

# ResponseCard® IR - FAQ

The following FAQs have been provided for your convenience. If you have additional support questions, please feel free to contact Keepad Interactive Customer Support on 1800 463 279 (within Australia) or +61 7 3440 8000 or visit [www.keepad.com](http://www.keepad.com).



## How do I use the ResponseCard IR?

1. Point the ResponseCard at the Receiver.
2. Press (then release) the button that corresponds to the answer you wish to select.
3. You can change your answer by keying in your new choice. (The system will only count the last vote.)

## Why is my response not received by the computer?

### Is there a direct line of sight between the ResponseCard and the Receiver?

The IR Receiver needs a direct line of sight for the response to be accepted. Ensure that the receiver is placed in a position that will allow for line of sight between the ResponseCards and the Receiver.

### Is the polling open on the Presenters' computer?

The response will only be received if there is a TurningPoint question open and the slide has been reset.

### Is the input set to Response Devices in TurningPoint?

If the input is set to Simulated Data or Keyboard Keys the response will not be accepted by TurningPoint. Use the drop down menu next to Tools, on the TurningPoint toolbar, to change the input to Response Devices.

## Why are the ResponseCards not working in the polling test?

Check the following:

- Are you pointing the ResponseCard at the receiver?
- Have you selected the **Start Test** button to open the polling test?
- Are there any other TurningPoint applications open at the same time, such as TurningPoint AnyWhere or TestingPoint? (You can only have one TurningPoint application open at a time).
- Have you pressed an alpha/numerical key on the ResponseCard IR?

## Where is the best place to position the receiver?

For optimal performance of the IR Receiver, it is best to elevate the receiver at least 2m from the ground and position it parallel to the floor facing the centre of the room. The Infrared technology operates on line of sight and has a range of approximately 27m. The responses from the ResponseCards are accepted easily when the ResponseCard is held at least a foot away from the receiver.

## How can the participants check if their response has been received?

Successful transmissions can be acknowledged via the TurningPoint Response Table or the Response Grid. The Response Table can be inserted from the Insert Object menu. The Response Grid can be shown or hidden at your convenience by clicking on the Show Response Grid button on the TurningPoint Show bar or pressing F7.

**NOTE:** A participant list must be loaded in TurningPoint in order for these features to work.



### How does TurningPoint track individual responses from the ResponseCard IR?

The ResponseCards IR is capable of tracking responses in Fixed or Programmable mode. The Fixed ID is the 6 digit hexadecimal code located underneath the barcode on the back of the ResponseCard.

The Programmable ID is a 2 to 6 digit number of your choice - you can assign any 6 digit ID number between 000001 – 999999.

### How do I program the ResponseCard IR to Fixed ID?

1. Press and hold the \* and 1 buttons simultaneously for 3 seconds until the LED turns solid red.
2. Let go of both buttons and the LED will flash 3 times to indicate that the ResponseCard was successfully programmed to Fixed ID (serial number on the back of the keypad.)

### How do I program the ResponseCard IR to Programmable ID?

1. Press and hold the \* and the 6 buttons simultaneously for 3 seconds until the LED turns solid red.
2. Enter the number that you would like to program the Keypad to. (The LED will flash after each digit is pressed). The number needs to be two digits, for example if programming the ResponseCard to ID # 1 it must be entered as 0 1. (The 10/J button is used as 0).
3. Press the \* button and the LED will flash 3 times to indicate that the Keypad was successfully programmed to a numeric value.

### How do I know if the batteries are low?

The average battery life is 6 to 12 months. A low battery is indicated by a very dim LED, it is recommended that the batteries are replaced as soon as you notice the dim LED.

### What type of battery does ResponseCard IR require?

Each ResponseCard IR comes equipped with two 3.0V lithium coin cell batteries model number CR2032. Replacements can easily be purchased at most electronic retail outlets. Keypad Interactive will provide batteries for replacement; discounts are available to customers with a current Annual Support and Warranty Agreement.

### Where do I find the device ID number?

The device ID number is located on the back of your ResponseCard under the bar code. Your device ID number will be either a 6 digit alpha-numeric code or a 6 digit numeric code. The numbers can only be 0-9 and A-F. For example, your number will not contain the letter O or the letter I.

