

TurningPoint® - Mac FAQ

TurningPoint – Mac Version 1.2

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.

Licensing

Do I need a software license to use TurningPoint on multiple computers?

You do not need a license to install and author content using TurningPoint on multiple computers. TurningPoint is available for download from www.keepad.com free of charge. However, in order for TurningPoint to receive participant responses to an interactive polling session, each computer will need a licensed receiver plugged in. (The licence is loaded onto the receiver at the time of purchase or when you upgrade your licence).

Why do I get the message that indicates my receiver is not licensed to work with TurningPoint?

If you have upgraded the software from TurningPoint 2006 to TurningPoint 2008, your receiver will need a 2008 license code. Please call Customer Support on 1800 463 279 (within Australia) or +61 7 3440 8000 for further assistance.

System Requirements

How much memory and what kind of software does my computer need to have to run TurningPoint and a ResponseCard® system?

Hardware

- G3 processor or better / Intel processors fully supported (Universal Binary)
- 256 MB RAM (512 MB recommended)
- 10 MB hard disk space
- Available USB 1.1 or USB 2.0 port
- Ethernet or 802.11 compatible wireless network card (for ResponseWare and RemotePoll use).

Software

- Mac OS X 10.3 or higher
- Microsoft Office 2004 for Mac

Program Features

I'm using a Mac and TurningPoint 2008 won't work with my Mac Office 2008.

TurningPoint 2008 software is only compatible with Mac Office 2004. Unfortunately with the release of Microsoft Office 2008 for the MAC, Microsoft made the decision to remove support for Visual Basic, therefore TurningPoint could not be directly integrated into Mac Office 2008. To accommodate our valuable Mac users, we have shifted Mac development to TurningPoint AnyWhere.



Program Features

I can't get my ResponseCard to work. I don't see any responses.

If you are not receiving responses, check the following settings and programming. **NOTE:** The ResponseCard IR does not use channels.

Check to see if your **receiver** is registering in TurningPoint.

1. Select **Tools** from your TurningPoint toolbar.
2. Select **Settings**.
3. Select **Response Devices**.
4. The receiver will be displayed in the right hand pane. It will list the receiver ID, version and channel.
5. Note the **Channel Number**. (The default channel is channel 41).

Make sure your **ResponseCard RF** is on the same channel as your receiver.

1. On the ResponseCard RF press **Go**.
2. While the light is flashing red and green promptly enter the two digit channel number.
3. Immediately press **Go** again.
4. The light should turn solid green, if it does not please repeat the process.

Make sure your **ResponseCard XR** is on the same channel as your receiver.

1. Press **Menu**.
2. Arrow down to **Change Channel** (use the **Yes** button for down and the **No** button for up).
3. Press **Enter**.
4. Type in the channel number.
5. Press **Enter**.

How do I set an answer as correct using the Mac?

Option 1

1. Select **Tools** from the TurningPoint toolbar.
2. Select **Settings**.
3. Select the slide.
4. Select the correct answer.
5. Change the Answer Value to correct.

Option 2

1. Hold down control and click on the answer options.
2. A contextual menu will open, scroll down to **Set Answer Values**.
3. Mouse over the correct answer.
4. Select **Correct**.

Why can't I see the Correct Answer Indicator?

If you do not see the Correct Answer Indicator after adding it to your slide, check to make sure you have specified a correct answer for the question.



Program Features

Am I able to convert my existing PowerPoint slides into TurningPoint slides?

Yes, you can convert existing PowerPoint slides in to TurningPoint slides.

1. Confirm that the existing slide is in **Title/Text** layout with the **Answers** in a bullet format for Office 2004.
2. Select **Insert Object** from the TurningPoint toolbar.
3. Select **Chart** from the dropdown menu. This will insert a chart into your existing slide converting it into an interactive response slide.

How do I save my data?

To save the session data file, select the **Disk** icon on your TurningPoint toolbar.

What happens if I forget to load my participant list before running a session?

TurningPoint will allow you to link the participant list after the fact if the original session was run using the **Auto** setting for the participant list.

1. Select **Continue Prior** session from the TurningPoint toolbar.
2. Select the session.
3. Select the desired list from the **Participant List** choices.
4. Save the session with a new name.
5. This will add the list to the newly saved session.

If I create an interactive polling presentation using PowerPoint 2004 and TurningPoint on my Mac, do I have the ability to run in on my PC?

Yes, if you save your TurningPoint presentation using PowerPoint 2004 you can poll on either Mac or PC. To save the presentation, select Save from the PowerPoint toolbar.

Can I import a participant list I created in Excel® on my Mac?

TurningPoint for Mac does not support importing a participant list from Excel. To create a participant list using a Mac, you will need to use the Participant List wizard.

How do I increase/decrease the amount of time on my countdown timer?

1. Once you have inserted the countdown timer, Control-click.
2. Select **Change Timer Limit** from the menu.
3. A dialogue box will open prompting you to change the time limit.

Note: You also have the ability to change the countdown time using through the TurningPoint Settings. It is found under **Tools > Settings > Response Reminders**.

When I make changes to my slide charts, I don't see them update automatically. How do I see my changes?

You can view the changes to your TurningPoint charts by refreshing the slide using the **Refresh** icon (next to Insert Slide) on the TurningPoint toolbar.



Program Features

I don't see my TurningPoint show bar after starting my presentation using the PowerPoint toolbar.

The presentation must be started using the **Start Show** icon from your TurningPoint toolbar to run successfully on the Mac. (The **Start Show** button is found on the right side of the TurningPoint toolbar, next to the Help button).

The polling doesn't open automatically on my Mac. How do I start/stop polling?

Polling is started/stopped using the **Open Polling/ Close Polling (Play/ Stop)** buttons located on your show bar.

I have Mac Office 2004 and 2008 installed but I get AppleScript error 2741 when trying to run my reports.

Open **Excel in Office 2004** before running the report. Once Excel 2004 is open, run the report from the TurningPoint toolbar.

How do I create a ResponseWare Session ID for my TurningPoint® presentation?

1. Launch TurningPoint.
2. Select **Tools** from the TurningPoint toolbar.
3. Select **ResponseWare**.
4. Enter your ResponseWare username and password.
5. Select **Login**.
6. Select **Close**.

Still have questions?

Additional information and instructions can be found in the TurningPoint User Guide.

Visit: http://www.keepad.com/user_guides.html