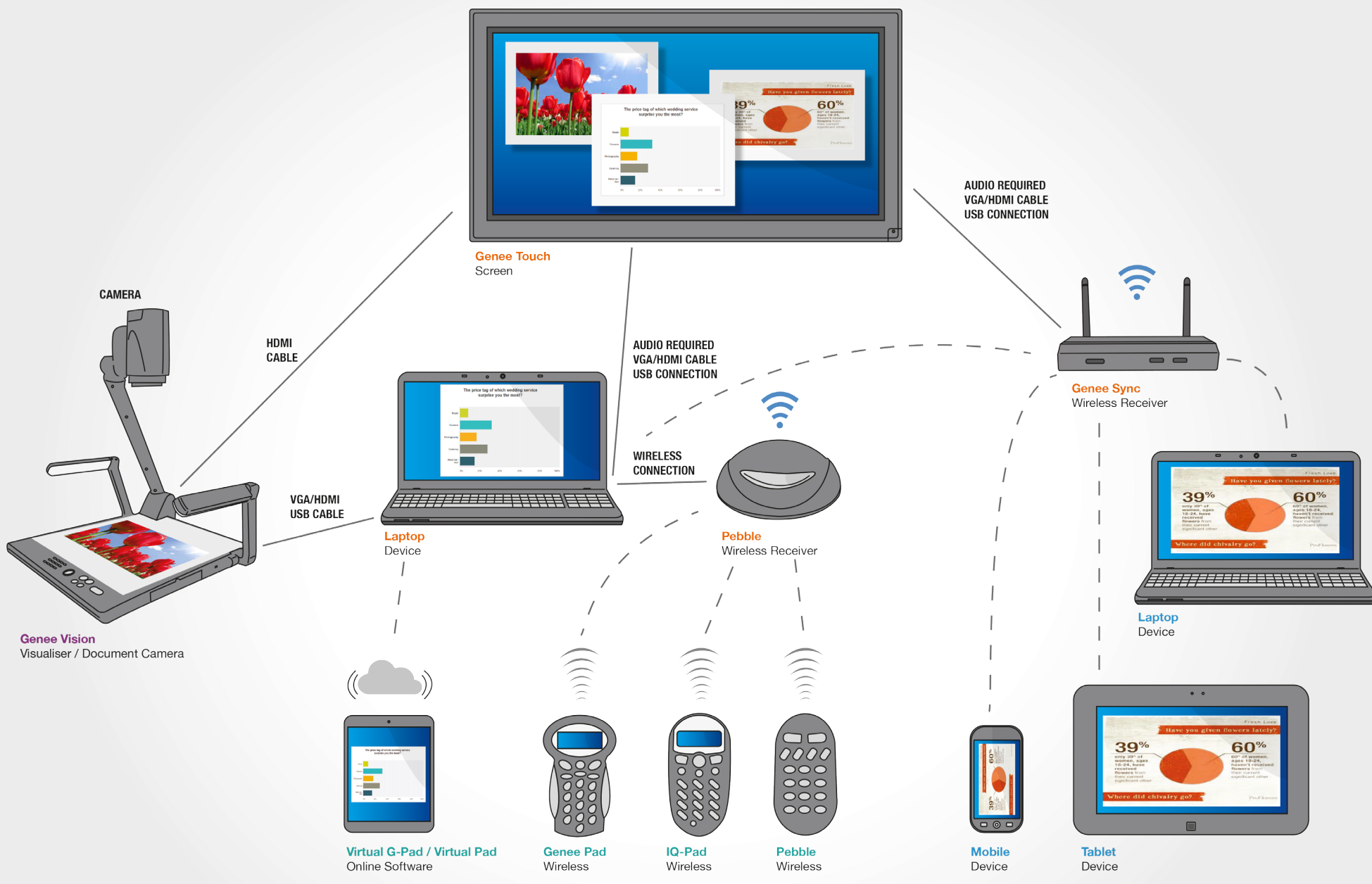


CUSTOMER CARE BOOKLET



www.geneeworld.com





VISUALISER

AUDIENCE RESPONSE SYSTEMS

STUDENT DEVICES

ABOUT THE CUSTOMER CARE BOOKLET

This booklet will provide you with all the information you need to get started with your Genee World products and features guides about our market-leading interactive touchscreens, visualisers, audience response systems and interactive whiteboards.

