GETTING STARTED

*e*Instruction™

Interwrite DualBoard™

for Windows and the Mac

eInstruction™

We at eInstruction are proud of our family of Interwrite products. We strive to continue to bring you the best the technology has to offer. We urge you to visit our Web site, where we will post the latest information regarding any updates and changes we have made that would impact the instructions in this *Getting Started* document.

www.einstruction.com

Click on any of the Interwrite products to access product information, software downloads, documentation, and training information.

Please recycle

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Interwrite DualBoard™
Overview

The Interwrite DualBoard is central to the Interactive Classroom. Students can work side-by-side at the DualBoard, solving problems, writing sentences, or drawing pictures. Imagine the fun you can have creating competitions that will engage all your students. And, the Interwrite DualBoard can take it; this durable electronic whiteboard features eInstruction's patented electro-magnetic technology. When you combine your Interwrite DualBoard with Interwrite Pads, or the new Interwrite Mobi™, you have created an interac-tive, collaborative learning environment that is unsurpassed.

You will see in this *Getting Started* guide how versatile your Interwrite Dual-Board installation can be, accommodating every type of presentation envi-ronment. Every step of the setup and installation process for each possible configuration is described in these pages. In addition, a variety of accessories are described. Some of the Interwrite DualBoard accessories, such as an electronic pen, are required; others are optional. In any case, we will show how they can be used to uniquely tailor your interactive environment to your requirements.

Once set up, your Interwrite DualBoard must be able to communicate with your computer, either by means of a cable connection (serial or USB), or wirelessly, using the *RFCOM* and *Workspace RF Hub*. The eInstruction Device Manager, installed during the Workspace installation, manages the communication link between your Interwrite DualBoard, Interwrite Pads and Interwrite Mobi, controls their operation, and provides a robust set of tools to achieve the interactive experience.

You will use Workspace tools to calibrate your Interwrite DualBoard. Calibra-tion ensures that the cursor on the projected image is properly aligned with the tip of the electronic Interwrite Pen on the whiteboard's surface.

The Workspace software provides a diversity of tools and operational modes that enhance the interactive experience. **Mouse Mode** allows you to use your Interwrite Pen as a mouse to run applications and access the Internet. **Annotate Over Desktop Mode** makes it possible to run videos, movies, TV shows and Flash applications and annotate them while they run. **Lesson Mode** makes the full set of Workspace tools available to create lessons and presentations and annotate the pages of those lessons and presentations. When you are presenting a PowerPoint slide show, a Word document, or an Excel spreadsheet, you can switch into **Office Mode** and save your annota-tions in the native file.

Installation Overview

This section describes what you will be doing and the order in which you will be doing it, to facilitate the installation of your Interwrite DualBoard and its preparation for use.

1. Unpack Your Interwrite DualBoard

Open the shipping box and remove the Accessory Box. Leave the Interwrite DualBoard in the box until you are ready to mount it.

In the *Accessories* section of this guide, you will see that a variety of Interwrite DualBoard accessories are available to help you create the interactive environment that best suits your requirements. Following is a basic list of the Interwrite accessories likely to be included with your Interwrite DualBoard:

Serial Cable	Cable Guides	Interwrite Workspace CD
USB Cable	Power Supply	This *Interwrite DualBoard*
RFCOM and Workspace RF Hub	Power Supply Adapters	*Getting Started Guide*
	Wall Mounting Bracket	
Interwrite Pens	Mounting Clips	

- If you are going to connect your Interwrite DualBoard using a **cable**, only one cable, *either* Serial *or* USB, can be used.

- If you are going wireless, neither cable should be used.

- If your **Power Supply** shipped with a set of adapters, the instructions for fitting the correct adapter on the plug are described on page 13.

- If you are connecting your Interwrite DualBoard using a USB cable, the Power Supply is not needed.

- If you are using a serial connection, attaching the RFCOM module to the board for wireless communication, or connecting the Interactive Pen Charging Station to the board's controller, the **Power Supply** is required.

The **Cable Guides** are used to manage and guide dangling cables. The optional **Mounting Clips** will be used only when you are mounting your Interwrite DualBoard on the wall. Their installation is described in the *Accessories* section on page 30.

Your Interwrite DualBoard ships with one **Wall Mounting Bracket**. The Mounting Bracket is installed on the wall. The DualBoard's frame is designed to interlock with and hang from the Wall Mounting Bracket.

You will need an electronic **Interwrite Pen** to use with your Interwrite DualBoard. You can choose from between the Interactive Pen and the rechargeable Interactive Pen. The optional **Interwrite Interactive Pen Charging Station** plugs into the board and attaches to its frame to keep the recharged Interactive Pens close at hand. It can alternatively be mounted on the wall, although it should be close enough to the Interwrite DualBoard's controller so it can be plugged into the Power Connector on the top of the controller housing. (The Pen Charging Station can be plugged directly into a wall socket or power strip. The power cable with a standard power plug for such an installation is sold separately.) If you are mounting your Interwrite DualBoard on the wall and you are using a Pen Charging Station, you should attach it to the Interwrite DualBoard *before* you mount the board.

The **Interwrite Workspace CD** contains the Workspace software. Interwrite Workspace must be installed on your computer before you can complete the installation of your Interwrite DualBoard.

2. Mount Your Interwrite DualBoard

Will this be a wall mount, or a floor stand mount? If you are mounting your Interwrite DualBoard on a floor stand, you need to assemble the floor stand first. The instructions for assembling your floor stand are included in the floor stand shipping box. In addition, instructions for assembling your floor stand can be found on page 32 in this guide.

The type of mount will also determine which Mounting Brackets, if any, you will attach to the back of the Interwrite DualBoard. For a floor stand mount, two Mounting Brackets are attached to the back of the Interwrite DualBoard with supplied Phillips screws. These Mounting Brackets ship with the floor stand.

For a wall mount, the Interwrite DualBoard requires only one Mounting Bracket, which is attached to the wall. The frame of the Interwrite DualBoard is designed to overlap the Mounting Bracket on the wall. The hardware for attaching the Mounting Bracket to the wall is not included. You will supply the hardware that is appropriate to the type of wall on which the Interwrite DualBoard is being mounted.

WALL MOUNT

If you purchased the Interactive Pen Charging Station and/or the optional Pen Tray accessory, install them *before* you hang the Interwrite DualBoard on the Wall Mounting Bracket. If you plan to use the optional Mounting Clips (page 30) to stabilize your wall-mounted board, install them after you have mounted your Interwrite DualBoard on the wall.

FLOOR STAND MOUNT

After you assemble the floor stand, you will attach the two Mounting Brackets to the back of the Interwrite DualBoard using the Phillips screws provided. It requires two people, one at each end of the Interwrite DualBoard, to mount it on the floor stand. It is attached using the Knob Screws provided. You can attach the optional Pen Tray accessory and/or the Pen Charging Station after the Interwrite DualBoard is mounted on the floor stand.

3. Install the Interwrite Workspace Software

4. Connect Your Interwrite DualBoard

Your Interwrite DualBoard must be able to communicate with the Interwrite Workspace software just installed on your computer. This communication link is established either by means of a physical cable (USB or serial) connection, or wirelessly between the two RF communication modules—one connected to the Interwrite DualBoard (RFCOM) and one connected to the computer (Workspace RF Hub). The computer will automatically find the Interwrite DualBoard, whether it is connected to it by a cable, or wirelessly using the RFCOM and RF Hub.

5. Connect the Video Projector

6. Prepare the Electronic Interwrite Pens and Install the Pen Charging Station

The Interactive Pen comes with its battery installed, so it is ready to use. Instructions for replacing the battery in the Interactive Pen is on page 29. After the optional Pen Charging Station is installed on the Interwrite DualBoard, the rechargeable Interactive Pens must be charged before they can be used. Instructions for attaching the Pen Charging Station to the Interwrite DualBoard are on page 27.

7. Calibrate Your Interwrite DualBoard

Before you begin using it, your Interwrite DualBoard needs to be calibrated to ensure that the tip of the electronic Interwrite Pen is aligned with the cursor on the projected image. Any time the Interwrite DualBoard or video projector is moved, the Interwrite DualBoard must be re-calibrated.

Mounting the Interwrite DualBoard on the Wall

The Interwrite DualBoard Wall Mounting Bracket, found in the Accessory Box, is mounted on the wall. The Interwrite DualBoard frame overlaps the Wall Mounting Bracket's lip.

