

# EN

## Troubleshooting Guide

### 1. Physical laser doesn't work on TV screen

The product you purchased features only physical laser projection, which displays clearly on white walls or screens but is unsuitable for LCD screens. If you frequently present on LCD screens, consider our digital laser model (which also includes physical laser functionality). Below are two highly recommended models for your reference:

For US:

N95s BLE: <https://www.amazon.com/gp/product/B0F8W1NK2F?th=1>

N97s: <https://www.amazon.com/gp/product/B0D69X4K6Q?th=1>

For UK:

N95s BLE: <https://www.amazon.co.uk/gp/product/B0F8W1NK2F?th=1>

N97s: <https://www.amazon.co.uk/gp/product/B0D69X4K6Q?th=1>

### 2. Malfunction of "Forward" and "Backward" button

#### 2.1 Working modes

Different presentation software uses different keyboard shortcuts for page navigation:

- Some use Left/Right arrow keys (e.g., PowerPoint, Prezi, Keynote, WPS).
- Some use Page Up/Page Down (e.g., certain image viewers).
- Some use Up/Down arrows (e.g., Word, Excel).
- Some rely on Scroll up/Scroll down (e.g., short video apps or web browsers). (Only applicable to products with Bluetooth or BLE)

Only Norwii Presentation Clickers with Bluetooth support all four modes; those without Bluetooth support only three. Simply long press "Forward" and "Backward" for 3 seconds to switch between them. The clicker will save your last-used mode automatically. By default, it operates in Left/Right mode.

Long press the "<" and ">" for 3s to switch

- 1 **Up/Down**  
PowerPoint, Keynote and more.
- 2 **Left/Right**  
Prezi, ProPresenter, MediaShout and more.
- 3 **Page Up/Page Down**  
Google Slides, Browser, Photo Viewer and more.
- 4 **Scroll Up/Down**  
E-book and more

or customize the key function via APP

You can also use Norwii Presenter software to quickly assign the button functions or check the current mode or choose the working modes.

**Norwii Presenter**

Pointer Customize Pair Cloud Share Settings About

Model: N95 Plus BLE Restore Defaults

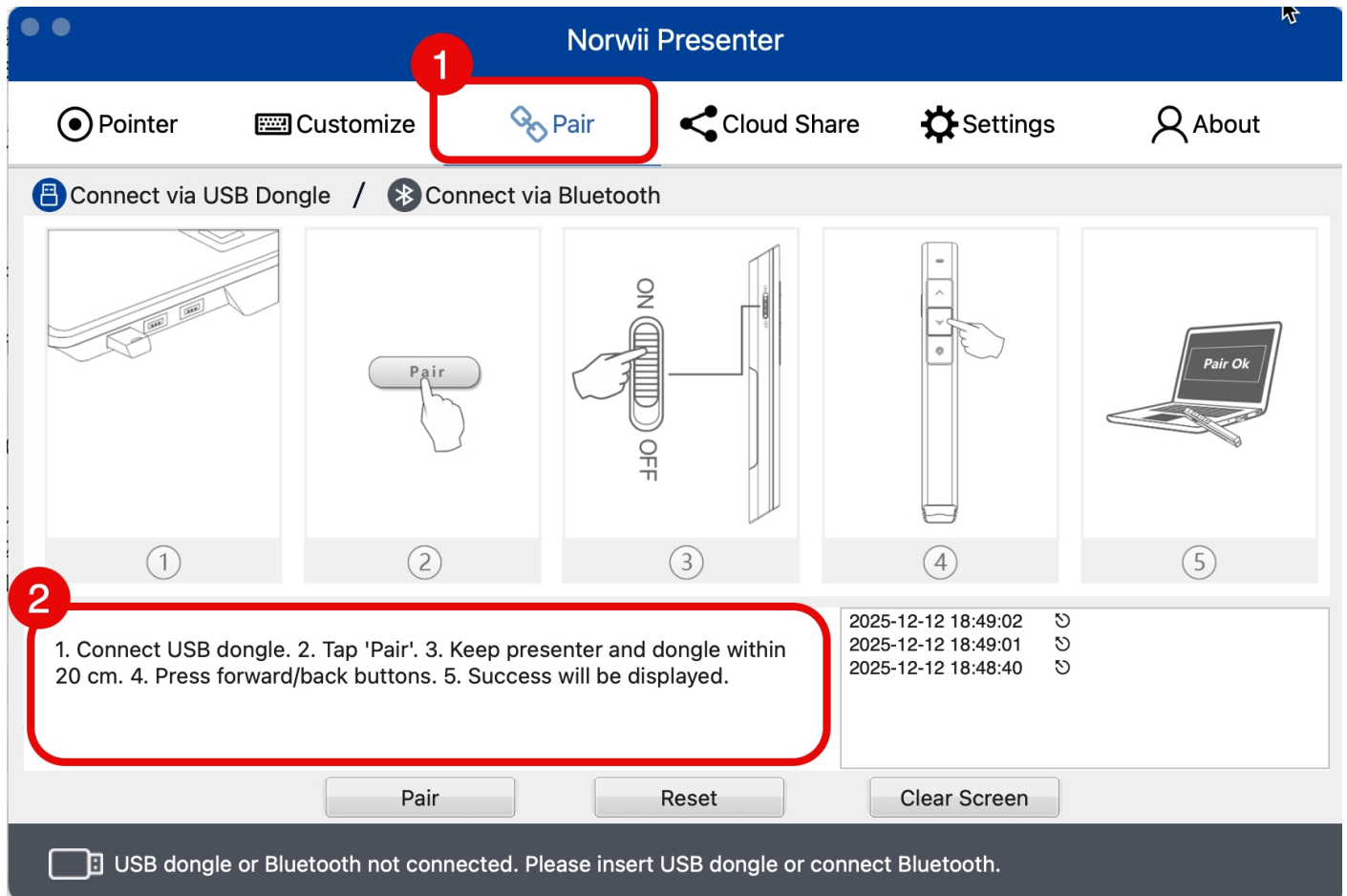
Current Mode: [Up/Down] [Left/Right] [PgUp/PgDn] [Scroll]

