Accuracy Issues

1.   Have you calibrated all four modes correctly?

1.1.   Ensure you are touching in the correct places to be calibrated (Whiteboard, Action Bar, Pressure and the Interactive accuracy of touch in the process is critical)

2.   Is the calibration worse in one area of the board?

2.1.   Ensure you are touching the exact point where the grid lines cross

2.2.   Recalibrate the board and inspect for accuracy

2.3.   Is accuracy still a problem?

2.3.1.   Ensure the projector image fills the entire screen, leaving a gap of no more than 10 - 15mm between the frame and white surface of the board

2.3.2.   A gap under 10 – 15 mm is tolerated and will not affect the operation of the board

2.3.3.   If the calibration still out in certain areas of the board, please inspect the physical mounting of the board. Pay attention to the slope and level. The board must be mounted vertically upright at 90 degrees.

4.   Is the cursor remaining stuck in one area of the board? Or is it pulling to one section of the board?

4.1.   Ensure there are no magnets stuck on the surface of the board as it will cause interference with the functionality of the board and cause a temporary touchdown point

4.2.   Ensure the pen tray has been mounted correctly - if you are unsure of the correct mounting procedure, remove the pen tray temporarily and see if it has made any difference

5.   Does the surface appear to have any noticeable damage?

5.1.   The entire surface of the board will require a thorough check.

Does the board have a loose or rippled surface? Or a dent or foreign object under the surface where the cursor appears to be stuck? If so, try pressing the object back into the surface of the board using a blunt edge of a credit card of similar object

If you have followed the 'calibration / accuracy checklist' and the problem is not rectified

You will need to Log an Online Technical Request, see **www.technologycore.com.au/support**