

MimioTeach Hardware Troubleshooting Guide

This is a guide showing what steps to take should you encounter any issues with using the MimioTeach system.

| If this happens... | Try this... | And then... |
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| If there is no status light... | <ul style="list-style-type: none">• Plug the USB power supply into an electrical outlet | <ul style="list-style-type: none">• If that does not fix the issue, confirm that it is a working power outlet.• Confirm that the USB cable is connected firmly to the bottom of the bar.• If that does not resolve the issue, borrow a USB cable from a friend and see if that gets the bar working.• If that does not resolve the issue, submit a tech request. * |
| If you get a solid amber status light... | <ul style="list-style-type: none">• Keep the MimioHub connected to your computer and restart your computer. | <ul style="list-style-type: none">• If that does not fix the issue, launch Mimio software, open preferences, click “Classroom Devices”, select your device and click “Connect”.• If that does not resolve the issue, submit a tech request. * |
| If you get a flashing green status light... | <ul style="list-style-type: none">• Launch the MimioStudio software from your applications folder. | <ul style="list-style-type: none">• If that does not fix the issue, restart your computer with the MimioHub connected to your computer.• If that does not resolve the issue, submit a tech request. * |

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|---------------------------------------|---|--|
| If the stylus stops working... | <ul style="list-style-type: none">• Confirm that you are using the Hub that came in the box with the Bar. They are configured to work together and will not work with other bars/ Hubs.• If it is the correct pair, restart your computer with the MimioHub connected to your computer.• If that does not resolve the issue, submit a tech request. * | <ul style="list-style-type: none">• If it is a mismatched set (Hub and bar), find the original Hub that came with your bar (or vice versa).• If that does not fix the issue, restart your computer with the MimioHub connected to your computer.• If that does not resolve the issue, submit a tech request. * |

* Remember that your Mimio team leaders are knowledgeable and can help but please do not interrupt their teaching when seeking Mimio assistance.

Team leaders are:

Candice Comp

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