

Promethean Problems

Dim Projection

Dimming of the projector does not always mean that the lamp is bad. This issue can also indicate that the projector itself is bad. This issue is mainly seen in models older than Prm-30.



Dim Projection

Good Projection

Red Light

The red light indicates that the board is not communicating properly with the laptop/desktop.

if you see this problem please take the following actions:

- check if the USB cable is working properly
- make sure standby button is green
- update both the software and driver (installs are located in the T:Drive)



All boards should be equipped with a teacher (dark grey) and a student (light grey) PrometheanPen.

REMINDER

if you have any issues with the Promethean Pen, please create a work order so that the hardware can be serviced/replaced.