To get the very best out of your Genee World product, we have developed optional in-depth training programmes to cover each product group. These training modules will give course members practical resources, materials and lesson plans, which will have teachers and trainers confidentially developing their own pedagogical style and lesson content after each section.

We are constantly looking to improve and innovate to ensure that both users and learners get the maximum benefit with our equipment when it is in use. So it is important that you regularly check out our website: www.geneeworld.com for any software updates and additional resources for new products as they are launched.

Product Registration - Online Only

Thank you for purchasing a Genee World product.

Please take a few minutes to register your product by visiting www.geneeworld.com/register

Benefits of Registration

- **Extended warranty**
 - LED touchscreen: UK warranty extended to 5 years
 - Visualisers*: UK warranty extended to 5 years
 - Response systems**: UK warranty extended to 3 years
- Confirmation of ownership - provides a record in case of product loss or theft
- Improved product development - helps us to continue to design products that meet your needs
- Your safety - allows us to contact you with important product notifications

You must register within 28 days of receipt of goods to receive your extended UK warranty. If you need assistance to register your product please call 01902 390878 or email technical@geneeworld.com

* GV150SD, GV3100HD, GV4100HD, GV8100HD, GV9100HD models only

**Extended warranty does not include batteries

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CONTACT DETAILS

Tel: +44 (0)1902 390878
Website: www.geneeworld.com
Address: 3 Upper Zoar Street, Wolverhampton WV3 0LA

Technical Department Tel: +44 (0)1902 390878 (option 4)
Email: technical@geneeworld.com

Sales Department Tel: +44 (0)1902 390878 (option 3)
Email: sales@geneeworld.com

Accounts Tel: +44 (0)1902 390878 (option 6)
Email: accounts@geneeworld.com

General enquiries Tel: +44 (0)1902 390878 (option 7-Switchboard)
Email: enquiries@geneeworld.com

TRAINING

We provide extensive information and training on all our products, such as webinars, specifications and FAQs. However if you feel you need further training, either at our headquarters or your premises, we are happy to help.

We provide half and full day training courses on all of our products.

If you would like a visit from one of our expert educational consultants, please call +44 (0)1902 390878 (option 3) for further information and costs or complete the form below.

Our sales staff will be happy to arrange an appointment at a time most convenient to you.

Training booking form

Name: _____

Establishment: _____

Address: _____

Postcode: _____

Email: _____

Tel no: _____

Signature: _____

Print name: _____

PO no: _____

Genee Vision
visualiser training

Interactive LED
screen training

ClassComm/Cens-Us
response system
training

ONSITE DEMONSTRATION

If you wish to book training please complete this form, highlighting the modules you wish to be trained in and email it back to us on support@geneeworld.com.

If you would like to receive an on-site demonstration of any of our products we will be happy to arrange this for you. Please contact one of our consultants on +44 (0)1902 390878 (option 3) or go to www.geneeworld.com/demo-request. Alternatively complete this form and email it to marketing@geneeworld.com.

On-site demonstration booking form

Name: _____

Establishment: _____

Address: _____

Postcode: _____

Email: _____

Tel no: _____

Signature: _____

Print name: _____

Interactive LED
screen training

Genee Vision
Visualiser

ClassComm/Cens-Us
response system

Other (please state)

G-TOUCH INTERACTIVE SCREEN SET UP

The following connections will need to be made to fully utilize your new interactive LED screen.

