

Gen2 CPS Chalkboard

Frequently Asked Questions

How long should the Chalkboard take to fully charge?

A fully depleted chalkboard battery takes approximately 8 hours to fully recharge. In regular use, however, a full recharge takes much less time, as it is seldom the case that a chalkboard battery's charge is entirely depleted.

When the charger is connected, are the stylus and Chalkboard charging at the same time? Or, must the stylus charge first before the Chalkboard begins to charge (as the LEDs seem to indicate)?

As it is usually the case that the stylus' battery will drain before the chalkboard's battery does, the stylus is charged first. A fully drained stylus will take about 45 minutes to charge. In regular use, however, a full recharge takes less time, as it is seldom the case that a stylus battery's charge is entirely depleted.

How do I know if the Chalkboard is fully charged?

Plug the chalkboard into its AC adapter or into a computer's USB port using one of the supplied USB cables; when the top LED on the face of the board lights solid green, the board is fully charged. After fully charging a chalkboard, when disconnecting and reconnecting the power source its battery status indicator will blink red briefly (until the board 'realizes' it is still fully charged, at which point it will light solid green).

How do I know if the stylus is fully charged?

Place the stylus in its cradle; when the bottom LED on the face of the board lights solid green, the stylus is fully charged. If the chalkboard is connected to its AC adapter or a USB cable, the stylus' battery status LED will stay solidly lit green indefinitely; if the board is not connected to its AC adapter, the stylus' battery status indicator will stay solidly lit green for about three minutes. After fully charging a stylus, then removing it from and placing it back in its cradle, its battery status indicator will blink red briefly (until the board 'realizes' it is still fully charged, at which point it will light solid green).

Which status indicator LED is the stylus' and which is the Chalkboard's? What do the flashing/solid red or green lights mean?

The bottom LED indicates the status of the stylus' battery, and the LED above this indicates the status of the chalkboard's battery. For both LEDs, flashing red means that the battery is charging, and a solid green light means that the battery is fully charged. The stylus draws on the chalkboard's battery as its source when charging, so if the chalkboard is not plugged into AC power or a computer's USB port the stylus will draw power from the chalkboard's battery until it is fully charged, at which point the chalkboard's battery will have been depleted slightly.

Can I recharge the Chalkboard battery by connecting the direct USB cable instead of the AC/DC charger?

You can recharge the chalkboard and stylus batteries using one of the supplied USB cables. A fully depleted chalkboard battery will take about 8 hours to fully recharge. In regular use, however, a full recharge takes much less time, as it is seldom the case that a chalkboard battery's charge is entirely depleted.

When I turn my Chalkboard on the blue light only stays lit for a few seconds, and then goes out. Does this mean my battery won't hold a charge?

In most cases, this just means the chalkboard and its receiver are not communicating. To establish communication between the chalkboard and its receiver, follow these steps:

- After sufficiently charging the chalkboard, plug its wireless receiver into your computer's USB port. The green LED on the receiver will light solid, indicating that it is receiving power.
- Press the button on the receiver; the green LED on the receiver will start blinking.
- Use the chalkboard pen to press the red sync button on the back of the chalkboard; shortly after, the receiver's green LED will light solid again.

When you turn the chalkboard back over, you'll notice that the blue light around the sleep/wake button is lit solid (the binding process automatically powers up the chalkboard). At this point, you should be able to touch the pen to the chalkboard and use it as a mouse.

I sometimes see a faint green light blinking near the upper-right corner of the Chalkboard. What does this mean?

This LED, which is located just beneath the plastic surface of the board to the right of the writing area, will blink to indicate that the board is successfully communicating with the computer (whether operating wirelessly or plugged in using a USB cable). This light also reacts to the pen as it is used. When the pen is held above the board's surface to move the mouse cursor, the light will stay solidly lit, and when applying pressure to the board's surface to click with the pen, the light will go out.

My chalkboard binds, but the stylus doesn't work. Is the stylus broken?

If you can see the faint, blinking green light to the right of the chalkboard's writing area, then it has been successfully bound. If your stylus offers no input, and when hovering above or pressed to the writing surface causes no change in this light's behavior, open the stylus to check its battery compartment – it could be that a piece of the battery insulation insert, a small plastic tab meant to prevent the stylus battery's discharging during shipment, is still blocking the current path. If this is the case, when the stylus is seated in its cradle the stylus battery will be unable to charge and its status indicator LED on the face of the chalkboard will not light – until the insert is removed.

Sometimes I see a small red light on my stylus – underneath the buttons. What does this light mean?

This is an onboard battery status indicator that lets you know when your stylus' battery is nearly depleted and needs to be charged.

What does the flashing/solid red or green light on the Chalkboard receiver mean?

When the chalkboard's wireless receiver is plugged into your computer's USB port, its LED may flash green, then red, before settling on a solidly lit green – this is normal, as it will take a few seconds for the computer to recognize the device. This LED will flash green during the binding process and, upon establishing communication with the chalkboard, go back to being solidly lit green. It will then change to a solidly lit red for the duration of any input from the chalkboard's stylus (as the stylus is moved across the chalkboard's writing surface).

If the chalkboard receiver's LED begins to rapidly blink green or alternate between green and red, the USB cable may not be plugged into the receiver all the way. Please make sure the USB cable has been securely connected at both ends; the receiver's LED should then light solid green like normal.

How do I turn the Chalkboard off when I'm done using it? Is there an 'auto-shutoff' feature?

The chalkboard will go to 'sleep' on its own after 15 minutes of inactivity. After the first 10 minutes of inactivity, the blue light on the face of the board will begin to flash. It will flash for five minutes, during which the pen can be pressed to the board's surface to begin normal usage again. After these five minutes, the blue light will turn off as the chalkboard goes to 'sleep.'

You can also put the chalkboard to 'sleep' whenever you want – instead of waiting for it to reach this state automatically. To do so, press and hold the button on the face of the chalkboard for approximately 3-4 seconds (until the blue light turns off).

To 'wake' the chalkboard, press the button on the face of the board; the blue light will turn on, and unless something has happened to the connection between the chalkboard and receiver, you can begin again to use it wirelessly.