

# Setting up Clickers: Troubleshooting Guide

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**Use this chart to solve basic setup issues with TurningTechnologies clickers and software.**  
This assumes you've installed the polling software and have a USB receiver and ResponseCard(s).

Symptom:	Try this...
<b>TurningPoint ResponseCards and RF Receivers</b>	
The PC doesn't seem to recognize the <b>USB Receiver</b> after I plug it in.	Watch the Amber light on the receiver. If it's blinking, the receiver is still registering with the PC. Wait until blinking stops. Your system should announce when the USB device is ready for use.
<b>OR</b>	Try plugging the USB Receiver into a different USB port, and repeat the above steps.
How do I know if my Receiver can detect my clickers? How do I know if my Receiver and clickers are on the same channel? How do I change the Channel on my Receiver?	The default channel on the Receiver and ResponseCards is 41. Push the ResponseCard Channel button to see which one is currently set.  <b>In TurningPoint PC</b> , on the TurningPoint ribbon, click Preferences >> Connections. You should see "41" next to "Receiver". Change this channel number if necessary. To check ResponseCard reception, click Test and then push any ResponseCard button.  <b>In TurningPoint Anywhere</b> , click Options >> Preferences >> Connections. You should see "41" next to "Receiver". Change this channel number if necessary. To check ResponseCard reception, click Test and then push any ResponseCard button.
How do I change the Channel on my ResponseCard clickers?	<b>Changing the ResponseCard channel:</b> On each ResponseCard, push the Channel button, enter the new channel number, and push Channel again. Push the ResponseCard Channel button to confirm the new channel.
I think something may be interfering with reception of signals from the ResponseCards. What can I do?	Radio Frequency (RF) signals may be affected by metal barriers like filing cabinets or metal office furniture. Move the USB receiver out from behind potential obstacles. Move your laptop on top of a desk or use a USB extension cord or hub to relocate the USB Receiver.
I have more responses than I have Students. Why?	The receiver has a range of up to 200 feet. It's possible that another classroom is doing polling with both classrooms using the default channel of 41. Change the channel of your Receiver and ResponseCards to something other than 41.
<b>TurningPoint 5 Software</b>	
How do I <b>reset my Session</b> before starting a new poll?	<b>In TurningPoint PC</b> , on the TurningPoint ribbon, click Reset >> Session <b>In TurningPoint Anywhere</b> , click Options >> Session >> Reset Session

## More Help:

- **TurningPoint Audience Response Systems: Help and Downloads**  
<http://cid.vcc.ca/p1-dl/instructions/clickers/Turning/turningpoint.html>

Email [dlsupport@vcc.ca](mailto:dlsupport@vcc.ca) to request technical support from the Centre for Instructional Development.