Buttons and Mappings:

- Indicator
- ↑ Up / Play Slides
- ↓ Down / B
- Laser Key
- Tab
- Alt+Tab
- ↵ Enter
- ⌘ + F4
- USB-C Port
- Short Press
- Long Press
- Double Click
- Continuous Send When Holding

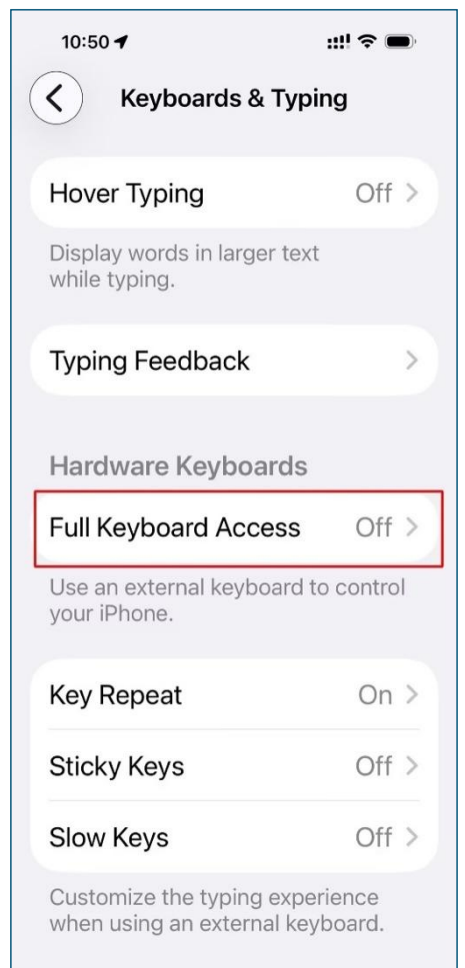
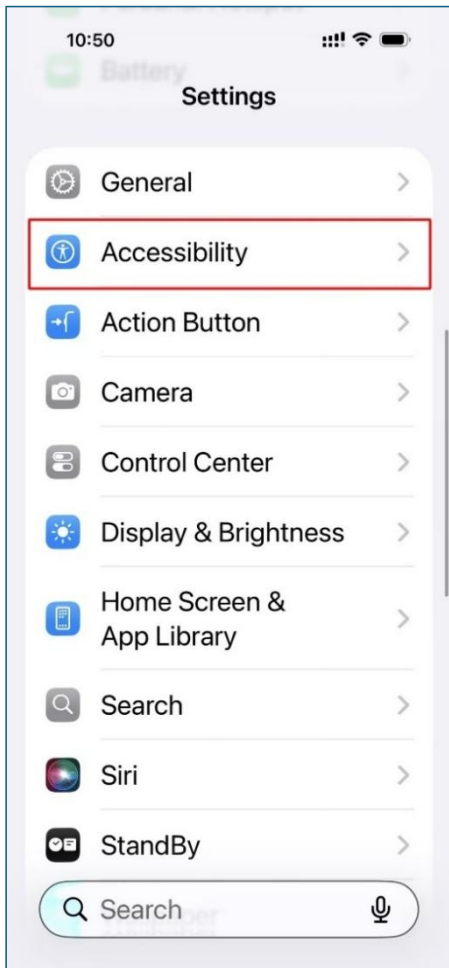
## 2.2 Pair the wireless presenter and the USB receiver

Follow the steps in red box 2 to complete pairing.



## 2.3 Special Note for Apple iOS & iPadOS Users

On Apple's iOS and iPadOS, when PowerPoint and Keynote are in full-screen mode, pressing the forward and backward keys on the wireless presenter does not turn the pages. Instead, the cursor focus moves between text areas. Please disable "Settings -> Accessibility -> Full Keyboard Access".



# DE

## Fehlerbehebungsleitfaden

### 1. Der physische Laser funktioniert nicht auf dem TV-Bildschirm

Das von Ihnen erworbene Produkt verfügt ausschließlich über eine physische Laserprojektion. Diese stellt Inhalte klar auf weißen Wänden oder Leinwänden dar, ist jedoch für LCD-Bildschirme ungeeignet. Falls Sie häufig auf LCD-Bildschirmen präsentieren, empfehlen wir unser Modell mit digitalem Laser (das ebenfalls über die physische Laserfunktion verfügt). Nachfolgend finden Sie zwei besonders empfehlenswerte Modelle zu Ihrer Information:

N95s BLE: <https://www.amazon.de/gp/product/B0F8W1NK2F?th=1>

N97s: <https://www.amazon.de/gp/product/B0D69X4K6Q?th=1>

### 2. Fehlfunktion der Tasten "Vor" und "Zurück"


#### 2.1 Betriebsmodi

Verschiedene Präsentationssoftware verwendet unterschiedliche Tastaturkürzel für die Seitennavigation:

- Einige verwenden die "Pfeiltasten links/rechts" (z. B. PowerPoint, Prezi, Keynote, WPS).
- Einige verwenden die "Bild-auf/Bild-ab-Tasten" (z. B. bestimmte Bildbetrachter).
- Einige verwenden die "Pfeiltasten auf/ab" (z. B. Word, Excel).
- Einige nutzen das "Scrollen nach oben/unten" (z. B. Kurzvideos-Apps oder Webbrowser). **(Nur für Produkte mit Bluetooth oder BLE anwendbar)**

Nur Norwii-Präsentationsklicker mit Bluetooth unterstützen alle vier Modi; solche ohne Bluetooth unterstützen nur drei. Halten Sie einfach die Tasten "Vor" und "Zurück" für 3 Sekunden gedrückt, um zwischen ihnen umzuschalten. Der Clicker speichert automatisch den zuletzt verwendeten Modus. Standardmäßig arbeitet er im Modus "Links/Rechts".