The hardware for attaching the Mounting Bracket to the wall is not included. The hole spacing on the bracket matches 16" and 24" wall stud spacing.
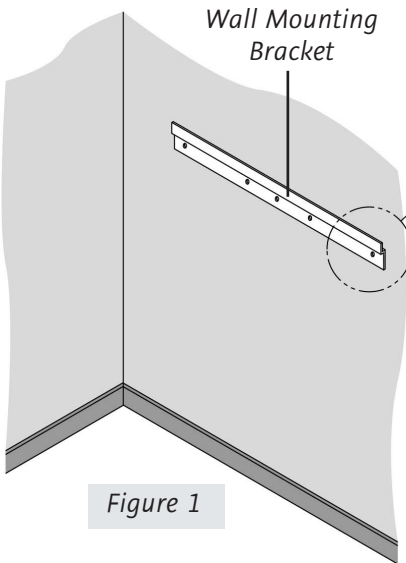
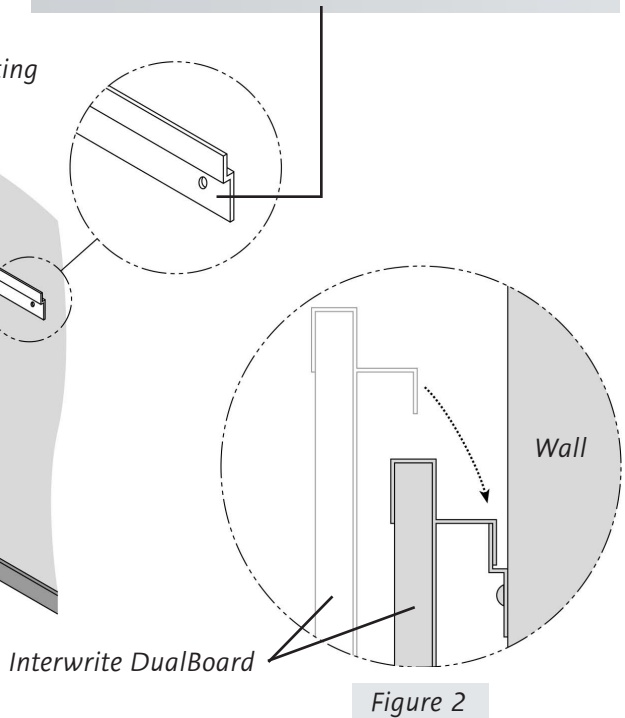*Wall Mounting Bracket*

Figure 1

Wall

Interwrite DualBoard

Figure 2

Hang the Interwrite DualBoard frame on the Wall Mounting Bracket, as shown above.

Two people should mount the Interwrite DualBoard on the wall to avoid injury, or damage to the DualBoard.

If you are planning to use the Mounting Clips, described on page 30, in conjunction with the wall mount, install them on the back of the board and attach them to the wall *after* you hang the Interwrite DualBoard.

1   Attach the Wall Mounting Bracket to the wall (*Figure 1*), using hardware appropriate for the wall structure. (This hardware is not included.)

2   Hang the Interwrite DualBoard by interlocking the Wall Mounting Bracket with the rear edge of the top part of the Interwrite DualBoard frame, shown in *Figure 2*.

Attaching the Floor Stand Mounting Brackets to the Interwrite DualBoard

After you have assembled the floor stand (instructions on page 32), you will attach the Mounting Brackets that came with the floor stand to the back of the Interwrite DualBoard.

Tools Required:

Phillips screwdriver

1   Attach the **Mounting Brackets** to the back of the Interwrite DualBoard frame. The Slide Slot is oriented toward the top of the Interwrite DualBoard, the Ratchet Slots are toward the bottom, and the short side of each bracket points inward toward the center of the board.

Slide Slot

Ratchet Slot

Mounting Brackets

Mounting Bracket   *Interwrite DualBoard*

Small Screw   *Brass Insert*
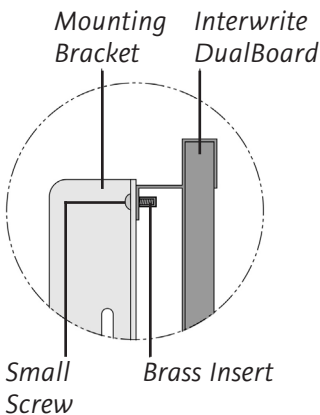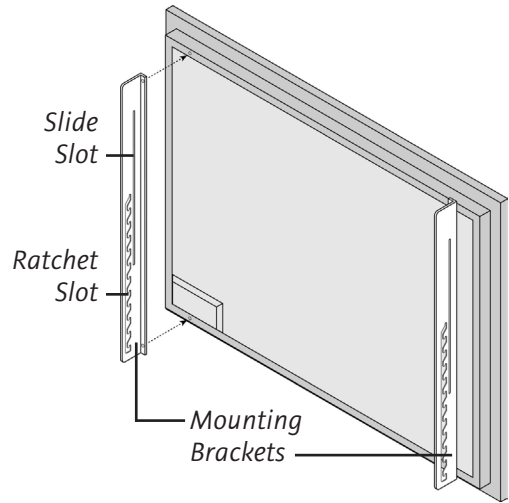
2   Line up the holes in the bracket with the **Brass Inserts** on the frame. Use the two **small screws** provided to attach the bracket.

Mounting the Interwrite DualBoard on the Floor Stand

The Interwrite DualBoard is attached to the floor stand with the provided **Knob screws**—two on each side of the board.

> ⚠ **Two people should mount the Interwrite DualBoard on the floor stand to avoid injury, or damage to the Interwrite DualBoard.**
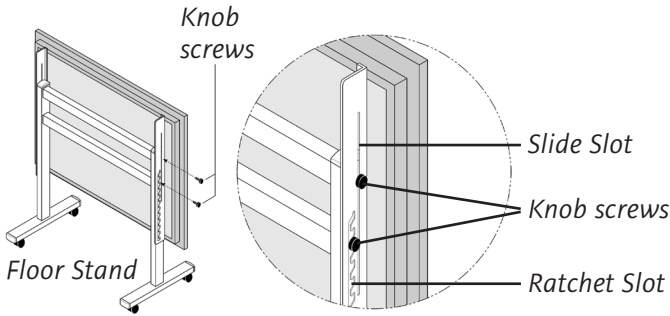
3 With one person at each end of the Interwrite DualBoard, position the Mounting Brackets on either side of the Floor Stand Legs. Thread the top **Knob screw** through the **Slide Slot** in the Mounting Bracket and into the hole closest to the front edge of the Floor Stand. Screw the second Knob screw through one of the **Ratchet Slots** in the Mounting Bracket and into the screw hole positioned in the middle of the second, lower set of four Crossbar screws.

The position of the Interwrite DualBoard on the floor stand can be adjusted by standing in front of the Interwrite DualBoard, grasping the bottom of the board with both hands, and sliding it up or down, coming to rest on one of the Ratchet Slots in the Mounting Brackets.

> ⚠ **One person can adjust the position of the Interwrite DualBoard up or down, but be sure to stabilize the floor stand before you attempt to reposition the board. Lock down the thumb tabs on the Casters, or push the floor stand against a wall to prevent it from rolling, or put one of your feet on the Floor Stand Foot to hold it in place as you adjust the Interwrite DualBoard's position.**
>
> **Position the floor stand on a level surface to avoid tipping.**
>
> **Lower the Interwrite DualBoard to the lowest position on the floor stand before moving the stand.**
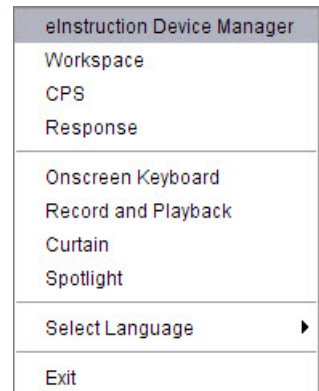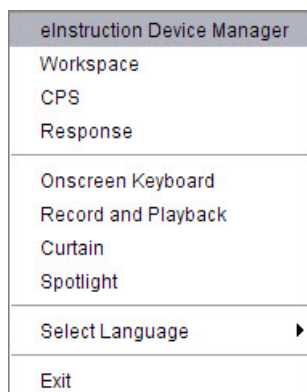>
> **Do not hang objects on the Interwrite DualBoard.**

Installing the Interwrite Workspace Software on Windows

The Interwrite Workspace software must be installed on Windows by a user with *Administrator* privileges. Interwrite Workspace is compatible with Windows 2000, XP, and Vista.

1   Log in as *Administrator*.

2   Insert the Interwrite Workspace CD into the CD drive on your PC. The Installer will autoload. If it doesn't, click on the **Start** button on the Windows Task Bar and select *Run* from the menu. Type *X:\setup.exe* (*X* represents the CD drive letter).

3   Select the *Install Interwrite Workspace Software* menu option.

4   Follow the onscreen instructions for the software installation.

You will know Interwrite Workspace has installed successfully by the appearance of the eInstruction icon in the System Tray on the Windows Task Bar. (If the icon does not appear, restart your computer.) When this icon appears, it indicates that the eInstruction Device Manager is now running in the background on your PC. The eInstruction Device Manager provides access to the eInstruction Interactive Classroom applications and manages the Interactive Classroom hardware devices. Click on the icon to display the Device Manager menu.

eInstruction Device Manager
Workspace
CPS
Response
Onscreen Keyboard
Record and Playback
Curtain
Spotlight
Select Language ▶
Exit

Installing the Interwrite Workspace Software on the Mac

The Interwrite Workspace software must be installed on the Mac by a user with *Admin* privileges. Interwrite Workspace is compatible with Mac OS X version 10.4 or higher.