- Connect the 15 pin VGA cable between your laptop and the projector's wall plate. Labelled computer VGA or HDMI
- Connect the 3.5mm stereo audio plug into the computer's headphone socket, and the two phono plugs at the other end of the cable into the audio inputs on the wall plate (not needed with HDMI)
- Connect the USB cable coming from the screen (usually emerging by the wall plate) to the computer



Software installation

Your screen comes with a software and driver CD. Ensure that you have administrator rights on your computer so that you can load this software.

Insert the disc into your computer's drive. If the disc does not run automatically you will need to click on "My computer", then "CD/DVD drive" then "open" then the run/set up exe file.

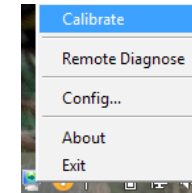
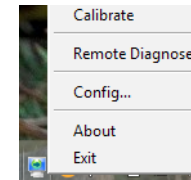
Follow the on screen instructions. You may be asked to restart your computer before these additions take effect.

Once you have done this your new screen is ready to use.

Calibration

The screen will need to be calibrated before it is used. (this should not need to be repeated unless there is a change in projector or screen position and used with the same computer).

Calibration can be achieved by double clicking the new icon that will appear in the windows toolbar at the very bottom right hand side of your desktop.



This will then give you another menu of five or so options. Click on calibrate.



You will then get a series of crosses projected onto the screen. Hold the screen pen onto each of the crosses as they appear.

Once the sequence has finished you will need to save it when asked, by clicking on the save option that will be displayed after the sequence.

Calibration can take place as often as required.

Please note that the screen does not come with Microsoft Windows loaded. Please ask your software/IT administrator for your organisation's access details.

If you experience any problems please refer to the online user manual: www.geneeworld.com/manuals-support

FREQUENTLY ASKED QUESTIONS

G-Touch interactive display screen



Q: How does the screen arrive on-site and what's contained in the box?

The screen is delivered in bespoke hard-wearing packaging to keep the screen secure during transportation and installation. The box contains:

- 3m HDMI cable
- 3m VGA cable
- 7.5 USB cable
- Mains cable
- 3m audio cable, 3,5mm jack plug to jack plug
- 3 pens
- Remote control
- Batteries
- Spark disc

Q: Will it have all of the cables I need to plug it in immediately?

Yes.

Q: Is there a manual to help me set it up?

There is a quick start guide and an indepth manual. Further information can be found online.

Q: How do you calibrate the screen?

Firstly, install the Spark disc and driver software. The calibration function is located within the Windows Systems Tray. You have the choice of 4, 9, 21 points for calibration.

Q: Is the screen Mac and PC compatible?

Yes. Windows up to v8.1 and MAC OSX 10.10 Yosemite.

Q: What sort of stand should I use?

It depends on your requirements, ie: mobile, static, Hi-Lo manual/electric. flip. See the specifications of the current range in the catalogue (www.geneeworld.co/catalogue) or go to the product pages of the website for indepth specifications.

Q: Is the G-Touch compatible with the Smart Notebook software?

A: Yes, the G-Touch screen works with Smart Notebook. Smart sell a collaborative Licence to work on other manufacturer's products. The G-Touch is compatible with all smart versions of software.

Q: If I get stuck is there a helpline I can call?

A: Yes – call Genee World on +44 (0)1902 390878 (option 4) and ask for the technical department.

Q: What's the warranty on the screen?

A: Your screen comes with a 1 year warranty as standard. If you register your product by visiting www.geneeworld.com/register within 28 days of receipt of goods you will receive a FREE 5 year warranty in the UK.

