

What is wrong when your eBeam Edge USB doesn't calibrate. When you pull up your calibration screen, and you tap the center of the first red target with your stylus and nothing happens, here are the first four things you need to check:

1. **Is my eBeam Edge USB glowing green on the front of the receiver?** The green light indicates the unit is getting power. No light -> call the help desk.
2. **Check the position of the eBeam Edge on the whiteboard.** Make sure the receiver is at least one inch away from the projected image.
3. **Check the AAA battery in your stylus.** When you touch the tip of the stylus and press down, you should hear a slight buzzing sound. No buzzing sound -> replace battery.
4. **Turn off the lights before you calibrate.** Occasionally overhead fluorescent lighting can interfere with the infrared technology in the eBeam.

—If you have gone through these steps and your eBeam Edge is still not calibrating, continue with these next steps—

5. **Restart your computer.** Rebooting your computer will resolve 99% of all eBeam technical issues.
6. **Try another USB port on your computer.** Try a port that you use regularly and know is working correctly.
7. **Reinstall the eBeam software.**
8. **Try another computer.** Take your eBeam Edge USB and your USB cable and connect to a different computer.

Once you have completed these eight troubleshooting steps and are still not able to calibrate, please call the help desk with your results and get more help.