

## **K72448 Presentair Pro™ Bluetooth® Presenter, Laser, & Stylus FAQ's**

### **What should I do once I purchase this device?**

After opening the box and removing the presenter and its accessories, please take a moment to read the Quick Start Guide and the Instruction Guide before starting to use the presenter.

For first-time use, please install the provided battery into the presenter.

### **What devices are compatible with PresentAir Pro?**

The PresentAir Pro works with most Windows 8, Android, and iOS devices that are Bluetooth 4.0 compatible.

### **How can I know that the device is connected to my tablet or laptop after pairing?**

When you have completed the steps in the Instruction Guide for pairing/connecting PresentAir Pro to your device, you can find the PresentAir Pro in the Bluetooth settings list of connected/paired devices.

- Windows 8
  - o PC settings -> PC and Devices -> Bluetooth
  - o PresentAir will show as Presentair XXXX with the status: Connected
- iOS
  - o Settings -> Bluetooth -> My Devices
  - o PresentAir will show as Presentair XXXX with the status: Connected
- Android
  - o Settings -> Bluetooth -> Paired Devices
  - o PresentAir will show up as PresentAir XXXX with the status: Paired

### **I was able to connect to a Bluetooth device, but I cannot connect to a different one.**

#### **What should I do?**

When a PresentAir Pro has been paired with a device, it cannot be paired with a new device until it has been unpaired/disconnected from the previous device. Go to your device's Bluetooth settings, find the PresentAir under the Connected/Paired devices and select disconnect/forget/unpair.

### **How do I know when the device is in Pairing/OFF/ON mode?**

1. If you press one of the 3 input buttons (up, middle, down) and one of the LEDs flash, PresentAir Pro is in the ON state.

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2. If you press one of the 3 input buttons (up, middle, down) and none of the LEDs flash, PresentAir Pro is in the OFF state. Pressing the mode button or laser button will wake the PresentAir Pro to enter the ON state.
3. If the blue LED is blinking, PresentAir Pro is in pairing mode.

**I am able to turn the device on and off, but I cannot enter pairing mode. What is going on?**

When PresentAir Pro is already paired with a device, you will not be able to enter pairing mode. You must first unpair/disconnect/forget your presenter from your device's Bluetooth settings menu. Next, turn the PresentAir off. With the PresentAir unpaired from a previous device and starting from the OFF state, you can now enter pairing mode by pressing and holding the **Mode** button until the blue light blinks.

**How do I change modes between Presentation, Media, and Custom?**

To switch modes, hold down the mode button and press the up button for Presenter Mode, the middle button for Media Mode, and the down button for Custom Mode. The color of the light indicates which mode you're currently in.

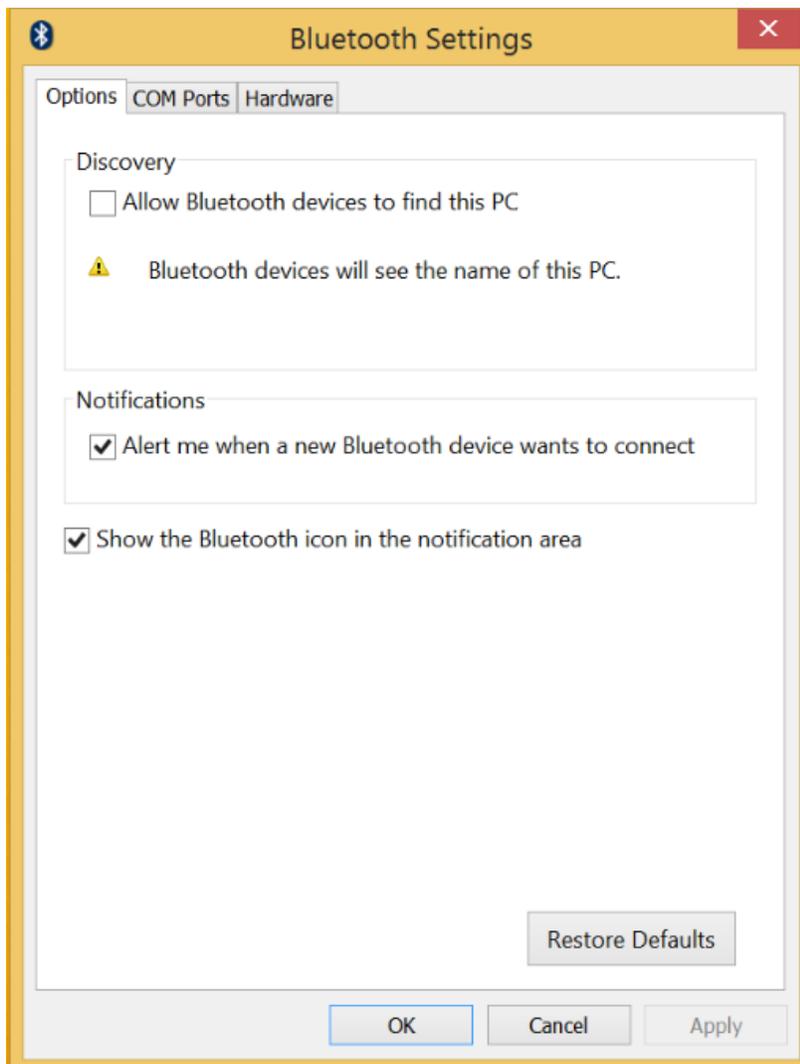
**When I push a button on the device, multiple commands are sent causing my presentation to skip slides. What is going on?**