There is a range of software specifically designed to help you make the most of your Genee products. For further information on these software packages go to the product section at www.geneeworld.com



TROUBLESHOOTING GUIDE: G-TOUCH SCREEN

Symptoms	Possible error	Solution
Service programme cannot be connected	The device is not correctly installed	Reinstall the driver
	The USB Port (cable) is not connected	Change the USB cable to test or check is working
	The IR lights are blocked	Make sure that there are not obstacles blocking the IR light covers
The device requires recalibration every time it powers on	The computer is installed with recovery protection card	Turn off the computer protection programme and recalibrate the service programme
Incorrect calibration of service programme	Incorrect calibration	Make the image full-screen with the auto button on the remote control. Then calibrate with the screen pen
There is a shake or leap of the handwriting during writing	Incorrect writing	The angle of the screen pen should be greater than 60 degrees (ensure sleeves or wrist are not too close to the screen)
	Strong light source	Remove interference or reposition screen
There is a break of the handwriting during writing	Incorrect writing	The angle of the screen pen should be greater than 60 degrees (ensure sleeves or wrist are not too close to the screen)
	Covered area is not big enough or the pen is too tapered	
	The IR lights are blocked	Change the pen tip
	Strong light source interferences	Check if any obstacles are blocking IR light covers Remove interference or reposition screen

Symptoms	Possible error	Solution		
Writing does not show on screen	The handwriting colour is too similar to the background colour	Use the pen with other colours		
	Hands or other objects are on the screen during writing	The angle of the screen pen should be greater than 60 degrees (ensure sleeves or wrist are not too close to the screen)		
	Strong light source or IR source interference	Remove interference or reposition screen		
No sound or image		<ul style="list-style-type: none"> Check that the power cable is connected and the socket is operational Check the ship form switch is turned on Check standby is enabled Check that the device has the correct signal source input Check that the setting is of correct image brightness and contrast ratio Check the volume 		
	Image works but there isn't any sound		<ul style="list-style-type: none"> Check the volume button See if the mute button on the remote control is activated Check of the audio connection between the computer and screen is active 	
		Image is appearing in black and white		<ul style="list-style-type: none"> Adjust the colour setting Check the colour system
			Image/sound interference	
	Remote control not working			<ul style="list-style-type: none"> Change battery Clean the emitting port on the top of the remote Check the battery contact point

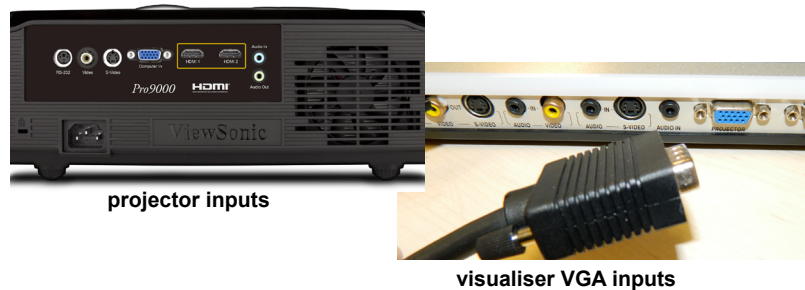
CONNECTING THE VISUALISER TO A PROJECTOR

You can use your visualiser as a presentation tool with a single connection to a projector.

You will need:

- The power pack
- The VGA cable

This is a simple set-up. There may be situations where mobile projectors are being used and all that is required is the visualiser image to be displayed.



The built-in functionality of the visualiser means that the projected image can be frozen, mirrored or split.

Alternatively, with a fixed projector, there will often be a connecting wall plate that the VGA lead will plug into.

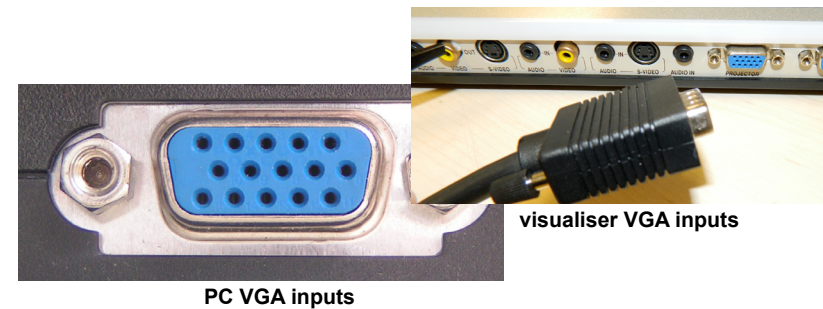


CONNECTING THE VISUALISER TO A PC

Linking a visualiser to your PC or laptop will allow you to switch the projector inputs
You will need:

- The power pack
- The VGA cable
- A second VGA
- HDMI cable (available only with HD visualiser range)

The VGA cable should be plugged-in to the 'computer' socket on the back of the visualiser and the VGA socket on your computer.



By pressing the CCD/PC1/PC" button on the visualiser (which will change from blue to green), you can switch the projector inputs between the camera and the PC/laptop desktop (you may have to clone the computer's screen to see this). With certain Genee Vision models, a third digital input can be switched in.

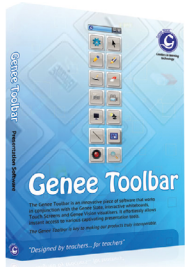
Your classroom PC and interactive screen should have a splitter box somewhere at the back with 3 VGA leads going into it.

The simplest way of achieving this is to follow the VGA lead from the wall plate and remove it from the splitter, then plug it into the visualiser's 'projector' socket.

Now use the additional VGA lead to link the vacant splitter socket back to the PC to achieve the same effect as above.

The visualiser acts as a splitter box and which can replace the existing box.

USING THE USB TO CAPTURE IMAGES



You can use your visualiser to capture still or moving images onto your computer.

You will need:

- Capture software (Genee Toolbar)
- USB cable

You will first need to load the resources disk, which includes Genee Toolbar and USB camera driver, onto your system.

Following the software installation, plug in the USB lead (the visualiser socket is under the side flap).

When the computer has found the 'new USB', open Genee Toolbar for a live view image.

Once you have a live image on your desktop, you can start using you interactive screen tools to annotate over the top.

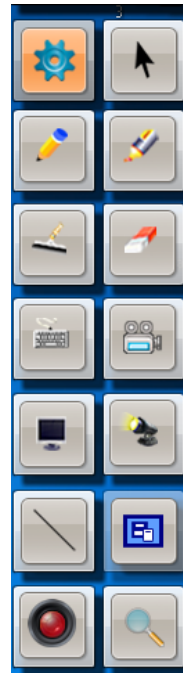
With Genee Toolbar you can capture still (jpeg) or moving images (avi).

Other programs that will link to the visualiser are Word, Powerpoint and Smart Notebook.

To insert an image, go to 'INSERT', 'IMAGE FROM CAMERA OR SCANNER', checking the dialog box to see that the USB 2861 driver is listed.

For movie capture and editing, Microsoft Moviemaker is ideal. There are also several animation programs available that directly link to the visualiser.

(Image capture only requires the USB lead to be attached.)



FREQUENTLY ASKED QUESTIONS

Genee Vision visualiser



Q: How does the visualiser arrive on-site and what's contained in the box?

A: The visualiser arrives packed in a cardboard box, the smaller box inside contains: the warranty card, software, training disk and all the additional leads required to connect the visualiser to a PC and DVD/video player. These include a USB cable and VGA cable.

Q: Will it have all of the cables I need to plug it in immediately?

A: Yes – in the small box is a VGA cable and USB cable. The VGA cable that you currently have plugged into your laptop or PC that takes the signal to your projector now needs to be plugged into the visualiser. The VGA cable that is supplied with the visualiser takes the signal from the laptop or PC into the 'computer in' serial port on the visualiser. The USB cable goes from the socket on the side of the visualiser to the PC or laptop so that images can be captured using the video capture software on Genee Toolbar.

Q: Is there a manual to help me set it up?