1 Log in as *Admin*.

2 Insert the Interwrite Workspace CD into the CD-ROM drive on your Mac. An Interwrite Workspace CD icon will appear on your desktop.

3 Double-click on the Interwrite icon on the desktop to display the CD's contents. Double-click on the **Install Interwrite** icon.

4 Follow the onscreen instructions for the software installation.

The appearance of the eInstruction icon on the Menu bar indicates that the eInstruction Device Manager is now running on your Mac. It will load and run in the background every time you start up your Mac. The eInstruction Device Manager provides access to the eInstruction Interactive Classroom applications and manages the Interactive Classroom hardware devices. Click on the icon to display the Device Manager menu.

eInstruction Device Manager
Workspace
CPS
Response
Onscreen Keyboard
Record and Playback
Curtain
Spotlight
Select Language ▶
Exit

Connect Your Interwrite DualBoard: Cable Installation

The Interwrite DualBoard is *connected* to the computer either via a cable, or wirelessly. If you are not using the RF wireless communication system described next, you can connect your Interwrite DualBoard to the computer using either the supplied USB cable, or serial cable. **Do not use both cables.** Choose one or the other to connect the PC and the Interwrite DualBoard. The Mac can be connected to the Interwrite DualBoard only with the USB cable.

The connectors and switches on the Interwrite DualBoard Controller are shown in the graphic below. Note that the Controller on your Interwrite DualBoard has two power connectors, one on the top of the Controller and one on the side. Plug the Power Supply into the Power Connector on the side of the Controller. The Power Supply is not necessary if you are using a USB connection. However, if you are using a serial connection, attaching an RFCOM module for wireless communication, or attaching the optional Pen Charging Station, you must connect the Power Supply. The Pen Charging Station, if you have one, is plugged into the Power Connector on the top of the Controller.

	2nd Power Connector

2ⁿᵈ Power Connector
RFCOM Port
(or legacy RJ12 BTCOM2 Port)

Pen Prox LED
Power LED

Power Switch

Power Connector

Controller

Serial Connector
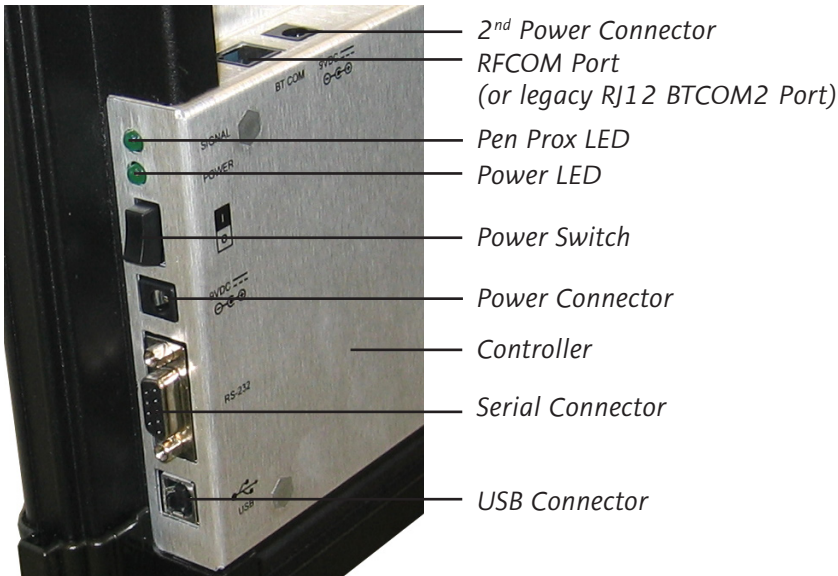
USB Connector

> **Use either a Serial or a USB connection, never both.**
>
> **There is only one Connector for USB. It is on the side of the Controller, as shown in the photo. The Connector located on the top of the Controller with the Power Connector is the RJ12 Connector for the RFCOM module.**

1 Shut down and turn off the computer.

2 Connect the cable to the DualBoard. If you are using the USB cable, plug the square USB B connector end into the **USB Connector** on the Interwrite DualBoard. *Or,* if you are using a PC and using the serial cable, attach one end of the serial cable to the **Serial Connector** on the board's Controller.

3 Plug the flat USB A connector into an available USB port on your computer or USB hub, or the serial cable into the serial port on the PC.

4 If necessary, attach the appropriate power plug adapter to the **Power Supply** plug, following these simple instructions:

   a Remove and discard the **Shipping Collar Insert**.

   b Note that each **plug adapter** has a **lip** that fits into the **recess** at the top of the **plug housing**. Locate the lip on the plug adapter you selected and tilt it into the recess.

   c Snap the lower edge of the plug adapter into the **adapter well**. If necessary, slide the **thumb grip** away from the well as you push the plug down into the well.

5 Plug the cylindrical metal end of the power cord into the **Power Connector** on the side of the **Controller** and plug the plug into a power socket.*

6 Use the supplied cable guides to manage dangling cables. Remove the protective covering to expose the adhesive surface and stick them where you want to guide the cable and power cord.

7 Toggle the **Power Switch** to turn on the Interwrite DualBoard. It will beep four times and the **Power LED** will light up to indicate the board has power.

1 Plug Housing
2 Shipping Collar Insert
3 Recess
4 Adapter Well
5 Thumb Grip
6 Lip
7 Plug Adapter

8 Turn on the computer. It will automatically find the cable-connected Interwrite DualBoard.

9 The **Pen Prox LED** will light up and stay lit as long as the electronic Interwrite Pen is *in prox of* or touching the Interwrite DualBoard surface.

* The Power Supply is not necessary if you are using only the USB connection. However, if you are using a serial connection, attaching an RFCOM module for wireless communication, or attaching the Pen Charging Station, you must connect the Power Supply.

Connect Your Interwrite DualBoard: RFCOM and RF Hub Wireless Installation

The Workspace RF Hub plugs into a USB port on your computer or USB Hub. The RFCOM is connected to the board via the RFCOM Port on the top of the DualBoard controller. The RFCOM device sits in the RFCOM holster that slips over the frame at the top of the board.

Activation Button
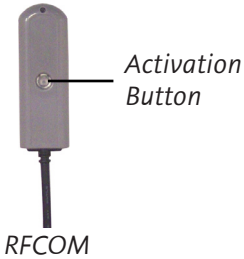
RFCOM

1   Plug the RJ12 connector on the RFCOM cable into the RJ12 COM Port on the top of the Interwrite DualBoard controller box on the back of the board.

RFCOM Holster

2   Slide the RFCOM holster over the board's frame at the top of the board.

RFCOM seated in Holster

3   Seat the RFCOM in the holster.

Activation Button
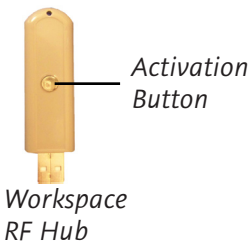
Workspace RF Hub

4   Plug the Workspace RF Hub into a USB port on your computer or USB hub. You should be aware that the RF Hub works best when it is *not* plugged into a computer that is under a podium or a desk. If necessary, use a USB extension cable to get your RF Hub out from under furniture that may shield the RF signal.

Your computer will automatically detect the USB devices. The blue LED on the Workspace RF Hub will light up when it is plugged in.

5   Press the lighted Activation button on the RF Hub. The blue light will start blinking.

6   You have two minutes to press the lighted Activation button on the RFCOM attached to the DualBoard.

When the two RF devices have successfully *paired*, the blue button on the RF Hub will stop blinking and remain a solid blue until either the computer or the board is turned off. Pairing the RF devices is a one-time operation. They will recognize each other when the computer and the Interwrite Dual-Board are turned on.

Click on the [icon] to display the eInstruction Device Manager menu. Select the *eInstruction Device Manager* option to display the Device Manager, where you can manage your Interwrite Workspace devices.

Viewing Device Manager

If changing the preferences is required for the Interwrite Mobi, use the eInstruction Device Manager. Make sure the Mobi is powered on.

Complete the following steps to view the Device Manager.

eInstruction Device Manager
Workspace
CPS
Response
Onscreen Keyboard
Record and Playback
Curtain
Spotlight
Select Language ▶
Exit
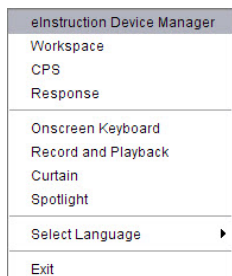
1   Click the **eInstruction icon** in the System Tray on the Windows Task Bar to display the *Device Manager* menu.

2   Select *eInstruction Device Manager*. The *eInstruction Device Manager* window opens.

3   Use the icons or Options menu to view or change the preferences on the Mobi.
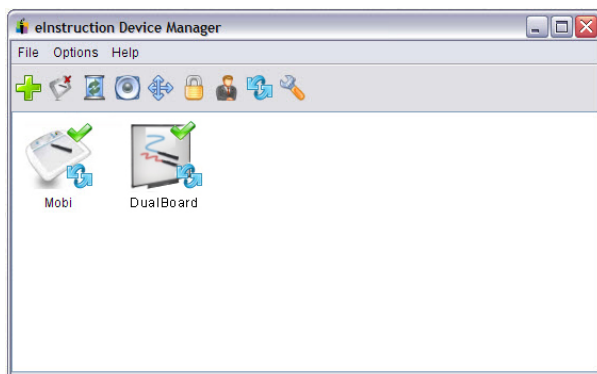
Using the Device Manager Main Window

Once Device Manager is selected from the menu, the Device Manager main window opens. From this window, you can connect devices, view properties, identify connected devices, lock or unlock pads, and perform other management functions.