With Bluetooth, when a device gets out of range or there is strong wireless interference in the area (from possibly either strong Wi-Fi networks or a microwave oven), the device will attempt to resend the data instruction. This can result in unwanted repeating of the sent command causing multiple screen advances during a presentation. If this happens, try moving closer to the host computer. The device has been tested up to a 10 meter range in a laboratory environment, however the configuration and condition of the host computer and other environmental conditions can reduce this distance and affect results.

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## What should I do when the Bluetooth Devices in Windows doesn't find the device or cannot connect to it?

Find the Bluetooth Icon in the lower right corner of the desktop, Right Click the icon and select Open Settings. In the Options Tab, click on 'Restore Defaults'. See below:



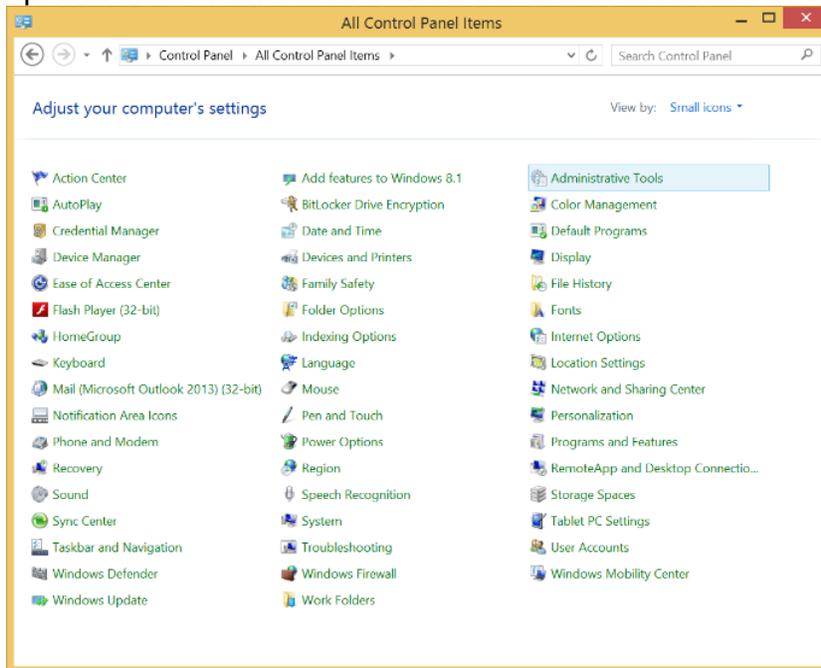
Once you have done this, please restart your computer to complete the changes before attempting to pair your device.

If you are still unsuccessful in pairing your device, there are some additional settings to check (see below). If you still experience trouble, check if there is an update for your Bluetooth Driver on your computer manufacturer's support website.

