

ResponseCard® XR - 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 XR in presentation mode?

* Presentation mode is used during a live presentation when the speaker wants immediate feedback from the audience.

1. Press **MENU**.
2. Highlight **Presentation** (Use the **YES** button for down and the **NO** button for up).
3. Press **Enter**.
4. Your screen will display the following:
**Presentation
Mode
Channel Number**
5. Press the button on the ResponseCard that corresponds to your answer choice.
6. A checkmark will appear on the right-hand side of your screen to confirm that your answer was received.

Why does the ResponseCard XR display "Not Accepting Answers"?

Is 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. If TestingPoint is being used the Test Administrator must be open and ready to receive responses.

Does the presenter have the input set to Response Devices?

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 does the ResponseCard XR display "No Receiver on Channel __ in range"?

This message indicates that the ResponseCard XR is on the wrong channel. The ResponseCard channel must match the channel that the Receiver is set to. The default channel is 41; see the next FAQ for additional information on how to reset your ResponseCard to channel 41.

How do I change the channel on the ResponseCard XR?

1. Press **MENU**.
2. Scroll to Change Channel (Use the **YES** button for Down and the **NO** button for Up).
3. Press **Enter**.
4. The next screen will show you which channel the ResponseCard is currently programmed to. Use the numeric keys to enter your channel. (Type in 41 for channel 41).
5. Press **Enter** when the correct channel number is entered.
6. If the receiver is found, you will automatically be taken into Presentation Mode.



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 has been pressed on the ResponseCard XR.
- Do you have a version 2.4 receiver connected? (The XR ResponseCards are only compatible with the newer 2.4 generation receivers). You can check the version of the receiver in the settings window, select Tools > Settings > Response Device. The version of the receiver is beside the serial number of the receiver in the response device settings.

How do I know if the batteries are low?

A low battery is indicated by an empty battery indicator in the top right corner of the screen.

What type of battery does ResponseCard XR require?

Each ResponseCard XR keypad comes equipped with two AA batteries. Keypad Interactive will provide batteries for replacement; discounts are available to customers with a current Annual Support and Warranty Agreement.

Why does the screen go blank?

The XR card is designed to shut off after several seconds in order to save your batteries. To turn it back on, press any button and the screen will pick up where you last left it. You may also press the Menu button anytime to return to the menu screen.

How do I scroll?

The Yes and No buttons allow you to scroll down or up, and the 1/A and 3/C buttons allow you to scroll left or right.

Where do I enter my student data?

You can enter your data from the Menu on your ResponseCard. Press Menu, then scroll down to the Setup Menu, and press Enter. Choose User Data, and press Enter. You will see a screen allowing you to View, Edit, or Send your User (student) data.

How do I update the ResponseCard XR firmware?

A Hardware Updater application can be downloaded from the download section on our [website](#). Using this application and a mini-USB cable, you can update your ResponseCards' firmware.

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.