

# Section Five: Appendices

---

# TROUBLESHOOTING GUIDE

---

Boeckeler's quality inspectors test each **Pointmaker** for software and hardware performance prior to shipment. Therefore, most problems which presenters encounter are related to installation. *Table 5.1* below describes common problems and their solutions. If, after referring to this table, a problem still exists, call Boeckeler Instruments, Inc., at (800) 552-2262 or (520)745-0001 and ask for technical assistance. There are no user serviceable parts in the **Pointmaker**. Do not open the cabinet.

*Table 5.1*

Symptoms	Possible Solutions
The green indicator light on the front of the <b>Pointmaker</b> does not light up.	<ol style="list-style-type: none"><li>1. Check that the <b>Pointmaker</b> is plugged into a live outlet.</li></ol>
Monitor does not light up.	<ol style="list-style-type: none"><li>1. Check that the monitor is plugged into a live outlet.</li><li>2. Check that the monitor is switched on.</li><li>3. Check that the monitor brightness and contrast controls are properly adjusted.</li></ol>
The <b>Pointmaker</b> markers appear to bloom.	<ol style="list-style-type: none"><li>1. Adjust system parameters on the video output device, monitor or camera (if in use) such as contrast, gain, brightness, color, light and intensity.</li><li>2. Decrease brightness of <b>Pointmaker</b> markers or use a different marker color.</li></ol>

(continued from page 132)

Symptoms	Possible Solutions
Monitor displays a scrambled picture.	<ol style="list-style-type: none"><li data-bbox="596 354 1134 418">1. Check the horizontal hold control on the video monitor for proper adjustment.</li><li data-bbox="596 451 1094 516">2. Monitor is not compatible with video source. Use compatible system.</li><li data-bbox="596 548 1166 613">3. Check to be sure that the video in and out connectors on the <b><i>Pointmaker</i></b> are secure.</li></ol>
Elographics touch screen will not operate properly.	<ol style="list-style-type: none"><li data-bbox="596 719 1153 914">1. Refer to section on controllers entitled <i>Components</i> on page 14, and controller installation which begins on page 22. <b>ALSO</b> refer to the manufacturer's operating instructions that came with the touch screen.  For touch screens, calibration from the copyright message may be needed.</li></ol>

## **COLOR PALETTE**

-- a user-defined group of colors which may be attributed to each active marker before anchored. From 1 to 7 colors are available.

## **COM(M) PORT**

-- a serial port designated as a COMM port on the **PVI-44**. Serial devices that connect to these ports (such as a mouse or touch screen), send and receive data in single bits of information one after the other, thus the term *serial*.

## **CONNECTOR**

-- hardware installed on cable ends to provide cable attachment to an input or output device. Input and output device ports which mate with this hardware are also called connectors.

## **CONTROLLER**

-- a device that controls the selection, positioning, anchoring and clearing of markers on the **Pointmaker** overlay. Auxiliary controllers for the **Pointmaker** include a light pen and digitizing tablet -- all sold as options by Boeckeler Instruments, Inc. Other compatible controllers include certain Elographics *IntelliTouch* and *AcuTouch* touch screens, and certain mouse devices.

## **DRAW**

-- the **Pointmaker** feature which allows presenters to freehand draw or write over a video or computer image.

## **DROP SHADOW**

-- the **Pointmaker** option which allows presenters to attribute a shadow to drawing lines, frames or straight lines for the purpose of creating a line that stands out from the video image. Most colors have a black drop shadow. Black has no drop shadow.

## **EIA RS-170**

-- the specifications describing monochrome electrical performance standards issued by the Electronic Industries Association (EIA). Also referred to as RS-170 (Recommended Standard). The EIA standard is used in North and South America, Japan and most of Asia.

On the auxiliary controller (light pen, etc.), a press is the action of depressing and not releasing a button until the desired effect takes place on the screen (as opposed to a *click* of the button).

### **PROXIMITY**

-- a feature of the **PVI-44** that affects the light pen or digitizing tablet. When proximity is activated, the active pointer automatically disappears each time the pen is lifted from the drawing area.

### **UNDO / ERASE**

-- the keyboard function or button action on the auxiliary controller which allows presenters to erase anchored markers on an overlay one at a time, beginning with the most recently anchored marker.

### **VIDEO SOURCE**

-- a device from which the *Pointmaker* receives a video image, incorporates the *Pointmaker* graphic overlay capabilities, then outputs to the corresponding display. Examples of video sources for the **PVI-44** are VHS recorder/players, cameras, standard television sets, teleconference equipment, slide-to-video converters, visual presenters and more.



