

ResponseCard® RF - 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.



How do I use the ResponseCard RF?

1. Press (then release) the button that corresponds to the answer you wish to select.
2. A green light will confirm that your response has been received.
3. You can change your answer by keying in your new choice. (The system will only count the last vote.)

Why does my ResponseCard flash orange instead of green?

Are you on the correct channel?

If your ResponseCard is on the wrong channel it will flash orange/yellow for 8 seconds. On the 9th second it will turn red. The ResponseCard channel must match the channel that the Receiver is set to. The default channel is 41; to reset your ResponseCard to channel 41, press Go 41 Go. When you correctly program the ResponseCard, the light will turn green.

Is the polling is 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 is 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.

How do I change the channel on the ResponseCard RF?

1. Press (then release) the **GO** button on your ResponseCard.
2. While the light is flashing red and green promptly enter the channel number.
3. The light should stay a steady orange colour.
4. Immediately press **GO** again.
5. Now the light should be a steady green colour.

EXAMPLE: If setting the ResponseCard to the default channel41 **PRESS: GO 41 GO**

Why is the light flashing green on the ResponseCard but the response is not being received by TurningPoint?

Check if an invalid response has been entered on the ResponseCard. TurningPoint prevents you from submitting an invalid response – **Example:** if you selected '5' to a question with just two possible answers the response would not be accepted. Try responding again with a valid response.



Why are the ResponseCards not working in the polling test?

Check the following:

- 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 RF?

What does it mean if no light displays when a button is pressed?

The ResponseCard batteries may have become slightly loose, or may have run down.

Before replacing the batteries, check if they have become loose by opening the battery cover and lifting the battery contacts slightly. If this does not help the batteries will need to be replaced.

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 will also blip much faster, it is recommended that the batteries are replaced as soon as you notice these indicators.

What type of battery does ResponseCard RF require?

Each ResponseCard RF 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.