A: There is a quick start manual supplied in the box and there is a help document available to download from www.geneeworld.com. There is also a disk enclosed that explains how to set up the visualiser.

Q: If I get stuck is there a help line I can call?

A: Yes – call Genee World on +44 (0)1902 390878 (option 4)

Q: Is the unit portable?

A: Yes – it can easily be moved from room to room. Some people have put them on trolleys so that it can be taken to where it is needed on a lesson-by-lesson basis.

Q: Where is the remote control kept?

A: Looking at the front of the unit the remote control is kept on the left hand side. There is a small catch which releases the unit. The first time the unit is used please remove the clear tab to activate the battery.

Q: I've set it all up as described but still can't see any image. What could be the problem?

A: Have you taken the lens cap off? There is a rubber cap that protects the lens in transit. This needs to be removed.

Q: Do I have to attach a laptop or PC?

A: No – not unless you want to capture any images, use it in conjunction with an interactive screen, annotation software or use it as a video camera to capture moving images using Windows Movie Maker or any application that allows a video feed to be used i.e Geneemation or video conferencing software.

Q: Are there any other units in the range?

A: The GV50, GV150 and GV3100 have most of the functionality of the GV4100HD, GV8100HD and GV9100HD but are smaller in size. The GV4100HD, GV8100 & GV9100 have the ability to capture and save images directly to an internal memory.

Q: Can I use the visualiser in conjunction with my interactive touchscreen or whiteboard?

A: Yes – Once you have loaded the video capture software onto your laptop or PC you can display your desktop by selecting PC1 mode on the visualiser then open up Genee Toolbar video capture software to display a live image. You can now use your annotation tools to annotate over this image or you can use your capture tool to capture this image and transfer it straight into your screen area or you can select the camera icon from the toolbar within Genee Toolbar and capture the image as a jpeg, which again can either be annotated over or inserted into a screen area. If you are using SMART notebook software you can insert the image directly by going to 'insert' – 'image from scanner' select the device and press capture. When you close down the window the image appears within the screen area.

Q: The output to my projector is sent via a splitter box. Can I still connect the visualiser?

A: Yes – take the lead out of the splitter box that is taking the image to the projector and plug this into the visualiser 'projector' input. Using the VGA cable supplied, with the visualiser connected to the splitter box to the 'computer in' port on the back of the visualiser.

Q: Are the Genee Toolbar software and drivers supplied with the unit?

A: Yes – they're on a CD (in the small box) with the leads and warranty card.

Q: Do I need to load the Genee Toolbar software and drivers if I don't want to capture any still or moving images?

A: No – load Genee Toolbar as it is Twain compatible and will allow networking options, and simply plug a VGA cable into the 'projector' socket on the back of the unit and connect to a projector, monitor, plasma or LCD screen.

Q: Can I insert images straight into other applications such as Word or Powerpoint using the visualiser?

A: Yes – if the application you are using has the facility to insert from scanner or camera, then when this is selected, and the visualiser is selected as the input device you can then capture the live feed and drop it directly into the application.

Q: Are there consumables that need to be replaced?

A: No – there are no consumable items in the visualiser.

Q: Can I annotate over the live image being shown by the visualiser?

A: Not when you are outputting directly from the visualiser - but if you are working on a laptop or PC on which you are viewing the image.

Q: Can I use the visualiser as a normal video camera?

A: Yes – you can use Windows Movie Maker to capture video. When you open up Windows Movie Maker select the 'capture from video device' option and the visualiser will be recognised as the video input device. You can also link the visualiser to video conferencing software or applications such as Geneemation where a live feed can be used to create animation sequences. Indeed any application that allows a live feed to be used will recognise the visualiser as an input device.

Q: Does it work with Apple Mac machines?

A: Yes – we can supply Apple Mac on new disk drivers so that it will work in conjunction with imovie.

Q: Could I link in and control any other hardware using the visualiser?

A: Yes – there is an RS232 port on the right hand side of the unit which allows you to connect and control another device if you wish to.