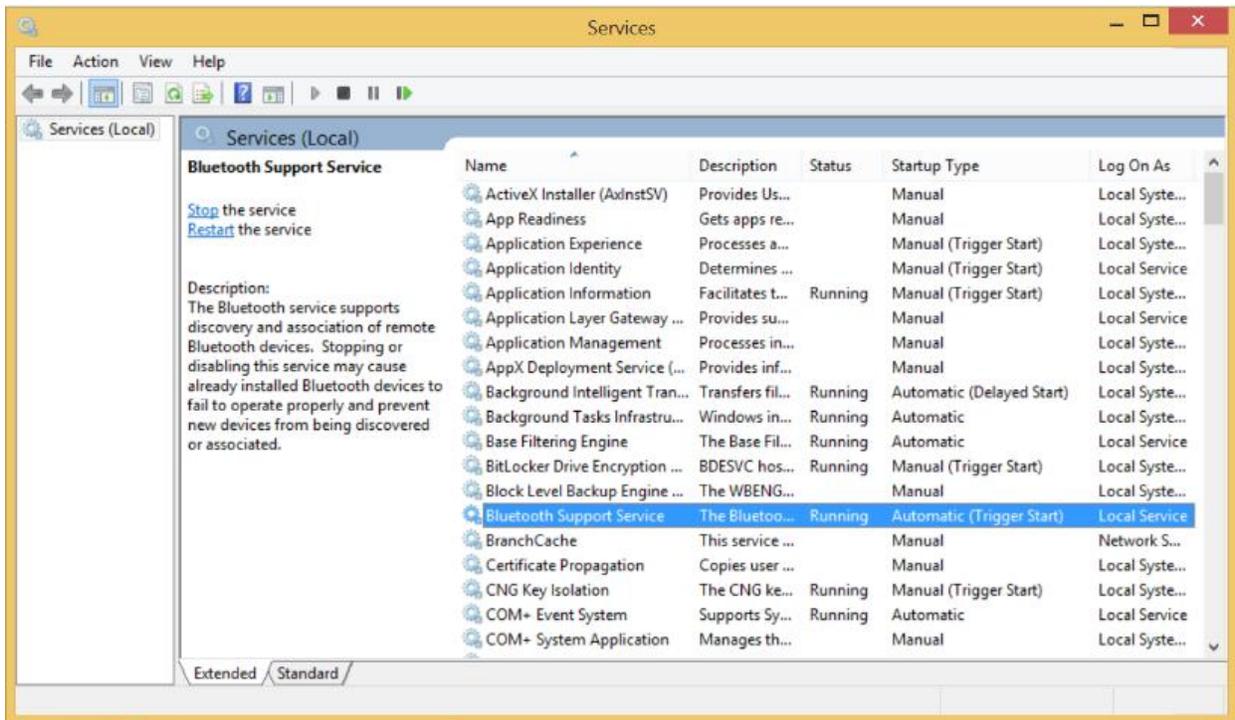
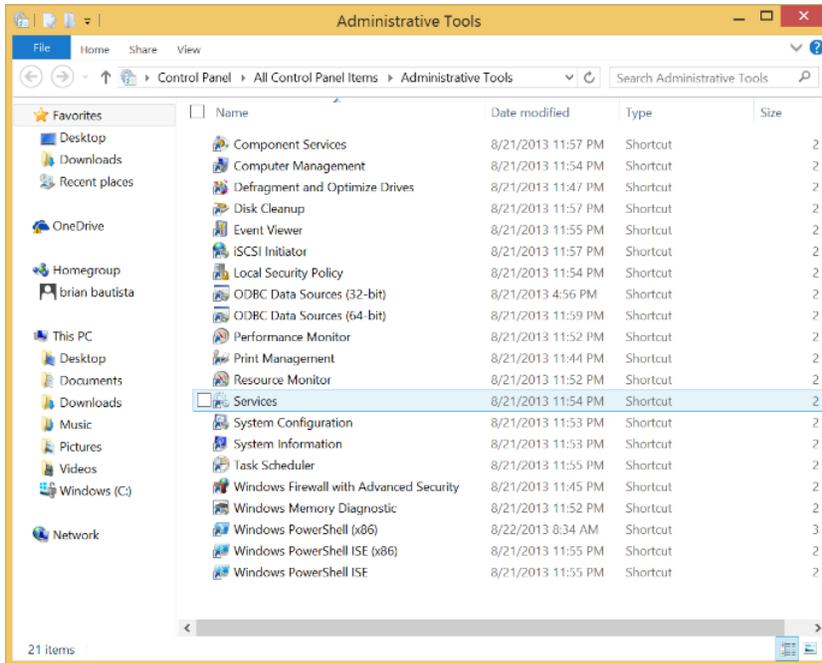
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## The device still does not seem to pair correctly in Windows. What is going on?

