
























 Holly	13:02:05
Initial Question/Comment: Dual Board function not working....have updated workspace and firmware. Any ideas?	
 System	13:02:10
Your session ID is 51247. Please take note of this ID for your records.	
 System	13:02:10
Welcome to eInstruction Technical Support chat. One of our techs will be with you shortly.	
 System	13:02:10
Heather has joined this session!	
 System	13:02:10
Connected with Heather	
 System	13:02:10
Your session ID is 51247. Please take note of this ID for your records.	
 System	13:02:10
Welcome to eInstruction Technical Support chat. One of our techs will be with you shortly.	
 Heather	13:02:15
hello	
 Heather	13:02:25
I am trying to access your account. What school do you work for?	
 Holly	13:02:48
Hi...I am in the tech dept. of Avon Community School Corporation	
 Heather	13:03:55
What version of Workspace do you have installed? and what is happening when you try to use it?	
 Holly	13:06:23
Workspace 8.9 is installed	
 Heather	13:06:35
8.90 or 8.91?	
 Holly	13:06:43
8.9	
 Holly	13:06:49
8.90	
 Holly	13:07:12
So when in dual board mode it only recognizes teh first pen that is touched to teh board...	
 Holly	13:07:38
sometimes when both pens are on the board a line is connected between the two pen tips	
 Heather	13:10:30
The only time that it will allow both pens to write is when it is in multi user mode. Have you done this already?	
 Holly	13:11:14
Sorry I didn't clarify that...Yes, i am in multi user mode....it will do the same thing if i'm in the sandbox or have the screen split in two	
 Holly	13:11:38
when i drag and drop both users into the space, it also does not recognize teh different colors set up for user 1 and user 2	
 Heather	13:12:42
Have you updated the firmware on the board?	
 Holly	13:13:31
the box shows taht person 1 should be red and 2 should be green, but both pens show up	
 Holly	13:13:37
Yes, I have updated firmware	


 Holly 13:14:11
sorry, i didn't finish my thought....both pens show up being the same color


 Heather 13:14:32
what color are your pens?


 Heather 13:14:37
the plastic on them.


 Holly 13:14:53
one blue and one white


 Heather 13:16:42
can you please access your dual board in the eInstruction Device Manager and tell me the firmware it lists.


 Holly 13:17:57
I'm not currently connected to the board...but when I updated , it was updated to something with the letter "C" at the end and the previous one had a letter "A" at the end


 Holly 13:18:16
don't know if that will help, i forget the numbers listed in front


 Heather 13:19:32
that is the firmware for the receiver.. Let me ask a question. When you did the firmware update, did you connect the board directly with a USB cable?


 Holly 13:23:12
Yes, I connected the board to computer via USB cable.


 Heather 13:27:07
ok. i'm going to test my dual board really quick


 Heather 13:34:12
ok. This is what mine does. I am running Workspace 9. (which you will need to update to) and the primary pen is always black, and the secondary pen will allow you to change it from red(default) to black and you can not go back to red.


 Heather 13:34:37
I talked to my tier 2 rep, and they need for you to update your Workspace software so we can rule out that it is software related.


 Holly 13:35:06
I just updated to 8.90


 Heather 13:35:17
The firmware on the board should be G and F not C


 Heather 13:35:32
You can only get that when you have the updated Workspace software.


 Holly 13:35:59
interesting....I updated the firmware from my computer, which has workspace version 8.91???


 Holly 13:36:09
so shouldn't that be the most recent?


 Heather 13:36:42
No, Workspace 9 was released just a couple of weeks ago because of issues we were experiencing with the dual boards.

 Heather 13:36:47
That is why we updated the firmware as well.


 Holly 13:37:40
k, got it. so since we (school corp) don't have that newest Workspace 9 version, I will just need to do a local install on each computer that is having that issue, correct?

 Heather 13:38:37
Yes, I would start with that. Then do the firmware update on that particular board.

 Holly 13:38:53
a few questions to go with that.....will downloading that workspace 9 also download a newer device manager as well?

 Heather 13:39:07

yes it will

 Heather 13:39:15

Do you have CPS on the computers?

 Holly 13:39:19

Yes

 Heather 13:39:32

You will want to make sure that they have that updated to 6.71 for cps

 Heather 13:39:43

or 6.70

 Holly 13:39:55


so will it cause issues if some components are updated (like updated board, but not updated CPS ??)

 Heather 13:40:02

I would do the CPS first then the workspace

 Heather 13:40:32

yes, they need to be running the same device Manager.

 Holly 13:40:50

Ok....thank you for your help!!!