Q: What happens if the object I want to view is bigger than the plate on the visualiser?

A: No problem – simply angle the camera so that it points to the table or desk in front or behind the visualiser and zoom out to get the biggest image possible. Use it in this way when carrying out science practical demonstrations or food technology demonstrations or a process on a machine such as threading a sewing machine or using a CNC machine in Technology.

Q: What format are the pictures that it captures?

A: The Genee Toolbar software captures the images in jpg format.

Q: Could I record myself demonstrating a process such as soldering, making a cake or threading a sewing machine?

A: Yes. We suggest you use Windows Movie Maker or Genee Toolbar to do this so that if you wish to you can edit the file afterwards and make it into a quality learning and teaching resource, which could then also be posted onto a VLE and made available for download or viewing by your students or audience whenever they wish. We know of lots of users who do this.

Q: Is the base of the unit waterproof?

A: It is sealed but, just to be on the safe side, if you are using a lot of liquid or chemicals that could damage the surface either place a tray or board over the top of the plate or angle the camera and work on a table or bench top instead.

Q: Is it easy to use?

A: Very easy. The unit self-focuses and adjusts its own light levels. All you need to do is simply place something underneath the camera and press buttons either on the remote or the unit itself. The button says on it what it does ie. Frz - freezes the image, split – splits the screen into two halves freezing the image on one half.

Q: Do I require any special training to enable me to begin using it effectively?

A: No – once you have plugged everything in you're up and running. Download the books and resources from the Genee World website or watch the videos, which give you great ideas of how to use the unit effectively. If you do want further training onsite our qualified and experienced trainers will travel to you and deliver a training session. However, this is chargeable.

Q: Have you produced any support materials to help the user gain maximum benefit from the unit?

A: Yes we have simple set up guides, a user guide, a compilation of example lessons, a document showing a range of animation techniques that can be carried out with the visualiser and a document showing where the visualiser could be utilised within the supplied resource disk. Some of these can also be downloaded from our website and others can be sent to you on request

Q: What's the warranty on the unit*?

A: Your visualiser comes with a 1 year warranty as standard. If you register your

AUDIENCE RESPONSE SYSTEM SET-UP



Audience response systems each come with handsets, a receiver, recharging kit and a ClassComm software CD, which you will need to install the software.

Name	Type	Size
fscommand	File folder	
images	File folder	
ClassComm.exe	Application	3,621 KB
Setup.html	HTML Document	12 KB

Software installation

Ensure that the receiver is disconnected before you insert the ClassComm installation CD. If the CD does not auto-run, you will need to manually run 'ClassComm.exe' from the CD contents menu.

The ClassComm installation menu screen will open as shown below:

- Select ClassComm installation from the menu options
- Follow the on-screen wizard instructions to install the software



NB: ClassComm can be installed in educational mode or corporate mode. The main difference between the two modes is the terminology used.

Connect the receiver and test handset communications within ClassComm

Connect the ClassComm receiver to an available USB port on your PC. A red LED will light up on the receiver.

At this stage, the PC will automatically detect the receiver and configure the drivers accordingly. Remember it is important to install ClassComm before attaching the receiver.



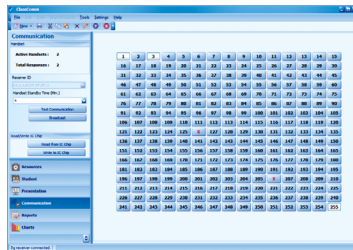
Launch ClassComm by clicking the icon from the desktop or from Start>All Programs>ClassComm.



A message in the bottom left area of the ClassComm screen will appear stating that the receiver has connected successfully.



Click on the communications tab within ClassComm. This will display the communication grid as shown in the image to the right. Turn on the handsets (assuming that they have been charged) and press any key. The corresponding handset ID will light up in the grid.