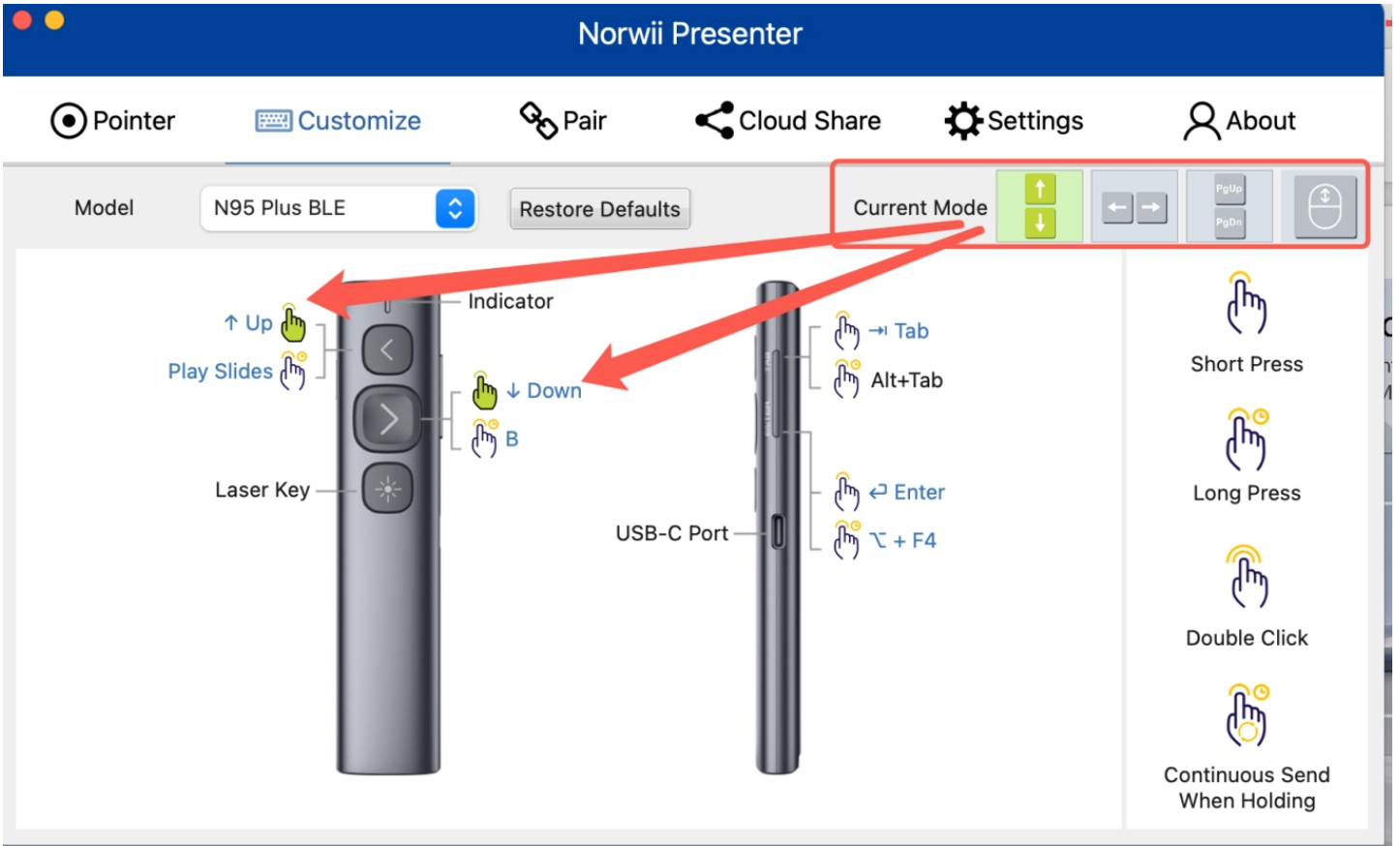
Long press the "<" and ">" for 3s to switch



- 1 **Up/Down**  
PowerPoint, Keynote and more.
- 2 **Left/Right**  
Prezi, ProPresenter, MediaShout and more.
- 3 **Page Up/Page Down**  
Google Slides, Browser, Photo Viewer and more.
- 4 **Scroll Up/Down**  
E-book and more

or customize the key function via APP

Sie können auch die "Norwii Presenter-Software" verwenden, um die Tastenfunktionen schnell zuzuweisen, den aktuellen Modus zu überprüfen oder die Betriebsmodi auszuwählen.