There are a few settings in Windows that can influence pairing. First, check that Bluetooth Services are set to start Automatically on start-up. This is found in the Control Panel. In the Control Panel, set View to Small Icons or Traditional, and then open Administrative Tools. Double Click the Services shortcut. See below:



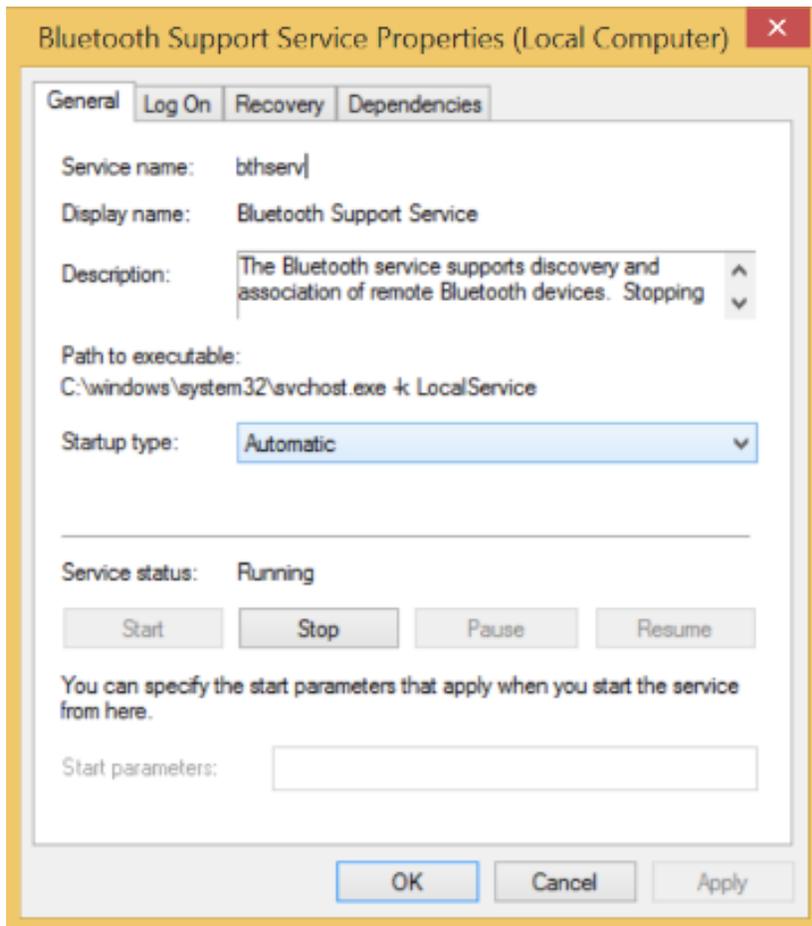
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Locate all Bluetooth Services and verify they are set to Automatic. In some cases there is more than one Bluetooth Service listed, be sure to set all shown to Automatic. To

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change the setting, right click the Bluetooth Service, select Properties. Select start-up type to Automatic, see below:



Select Apply, and OK. If all Bluetooth Services are set to Automatic, reboot your computer to complete the change.

If you are still experiencing trouble pairing this device, an update to Bluetooth Drivers may be needed.

