

A Frequently Asked Questions

This appendix offers you a quick reference to common questions that customers have about using the TurningPoint software. If you do not find an answer to your question here, visit the Turning Technologies Web site at <http://www.turningtechnologies.com> or call a Turning Representative toll-free at 1-866-746-3015.

Why can't I install or activate TurningPoint?

You must be the local administrator to install TurningPoint for the first time. Login to the computer with the administrative username and password.

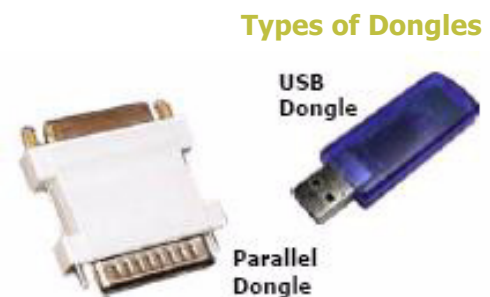
If you have a dongle, it should not be plugged in during installation or activation. Remove it while installing and activating TurningPoint. Find information about installing TurningPoint in **Chapter 1: About TurningPoint**.

Where is my product serial number (activation code)?

The product serial number, also called the activation code, is located on a label inside the ResponseCard Kit.

What does the dongle look like?

Depending on the ports on the computer, the dongle has an end that plugs into either a USB port or Parallel port, as depicted in the image below.



How do I set TurningPoint to demonstration mode?

When set in demonstration mode, TurningPoint allows you to author presentations or review results only. Demonstration mode is not designed for polling, with the

exception of allowing you to test up to five response devices.

Set TurningPoint to demonstration mode during activation by completing the following steps. First, if you have a dongle, unplug it. Then begin the activation process. When you activate the software, on the page that asks you to select the method of activation, select the checkbox labeled “I want to run this in demonstration mode.” Then, complete the activation process.

Which response devices are compatible with TurningPoint?

Turning Technologies partners with Responsive Innovations to provide audience response devices that are specifically designed to support the functionality of TurningPoint. The ResponseCard IR, ResponseCard XL, and ResponseCard RF from Responsive Innovations are products that are optimally suited for use with TurningPoint. Users also have the option of using TurningPoint’s vPad, an application for using a virtual keypad. Other keypads supported by TurningPoint are the Fleetwood Family of Reply Radio Frequency Keypads, PRS Infrared Keypads, Hitt and CPS Infrared Keypads.

Find information about compatible response devices at the Web site for Turning Technologies at <http://www.turningtechnologies.com/>.

How do I set up the response devices?

The Response Device Wizard guides you through the setup of the response devices to be used and to test the communication between the response devices and TurningPoint. From the TurningPoint toolbar, select the Display Response Device Wizard button, which looks like

Appendix A: Frequently Asked Questions

a lightening bolt. Find information about the Response Device Wizard in **Chapter 4: How to Set Up Response Devices**.

Where should I put the receiver?

Because the IR device uses infrared technology and line-of-sight communication, place it in a central location in the front of the room where it is high enough for everyone to see. The effective range of an IR device receiver is about 75 feet (25 meters). You will need to install one receiver for every 80 participants. The effective range of an RF device receiver is about 200 feet (60 meters). A single receiver is sufficient for up to 1000 keypads, and a direct line of sight between the receiver and the keypad is not necessary. When the receiver is connected, the participant has to simply press the number or letter on the keypad to send a response. Find information about setting up the receiver in **Chapter 4: How to Set Up Response Devices**.

Why can't the Response Device Wizard find the receiver on the correct COM port?

If you are using a Keyspan adapter (USB to serial), then you must install the Keyspan software. To download the software, first disconnect the Keyspan adapter from the computer. Then, go to the Keyspan Web site at <http://www.keyspan.com/> and follow the instructions to download. If your Keyspan adapter was connected during installation, then you must remove the software, disconnect the adapter, and install it again.

Check to make sure the hardware is connected by unplugging the receiver and plugging it back in. Run the Response Device Wizard again.

If you are using a PDA or other device, make sure it is not using the COM port.

Find information about the Response Device Wizard in ***Chapter 4: How to Set Up Response Devices.***

Why is a keypad not working?

The correct keypads may not be matched with the receiver. Run the Response Device Wizard again to correct the settings. Find information about the Response Device Wizard in ***Chapter 4: How to Set Up Response Devices.***

The keypad's batteries may be too low or dead. Press a button on the keypad. The light on the keypad blinks or does not light up if the batteries need to be replaced.

The keypad may not be correctly programmed. Refer to the Programming ResponseCards insert in the TurningPoint kit.

How do I track responses from participants?

Create a Participant List in TurningPoint and then use the Participant Monitor to view the responses from each participant. You can either create a Participant List using the Participant List Wizard or by importing an existing file. Find information about participant lists in ***Chapter 5: How to Track Participants and Teams.*** Find information about the Participant Monitor in ***Chapter 6: How to Run a Presentation Session.***

When running the presentation, why don't the graphs appear unless I advance to the next slide and then go back?

The animations in the charts vary between Office 2000 and Office 2003. It is likely that Microsoft Office has been

Appendix A: Frequently Asked Questions

upgraded since TurningPoint was installed. Uninstall TurningPoint, and then reinstall it.

How do I clear data from a session or a slide?

From the TurningPoint toolbar, select the Reset menu, and then select Session or Current Slide from menu.

Find information about working with sessions in ***Chapter 6: How to Run a Presentation Session***.

How do I save a session?

From the TurningPoint toolbar, select the Save Session button, which looks like a disk. A window opens allowing you to select a file name and location. Save the file in the Sessions folder, located at My Documents >

TurningPoint > Sessions. Find information about saving a session in ***Chapter 6: How to Run a Presentation Session***.

How do I make a report with the data from my session?

TurningPoint enables you to create several types of reports. Find information about your options and instructions for creating reports in ***Chapter 7: How to Use Tools***.