For a more detailed set-up and advice on how to create presentations, reports and training programmes, please refer to the audience response system Quick set up guide, which can be found in the box or online at www.geneeworld.com/manuals-support

FREQUENTLY ASKED QUESTIONS



Q: When using the response systems with ClassComm I am getting a black screen when the program wants to run a video

A: Open Quicktime Player, open Quicktime preferences, select files types/ miscellaneous/ and check flash tracks apply, press OK then start software again (may need rebooting)

Q: When opening ClassComm the program defaults back to the desktop

A: Check version of Quicktime Player. If higher than 7.0.3 then uninstall and install the version directly from the disc supplied.

Q: Is the system IR or RF?

A: The system is controlled by radio frequency so there are no problems with line-of-sight. The receiver can be placed anywhere within the room where the handsets are being used.

Q: What is the range for communication with the receiver?

A: The range for communication with the receiver is 500m, which is more than adequate for most situations. The first time the handsets are used with the receiver they have to be paired to the receiver by holding down the '?' button and holding the handset next to the receiver.

Q: How many handsets do I have to buy?

A: The average set is 30 but you can buy as many as you require. Don't forget that with each set you will need a receiver – for instance, if you purchased 30 handsets and wanted to use them as two sets of 15 then you would need to purchase a second receiver.

Q: How do I create content?

A: All content is created within Powerpoint so you will need a copy of Microsoft Powerpoint. This is not supplied with the ClassComm software. We do supply an additional plug-in tool that inserts a toolbar into Powerpoint, so that any question slides you create can be mapped ready-to-insert to ClassComm.

Q: Is the system portable?

NOTES

A: Yes, the complete system comes in a strong case and can be carried to wherever it is required. In the case are storage slots for all the handsets + receiver and USB cable + a charging cable so that the handsets can be charged up 8 at a time.

Q: How do I get all of my class/audience details into the master list to create classes or groups?

A: You can add students'/audience details in individually, but initially you may want to import details in bulk using an Excel or CSV file. An administrator should be able to provide you with this file. The minimum information required in separate columns is an ID number, first name, surname and handset id. While the unit is on the student/individual tab, and with master list selected, you can then import this data using the import/export facility. When you have created your class you can add multiple students from the master list by using the ctrl and left click buttons.

Q: Can I share the resources I create?

A: Remember that all resources are created within Powerpoint outside of the main ClassComm software. These resources can be stored anywhere, including a shared drive on a network. If this is the case you may want to tick the box that says 'create local copy' when you import this activity, just in case the link to the shared drive is not available when you want to use the activity. The system memorises the file path to where the file is stored locally, so if you move the file on your local machine you will have to re-import it. It is best to create a folder called 'ClassComm Resources' somewhere on your local machine and save all content into this folder and ensure the folder does not get moved. If your hard drive is formatted with the NTFS system then you could add extra security or add restricted access on this folder if you wished to prevent other users making changes. Remember to always make a backup just in case of an unexpected occurrence.

Q: Can I customise the look of the software and personalise it in any way?

A: Yes – If you click on the settings menu at the top of the screen and then select 'theme' you can choose from 6 different themes. Also if you click on the double arrow underneath and to the right of the 'charts' button you have the option to add or remove buttons.

Q: What's the warranty on the response system?

A: Your response system comes with a 1 years warranty as standard. If you register your product by visiting www.geneeworld.com/register within 28 days of receipt of goods you will receive a FREE 3 year warranty in the UK.

PRODUCTS

The Genee World range of presentation products offers a complete integrated system, enabling you to select all the elements you require from a single source.

Interactive LED screens



Interactive whiteboards



Screen accessories



Stands & mounts



Wireless presenting



Audience response systems



Visualisers



Software





Genee World Ltd, 2 Upper Zoar Street, Wolverhampton, WV3 0LA, UK
Tel: +44 (0)1902 390878, info@geneeworld.com, www.geneeworld.com