Norwii Presenter

Pointer Customize Pair Cloud Share Settings About

Model N95 Plus BLE Restore Defaults

Current Mode

Indicator

↑ Up Play Slides

↓ Down B

Laser Key

USB-C Port

→ Tab  
Alt+Tab

↵ Enter  
⌘ + F4

Short Press

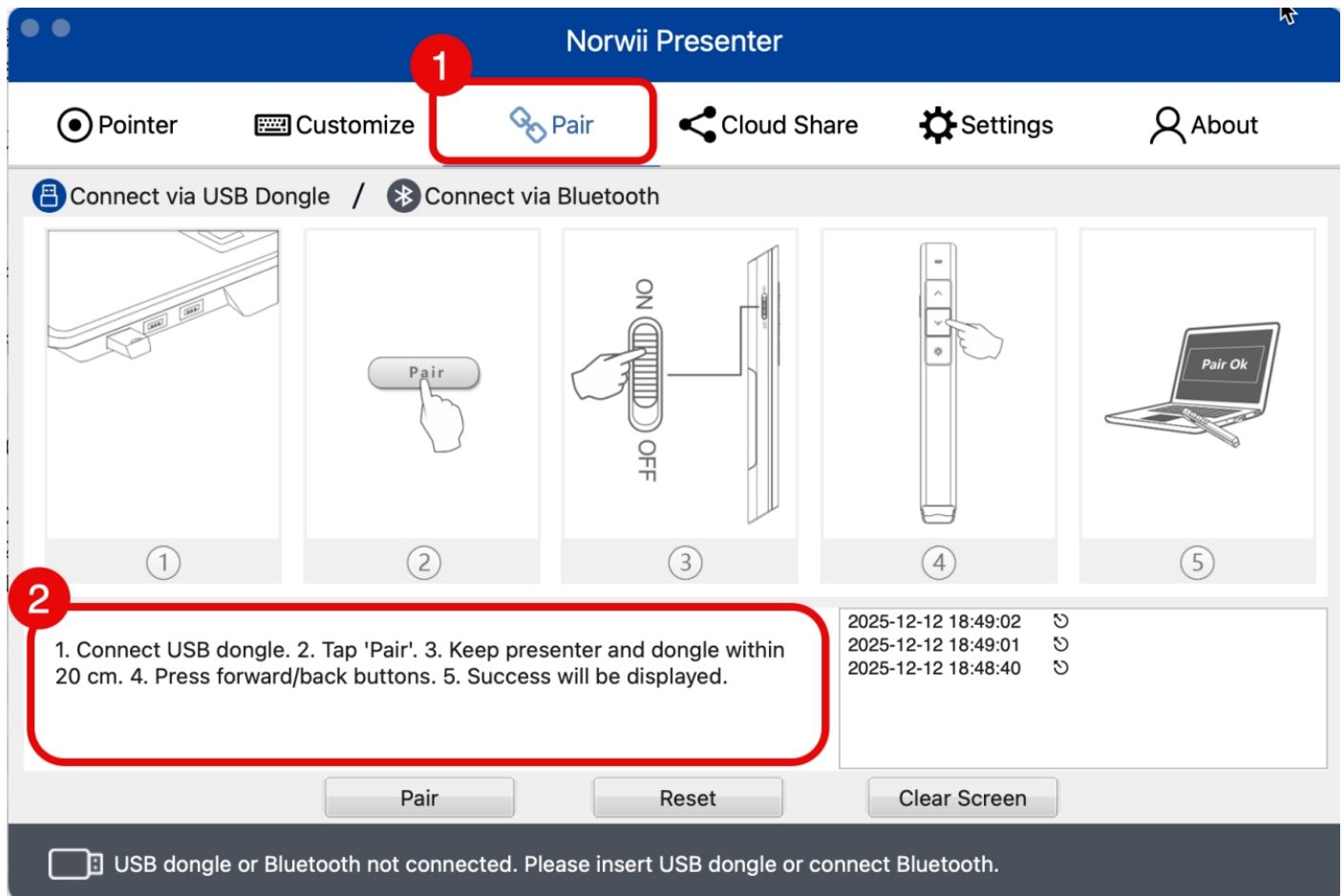
Long Press

Double Click

Continuous Send When Holding

## 2.2 Koppeln des kabellosen Presenters mit dem USB-Empfänger

Befolgen Sie die Schritte im roten Kasten 2, um die Kopplung abzuschließen.

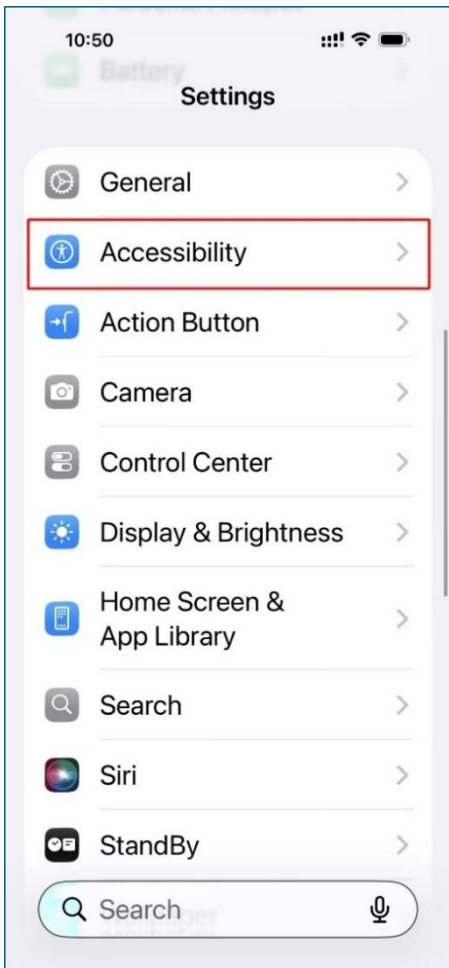


## 2.3 Besonderer Hinweis für Benutzer von Apple iOS & iPadOS

Unter Apple iOS und iPadOS werden die Seiten nicht umgeblättert, wenn PowerPoint und Keynote im Vollbildmodus sind und die Vor- und Zurück-Tasten am kabellosen Presenter gedrückt werden.

Stattdessen bewegt sich der Cursor-Fokus zwischen den Textbereichen. Bitte deaktivieren

Sie Einstellungen -> Bedienungshilfen -> Tastatursteuerung.