The following table identifies the icons associated with the Device Manager main window.

Icon	Name	Used To
	Add Bluetooth	Locate and connect Bluetooth devices to the Workspace software.
	Connect or Disconnect Device	Disconnect the device or devices from communicating with Workspace.
	Remove Device	Deletes Device from Device Manager.
	Beep	Identify a specific Interwrite Device. Click Beep to make the device beep.
	Calibrate Board	Align the Interwrite Pen position relative to the projected image on the Interwrite DualBoard's surface. Use the Interwrite Pen to tap each white calibration point as it appears on the blue screen. Recalibration is required when either the Interwrite DualBoard or the video projector has been moved.
	Lock or Unlock Device	Prevents all connected devices from inputting to the current session. Locked Pads remain connected unless they are powered off.
	Select or Deselect Presenter	Allows for a specific device to control the interaction of Workspace and has control over the other connected Interwrite Devices in a session.
	Autoconnect Device	Connects pre-selected devices when Device Manager is activated.
	Properties	Opens the Properties window for the selected Interwrite Device.

Connect the Video Projector

The Interwrite DualBoard is connected to the computer, either wirelessly or wired, so it can communicate with the computer as an input device. The communication between the two is governed by the Interwrite Workspace software. In order to project what is happening on the computer onto the DualBoard where everyone can see it, you must have a video projector attached to the computer.

Interwrite DualBoard

Video Cable

Video Projector
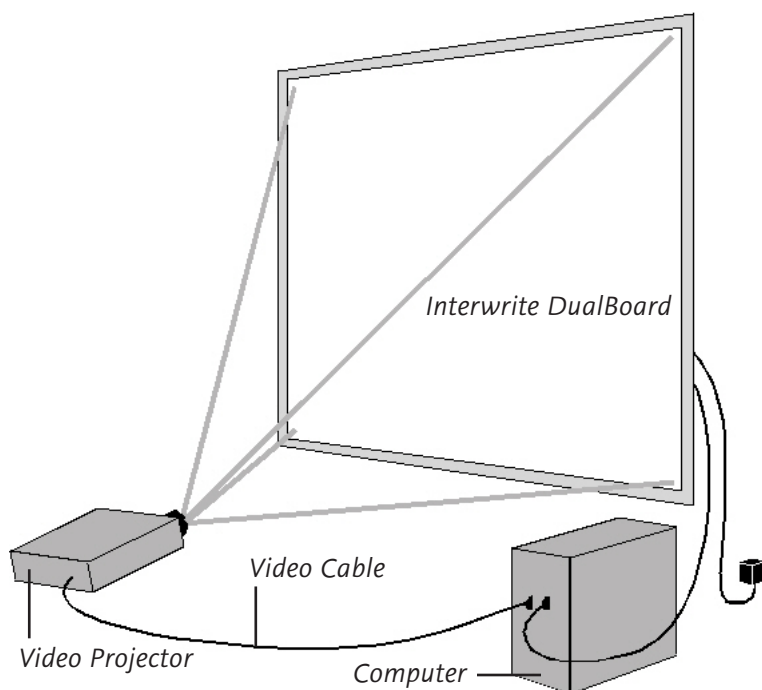
Computer

1 Turn off the computer and Interwrite DualBoard.

2 Connect a video cable between the computer and the video projector.

3 Power on the Interwrite DualBoard—it will beep four times to indicate it has power and then beep once to indicate it has recognized the RFCOM module, if one is connected for wireless communication.

4 Turn on the computer. The Interwrite DualBoard will beep once when the connection between the Interwrite DualBoard and the computer has been established, assuming that the **AutoConnect** setting is checked.

5 Turn on the video projector.

Calibrate Your Interwrite DualBoard

Your Interwrite DualBoard must be calibrated to align the pen tip with the cursor or tool being used on the projected image on the DualBoard. After the hardware—computer, Interwrite DualBoard, electronic Interwrite Pen, and video projector—has been set up and communication between the Interwrite DualBoard and the computer has been established, calibration is the final step in the Getting Started process before you can actually use the Interwrite Workspace system.

An Interwrite DualBoard **Features Menu**, like the one shown here, is located on each side of the Interwrite DualBoard. It offers a variety of Interwrite options, including the Calibration tool discussed here, that can be easily accessed no matter which side of the Interwrite DualBoard you are positioned at. For your convenience, there is also a Calibration tool in Workspace that operates the same as the Calibration icon on the board's Features Menu.

Start Workspace

Interactive Mode

Start Workspace in Whiteboard Mode

Whiteboard Mode

Display Keyboard

Keyboard

Clear all annotations from current page (Click twice to clear)

Clear (Press Twice)

Save all pages (with annotations)

Save

Calibrate Interwrite DualBoard

Calibrate

Silence (Lock) all Connected Pads

Pad Lock

Activate (Unlock) all Connected Pads

Pad Unlock

Program SoftKeys to:
a) perform an Interwrite function,
b) launch an application,
c) run a macro, or
d) open an Internet Web site

Programmable 1

Programmable 2

Programmable 3

Select Mouse Mode

Mouse

Select Pen Tool

Pen

Select Highlighter Tool

Highlighter

Select Eraser Tool

Eraser

Create Blank Page

Blank Page

Move to Previous Page

Previous Page

Move to Next Page

Next Page

Calibrating the Interwrite DualBoard

1   Aim the projector at the Interwrite DualBoard's writing area, and size the projected desktop image to fit within the writing area. Make sure the image is properly projected on the Interwrite DualBoard before continuing.

2   Using your electronic Interwrite Pen, click on the **Calibrate** icon located on either of the Interwrite DualBoard Menus.

Calibration Point
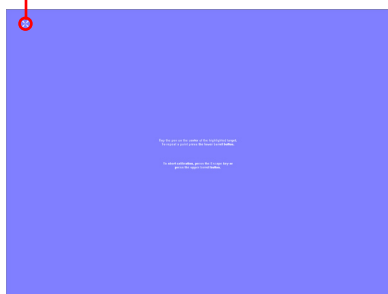
Calibration Screen

A blue calibration screen with a **Calibration Point** in the upper left corner will display on the projected image on the Interwrite DualBoard.

3   Using an electronic Interwrite Pen, click on each of the Calibration Points as they appear on the Interwrite DualBoard. A bell tone will accompany each successful click. Click the left mouse button on the Pen (Windows only) to repeat a point. Click the right mouse button (Windows only), or type the **Esc** key on the computer (both Windows and Mac), to abort the calibration.

> **If an error occurs during calibration, simply abort the operation and start over.**
>
> **Recalibrate the Interwrite DualBoard whenever the projector or the Interwrite DualBoard has been moved.**

When calibration is complete, you are ready to begin using Interwrite Workspace to annotate captured screens and presentation pages on your Interwrite DualBoard. The next section of this *Getting Started* guide gives you an overview of the Interwrite Workspace software.

Getting Started with Interwrite Workspace

The purpose of this document is to give you a feel for the Interwrite system by showing you how to select and use a tool in Interactive Mode. The Annotation Tools of Interactive Mode consist of freehand tools, text tools and drawing tools. Of the freehand tools, the Pen tool is the most frequently used Interwrite Workspace Tool. The following pages describe how to select and configure the Pen tool.

The Interwrite system is at the heart of a successful interactive collaboration, whether it is in a classroom of fourth graders studying world geography, or in a boardroom of corporate executives brainstorming a new product launch. All the tools you will need to stimulate inspiration, connection and participation can be found in the Interwrite Workspace software. Here's a quick look at the Workspace basics to get you started.

Workspace Modes

Interwrite Workspace is run in one of two operational modes, **Lesson Mode** or **Office Mode** (Windows only).

Workspace Tools have been categorized as Annotation Tools, Editing Tools, Page Tools, Presentation Tools, Multimedia Tools, Navigation Tools, File Management Tools, and Setup Tools. The Interwrite Workspace Help file describes all these tools in detail and can be accessed from the Workspace Menu.

Office

Office Mode makes it possible to interact directly with the native files of the Microsoft Office suite of products, PowerPoint, Word and Excel.

Lesson

Lesson Mode allows you to open and run applications while in **Mouse Mode**, using the tip of your electronic Interwrite Pen on the Interwrite Panel screen to move the cursor. In **Lesson Mode**, you use the Interwrite Pen to select Interwrite Workspace Tools from the Toolbar.

Begin an Interwrite Workspace Session

1   When you are ready to begin an Interwrite Workspace session, turn on your Interwrite DualBoard. The DualBoard must be active and connected. You can verify this in **Device Manager**.

