ProjectoWrite2 / LightPen Software FAQ's

Q: When I start up the LightPen program, I get the message *"Being unable to find the LightPen system, the program cannot run normally, please connect the USB of the LightPen system with computer, and run the program."*

A: Shut down the LightPen program. Make sure the USB is connected between the computer and the projector. Restart the program. If you still get the warning, you may have to deactivate the built in webcam of your laptop.

A: Also make sure the USB cable is rated at 2.0 or better and the length does not exceed 5M without a USB amplifier.

Q: When I start up the LightPen program, I get the message *"Sorry, the local language is not supported, application will execute in English."*

A: Click OK, program will run normally.

Q: When I start up the LightPen program, I get the message *"Error: Common Library – Path."*

A: There is an error in the LightPen program finding other parts of the program. Remove the program from the desktop. Save the LightPen2 folder into a folder on the hard drive. Open the folder and make a shortcut of the LightPenII.exe file and copy to the desktop.

Q: When I start up the LightPen program, I get a web cam window and a message of too much light.

A: Reduce the infrared light in the area: draw curtains/blinds, turn off lights, and change the orientation of the projector (aim a different direction away from the light source.) The webcam preview pane should be black if there is no IR source, an IR source will show up in the preview pane. In addition if you are not able to solve the problem this way there is another option. When you open the LightPen folder on your hard drive there is a setting file in WordPad. Open this file and you will find a list of settings. Towards the bottom there is a line "CheckEnvThreshold". Close the LightPen2 software; try increasing this setting from the standard 210 to 220. Save the file where it is on your PC and then try to run the LightPen2 software again from your desktop. If this does not fix the problem close the LighPen2 software and try adjusting the "CheckEnvThreshold" by adding another 10 to make 230. Continue to do this until your problem is resolved. If you have reached 300 please call BOXLIGHT tech support at 866.972.1549.

Q: When trying to interact with the screen, the program is not indicating the same spot on the screen that I am touching.

A: LightPen needs to be calibrated. Click the LightPen icon on the toolbar, select Calibration. Using either the epen or the wand, touch the tip the center of the green box that will appear in the extreme upper left of the projector image. Touch the next green boxes the same way, there are 13 calibration points in total. For more accurate calibration try to keep the epen or wand in the same orientation as you click the center of each green box.

Q: I touch the wand to the screen and nothing happens.

A: You must press the button on the wand to activate the tip.

Q: I try to draw a line on the screen, but it cuts out or blanks out.

A: The LightPen system cannot draw over any moving or changing image. If the image changes, this will clear any drawings that were over the changes. This is due to the image being refreshed, which also refreshes the LightPen drawings.

A: Make sure nothing is blocking the line-of-sight of the camera on the projector. The camera is located behind the dark window on the front of the projector. If you are trying to write in your own shadow the camera will not see the tip of the pen.

Q: The LightPen program will not work on my Mac computer.

A: Update the operating system to Snow Leopard ver. 10.6.4 or better.

Q: When I make changes to a presentation, how do I save the changes?

A: The LightPen is an overlay to the image and does not change the original image. You can press the save option on the LightPen toolbar (insert image) and this will take a screenshot that you can save and use for future reference.

Q: Can I use the remote mouse function of the remote control with my ProjectoWrite projector?

A: No. This ability is lost due to the USB connection with the camera (which gives you the ability to interact). There are many options for aftermarket USB presentation remotes available. If you require a presentation remote, contact BOXLIGHT for more information.

Useful Tips

Q: How can I hide the LightPen toolbar?

A: move the tip of the pen or the wand off the image and click, this will hide the toolbar. To bring back, click off the side of the image. You can also move the toolbar to the opposite side of the image by clicking off the screen on the opposite side.

Q: How do I switch between mouse mode and writing mode?

A: Click above or below the image to switch between mouse mode and the last selected writing utensil.

Q: How do I right click?

A: You can move tip of the pen/wand over the spot to right click and either touch the screen (pen) or press the button (wand) and hold for 3 seconds, this activates a right click. You can also select mouse right click option from the tool bar.