

Intellipen

Digital Pen & USB Flash Drive

FAQ and Known issues

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Overview

This document refers to the latest version of the Digital Pen & Flash Drive.

It consists of three parts:

1. Frequently Asked Questions
2. Led Functionality Index

Frequently Asked Questions (FAQ)

General

- Can I use the digital pen on any writing surface?
 - Yes. The product is paper independent; simply avoid writing on uneven surfaces
- Can two or more people use a digital pen next to each other at the same time?
 - Yes. The current version allows two or more users to sit next to each other and work without worrying for interferences
- Is the digital pen compatible with MAC and Linux operating systems?
 - Digital files captured by the receiver (flash drive) can be viewed using MAC OS X (10.4 and above) and several Linux operating systems; simply launch the Pen&Ink Viewer located on the receiver's flash memory

Using the Digital Pen & USB flash drive

- *Note: Many answers to your questions already exist in the Quick User Guide which is located inside the product package*
- I took my pen out of the box, clipped the receiver to the top of the page, wrote a full page of notes and when trying to see what has been captured I either cannot find the file or find an empty one:
 - Please follow the next steps to ensure proper capture of your handwriting:
 - Make sure the small isolation strip from the pen battery compartment was removed
 - Make sure to charge the receiver for 6 hours before using for the first time
 - Turn the receiver On and wait until the power LED (left one) stops flashing
 - Start writing:
 - ❖ While writing make sure the 'line of sight' between Pen and Receiver remains clear
 - ❖ Keep your fingers away from the 'crystal dome' at the base of the Pen tip
 - ❖ Whenever you pen tip touches the paper, the middle LED should flash
 - ❖ Make Sure to begin writing at least 2.5cm (1") below the Receiver front
- How do I create a new page? (thus avoiding two or more handwritten notes to overlap each other)
 - Simply press the Receiver's clip button. When releasing the clip you will see the middle LED flashing for about 1 second.
- I was in class and suddenly I noticed my receiver was Off
 - The Receiver will turn itself off automatically after 10 min. without writing. To avoid that you can press the Pause button which will extend the auto-turn Off of the receiver to 30 min.
 - When the Receiver battery LED (right LED) starts blinking, you will have up to 10 working minutes until the Receiver will shut itself off.
- How do I turn the digital pen On and Off?

- Every pen tap on the paper turns it On (makes it transmit its position); the pen will automatically turn itself Off after 24 seconds without writing.
- I ran out of ink in my pen; what do I do?
 - Look for a mini-ball point ink refill in your nearest office store. To replace the old one, pull on the tip using a pair of tweezers and insert the new refill instead
- How do I know when to replace the pen batteries and with what type of batteries?
 - The pen LED (middle one) will either starts blinking rapidly or you will not see your handwritten strokes being captured.
 - The pen consumes 2 standard watch (393) batteries.
- The receiver will either not turn itself On even after being charged or I see the three LEDs lighting; what do I do?
 - Press the *reset* button (small hole in the back of the receiver). The reset will not erase any file currently stored on your flash memory
- How do I use the receiver when writing on a thick pad of paper?
 - Clip the receiver to the side of one of the pages (or to the bottom, as long as you maintain a clear line-of-sight between the pen & receiver) and start writing. When opening the file using the Pen&Ink Editor, rotate the whole text (Edit→Rotate...)
- How long do the pen batteries last?
 - 30 - 40 continuous writing hours
- How long does the receiver battery last?
 - 5 - 5.5 hours. The battery can get recharged for ~500 times
- How many digital pages can the receiver store?
 - Several thousands of pages
- Part of the text I wrote has not been saved.
 - The receiver turned off due to a low battery level. Recharge the battery.
- Do I need to replace the receiver's battery?
 - No. The receiver's battery is a rechargeable and capable of running hundreds of charging cycles.

Connecting the receiver to the computer

- The PC does not recognize the receiver after plugging it in.
 - Change the USB port and USB cable and try again.
If it still does not recognize the receiver, restart the receiver by pressing the Reset button on the back of the receiver (small hole near one of the edges).
- When plugging the receiver in to my computer, I do not see the power LED blinking; what's wrong?
 - The receiver is not being charged; the computer may not be providing enough current to charge the receiver. Therefore, replace the USB port (or the USB extension cable) on your computer or try to recharge it on a different computer.
- How long do I need to charge the USB flash drive?
 - Recharging an empty battery until it is full may take 5-6 hours.
- How do I unplug the receiver from the computer?
 - When disconnecting the receiver from the PC, please use the "safely remove hardware" icon, located in the notification tray on your PC

Conversion software* and the Pen&Ink Editor

* MyScript Notes (optional software):

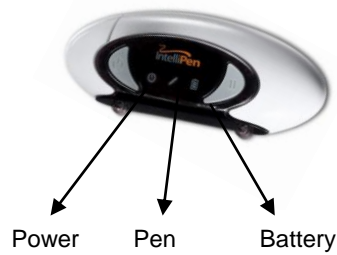
- General:
 - Text conversion is not an exact science, therefore conversion rate varies from user to user, depending on many parameters
 - For ensuring proper conversion:
 - make sure to clip the Receiver on to the center edge of the page
 - make sure the Receiver's front is located parallel to the page
- Where do I find the license key for registering MyScript notes?
 - The license key can be found at the back of the Installation CD cover
- How do I optimize the application's Global Conversion Settings (F5)?
 - In case your notes contain text only:
 - Select Rich Text
 - Choose the Language the note was written in
 - Select *Natural Handwriting* under *Handwriting Style*
 - Click OK
- How can I rotate a page in MyScript Notes?
 - Go to Page→Rotate 90°

Pen & Ink Editor

- Do I need to install Microsoft Tablet PC Recognizer in order to operate my digital pen?
 - No; MS Tablet PC Recognizer is an optional alternative for converting you handwritten notes into digital text; the link will take you to Microsoft's site for validating your operating system and downloading the software (already integrated in Vista [excluding Vista Home Basic])

- Pen&Ink Editor gets stuck while converting text using the Microsoft Tablet PC Recognizer.
 - Handwriting recognition is a CPU-consuming feature and might take a while to process (depending on the amount of text/graphics chosen to convert and the CPU characteristics).
- It takes a long time to save files as pdf/rtf.
 - pdf/rtf file generation is a CPU-consuming feature and might take a while to process.
- How do I change the date and time of the created files to match my local time zone?
 - Follow the RTC (Real Time Clock) application to set the date and time for your time zone:
Click:
Start → All_Programs → Digital_Pen&USB_Flash_Drive → Device_Properties
Alternatively, Open the Viewer application and go to *Tools → Set Clock*

Led Functionality Index



FUNCTIONALITY	LED OPERATION	DESCRIPTION
Normal Operation (<u>Off-line</u>)	Power Pen Battery 	Off
	Power Pen Battery 	On
	Power Pen Battery 	On – Pen is down (writing)
	Power Pen Battery 	On – New Page indication (after pressing the clip for at least 0.5 second)
Charging	Power Pen Battery 	Charging
	Power Pen Battery 	Finished charging
	Power Pen Battery 	No charging – Computer does not provide enough current to charge the receiver
Receiver errors	Power Pen Battery 	1) Low receiver battery – charge it 2) Flash memory full
	Power Pen Battery 	Receiver is stuck – restart the receiver
Pen error	Power Pen Battery 	Low pen batteries (flashing rapidly) – replace batteries