# FR

## Guide de dépannage

### 1. Le laser physique ne fonctionne pas sur l'écran du téléviseur

Le produit que vous avez acheté est uniquement équipé d'une projection laser physique. Celle-ci affiche clairement le contenu sur les murs blancs ou les écrans de projection, mais n'est pas adaptée aux écrans LCD. Si vous présentez fréquemment sur des écrans LCD, nous vous recommandons notre modèle à laser numérique (qui dispose également de la fonction laser physique). Vous trouverez ci-dessous deux modèles particulièrement recommandés pour votre information :

N95s BLE: <https://www.amazon.fr/gp/product/B0F8W1NK2F?th=1>

N97s: <https://www.amazon.fr/gp/product/B0D69X4K6Q?th=1>

### 2. Dysfonctionnement des boutons « Suivant » et « Précédent »

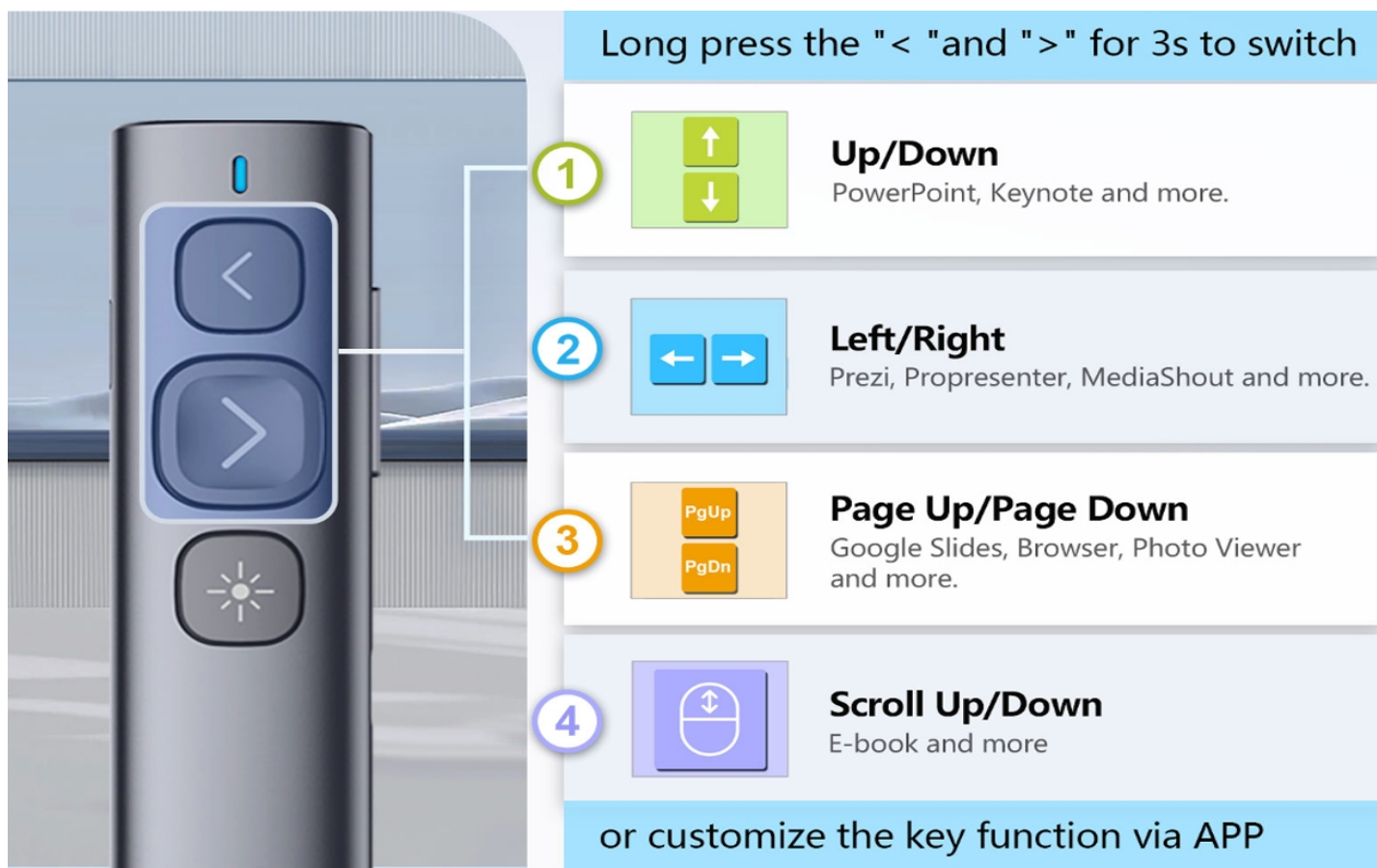
#### 2.1 Modes de fonctionnement

Différents logiciels de présentation utilisent des raccourcis clavier différents pour la navigation entre les pages :





- Certains utilisent les "flèches gauche/droite" (ex : PowerPoint, Prezi, Keynote, WPS).
- Certains utilisent les touches "PageUp/PageDown" (ex : certains visionneuses d'images).
- Certains utilisent les "flèches haut/bas" (ex : Word, Excel).
- Certains reposent sur le "défilement vers le haut/vers le bas" (ex : applications de courtes vidéos ou navigateurs web). (Applicable uniquement aux produits dotés de Bluetooth ou BLE)

Seuls les Norwii clickers de présentation avec Bluetooth prennent en charge les quatre modes ; ceux sans Bluetooth n'en prennent en charge que trois. Il suffit d'appuyer longuement sur les boutons

« Suivant » et « Précédent » pendant 3 secondes pour basculer entre eux. Le télécommande enregistre automatiquement le dernier mode utilisé. Par défaut, il fonctionne en mode « Gauche/Droite ».