` 1 2 3 4 5 6 7 8 9 0



- = [ ] \ ; ' , . /



~ | @ # \$ % ^ & \* ( )



- + { } | : " < > ?

↗ 1 2 3 4 5 6 7 8 9 0

↖ = ↻ ↓ ↑ | ↵ ⊥ = = ↗  
- = [ ] \ ; ' , . /

☐ ☐ ☐ ☐ ↓ ⊥ — ↵ | ← ↖ ⊥ ⊕  
~ ! @ # \$ % ^ & \* (

| → ⊥ || ⊕ ⊕ ↵ ↖ ↗ ⊕ ⊥  
) \_ + { } | : " < > ?

# INDEX

---

## A

- a/v programmable systems
  - installation 28, 88, 107
- absolute positioning
  - (digitizing tablet) 11
- action keys 15
- active area
  - (digitizing tablet) 9
- active
  - marker 35, 36, 61, 97, 99, 103, 134
  - off 15, 98, 100, 102, 104
- active pointer
  - to position 41
- anchored marker 35, 134
- anchoring
  - a marker 52, 53, 54
  - a pointer 42
- appendices 129
- arrow pointers 3, 6
- auto-chalkboard
  - feature 76

## B

- background
  - selecting marking 77, 134
- barrel button
  - (digitizing tablet) 10, 67, 97
  - (light pen) 13, 99, 100
- baud rate 90
- bloom 131, 134
- boeckeler instruments ii, 3, 131
- brightness
  - change 7, 15, 44, 74, 97, 100, 102, 104
- brightness menu 75
- broadcaster template 90

## C

- calibrate
  - light pen 13, 80, 100
  - remote control 80
  - touch screen 18, 26, 80, 102, 133
- chalkboard feature 4, 15, 60, 61, 77, 78, 96, 97, 100, 102, 104, 134
- clear
  - end key 15, 97, 99, 101, 103
  - markers 7, 37, 56, 57, 97, 99, 101, 103, 134
- click 134
- color
  - change 7, 36, 43, 54, 74, 97, 100, 102, 104
  - palette 7, 134
  - menu 75
  - option 69, 72, 73, 75, 97, 100
- color display
  - enable 73
- com(m) port
  - definition 135
- combination
  - of markers 47
- comm number (port #) 90
- commands
  - for using RS-232C port 107
- complete modem connection
  - option 32
- composite ntsc / pal 96
- connector 135
- control key 15
- controller 135
- copyright ii
  - message 27
- cross hairs pointer 3

- chart 140
- marker overlay 7, 136. *See also* overlay
- markers 3
  - combination of 6
  - definition of 35
  - positioning 36, 53
- marking mode 38
- menu strip
  - (digitizing tablet) 9, 60, 97
- modem connections 32
- mouse device 19, 70, 104, 132, 135
- mouse pen 42, 68
- multiple controllers
  - touch screens or tablets 83
- multiscanning 78, 95

## N

- next overlay 59
- ntsc 136

## O

- offset margin 136
- open mode 83, 136
- overlay 136
  - go to # 15, 37, 59, 97, 99, 101, 103
  - next 15, 37
  - on/off key 15, 40, 46, 50, 97, 98, 99, 101, 102, 103, 104
  - previous 15
- overlays
  - number of 7, 35, 59

## P

- parity 90
- pointers 3, 6, 15, 71, 103, 134, 136
  - on/off 15, 99, 101, 103
  - positioning 51
- port initialization 28
- positioning
  - keys 15, 16, 98, 99, 100, 101, 102, 103, 104
  - for sizing 36, 98, 99, 101, 103

- positioning pointers 41
- power supply 27
- presenter template 90, 97
- press 134
- previous overlay 59
- priority user mode 84
- proximity
  - pen 7, 92, 99, 137
  - pen (light pen & tablet) 45

## Q

- quick notes 97

## R

- remote control. *See* wireless remote control
- restart pointmaker 96
- right button 10
  - (mouse or wireless remote device) 19
- rs-232
  - menu 90
  - parameters set 86, 88
- rs-232 port 29, 107, 142
  - commands for 107

## S

- scan rates 4, 118
- second button
  - (mouse device) 19
- selective mode 84
- serial ports
  - definition 135
  - setup menu 86, 88
- setup menu 10, 15, 44, 65, 67, 69, 70, 71, 72, 73, 74, 75, 78, 79, 80, 82, 83, 86, 88, 90, 92, 93, 94, 95, 97, 100, 102, 104
- source video
  - background 77
- speed switch
  - (mouse device) 20
- stop bit 90
- straight line draw 48. *See also* draw: