

Quick Reference Guide

Promethean ActivPen FAQs

Why is my ActivPen not aligned to the cursor on the board?

The ActivBoard has to be calibrated in order to ensure that the tip of the ActivPen aligns with the cursor on the screen. It is important to align your ActivPen with your ActivBoard each time your projector is moved or set up.

To calibrate your pen, take your ActivPen and hover it over the flame on the top left of your board until you hear a beep and see the white screen. Follow the directions on the screen to align your pen to the cursor on your board.

When using the ActivPen on a flipchart, why does the cursor appear to constantly jump around to random locations, jump to another point on the board, or draw lines by itself?

If you get lines on the board when the pen is touching its surface, this is an indication of “spiking” or “skipping”. It looks similar to an EKG, when the cursor jumps to random locations on the board, this is an indication of