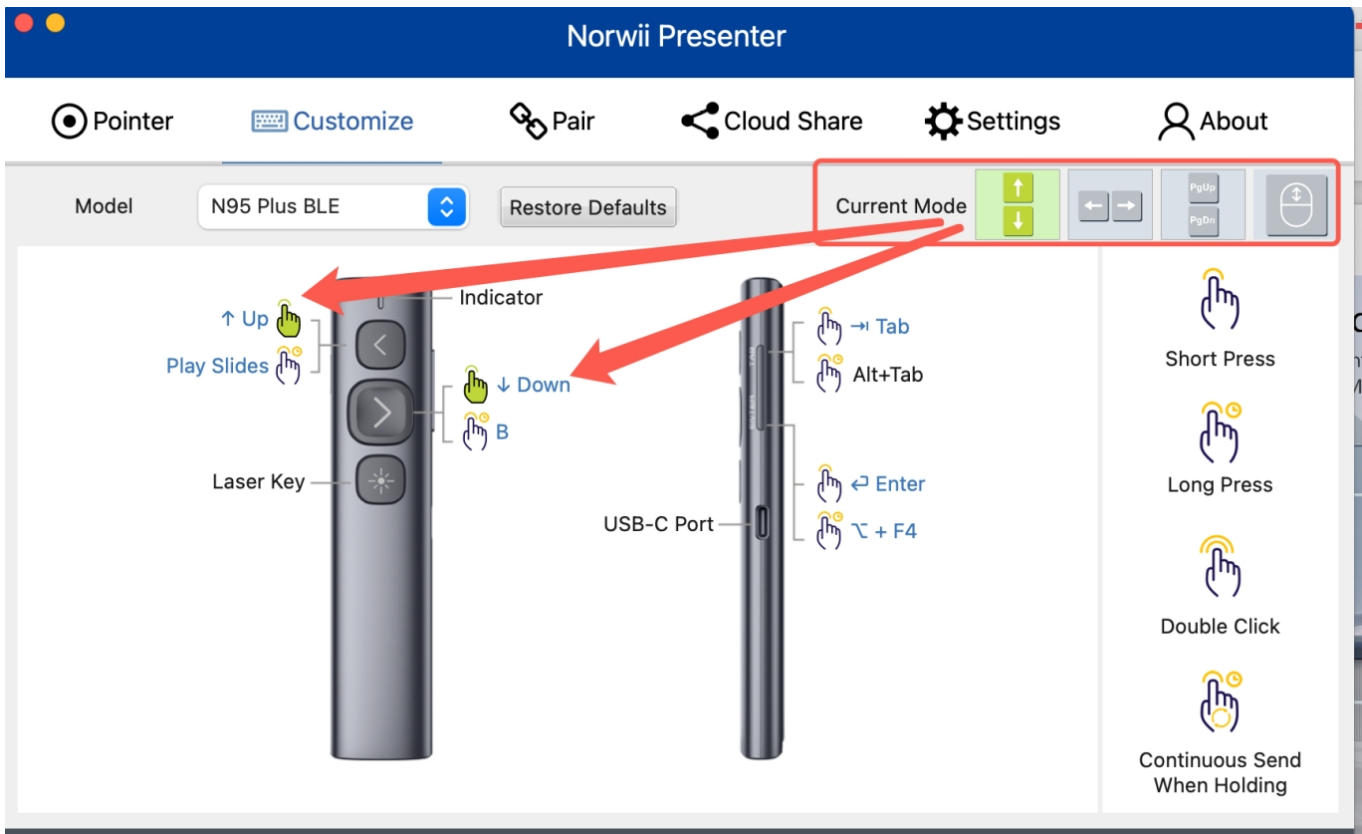


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Google Slides, Browser, Photo Viewer and more.
- 4**  **Scroll Up/Down**  
E-book and more