**The device is paired in Windows, but then stops working. What is going on?**

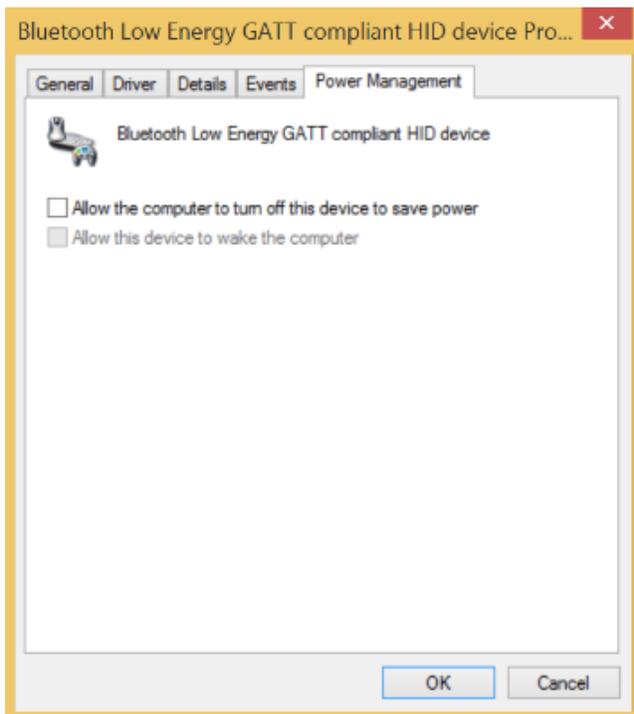
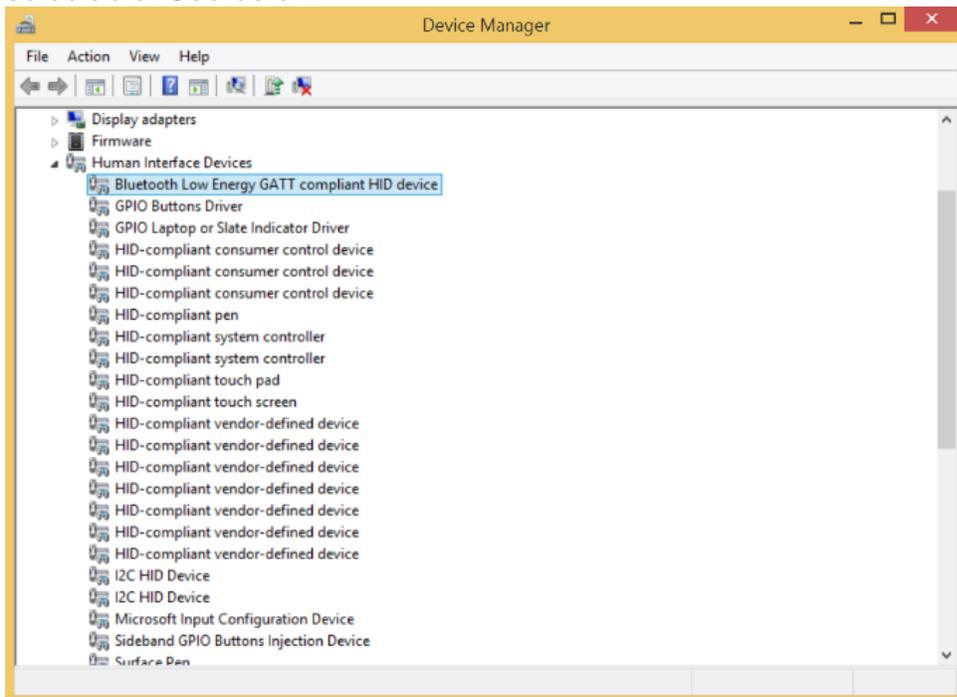
There are two locations on your Windows device where settings need to be modified.

1. The first setting for the Human Interface Devices

From your system's Device Manager, go to Human Interface Devices and select Bluetooth Low Energy GATT Compliant HID Device, right click and select Properties.

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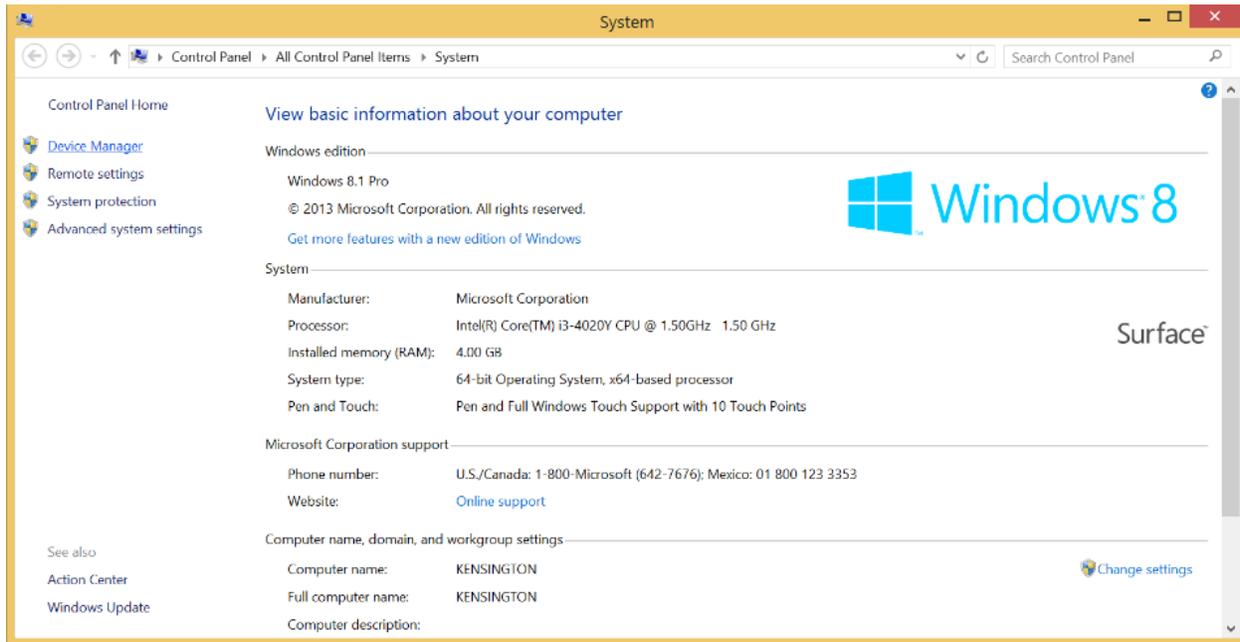
From the Properties, select Power Management and uncheck 'Allow the computer to turn off this device'. Note: your device may need to be paired for this option to be selectable. See below:



