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Problems with "Clickers" in Smart Classrooms that have Smartboards

John Stevenson - 2017-09-05 - Comments (0) - Application and Online Services Help

If you experience issues with the "Clicker" software such as: you can't open the settings pane or you don't see the "show" pane, then please read on. There is an issue with compatibility between "Smartboard" technology software (using PowerPoint) and "Clicker" technology (which also uses PowerPoint). To get around the issue you must disable the "Smartboard add-in (within PowerPoint options). Here is the procedure to complete, depending on the version of Microsoft Office PowerPoint you have. Once you are through using the "clickers" you should re-enable the add-in for the next instructor.

Steps for **Office 2010**

1.   Open PowerPoint

2.   Click on File in the top left corner of PowerPoint

3.   Select 'PowerPoint Options'

4.   Select 'Add-ins' on the left

5.   On the lower right window click on 'Go' to the right of 'Manage' 'COM Add-ins'

6.   If Aware MS Office Add-in appears in the list please uncheck the box to the left. (Please ensure TurningPoint remains checked)

7.   Click 'OK'

8.   Close PowerPoint

9.   Double-click TurningPoint from the desktop

Steps for **Office 2007**.

1.   Open PowerPoint

2.   Click on the 'Office Button' in the top left corner

3.   Select 'PowerPoint Options' from the drop-down

4.   Select 'Add-ins' on the left

5.   On the lower right window click on 'Go' to the right of 'Manage' 'COM Add-ins'

6.   If Aware MS Office Add-in appears in the list please uncheck the box to the left (Please ensure TurningPoint remains checked)

7.   Click 'OK'

8.   Close PowerPoint

9.   Double-click TurningPoint from the desktop