

12 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 TurningPoint?

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

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.

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, ResponseCard RF, and ResponseCard XR from Responsive Innovations are products that are optimally suited for use with TurningPoint. Users also have the option of using TurningPoint's ResponseWare for a virtual keypad.

How do I set up the response devices?

All of the response device settings can be found in the Settings windows. From the TurningPoint Ribbon, select the Tools > Settings. Find information about Installing Response Devices in ***Chapter 4: Response Device and Settings Management***.

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 90 feet (27 meters). You will need to install one receiver for every 80 participants. The effective range of a ResponseCard RF is about 200 feet (60 meters) and the ResponseCard XR is about 400 feet (120 meters). A single receiver is sufficient for up to 1000 ResponseCards, and a direct line of sight

between the receiver and the ResponseCard is not necessary. When the receiver is connected, the participant has to simply press the number or letter on the ResponseCard to send a response. Find information about setting up the receiver in **Chapter 4: Response Device and Settings Management**.

Why is a ResponseCard not working?

The correct ResponseCards may not be matched with the receiver. Check your response device settings. Find information about the response device settings in **Chapter 4: Response Device and Settings Management**.

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

The ResponseCard 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: Track Participants and Teams**. Find information about the Participant Monitor in **Chapter 7: Run Presentations**.

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 2003 and Office 2007. It is likely that Microsoft Office has been 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 Ribbon, select the Reset menu, and then select Session or Current Slide from menu. Find information about working with sessions in **Chapter 9: Sessions**.

How do I save a session?

From the TurningPoint Ribbon, 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 9: Sessions**.

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 8: Reports**.