2   You can start Workspace in one of the following ways:

- Use your Interwrite Interactive Pen to click on the **Interactive Mode** icon 🔲 on either of the Interwrite DualBoard's Features Menus.

- Use your Interwrite Pen on the Interwrite DualBoard's surface to guide the mouse cursor on the projected image to the Interwrite Workspace icon 🔲 on the Windows Task Bar or on the Mac's Menubar. Click the icon to display the **Device Manager Menu**. Select *Interwrite Workspace* from the menu.

- Select **Start>All Programs>eInstruction>Interwrite Workspace** in Windows to start Workspace.

The Workspace Toolbar displays on the screen.

> 💡 **By default, the Intermediate Toolbar is shown here. A more advanced toobar can be selected in the *Customize Toolbar* Preferences option.**

When you start up Interwrite Workspace in Lesson Mode, the Toolbar displays, along the right side of the projected desktop image, At that time, Workspace is in *Mouse Mode*.

Use your Interwrite Pen to select the Pen tool from the Toolbar. Select a capture option from the **Capture** dialog, click on the window, or click and drag to capture a portion of the screen.

Your capture is displayed in the *Lesson Window*. Or, you can start up Annotation Mode by selecting one of the Page Creation Tools.

The page type you select is displayed in the Annotation Window and the Pen tool is automatically selected.

Once the Lesson Window is open, you can begin writing or drawing on the page.

The Interwrite Workspace Toolbars

Lesson Mode   *Office Mode*

Lesson Mode	Office Mode
Minimize Toolbar	Minimize Toolbar
Workspace Menu	Workspace Menu
Mouse Mode tool	Mouse Mode tool
Lesson Mode	Lesson Mode
Annotate Over Desktop	Annotate Over Desktop
Office Mode	Office Mode
Selection tool	Selection tool
Pen tool	Previous Page
Highlighter tool	Next Page
Eraser tool	Pen tool
Shape tool	Highlighter tool
Line tool	Line tool
Type Text tool	Eraser tool
Undo Previous Action	Type Text tool
Clear	Freehand Text tool
Create Blank Page	Stamper
Create Grid Page	Launch Microsoft PowerPoint
Gallery tool	Launch Microsoft Word
Previous Page	Launch Microsoft Excel
Next Page	Insert Annotations
Page Sorter tool	Insert Selected Annotations
Save	Add Blank Slide
Toolbox	Insert Slide in PowerPoint
SRS tool	Clear
Exit	SRS tool
	Exit

Using the Pen Tool

The attributes of the Pen tool can be changed by selecting different options from the Properties Bar at the bottom of the Annotation Window.

Select the Pen tool's Down Arrow to display its Tool Settings Menu.

Properties Bar

The Pen tool Properties Bar provides options to change line color, width, transparency, and line ends and line styles. Each attribute change is displayed in the Preview Box.

Properties Bar
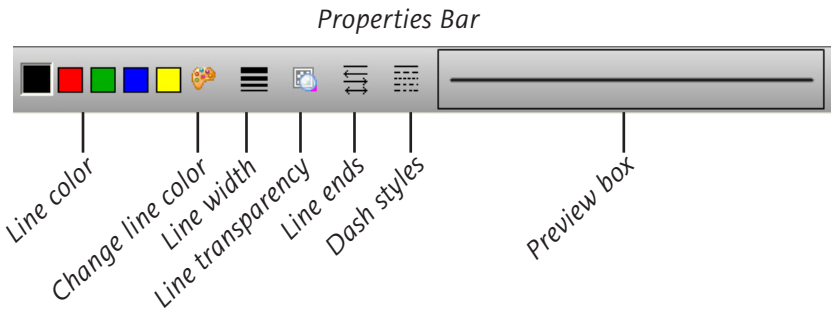
Change the Pen tool's line color and width to determine how it will affect the look of your annotations. The best way to familiarize yourself with all the different Interwrite Workspace tools and how they can be used to enhance your presentations is to experiment with them.

Page Functions

Workspace also provides the ability to move within pages within the window. Select the functions at the bottom of the screen to pan a page, move between pages, use the Student Response System (SRS) tool (optional), or discard annotations.

Trash

2/3
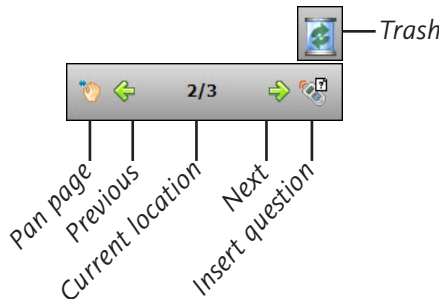
Presentation Files

The presentation file is made up of your annotated pages. The Page Creation and Capture tools are used to create the pages in the presentation file and the Annotation Tools are used to create the annotations. The presentation file is automatically saved as a *.GWB* file.

As soon as you select an Annotation Tool, an untitled presentation file is created. Unless you give the file a name, it is automatically saved using today's date as the filename. (Multiple files created today have *01, 02, 03, etc.,* appended to the date name.)

An existing presentation file can be opened, its pages can be sorted, annotations can be added to the existing pages, and new pages can be added to the file. Your presentation will determine how each presentation file evolves. For example, you can prepare a presentation file with blank maps for a geography lesson. Or, you can capture and annotate each of the monthly earnings spreadsheets as you review the past fiscal year during a budget meeting. Or, you can run a PowerPoint Slide Show in **Office Mode** (Windows only), where annotations added to the slides are saved in the native file.

Building the Presentation File

You can build your presentation file during your presentation, or you can pre-build it, including the screen captures, images, graphs and text pages you want to present. However you choose to do it, the process is the same.

To capture a screen or window, click on the **Mouse Mode** tool with your Interactive Pen and arrange the desktop for capture. Select an Annotation Tool, the **Pen**, for example, indicate your capture preference (by clicking on either the **Partial**, **Window**, or **Screen** option in the dialog), and annotate the captured image.

Use the **Page Creation Tools** to add a blank, gridded, or background image page. By default, Interwrite Workspace is in Autosave mode, so your annotated pages are automatically saved as you build your presentation file.

Click the **Save** tool to save the file using the default filename (today's date), or a name you type on the pop-up Onscreen Keyboard.

Distributing Presentation Files

The Interwrite Workspace presentation files you create can be printed for local distribution, or emailed to anyone, anywhere.

Use the **Page Sorter** tool to review the presentation file. The pages in the presentation file can be sorted, moved, duplicated, merged, and deleted using the Page Sorter tool. When the file pages have been arranged to your satisfaction, you can use Page Sorter's export option to export it to one of a number of file formats, or you can close Page Sorter and select an option from the Workspace File Menu.

The native file format of saved presentation files has the *.GWB* extension. *GWB* files can be read on any computer on which Interwrite Workspace is installed. For general distribution, we recommend exporting the presentation file to the *PDF* format using the Export PDF File tool located in the Toolbox, or by selecting the the Export PDF File option from the Workspace File Menu.

Now everyone can stay in the information loop, whether they were able to attend the presentation or not.

Additional eInstruction Resources

We invite you to visit the eInstruction Web site at
www.einstruction.com
where we have provided a variety of resources to help make your Interwrite Workspace experience more rewarding. We especially encourage you to visit
www.einstruction.com/support_interwrite.htm
and
www.einstruction.com/erc/index.htm.

What are Response and CPS?

Interwrite Response and the Classroom Performance System (CPS) are Audience Response Systems, comprehensive response systems for electronically testing, polling, and surveying a group of people. They can be used in conjunction with Interwrite Workspace to take a survey of the audience response to the presentation, or to test the level of comprehension after a lesson presentation, for example. Learn more about Response and CPS by visiting our Web site.

Interwrite Accessories
RFCOM and RF Hub Communications Kit

The RFCOM and Workspace RF Hub Communi-
cations Kit outfits your Interwrite system for RF
(radio frequency) wireless communication. The
RFCOM module is connected to your Interwrite
DualBoard and the RF Hub is installed on your
computer. The Interwrite Mobi has an RFCOM
module built into it, which communicates with the
same RF Hub on the computer. When you have
wireless communication between your Interwrite
devices and your computer, you have a lot more
flexibility setting up your classroom than you do
when the Interwrite DualBoard and computer
are cabled together.

*Workspace
RF Hub*

RFCOM

The Interwrite Mobi™ with KWIK Screen

The Interwrite Mobi adds another dimension to your
Interwrite interactive experience. It can be used from any-
where in the room, allowing students to participate in the
presentation and instructors to control the presentation. All
the interactive functions you can perform at the Interwrite
DualBoard can be done using an Interwrite Mobi.

The Rechargeable Interactive Pen and Pen Charging Station

The optional Pen Charging Station is designed to attach to the frame of the Interwrite DualBoard just above the controller housing, so it can plug into the Power Connector on the top of the controller. It can also be hung on the wall, using the Wall Mount Hangers shown below.

