

Troubleshooting Your Eno Whiteboard

- 1 Check that your VGA cables are connected properly to your computer and to the whiteboard.
- 2 If there is no image on the whiteboard, try changing the display setting to 1024 × 768.
 - For Mac, go to System Preferences > Displays.
 - For PC, go to the Start Menu > My Computer > Hardware > Displays.
- 3 Make sure the Bluetooth dongle is inserted in your USB drive.
 - The Bluetooth dongle should light up when inserted. If it doesn't, unplug the Bluetooth dongle and find your computer's internal Bluetooth settings menu. Turn Bluetooth on, take the cap off of your pen, and ask the computer to find discoverable devices. If the Bluetooth has not found your pen, make sure the Pass Code is set to 0109.
- 4 If your pen is not paired to the whiteboard, open the Eno application. Open the Settings Menu. (Note that if you search for the program, try searching "Steelcase.")



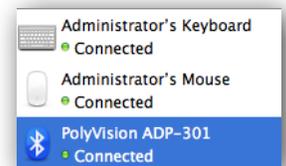
VGA Cable



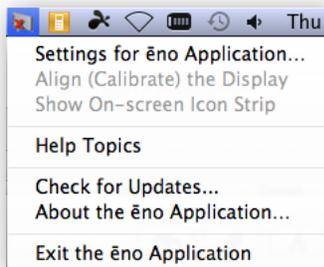
VGA Adapter for Mac
(aka "Dongle")



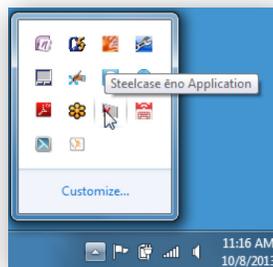
Bluetooth Dongle



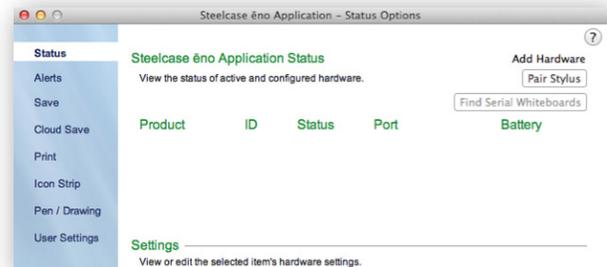
Bluetooth Menu



Settings Mac



Settings PC



Eno Settings Menu

- 5 If your pen is blinking, choose Status from the Settings Menu and click "Pair Stylus." The blinking light should turn into a steady light.
 - If the light doesn't come on at all, try replacing the AAA battery, with the pen cap off.
- 6 If you are using a Lenovo ThinkPad, in ActivInspire select Edit in the top menu > Profiles > Settings > Dual Mode ActivBoards. Under the field for "Touch Input Handling," change the option to "Ignore Touch."
- 7 Still no luck? Put the pen cap on and take it off again. Click "Pair Stylus" again in the Eno Settings Menu. As a last resort, restart your computer and repeat these steps. (This actually does work fairly often.)