

# TurningPoint® - PC FAQ

TurningPoint – PC Version 4.2

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](http://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 software is available for download at [www.keepad.com](http://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.

## PC System Requirements

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

#### Hardware

- Intel or AMD 600 Mhz class processor (1 GHz or higher recommended)
- 256 MB RAM (256 MB or more of “available” RAM recommended)
- 60 MB hard disk space (an additional 32 MB is required if you do not have Microsoft .NET Framework 2.0 installed)
- 1024x768 resolution at 32-bit colour or higher
- Standard USB 1.1/2.0 port
- Ethernet or 802.11 compatible wireless network card (for ResponseWare and RemotePoll use).

#### Software

- Microsoft Windows Windows 7, Vista or XP
- Microsoft Office 2010, 2007(with Service Pack 2) or 2003

**NOTE:** To avoid experiencing compatibility issues, we recommend that the software is installed in the same language as Windows and Office. The language selected in the Regional settings (in the Control Panel) must also match the language of Microsoft Office.

## 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.

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

1. Select **Tools** from your TurningPoint toolbar.
2. Select **Settings**.
3. Select **Response Device**.
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).



## Program Features

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

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**.

**NOTE:** The ResponseCard IR does not use channels.

### How do I set an answer as correct?

#### Microsoft Office 2003

1. Highlight the answer text you wish to set as correct.
2. Right click on the highlighted text.
3. Select **Set as Correct** from the drop down menu.

#### Microsoft Office 2007

1. Find **Answer Values** in the Settings Pane on the right hand side of the screen.
2. You will see boxes corresponding to the number of answers on the slide selected.
3. Click the drop down menu arrow to the right of the answer you wish to set as correct.
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.

### I don't want to display the charts in my presentation. What do I do?

If you do not wish to display the chart in your presentation, follow the below steps to set the presentation to **Review Only**. This will keep the charts from populating during the presentation. However you will still be able to see charts in thumbnail view. You will also have the option of returning to the slide to reveal the chart during presentation if you decide to reveal the results to your audience. (This option is only available for PC).

1. Select **Tools** from the TurningPoint toolbar.
2. Select **Settings**.
3. Select **Presentation**.
4. Make sure the **All Settings** radio button is marked.
5. On the right hand pane, scroll to **Chart Options**.
6. Scroll to **Review Only**.
7. Change to **True**.
8. Select **Done**.



## Program Features

### How do I change my chart colours?

TurningPoint allows you to modify the colours displayed on your chart.

1. Select **Tools** from the TurningPoint toolbar.
2. Select **Settings**.
3. Select **Presentation** from the left pane of the Settings window.
4. Make sure the **All Settings** radio button is marked.
5. On the right hand pane, scroll to **Chart Options**.
6. Select **Chart Colours**.
7. Select **User Defined**.
8. Select the colour next to **Chart Colour 1**.
9. Select a new colour from the pop up box.
10. Repeat steps 8 and 9 until you have completed your colour changes.
11. Click **Apply All**.
12. Click **Done**.

### 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 for Office 03 or **Title/Content** layout for Office 07.
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 presentation 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.

### Why doesn't my Team Leader Board show any teams?

Teams must be assigned by either a **Team Assignment** slide in the presentation or through a **Participant List**.

- Include a **Team Assignment slide** in your presentation. (The Team Assignment slide is found under Insert Slide on the TurningPoint toolbar).
- If you are using a **Participant List** to assign teams, check to make sure you have assigned the teams by placing a check mark in the appropriate box when the groups are created in the list.

Additional information and instructions for Team Leader Boards can be found in the TurningPoint User Guide. Visit: [http://www.keepad.com/user\\_guides.html](http://www.keepad.com/user_guides.html)



## Program Features

### Why doesn't my Team Leader Board show point totals?

Questions must have a point value assigned and must have an answer marked as correct in order to award points. Teams also must have a positive point value in order to appear on the board.

### I don't understand the point total for my team score. How does it calculate?

The formula for the team score will be one of the following, depending on how you have the setting Multiple Response Divisors set.

- If the setting is **Responses**, the calculation is: Total number of correct team responses/ Total number of team responses \* Point Value.
- If the setting is **Devices**, the calculation is: Total number of correct team responses/ Total number of team devices \* Point Value.

### 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**.

## Support Issues

### I am opening TurningPoint from the TurningPoint icon but the toolbar is not displaying in PowerPoint.

If the TurningPoint toolbar is not displaying after you have closed all applications and opened TurningPoint from the icon on the desktop or the start menu; you will need to follow the below steps to check if TurningPoint has been disabled.

#### Office 07

1. Click the **Microsoft Office Button** 
2. Click the **PowerPoint Options** button.
3. Select **Add-ins** from the left hand side.
4. Check if TurningPoint is listed in the **Disabled Application Add-ins** list.
5. Select Disabled Items from the Manage drop down box at the bottom of the window, and then click **Go**.
6. Select the add-in and click **Enable**.
7. Click **Close**.
8. Close PowerPoint then reopen it from the TurningPoint icon on the desktop and check if the TurningPoint ribbon displays.

#### Office 03

1. Click on Help on the PowerPoint toolbar.
2. Select about PowerPoint.
3. Click disabled items.
4. Click Enable TurningPoint.
5. Close PowerPoint then reopen it from the TurningPoint icon and check if the TurningPoint toolbar displays.



## Support Issues

**When I insert a TurningPoint Slide my computer becomes temporarily unresponsive and when the slide inserts there is no chart on it.**

The issue is a result of the current regional and language setting not matching with the language version of Microsoft Office installed on the computer. This can be resolved using the following steps.

1. Close all applications.
2. Check the language that Microsoft Office is installed in.
3. Open Windows Control Panel.
4. Open Regional and Language Options.
5. Select the language that corresponds with the language of Microsoft Office.

**Why does my presentation crash when I have hyperlinks in Office 07?**

Currently TurningPoint will not function properly in Office 07 if the presentation includes links to outside content (videos). This is a memory issue with Office 07 that is exacerbated by the presence of an add-in.

This issue can be resolved by running the presentation on Office 03 or embedding the videos into the PowerPoint presentation.

**TurningPoint is running slow since I upgraded to Office 2007.**

If Office has been installed **after** TurningPoint you will need to uninstall and reinstall TurningPoint because the file structure between the two versions of Office is very different.

**Still have questions?**

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

Visit: [http://www.keepad.com/user\\_guides.html](http://www.keepad.com/user_guides.html)