

Promethean Board Manual

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1.1 Accessories

The accessories below for the Promethean Boards are currently kept in Dr. Coleman's office, Evans 113. If you need either of the following, please see Jen or Nellie to sign them out for your meeting:

- Slide Advancer
- Touch Screen Cord

When your meeting/conference has concluded, please return the accessory you signed out to our office. Please note that you are responsible for the return of our equipment.

1.2 Contact Information & Promethean Support

If you need any help with the Promethean Boards during your meeting, please contact Jen or Nellie in Evans 113 (next to the Wilkins Boardroom). If you are not familiar with how to use the board, please contact us about scheduling time to learn how to use it **IN ADVANCE OF YOUR MEETING**. **Please DO NOT contact the Chief Medical Residents for help.**

Promethean Support Contact Number: 678-393-1061 prompt #2

1.2A Meetings After 5PM

If our meeting is held after hours (after 5PM), there will be no IT help available. We suggest you come by the room during work hours to test out the board and/or bring your laptop to connect to the board to confirm it is working properly.

1.3 Promethean Board Email Address

We recommend emailing your presentations that you'll need during your meeting directly to the Promethean Board. This has proven to be the easiest way since the board is not compatible with encrypted USB drives.

The email for the Promethean Boards in the Wilkins Boardroom, Evans Seminar Room, Evans 115, and Evans 118 is: BUMCDOM@gmail.com. It is a universal email address for all 4 boards.

1.4 Turning On the Promethean Board

To turn on the Promethean Board, press the 'On'  located on the front of the board panel.

1.5 Bubble Menu Items

You will always see this small pink bubble  on the screen no matter what you do on the board. If you touch it, 7 menu items will pop up from which to choose from. To make them disappear again, just simply touch the pink bubble again.

The following are the 7 Menu Items:



- Back



- Annotate



- Home



- Clock/Timer



- Whiteboard



- Spinner



- Screen Shot

1.6 Finding Files on a USB Drive

When you plug your unencrypted USB into the front panel, it may prompt you to open the USB drive you just plugged in. If it doesn't, do the following to find your files:

1. On the bottom left of the screen, tap on  to access settings menu
2. On the left side of the screen, tap on the **Media*** icon 
3. Tap on the **'Explorer'** file

*If the Explorer file is not in "Media" try one of the other menu items such as "Utility"  or "Communication" 

1.7 Opening Board Email (Gmail)

If you sent your presentation directly to the board using the BUMCDOM@gmail.com address, you would open it by doing the following:

1. On the Board Home screen, tap on the Gmail icon 
2. Find your email, open it, and tap the presentation attachment (usually found at the bottom of your email)

1.8 Navigating PowerPoint Presentations

We recommend signing out one of the slide advancers (available in Evans 113). However, if you choose not to, you can advance slides by tapping the screen to the left or right to move your slides forward or backward

DO NOT SWIPE YOUR FINGER ACROSS THE SCREEN!

(This can cause red lines to appear across your presentation)

1.9 Accessing, Using, the Whiteboard and Saving

1. Tap on the pink bubble  that is located somewhere on the screen
2. Tap on the whiteboard icon 
3. To save your work, tap on the 'Save' icon on the left side of the screen. It will be saved in the Board's Photo Gallery.
4. From the Board Home screen, open the **Gallery**  and email it to yourself using the Promethean Gmail account

1.10 Connecting a Laptop

If your laptop has touch screen capabilities, you can sign out a touch screen cord to utilize this feature on the board. Just plug one end of the touch screen cord into the front of the panel and the other end into your laptop.

1.10A Connecting Windows Laptops with a HDMI Port

1. There is already an HDMI cable plugged into the board, attach the other end to your laptop
2. Change the **'Source'** channel on the Promethean board by pressing the  button on the front of the panel
3. Tap the channel that is lit green. There will be 2 channels lit green (you are currently on one of those channels, you're just switching to the other channel)
4. Your laptop should now be connected and projected on the board
5. To disconnect and go back to using the board itself, press the **'Source'** button again and switch to the other channel that is lit green

1.10B Connecting Windows Laptops with NO HDMI Ports

1. Using the HDMI cable attached to the board, plug the other end into the VGA Converter (StarTech)
2. Plug the VGA input connector into your laptop
3. Change the **'Source'** channel on the Promethean board by pressing the  button on the front of the panel
4. Tap the channel that is lit green

1.10C Connecting a MAC

1. Using the HDMI cable already attached to the board, plug the other end into the HDMI port on the MAC adapter
2. Plug the other end of the adapter into your MAC
3. Change the **'Source'** channel on the Promethean board by pressing the  button on the front of the panel

1.11 Mirroring your Phone

1.11A For iOS Devices

1. Your phone must be connected to the same WiFi/Hotspot as the board (all boards are connected to the BU 802.1x network)
****you must have a BU log in for this network****
2. On the board Home screen, tap on the **'ActiveCast'** app
3. On your iPhone, swipe up from the bottom and tap 'Screen Mirror'
4. There will be a pop-up message on the bottom of the board telling you a device is trying to mirror, tap **'Allow'**
5. Your phone screen should now appear on the board

1.11B For Android Devices

1. Your phone must be connected to the same WiFi/Hotspot as the board (all boards are connected to the BU 802.1x network)
****you must have a BU log in for this network****
2. Download **'ActiveCast'** on your Android device
3. When you open the app on your phone, you'll see that it has already Auto Discovered the board. Tap on it.
4. On the board Home screen, tap on the **'ActiveCast'** app
5. There will be a pop up message on the bottom of the board telling you a device is trying to mirror, tap **'Allow'**

Troubleshooting

2.1 “No Signal” Screen

When you turn on the Promethean board and see the “No Signal” error across the screen, you just need to change the input channel

1. Push the **‘Source’**  button on the front of the panel
2. Tap whichever channel is lit green
3. The Home screen should come into view on the panel

2.2 Freezing Issues

2.2A Frozen on the Home Screen

On the side of the board, make sure cables are plugged into the same **‘Touch Screen’** and **‘HDMI’** port number (ex. Touch Screen 3 and HDMI 3 should both have cables plugged into them)

2.2B Frozen on the “ActivePanel” Screen

If the board stays on this screen for more than a few minutes, unplug the screen from the electrical outlet and plug it back in

****If neither of these solutions work, unplug both the little gray box (jack labeled DC 5V) and the screen from the wall and plug them both back in****

2.3 Screen Resolution Issue

If you turn on the Promethean board and the picture size does not match the size of the screen, please do the following:

1. On the bottom left of the Home screen, tap on 
2. On the left side of the screen, tap 
3. Tap on **‘Settings’**
4. Tap on **‘HDMI’** then **‘HDMI Resolution’**
5. Choose **1920 x 1080p-60**