

# Troubleshooting your Epson Interactive Projector or Solo Interactive Device



We are going to diagnose three issues that we have found common with this new generation of interactive projectors. The three issues we are going to discuss are as follows (you may click the link to jump to the proper

1. When you press the right click button on the pen (directly near the LED light), does it light up?
  - a. If it lights up, then continue on to step 2.
  - b. If the LED light does not shine, you may need to replace the batteries. Try swapping the two 'AA' batteries that are in the pen with two that were provided with the projector. If this is the first time changing the batteries, please discard these non-rechargeable batteries. (The first set that is inside the pen is *not* rechargeable. However, the ones that are provided with the charger *are* able to be recharged.)
2. Is the pen within the acceptable range of the whiteboard?
  - a. Your pen must be within a couple of centimeters of the whiteboard to work properly.
  - b. You must also be touching within the 'lit' area of the whiteboard. Any area that's touched outside of the projection area will not be recognized by your projector.

If you are still having issues with the pen not responding, you may want to verify that the driver for the Interactive Whiteboard is loaded and started on your computer. [Click here](#) to jump to the instructions on how to verify this.

## The driver icon in the bottom right hand corner of my screen is displaying a red 'X'

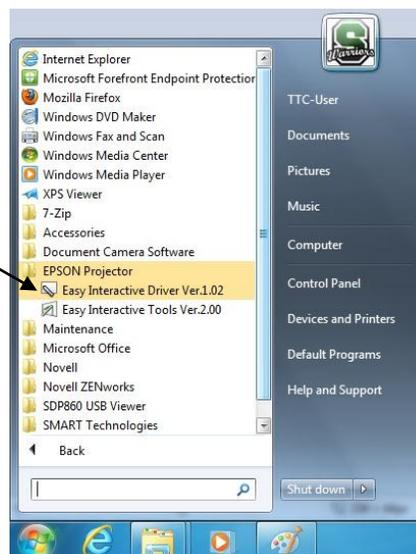
If you have noticed, in the bottom right-hand corner of your screen, you have a red 'X' displaying over your whiteboard icon; this indicates that your driver is not loaded.

In order to load the driver manually, you will need to manually follow the following steps:

1. Go to the 'Start' menu
2. Click on 'Programs' (your computer may display 'All Programs')
3. Scroll down your program menu until you see 'EPSON Projector'
4. Expand this selection and you should see the 'Easy Interactive Driver Ver.1.02'
5. Go on ahead and click on this button, and it will automatically attempt to re-load the driver



With the 'Start' menu expanded, it should look similar to this:



## When I touch a specific part of my screen, the pen focuses on a different location

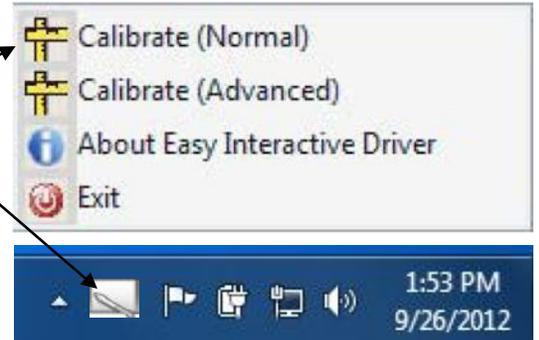
If you tap the screen with the pen, and it focuses on a different location, first verify that you are not dragging the opposite end of the pen along the board. This will cause interference with the signal sent from the pen, and could cause erratic behavior.

If, after verifying the above step, your pen is still focusing on different areas of the board, you may also need to calibrate the projector. Follow these simple steps to perform the alignment:

Right-click on the small icon in your tray that looks like a small whiteboard:

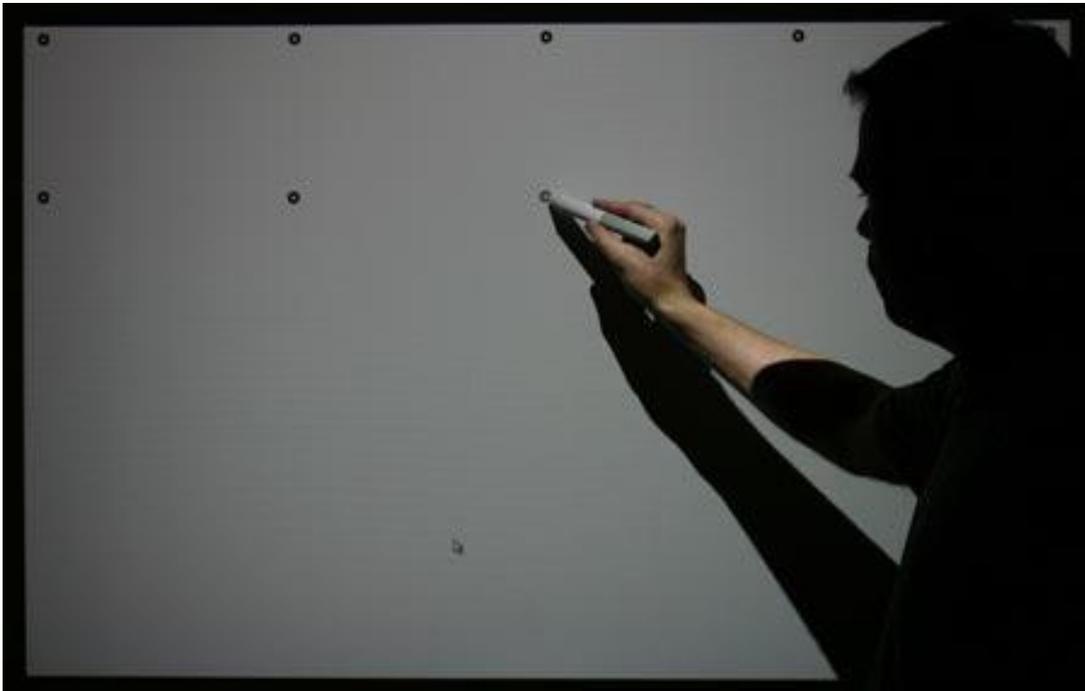
Then, you will click on the 'Calibrate (Normal)' option.

You will receive a pop-up box in the middle of your screen that asks you to press 'OK'. Go on ahead and click the button.



Once at the new screen (it may take a few seconds for it to load), you will see a circle in the upper left-hand corner or the screen. You will need to tap this with your pen, as close to the center of the circle as you can. This will repeat several times across the length and height of the projection area. It is *imperative* that you do this accurately as you can, because if not, you may have to re-calibrate again.

Here is a picture of how the circles will appear:



***If you still are unable to properly utilize your projector, please enter an IT work order from the link on your desktop, and we will be more than happy to assist you.***