> 💡 **Your Pen Charging Station can be ordered with a Power Cord if you don't want to connect it to the Interwrite DualBoard and have it powered by the board's power supply.**

When the Pen Charging Station is plugged into either the wall socket or the Interwrite DualBoard (which must be powered on), snap each of your rechargeable Interactive Pens into a slot to charge them. It's a good idea to keep the Pens in the Charger when they are not being used. It's the ideal place to store them, and you don't have to worry about overcharging them. They will not charge beyond their capacity.

Installing the Pen Charging Station

1   Unscrew the **Thumb Screws** and position the Pen Charging Station on the Interwrite Board   frame.

2   Tighten the Thumb Screws to lock the Pen Charging Station into place.

3   Plug the **Power Plug** into the Power Connector on the top of the board's Controller.

Wall Mount Hangers

Thumb Screws

Power Plug
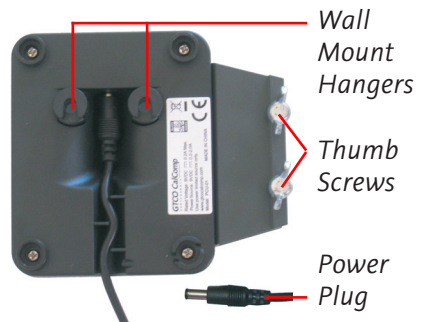
When the Pen Charging Station is plugged into the Interwrite DualBoard, it will have power as long as the Interwrite DualBoard is powered by the power supply.

Positioning the Pens in the Pen Charging Station

1   Each Pen snaps into one of the charging slots.

2   Position the Pen so that the Pen Tether Loop is pointing out, away from the charging slot.

3   The **LED Light** below each slot turns on when the Pen is positioned in the slot. The light stays on while the Pen is charging and turns off when the Pen is fully charged. Periodically, the Pen will slowly draw current to maintain a full charge. This is known as *trickle charging* and, when the Pen is trickle charging, the light remains off. The rechargeable Interactive Pen will not over-charge.

Charger LED Lights

Using the Rechargeable Interactive Pen

The rechargeable Interactive Pen is used to write and draw and functions as a mouse. It requires no assembly. You can attach a tether to the Pen, if desired. We recommend placing the rechargeable Interactive Pen in one of the Pen Slots on the Pen Charging Station when it is not being used. The photo below identifies the parts of the rechargeable Interactive Pen and describes their function.

The Pen Tip is used to apply virtual ink to the page in the Annotation Window. To use the Pen Tip as an eraser on-the-fly, without selecting the Eraser tool, hold down the bottom button and touch the pen to the Interwrite Dual-Board's surface. On the Mac, with the Pen Tip on the board's surface, press the bottom button and hold it while erasing.

*Pen Tip – Up or Down
Same as Left Mouse Button on Windows and Mac*

*Bottom – Double-Click Mouse Button with Pen
Up Windows and Mac*

*Rocker
Button*

*Top – Right Mouse Button (Windows)
Ctrl-Click (Mac)*

*Tether
Loop*
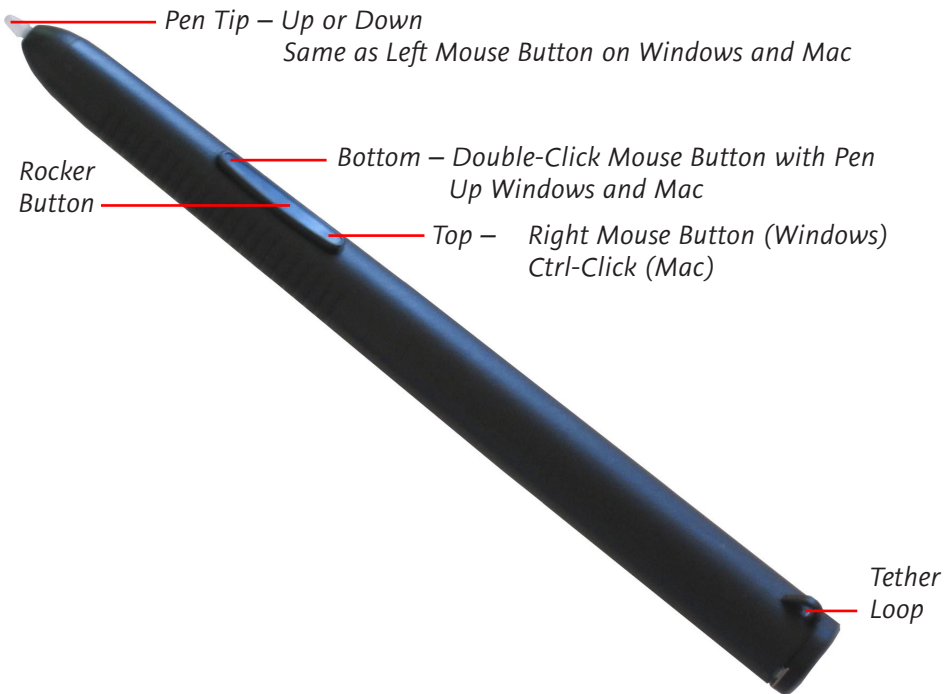
The rechargeable Interactive Pen goes into *Sleep Mode* after about two minutes of inactivity to conserve power. Stash the Pen in a slot in the Pen Charging Station when it is not being used.

The Interwrite Dual Mode Pen

The rechargeable Interwrite Dual Mode Pen is the second pen in the Pen Charging Station. It is identified by its blue Rocker Button and blue pen cap. Its primary use is as the second pen when two people are writing on the DualBoard. It can also be used when only one person is writing on the Dual-Board, typically when the primary Interactive Pen is recharging.

The Interwrite Interactive Pen

The buttons and Pen Tip of the Interwrite Interactive Pen work the same as those on the rechargeable Interactive Pen. Following are the instructions for installing or replacing the battery.

1   Push in the clip on the battery cover to remove it.

2   Insert the supplied AAA battery into the battery compartment, positioning it properly for the correct polarity. As soon as the battery makes a connection, the **LED** will flash four times, indicating the pen is active.

3   Replace the **Battery Cover**.

LED

Battery Cover

> The Interwrite Interactive Pen goes into *Sleep Mode* after about **10** **seconds of inactivity to conserve power. The LED will flash continuously** **when the battery needs to be replaced.**

Installing the Mounting Clips on the DualBoard and Wall

The two Mounting Clips, found in the Accessory Kit that shipped with your Interwrite DualBoard, can be used in conjunction with a wall mount installation of the board. They fasten the bottom of the Interwrite DualBoard to the wall to prevent it from being jostled loose from the Wall Mounting Bracket. Install the Mounting Clips after the Interwrite Dual-Board is hung from the Wall Mounting Bracket. The hardware for attaching the Mounting Clips to the wall is not included, as the type of wall on which they will be mounted varies from installation to installation.
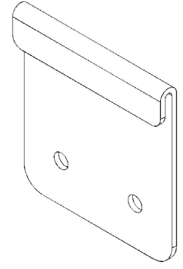
> If you are using a ceiling mount projector, be sure the Interwrite DualBoard is aligned to the projector image *before* you install the Mounting Clips to avoid having to reposition the board.

Back of the Interwrite DualBoard

Mounting Clip

Interwrite DualBoard Frame

Front of the Interwrite DualBoard
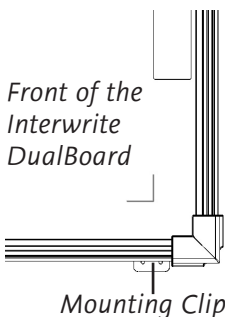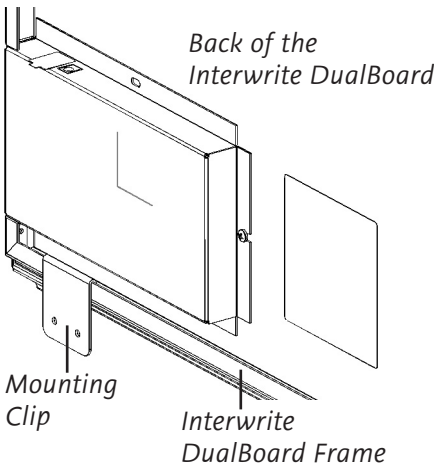
Mounting Clip

1   Hook the Mounting Clip over the lip of the Interwrite DualBoard frame on the back of the board. Position a Mounting Clip in each corner at the bottom of the board.

2   Mark the location of the holes in each Mounting Clip on the wall.

3   Install suitable anchors into the wall.

4   Install screws to secure the Mounting Clips to the wall. Use two screws per Clip. The recommended screw size is number 8 or M4.

Attaching the Pen Tray to the DualBoard

If your Interwrite DualBoard is going to be mounted on the wall, attach the optional Pen Tray before you mount the board. If the Interwrite DualBoard is going to be mounted on a floor stand, the Pen Tray can be easily attached at any time. The Interwrite DualBoard Pen Tray attaches to the frame. Use one of the provided Phillips screws for each attachment hole in the Pen Tray.