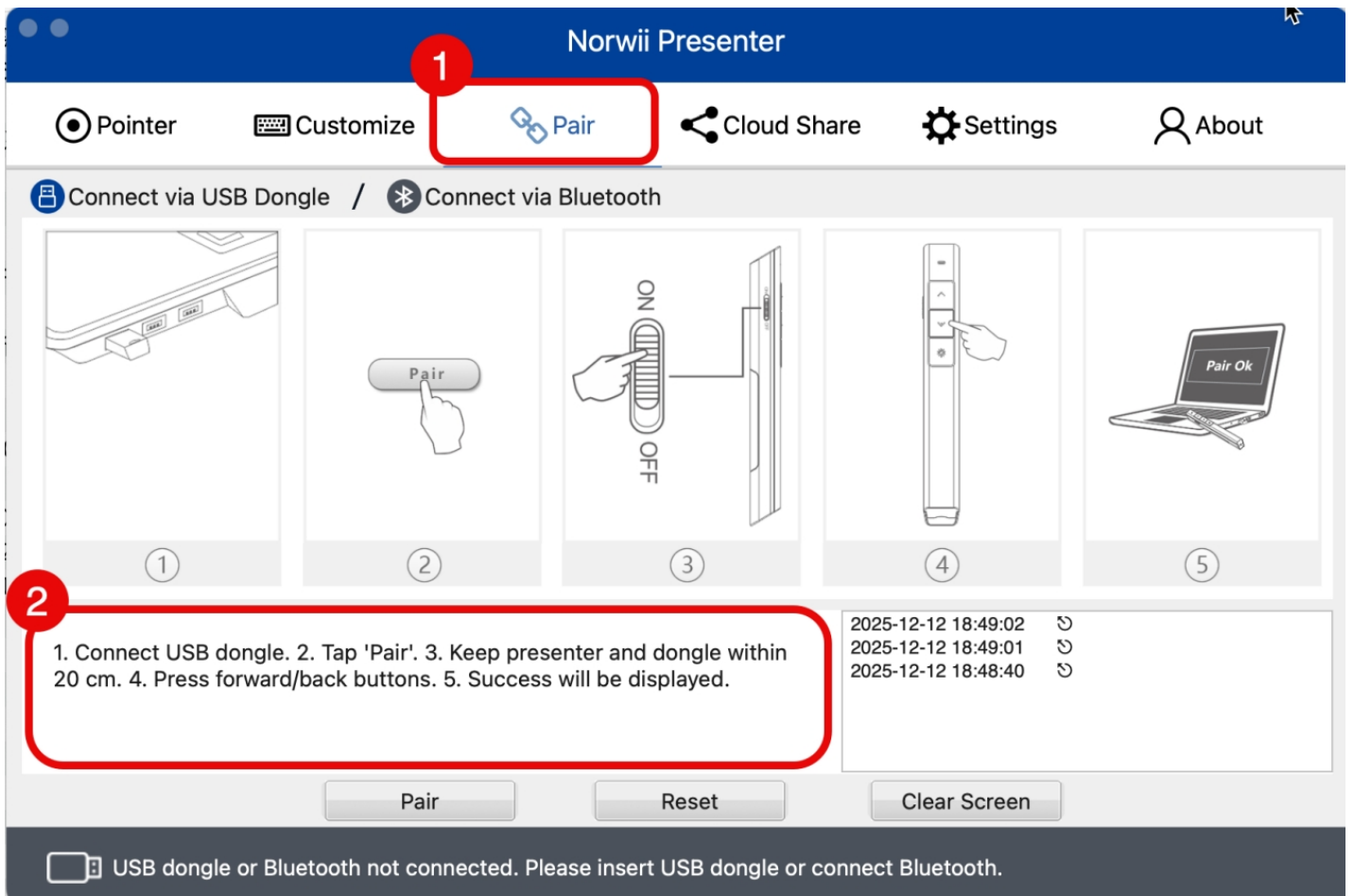
or customize the key function via APP

Vous pouvez également utiliser le logiciel Norwii Presenter pour assigner rapidement les fonctions des boutons, vérifier le mode actuel ou choisir les modes de fonctionnement.



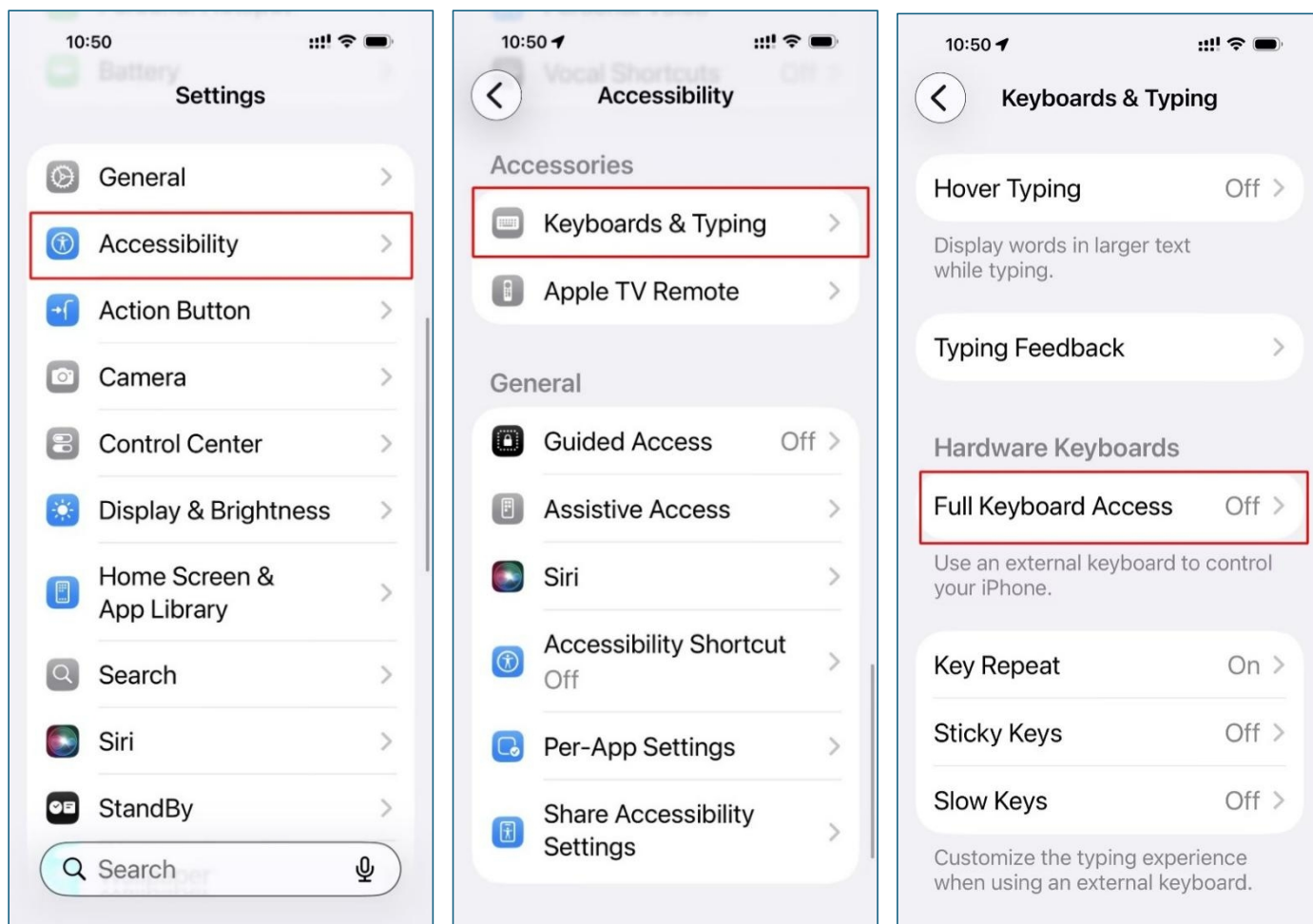
## 2.2 Appairage du présentateur sans fil avec le récepteur USB

Suivez les étapes dans l'encadré rouge 2 pour effectuer l'appairage.



## 2.3 Remarque spéciale pour les utilisateurs d'Apple iOS et iPadOS

Sous iOS et iPadOS d'Apple, lorsque PowerPoint et Keynote sont en mode plein écran, l'appui sur les touches avant et arrière du présentateur sans fil ne change pas les pages. Au lieu de cela, le focus du curseur se déplace entre les zones de texte. Veuillez désactiver Réglages > Accessibilité > Accès clavier complet.



