

# 1 FB121 Frequently Ask Questions

## 1.1. Tips for Usage


### Replace the Pen Refill

- a) Clamp the head of ball pen refill with original iron clamp, pull out the used one.
- b) Install the new pen refill into the pen holder.
- c) Lightly press the pen refill up.



### Replace the Pen Battery

- a) Anticlockwise rotate the battery cover out.
- b) Tip out the first battery.
- c) Remove the second battery by inserting the back end of iron clamp into the square hole of the battery stack.
- d) Remove the third battery cells according to above method.

- e) Make positive poles of three new battery cells upward, and insert them into the battery sack one by one.
  - f) Tighten the battery cover clockwise.
1. If the pen is idle for 5 minutes it will enter energy-saving (sleep) mode. To revoke it press the pen tip on any surface.
  2. If the writing board is idle for 5 minutes it will enter energy-saving (sleep) mode. Press the Reset (Wakeup) key on the writing board to resume.
  3. Handwriting should not be too fast. Or the handwriting strokes may split.
  4. Do not use the pen and mouse at the same time.
  5. Do not use the two interactive pens at the same time.
  6. Do not hold the button on the pen when writing.
  7. Keep the board away from interference sources, such as strong light, strong magnetism and strong ultrasonic radiator.
  8. When reinstalling or updating the application, you must make sure you have closed the application.
  9. When the system tray prompts that the writing board connection fails, or the icon displays like this , press Reset (Wakeup) key to activate the writing board. Check whether writing board low-power LED lights up. If it lights up, replace batteries.
  10. There must be no barriers between the pen and receiver. Keep the paper flat, angle between the pen and paper greater than 60 degrees when writing.
  11. During handwriting try to maintain the position of paper on the writing board. Or the input strokes may be skewed.

## 1.2. Common Input Problems and Solutions

1. Q. When writing with interactive pen, the pen is continuing to write when the pen is away from the board.  
A. Check whether the pen refill is installed correctly or install the pen refill again.
  
2. Q. Handwriting input cannot be realized or handwriting is discontinuous.  
A.
  - i. Check whether the battery power of interactive pen is low, installation of battery polarity is wrong (positive pole should be outward), check low power LED of writing board lights up. If it is lights up, you should replace the battery of writing board. When writing, the paper cannot be tilted.
  - ii. Check whether USB receiver LED lights, press Reset key and check whether the receiver LED flickers.
  - iii. Check whether there is barrier between the pen and writing board.
  - iv. Check whether USB driver is installed properly in Windows system. (Device Manager should display 'Philips PDIUSB12 SMART Evaluation Board')
  - v. Check whether computer is in standby, sleep, or hard disk closed state.
  - vi. Check whether there is interference, such as strong light, strong magnetism or strong ultrasonic sources (keep a proper distance from the PC host, monitor or sound box).