Tools Required:

Phillips screwdriver

Interwrite DualBoard

Pen Tray
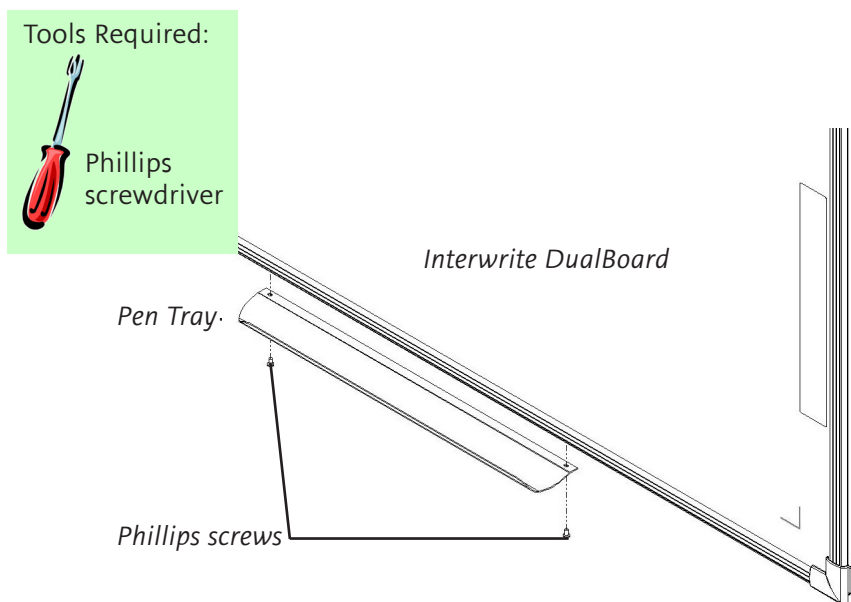
Phillips screws

1   Locate the pre-drilled screw holes for the Pen Tray in the frame of the Interwrite DualBoard.

2   Attach the Pen Tray to the Interwrite DualBoard using the small Phillips screws provided, one for each hole in the Pen Tray.

3   Slide the rubber bumpers, if they came with your Pen Tray, onto each end, fitting the contours of the bumper to those on the tray.

To avoid damage to the Interwrite DualBoard controller located on the back of the board near the corner, do not rest the Interwrite DualBoard on the controller housing. When handling and maneuvering your Interwrite DualBoard, be careful not to scratch or damage the Interwrite DualBoard's writing surface.

Never nail or drill the Interwrite DualBoard. Doing so will damage the unit and void your warranty.

The Interwrite DualBoard Floor Stand

If your Interwrite DualBoard is shared, the Floor Stand gives your Interwrite DualBoard the mobility necessary to move it easily from room to room. The Floor Stands are model-specific, so be sure to specify your Interwrite DualBoard model number when ordering your Floor Stand.

The Floor Stand Accessory Shelf

The Floor Stand Accessory Shelf provides convenient storage space for the equipment that moves with the Interwrite DualBoard. The Accessory Shelf comes in black or gray.
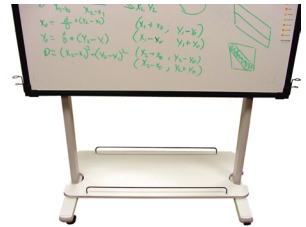
Assembling the Floor Stand

Tools Required:

Phillips screwdriver

Wrench

Leg Assembly

End Cap

Leg

Foot

Crossbar Holes

Foot

Leg

Caster

Lockwasher

1/4-20x2"
flat head screw
(use 4 per Foot)

End Cap

Caster

Foot

End Cap
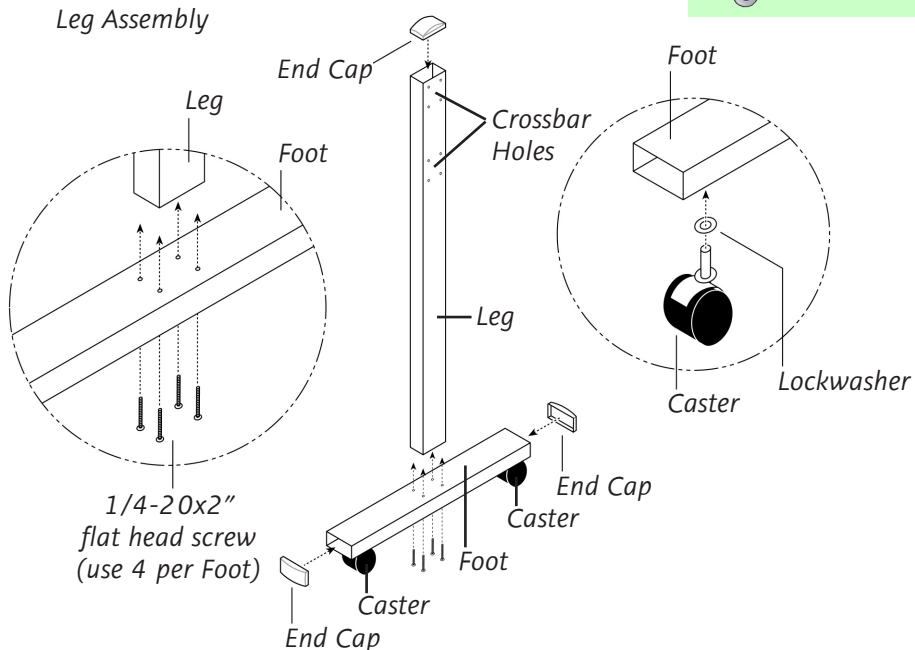
Caster

Assembling the Legs

1 Using four of the supplied flat head screws, attach a **Foot** to the bottom end—the end *without* the **Crossbar Holes**—of one of the **Legs**.

2 Place a **Lockwasher** over the **Caster screw** and screw the Caster into the hole on the underside of the Foot – one at each end. Tighten with the wrench.

3 If they are not already in place, insert three **End Caps** (two on each end of the Foot and one at the top of the Leg).

4 Repeat Steps 1 through 3 for the other Foot and Leg.

> **Examine the assembled Floor Stand Legs. One side of each Leg assembly has 8 holes (2 groups of 4), and the other side has more than 8 holes. In this step, the sides with just the 8 holes must face inward *toward* the Crossbars.**

Attaching the Crossbars to the Leg Assemblies

Crossbar

Crossbars

1/4-20x2"
flat head screw
(use 4 per Crossbar end)

Leg Assembly

Foot

Leg Assembly
(The side with more than 8 holes
*faces **away** from the crossbar.)*
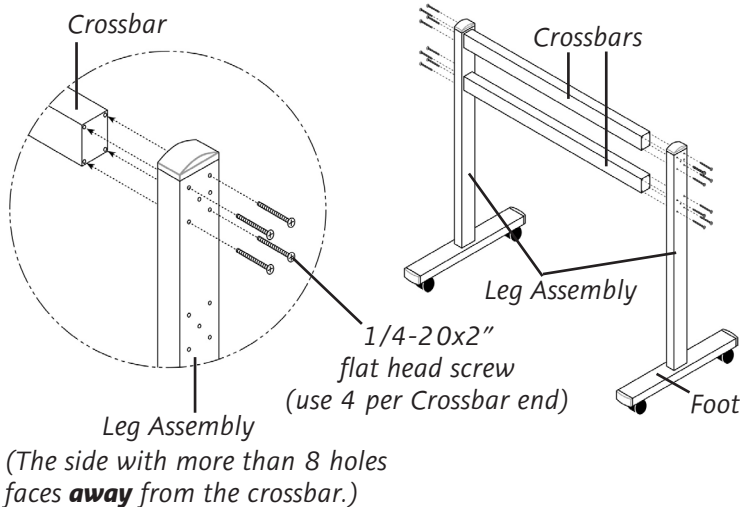
5 Attach both **Crossbars** to one **Leg assembly** using 8 of the supplied **flat head screws** – 4 screws for each Crossbar. The screws will slide through the 4 outermost holes in each group of holes on the Leg assembly. Attach the other Leg assembly to the Crossbars in the same way.

The Adjustit Wall Mount and Adjustit Floor Stand

The Adjustit Wall Mount and the Adjustit Floor Stand (shown below) are notable accessories for your Interwrite DualBoard because they have a built-in arm for a short-throw video projector.
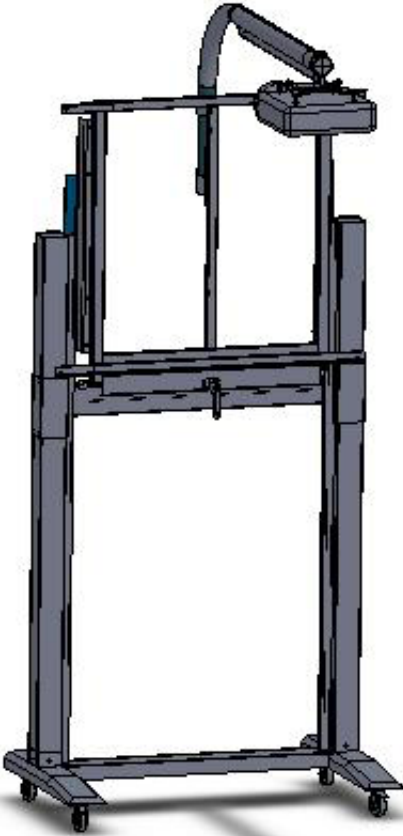
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International Interwrite DualBoard Warnings

WARNING

- Two people should mount the Interwrite DualBoard on the wall or Floor Stand to avoid injury, or damage to the Interwrite DualBoard.