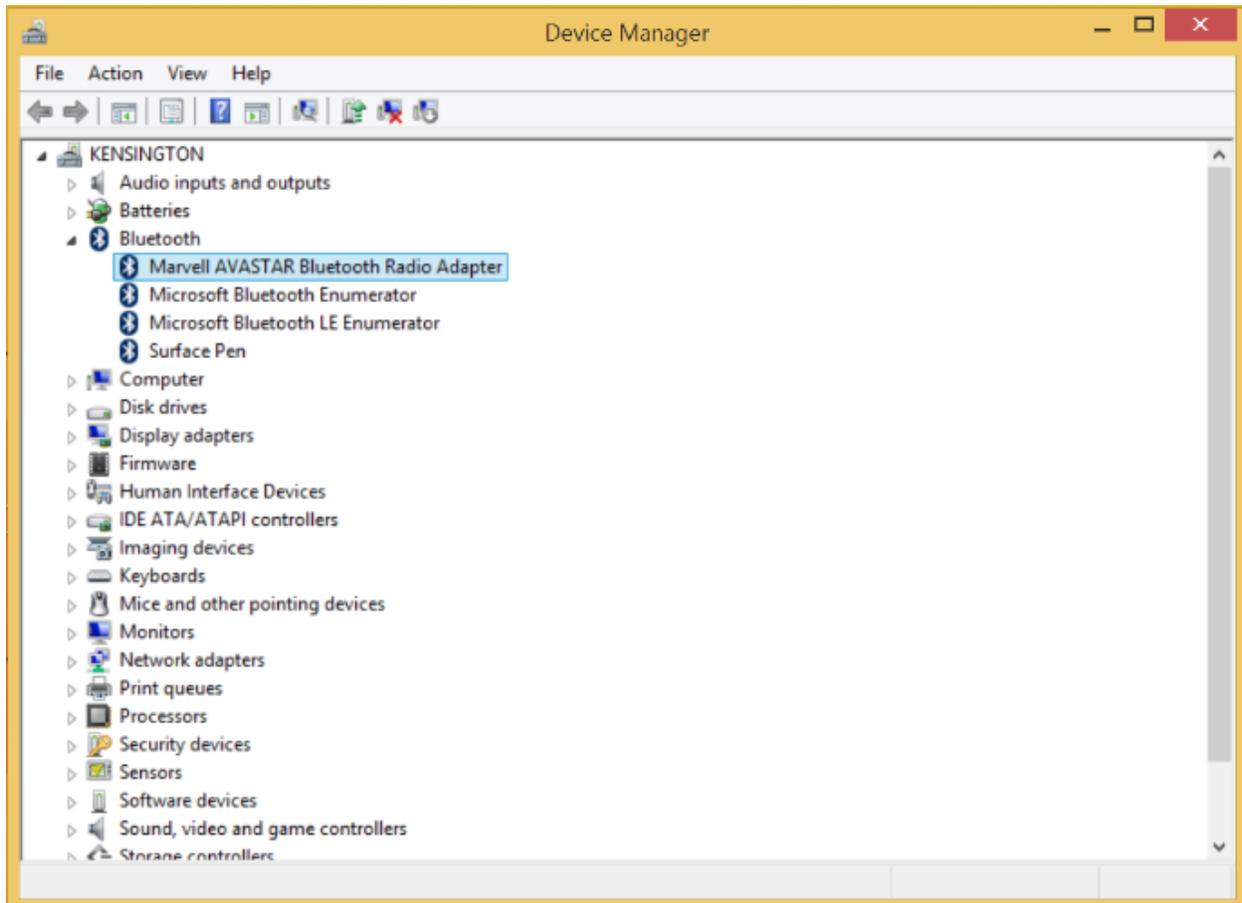
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2. The second setting is for the Bluetooth radio. Check to see that the Power Management setting for Bluetooth does not allow Windows to turn off Bluetooth to save power. Note: there are two ways to find the second setting.

