



Thommen's Timely Technology Tips

"I Thought These Things Were Easier To Use?" Clicker Troubleshooting

The Turning Technology™ clickers represent the newer clicker systems on campus, and they have been recently purchased by the CTE and a number of other departments. These clickers use a radiofrequency (RF) based technology and do not require a "line of sight" connection to the receiver. While these clickers are easier to use, they can still provide a technological challenge to new users.

Interpreting the LED

Each clicker has a small Light Emitting Diode (LED) above and to the left of the number pad. When the student enters a response to a "poll," the LED will glow green if there is successful communication between the clicker and the receiver. If the LED displays any other color (red or orange), there is a communication problem. If there is no LED activity, the batteries in the clicker are dead and must be replaced.

Receiver plugged in?

With electrical equipment, the most common point of failure is that something is not plugged in. In this case, the receiver must be plugged into the computer running the presentation. If the receiver is successfully communicating with the computer, a green LED will glow on the top of the receiver module.

Polling turned on?

The clicker LED will glow green only if the clicker is being polled by the receiver. Polling occurs when the green "Polling Open" message appears on the presentation control bar, or when conducting a "Polling Test" in the settings menu.

Proper channel in use?

The CTE clickers are set to use channel 07 or 08. If some clickers work and others don't, this is an indication that someone has changed the channel of either the clickers or the receiver. To diagnose this situation:

1. Open the Turning Point software, which will open PowerPoint.
2. Open the **Tools** menu > **Settings** item > **Start Test** tab.
3. Click the **Start Polling** button and have a few students press any button on their clickers.
4. Look for the clicker number and the active channel to be displayed as the students press clicker buttons in the **Polling Test** window. Clickers not using the proper channel will not register on this screen and the LED on the clicker will not glow green.

Reset a clicker to the 07/08channel

1. Press the "Go" button on the clicker (bottom left).
2. Press the "0" then the "7" or the "8" buttons, which ever applies to your clicker.
3. Again, press the "Go" button: the clicker is now reset to the 07 channel.

This timely tip can also be found at:

ANGEL: Faculty Community Group > Content > Tps&Trks > TTTT
http://www.lcc.edu/cte/resources/thommen_tips/

