

# Tech Training: TurningPoint Clickers

## Clicker Basics

The clicker is pretty simple but there are a few things to note.

### Indicator Light

This will flash red or green depending on the situation. It can be very helpful for troubleshooting and verifying that the channel has been entered.

### GO / Channel

This button is used to enter a new receiver channel into the clicker.

- Press Channel (GO on older models)
- Enter the number (single digit channels require a zero first)
- Press Channel again.
- Upon step 3, verify the indicator light is green.



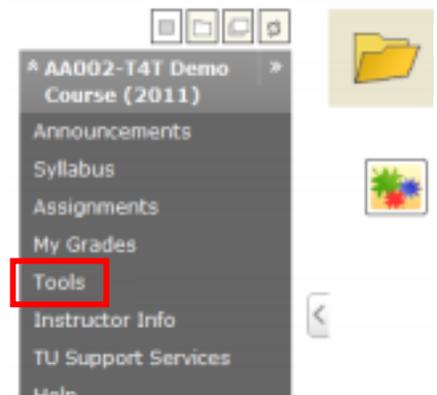
### ?

This button is intended for students to give an indication to the presenter that they don't understand the question. With previous versions of TurningPoint this feature was abused in the classroom by seeing how high they could get the number to go. If this occurs, we can disable the feature on each machine.

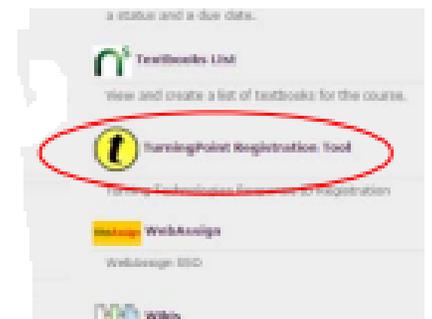
## Registering

To register a clicker in Blackboard:

- Sign in to any course
- Select Tools



- Select Turning Point Registration Tool



- Find the Device ID on the back of the clicker, and enter that number into the field provided
- Click Register

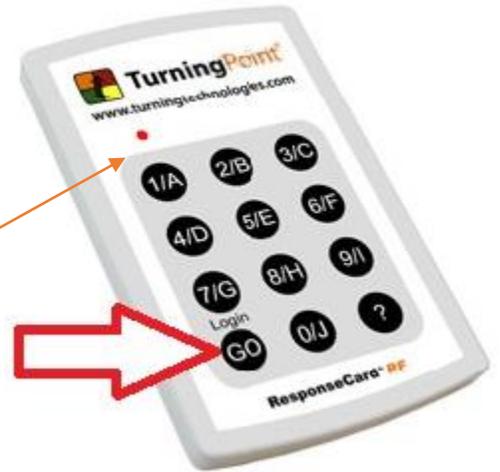


## Syncing

If you are using Turning Point in only one class, you will only have to sync your clicker one time. If you are using Turning Point in multiple classes, you will have to sync each time you come to class.

To sync a clicker:

- Obtain the 2-digit Receiver Number from your professor
- Press Channel (GO on older models)
- Enter the Receiver Number
- Press Channel / GO
  - The indicator light should turn green



## Channels

To change the channel on a clicker:

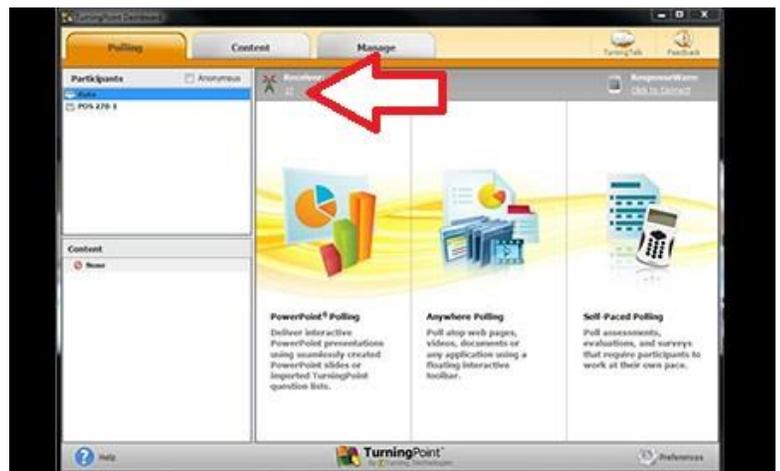
- Press Channel / GO
- Enter the new channel number
  - Single digit channels require a preceding zero
- Press Channel / GO
  - The indicator light should turn green. Repeat if necessary

## Troubleshooting

### Simple Test

If this simple test works, the issue is most likely not with the clicker itself, and other troubleshooting steps need to be taken.

- Plug in a TurningPoint receiver
- Open TurningPoint
- Click on the receiver channel seen in the image to the right.
- Click Test
  - You should see a new window that will show you if a clicker is sending a signal and what button it has pressed.



### ***Indicator Light***

While easy to overlook, the indicator light on the clicker can be very helpful in diagnosing the problem.

- If the indicator does not light up when a button is pressed, the battery may be dead
- Try changing the channel. Does the light flash with each press & give a green light?
- Some clickers require a firm press of the Channel/GO button
- If it lights up but the student has still reported an issue go through Step 3 of the Changing Clicker Channel guide.

### ***Wrong Channel***

Try changing the channel using a firm press of each button. Some clickers need a firmer press than others. After changing the channel, test the clicker within TurningPoint.

### ***Not Registered***

Verify that the student has registered the clicker:

- Enter any Bb course
- Click Tools > TurningPoint Registration Tool
- Verify the clicker's ID with the physical unit

### ***Participant List***

The professor's participant list may be out-of-date. This happens for a couple reasons:

1. At the start of each semester, students can be slow to purchase and register clickers. The professor may forget to update his/her list.
2. The student purchased a new clicker and hasn't told the professor to update the list.