- One person can adjust the position of the Interwrite DualBoard up or down, but be sure to stabilize the Floor Stand before you attempt to reposition the board. Lock down the thumb tabs on the Casters, or push the Floor Stand against a wall to prevent it from rolling, or put one of your feet on the Floor Stand Foot to hold it in place as you adjust the Interwrite DualBoard's position.

- Position the Interwrite DualBoard Floor Stand on a level surface to avoid tipping.

- Lower the Interwrite DualBoard to the lowest position on the Floor Stand before moving the stand.

- Do not hang objects on the Interwrite DualBoard.

WARNUNG

- Zum Befestigen des Interwrite DualBoard an der Wand oder am Ständer sind zwei Personen erforderlich, um Personenverletzung oder Beschädigungen des Interwrite DualBoard zu vermeiden.

- Die Höhe des Interwrite DualBoard kann auch von einer Person allein verstellt werden, dazu muss jedoch sichergestellt sein, dass der Ständer des Boards sicher steht und nicht umfallen kann. Dazu entweder die Laufrollen arretieren, den Ständer gegen eine Wand rollen oder einen Fuß auf den Ständer stellen, damit das Interwrite DualBoard beim Verstellen der Höhe nicht wegrollen kann.

- Stellen Sie den Interwrite DualBoard-Ständer auf einen ebenen Untergrund, damit er nicht umfallen kann.

- Stellen Sie das Interwrite DualBoard vor dem Transport in die niedrigste Position.

- Hängen Sie keine Gegenstände an das Interwrite DualBoard.

ATTENTION

- Il faut deux personnes pour fixer le tableau blanc sur le mur ou sur le pied de sol afin d'éviter tout endommagement ou blessure.

- Une seule personne peut ajuster la position du tableau blanc (vers le haut ou le bas) mais assurez-vous que le pied de sol est bien stable avant de repositionner le tableau. Abaissez les languettes de verrouillage des

roulettes avec le pouce, poussez le pied de sol contre un mur pour éviter qu'il ne roule ou placez l'un de vos pieds sur le pied de sol pour maintenir celui-ci en place pendant que vous ajustez sa position.

- Positionnez le pied de sol du tableau sur une surface plane afin d'éviter tout basculement.

- Descendez le tableau blanc jusqu'à la position la plus basse du pied de sol avant de le déplacer.

ADVERTENCIA

- Dos son las personas recomendadas para instalar la pizarra en la pared o en la base de pie con el fin de evitar que se produzcan heridas personales o se dañe la pizarra.

- Una persona puede ajustar la posición de la pizarra hacia arriba o hacia abajo pero asegurándose de que la base de pie haya quedado estable antes de intentar colocar el tablero. Fije el bloqueo manual de las ruedecillas o coloque la base de pie contra la pared para evitar que se mueva, también puede poner uno de sus pies en la base para sujetarla cuando ajuste la posición de la pizarra.

- Coloque la base de pie de la pizarra en una superficie nivelada para evitar que vuelque.

- Baje la pizarra hasta la posición más baja de la base de pie antes de transladar esta última.

- No cuelgue objetos en la pizarra.

AVVERTENZA

- Due persone devono montare la Lavagna sulla parete o su un cavalletto per evitare lesioni o danni alla Lavagna.

- Una persona può regolare la posizione della Lavagna verso l'alto o il basso, ma assicurarsi di stabilizzare il cavalletto prima di tentare di riposizionare la lavagna. Bloccare verso il basso le linguette di bloccaggio sulle rotelle o spingere il cavalletto contro una parete per impedirne il rotolamento, oppure appoggiare il proprio piede sul piede del cavalletto per tenerlo fermo mentre si regola la posizione della Lavagna.

- Posizionare il cavalletto della Lavagna su una superficie piana per evitarne il rovesciamento.

- Abbassare la Lavagna alla posizione più bassa sul cavalletto prima di spostare il supporto.

- Non appendere oggetti sulla Lavagna.

Limited Warranty for the Interwrite DualBoard

eInstruction warrants these products to be free from defects in material and workmanship under the following terms. Complete and return the enclosed warranty registration card to ensure that your products are covered by this warranty.

Coverage

Parts and labor are warranted for three (3) years from the date of the first consumer purchase for the Interwrite DualBoard, controller, electronic Pens, electronic erasers, power supply, cables and accessories. This warranty applies to the **original consumer purchaser only**.

Within the European Union, the warranty period is two (2) years. Contact your local dealer or distributor for additional warranty information.

Warranty is valid only if original consumer's purchase or lease date is less than or equal to six months from the original eInstruction sale date. This information will be captured by the system serial number and confirmed by the reseller's purchase order.

A nominal Warranty Handling Fee will be charged after the first 90 days of use and calculated from the date of original consumer purchase. This payment may be made by Visa, MasterCard, or American Express. A copy of the sales receipt or invoice will be required for warranty verification.

Conditions

Except as specified below, this warranty covers all defects in material or workmanship in the products. The following are not covered by the warranty:

1. Any product on which the serial number has been defaced, modified, or removed (if applicable).
2. Damage, deterioration, or malfunction resulting from:
    a. Accident, misuse, abuse, neglect, fire, water, lightening, or other acts of nature, unauthorized product modification for any purpose, or failure to follow instructions supplied with the product.
    b. Repair, or attempted repair, by anyone not authorized by eInstruction.
    c. Any damage in shipment of the product (claims must be presented to the carrier).
    d. Any other cause which does not relate to a manufacturing defect.
3. Any product not sold or leased to a consumer within six months of eInstruction's original sale date.
4. Consumable parts, *e.g.*, batteries, dry-erase markers, eraser felt.

eInstruction will pay all labor and material expenses for covered items, but will not pay for the following:

1. Removal or installation charges.
2. Costs for initial technical adjustments (set up), including adjustments of user controls.
3. Certain shipping charges. (Payment of shipping charges is discussed in the next section of this warranty.)
4. Packaging costs. (Customers should keep their boxes.)

Warranty Service Procedures

1. To obtain service on your eInstruction product, contact the Technical Support Department to receive a Return Material Authorization Number (RMA#) and shipping instructions by calling:

    In United States: (480) 443-2214 (MST)
    In Europe: +33 1.58.31.10.60 (CET)
2. Ship the product to eInstruction with the RMA# marked clearly on the outside of the box. eInstruction reserves the right to refuse the shipment, if not properly marked.

3. Although the consumer must pay any shipping charges to ship the product to eInstruction for warranty service, eInstruction will pay the return shipping charges for ground shipment. Other shipping options are available at an additional fee.
4. Whenever warranty service is required, the original dated sales invoice (or a copy) must be presented as proof of warranty coverage, and should be included in shipment of the product. In addition, please include your name, address, telephone number, fax number, email address, and a description of the problem.
5. If eInstruction determines that the unit is not defective within the terms of the warranty, the consumer shall pay the cost of all freight charges, as well as any repair charges.

Technical Support

Web-based Technical Support is available free of charge at: www.einstruction.com, where current driver releases, as well as comprehensive technical support, troubleshooting, Technical Bulletins and FAQs can be found.

Telephone Technical Support is available free of charge to the original consumer for a period of 90 days from the date of purchase of the product. Please contact our Technical Support Department:

In United States:	(480) 443-2214 (MST)
In Europe:	+33 1.58.31.10.60 (CET)

You can also fax your request to:

In United States:	(480) 948-5508 (MST)
In Europe:	+33 1.58.31.10.69 (CET)

Our toll-free number in the U.S. is: 800-856-0732 (MST)

Disclaimer of Unstated Warranties

The warranty printed above is the only warranty applicable to this purchase. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. Assuming the warranty above stated is otherwise applicable, it is expressly understood and agreed that eInstruction's sole liability, whether in contract, tort, under any warranty, in negligence, or otherwise, shall be for the repair or replacement of the defective parts, and under no circumstances shall eInstruction be liable for special, indirect, or consequential damages. The price stated and paid for the equipment is a consideration in limiting eInstruction's liability.

Notice

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state, or province to province.

To obtain service on your eInstruction product, call our Technical Support Department at (480) 443-2214 (MST), or fax us at (480) 948-5508 (MST); in Europe call +33 1.58.31.10.60 (CET), or fax us at +33 1.58.31.10.69 (CET).

We can also be contacted through our Web site at www.einstruction.com or www.interwritelearning.com (in US), at EUOffice@gtcocalcomp.com (in Germany), or at infos@calcomp.fr (in France).

Important! All products returned to eInstruction for service must have prior approval in the form of a Return Merchandise Authorization Number (RMA#), which can be obtained by calling the Technical Support Department.

*e*Instruction™

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www.einstruction.com/support
www.interwritelearning.com/support

Support: 480.443.2214