07.
2. Select **Insert Object** from the TurningPoint toolbar.
3. Select **Chart** from the dropdown menu. This will insert a chart into your existing slide converting it into an interactive response slide.

How do I save my data?

To save the session data file, select the **Disk** icon on your TurningPoint toolbar.

What happens if I forget to load my participant list before running a session?

TurningPoint will allow you to link the participant list after the fact if the original session was run using the **Auto** setting for the participant list.

1. Select **Continue Prior** session from the TurningPoint toolbar.
2. Select the session.
3. Select the desired list from the **Participant List** choices.
4. Save the session with a new name.
5. This will add the list to the newly saved session.

Why doesn't my Team Leader Board show any teams?

Teams must be assigned by either a **Team Assignment** slide in the presentation or through a **Participant List**.

- Included a **Team Assignment slide** in your presentation.
- If you are using a **Participant List** to assign teams, check to make sure you have assigned the teams by placing a check mark in the appropriate box on the list.

Additional information and instructions for Team Leader Boards can be found in the TurningPoint User Guide. Visit <http://www.turningtechnologies.com/responsesystemsupport/productguidesmanuals/>.

Why doesn't my Team Leader Board show point totals?

Questions must have a point value assigned and must have an answer marked as correct in order to award points. Teams also must have a positive point value in order to appear on the board.



I don't understand the point total for my team score. How does it calculate?

The formula for the team score will be one of the following, depending on how you have the setting Multiple Response Devisors set.

- If the setting is **Responses**, the calculation is:
Total number of correct team responses/ Total number of team responses * Point Value
- If the setting is **Devices**, the calculation is:
Total number of correct team responses/ Total number of team devices * Point Value

How do I create a ResponseWare Session ID for my TurningPoint® presentation?

1. Launch TurningPoint.
2. Select **Tools** from the TurningPoint toolbar.
3. Select **ResponseWare**.
4. Enter your ResponseWare username and password.
5. Select **Login**.
6. Select **Close**.

Still have questions?

Additional information and instructions can be found in the TurningPoint User Guide. Visit <http://www.turningtechnologies.com/responsesystemsupport/productguidesmanuals/>.

