

Intelligent Classroom FAQs

- 1. My laptop takes a long time to get to the NPS login screen and keeps restarting. Why?**
 - The computer is updating the virus protection software, which causes the UDT to reboot as many as 3 times. Teachers should plan for this. The virus scan and update is important and keeps computers free of viruses.
- 2. My elnstruction software saves files by default to local drive. What should I do?**
 - Teachers should always check and see if files are saving to the correct place, the U drive. Documentation is online at <http://www.norman.k12.ok.us/092/>. Click on *Intelligent Classroom Tutorials*. Click on *IW Preferences & Save Location*.
- 3. My Documents is not always linked to U drive (some files are linked to my P drive). Why is this?**
 - This is a profile issue and should be referred to Bonnie Selzer at the DCC. A profile reset will fix this, however, documents may be in two places and Bonnie can combine them into one location.
- 4. How do I adjust the power settings to keep my laptop from “going to sleep” after inactivity?**
 - Documentation is online at <http://www.norman.k12.ok.us/092/>. Click on *Intelligent Classroom Tutorials*. Click on *Laptop Power Settings*. This is an individual profile setting.
- 5. Sometimes I lose my desktop icons and accessibility of files. What should I do?**
 - This could be a server issue or a memory/space issue. Teachers should try right clicking on their desktop and click on *Refresh*. If this does not work, check how much space you have left in your U and P drives (you are allowed 1 GB total). If space is not the issue, please report this problem to your school’s Site Contact.
- 6. When I operate my Mobi & Dualboard wirelessly with Interwrite Workspace or other programs, response is prohibitively slow. What can I do?**
 - Teachers should hardwire their computer to the network jack provided for them closest to their board and plug into power.
- 7. Why are my preferences in the Interwrite Workspace program not saving?**
 - If you are logged into 2 computers at once (your desktop and your IC laptop) your settings will save only with the last computer you log off.
- 8. I am still having to calibrate the board multiple times per day, even after I have unplugged it for 5 minutes and plugged it back in.**
 - If you are logged into 2 computers at once (your desktop and your IC laptop) your settings will save only with the last computer you log off.
- 9. When engaging *Office Mode* in Interwrite, I get an error message when opening Microsoft Word, and am unable to complete this task.**
 - This is a problem with Microsoft Office, not the Intelligent Classroom. Try closing and restarting Office.
- 10. How can teachers retrieve images that have been saved to the Ladybug camera?**
 - Documentation is online at <http://www.norman.k12.ok.us/092/>. Click on *Intelligent Classroom Tutorials*. Click on *Retrieve images from camera*.
- 11. Windows Media Player is not working with video files created with the Ladybug/Queue software and Interwrite Workspace software.**
 - Documentation is online at <http://www.norman.k12.ok.us/092/>. Click on *Intelligent Classroom Tutorials*. Click on *Set PowerDVD Default*.
- 12. How do I stop my projector from shutting off in the middle of an activity?**
 - Documentation is online at <http://www.norman.k12.ok.us/092/>. Click on *Intelligent Classroom Tutorials*. Click on *Projector Power Settings*.