**The first way is to** go to Control Panel, then System, and select Device Manager. See Below:



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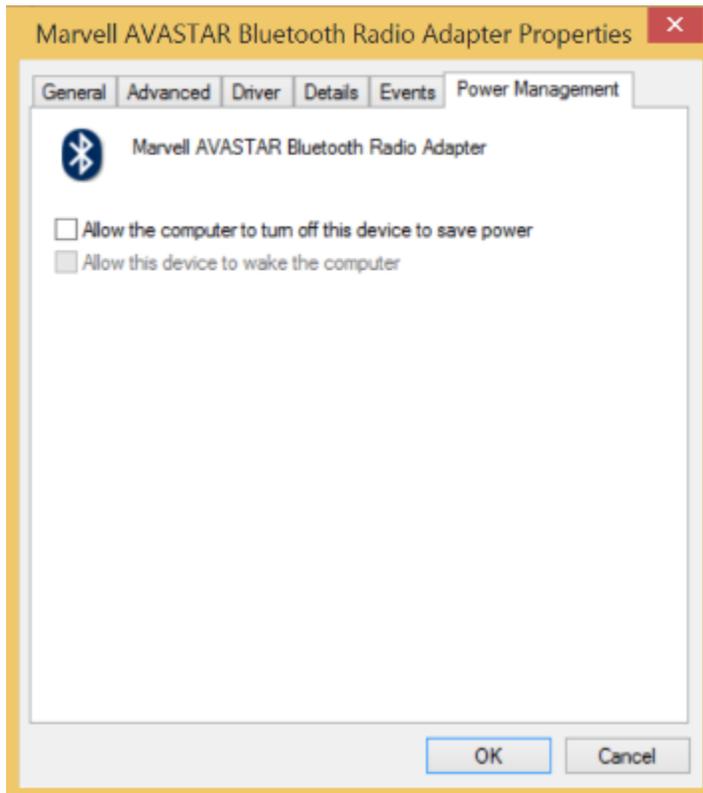


Select the Radio Adapter from the list, right click the Radio Adapter and then select Properties.

Find the Bluetooth Driver, Right Click the Driver and select Properties.

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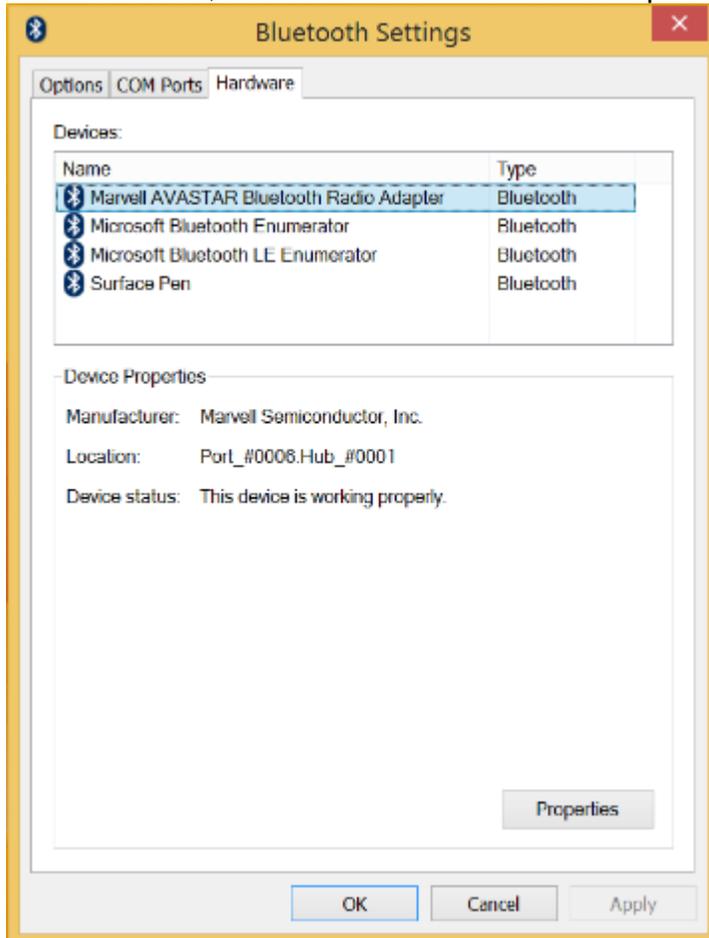
Click the Power Management Tab, and uncheck 'Allow the computer to turn off this device to save power'. If available, check 'Allow this device to wake computer'. See below:



Click OK, and reboot your computer.

