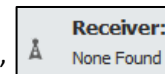



Situation: Logged into TurningPoint Cloud, but receiver says “None Found.”

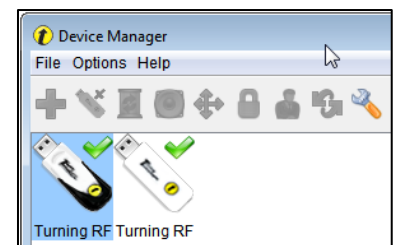
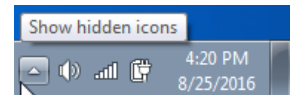


Equipment Present: NXT Clickers and Turning RF+ or RF Receivers

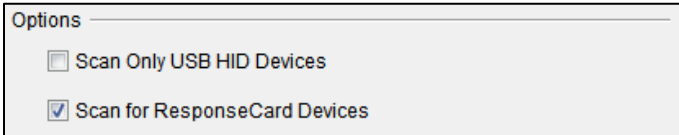


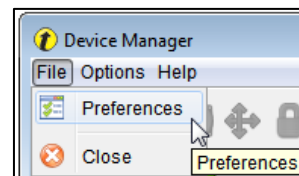
Confirm the Settings:

1. Access Device Manager by clicking on the **Turning Technologies logo**  near your clock (lower-right of your screen).
 - a. If you do not see it, it may be hidden. Click the **Show hidden icons** to locate it.
2. Select **Device Manager** from the top of the pop-up menu.
3. If your Turning RF receivers have a **green checkmark** next to them, that means they are connected to Device Manager. For them to work in TPC, you **must** follow the steps in one of the solutions listed below.
4. If your Turning RF receivers have a **red X** next to them, **unplug the receiver** and **restart TPC**.

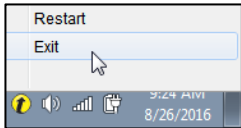


Solution #1 (if using Mobi):

1. From the Device Manager window, click **File → Preferences**.
2. **Uncheck** the box titled “Scan for ResponseCard Devices.”
3. **Exit out** of Device Manager.
4. **Exit out** of TPC and **restart**.
5. Once logged back in, you will see that your Turning RF receiver is connected to TPC.



Solution #2 (if NOT using Mobi):

1. Click on the **Device Manager** icon near your clock.
2. Select **Exit**.
3. **Exit out** of TPC and **restart**.
4. Once logged back in, you will see that your Turning RF receiver is connected to TPC.



Alternatively, if you do not plan on using your Mobi, you can uninstall Device Manager altogether.

For further assistance, please contact Andy Bennetts: andy@intlrm.com.