

CPS Trouble Shooting

Problem	Try
How do I make my "fast grade lesson" student paced.	Click on Engage....Assessment Set Up....Student Paced. Make sure to select the correct class from the drop down menu.
Everything is plugged in, however, it does not work?	Click on Settings...Delivery Options...Receiver...Detect Receiver
The clickers won't engage questions created in CPS.	On the engage toolbar, click engage (do not click on assessment set up....teacher led).
The clickers won't engage a PPT.	In Settings...Delivery Options...Teacher managed tab....uncheck the box for show full screen.
I want to add a PowerPoint that I created to the clicker software.	Click on Prepare...Lesson and Assessments. Add Files
The screen is too small when a fast grade quiz is engaged.	Click and drag the bottom right hand corner and pull it to screen size.
How do I dump CPS data into Integrate Pro.	Click on Report...Integrate Pro Export. Save the file. Open IG Pro...Click File...Import into gradebook. The grades will appear as the last task. Edit the task.
The clicker is not programmed correctly.	With the clicker off, press < > at the same time, then click the -+ key. The clicker will turn on. Input the channel number and click SEND. Input the clicker number. Click SEND. Click on SEND one last time. (Total of three sends). The clicker will power off and then come back on reprogrammed.
Fast grade screen only shows in black and white.	Click on options....color feedback.
Grades import as percentages not points.	On the IG Report Preview screen, click after each student name and press the tab key two times. Save this file and import into the gradebook.
The receiver comes up to a different channel than the sticker.	Click on Settings...Delivery Options. Click the Receiver tab. In the base channel box, type in the number on the sticker of the receiver. Click Apply. The receiver number should change.
I want to engage multiple forms of a test.	Create separate fast grade quizzes. On the engage tab, select all versions of the test. Engage the test. The clicker will now want the test version number.
There is an error writing CPS data.	That means that the destination drive is full (your h:/ or your flash drive). You computer will freeze and you will have to hard boot it. Remove files from your destination drive (h:/ or jump drive).
The chalkboard won't work.	Make sure the power is on and that the hub light is green. Push the hub light button and put the pen in the red hole on the back of the chalkboard. If it still doesn't work, plug the chalkboard directly into the computer. Give the computer time to recognize the software. Once the chalkboard software has been recognized, plug it back into the hub (so it is wireless). Put the pen in the red hole.
Clicker is frozen.	Reboot the clicker by press < > at the same time, then

	click the -+ key. The clicker will turn on. Input the channel number and click SEND. Input the clicker number. Click SEND. Click on SEND one last time. (Total of three sends). The clicker will power off and then come back on and should work.
The clicker won't turn on.	Change the batteries (you will need a small Philip's head screwdriver).
I want to auto send alphabetic responses.	Click settings....delivery options....teacher settings. In the Gen 2 RF only section, click auto-send alphabetic response.
I want timed slides so that students can move automatically to the next question.	Click settings....delivery options....teacher settings. In the time based section, check the box auto move to the next question. Note: You can also adjust the time.
The computer won't recognize my chalkboard.	Unplug any remote mice that are plugged in. Plug in the chalkboard again.
My clicker is stuck in a fast grade lesson.	Click on Options...Enable Power Button. Have the student turn off and on the receiver. They will need to input the data again. Make sure to disable the power button again.
I would like to re-grade, omit or edit student answers.	Click on Report....click on Edit. Click on Re-Grade questions to change test answers or make multiple answers correct. Click re-grade students to edit student answers.
How can I add a graphic to the CPS for PowerPoint?	In CPS for PowerPoint. Cover the words [Option 1] with the graphic so that you can still see the letter. The engage button will appear when PowerPoint is launched. The other option would be to not use the question slide...insert the picture and add the letter to the picture. This would have to be manually engaged. You can still see student responses, but it will not track the student data
How do I change clickers to a new channel?	Press < > at the same time, then click the -+ key. The clicker will turn on. Input the channel number and click SEND. Input the clicker number. Click SEND. Click on SEND one last time. (NOTE: There is a total of three sends). The clicker will power off and then come back on and should be set to the new channel.
How do I change a faint clicker display?	With the clicker off, hold the power button - the serial # should display. Without releasing the power button, hold down the [right arrow key]. The serial # should continue to display. Release both buttons - the serial # should be frozen. Hit the right arrow key again to access the contrast menu. Adjust as desired and hit "Send."
What if Clickers do not turn on at all?	The remotes have a manual reset built into them, much like a garage door opener. You can manually reset the clicker by removing the batteries, holding down both of the arrow keys (<,>) for about 15-20 seconds. When you put the batteries back in, the remote should then be reset to factory settings.