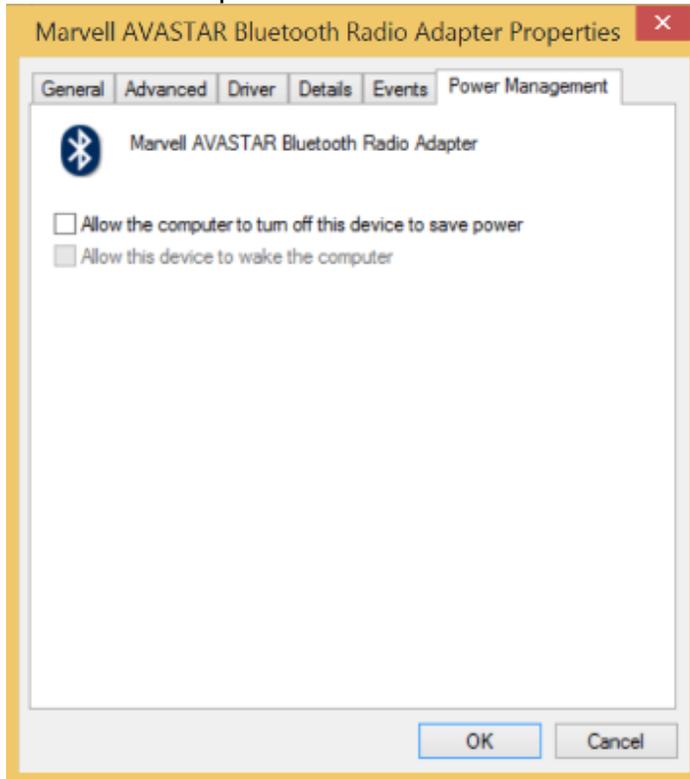
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**The second way** to find this setting is to locate the Bluetooth Icon in the lower right corner of your screen, Right Click the icon and select Open Settings. Select the Hardware Tab, Select the driver and click Properties. See below:



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Select the Power Management Tab, and uncheck 'Allow the computer to turn off this device to save power'. See below:



Click OK, and reboot your computer.

### How do I know when I need to change the battery?

When the PresentAir Pro battery is low, the red LED will blink every 15 seconds. This is an indication that the battery will need to be replaced soon. If your device does not respond to any button presses and does not turn ON, it may have run out of battery and needs to be changed. The PresentAir Pro uses a standard AAAA battery.

### How do I change the battery?

To replace the battery, unscrew the PresentAir Pro's cap assembly, replace the AAAA battery, then screw the cap assembly back on. The PresentAir Pro should automatically reconnect if it was already paired to your device.

### Why doesn't the PresentAir Pro turn ON?

Make sure that a new AAAA battery is inserted in the device with the positive side of the battery facing the stylus tip.

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## Where can I find the driver for my Windows 8 Bluetooth Software? How can I update my Bluetooth driver?

You may find the Driver update for your Bluetooth Driver on your device manufacturer's website. After your device has completed updating your driver, please restart your device and ensure that the default settings are set before you begin attempting to pair your device.

## What if my device stops working and is not responsive to any button press?

First, if you're using the PresenterWorks app, tap on the 'Kensington' button for Windows and iOS, or the 'Help' button for Android, and select 'Forget PresentAir Pro'. Next go to your device's Bluetooth settings and unpair/forget/disconnect (depending on your device) the PresentAir Pro. Restart your device. Pair your PresentAir Pro to your device again.

If there is still no response, remove the battery from the PresentAir Pro and wait for 5 minutes. Reinstall the battery and repeat the above steps.

If there is still no response, use a paperclip and press the reset button on the bottom of PresentAir Pro. When pressing the reset button, make sure there is a battery installed.

## Do I need to connect a USB dongle or a cable to pair/connect my device?\*

Ensure that your laptop has Bluetooth 4.0 capabilities. If yes, there is no need to attach any dongle or cable. If your computer does not have Bluetooth 4.0 capability, you may be able to connect with a Bluetooth 4.0 USB dongle (not included).\*

*\*Functionality has not been verified for use with USB Bluetooth dongles.*

## What do I need to do when my laptop asks for a pass-key during the Bluetooth set-up?

You should not need to enter a pass-key during the Bluetooth pairing. However, systems may differ, and if you are asked to enter a pass-key then enter '0000' and then press 'Enter'. The computer should be able to successfully pair and connect the device.

## PresentAir Pro doesn't appear to work with my application, what's wrong?

If you are not using the PresenterWorks app, you will not have access to the full range of PresentAir Pro's capabilities. Installing the app should increase the utility of your PresentAir Pro. Due to the complexities of ensuring compatibility across multiple third party apps, there may be cases where PresentAir Pro does not work as intended.