

**Situation:** Logged into TurningPoint Cloud, but Pulse receiver/clickers are not working

**Equipment Present:** Pulse RF Clickers and Receiver and Turning RF+ Receiver (for use with PresenterCard)



### Confirm the Settings:

1. Access Device Manager by clicking on the **Turning Technologies logo**  near your clock (lower-right of your screen).

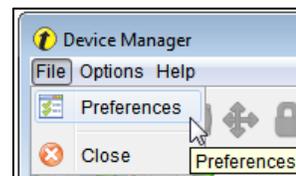
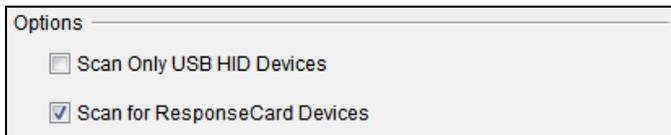
a. If you do not see it, it may be hidden. Click the **Show hidden icons** to locate it.

2. Select **Device Manager** from the top of the pop-up menu.
3. If your Turning RF+ receiver has a **green checkmark** next to it, that means it is connected to Device Manager. For it 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@intlrn.com](mailto:andy@intlrn.com).