# IT

## Guida alla risoluzione dei problemi

### 1. Il laser fisico non funziona sullo schermo TV

Il prodotto da lei acquistato è dotato esclusivamente di proiezione laser fisica, che risulta chiara su pareti o schermi bianchi, ma non è adatta per schermi LCD. Se effettua spesso presentazioni su schermi LCD, prenda in considerazione il nostro modello a laser digitale (che include anche la funzionalità laser fisica). Di seguito sono riportati due modelli altamente consigliati, per suo riferimento:

N95s BLE: <https://www.amazon.it/gp/product/B0F8W1NK2F?th=1>

N97s: <https://www.amazon.it/gp/product/B0D69X4K6Q?th=1>

### 2. Malfunzionamento dei tasti "Avanti" e "Indietro"


#### 2.1 Modalità di funzionamento

Diversi software di presentazione utilizzano scorciatoie da tastiera differenti per la navigazione tra le pagine:

- Alcuni utilizzano i tasti freccia Sinistra/Destra (ad es. PowerPoint, Prezi, Keynote, WPS).
- Alcuni utilizzano i tasti Pagina Su/Pagina Giù (ad es. alcuni visualizzatori di immagini).
- Alcuni utilizzano le frecce Su/Giù (ad es. Word, Excel).
- Altri si basano su Scorri su/Scorri giù (ad es. app di video brevi o browser web). (Applicabile solo a prodotti con Bluetooth o BLE)

Solo i Norwii presentatori con Bluetooth supportano tutte e quattro le modalità; quelli senza Bluetooth ne supportano solo tre. È sufficiente tenere premuti i tasti "Avanti" e "Indietro" per 3 secondi per passare da una all'altra. Il presenter salverà automaticamente l'ultima modalità utilizzata. Per impostazione predefinita, funziona in modalità Sinistra/Destra.

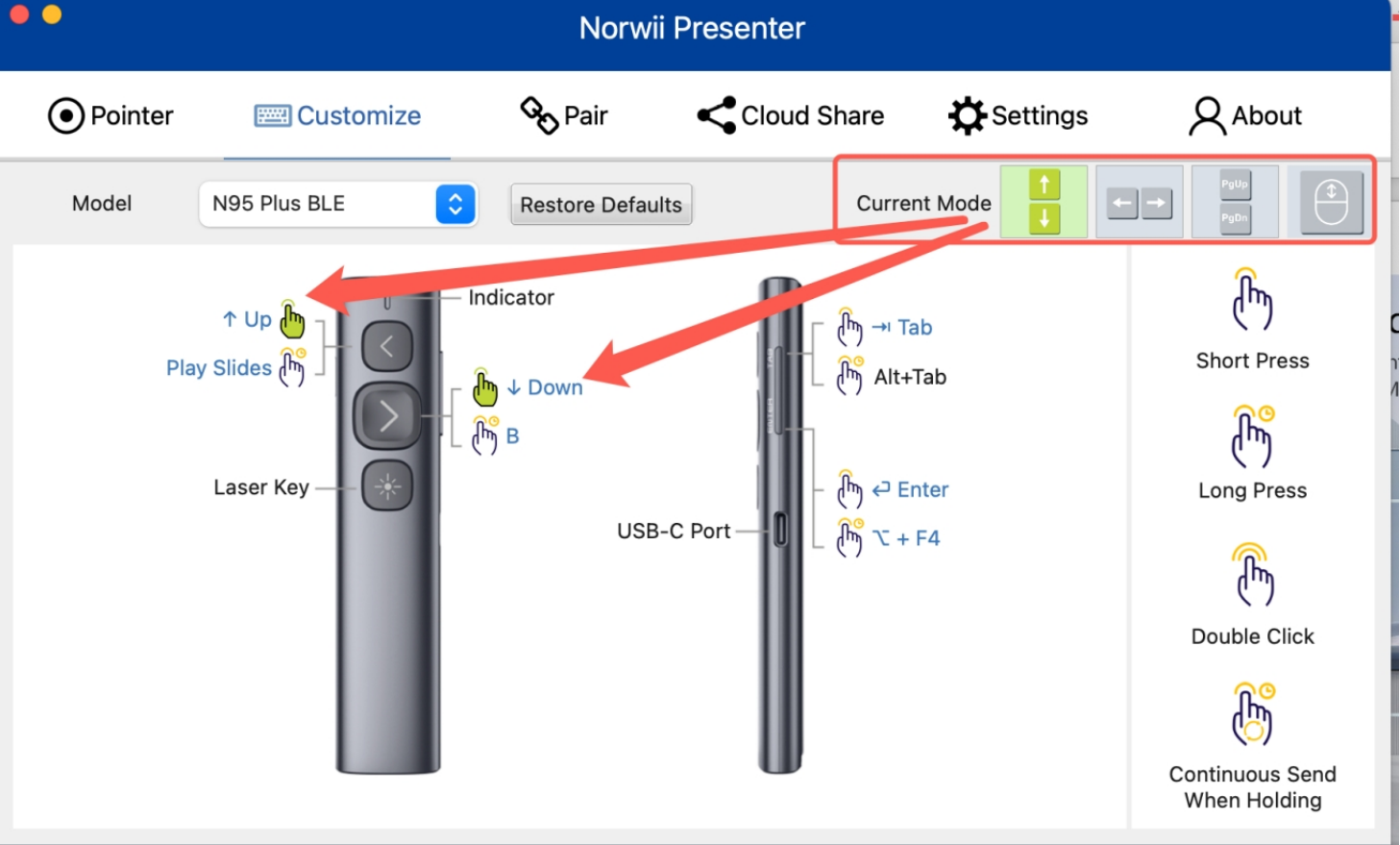
Long press the "<" and ">" for 3s to switch



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Prezi, Propresenter, MediaShout and more.
- Page Up/Page Down**  
Google Slides, Browser, Photo Viewer and more.
- Scroll Up/Down**  
E-book and more

or customize the key function via APP

È inoltre possibile utilizzare il software Norwii Presenter per assegnare rapidamente le funzioni dei pulsanti, visualizzare la modalità corrente o selezionare le modalità di funzionamento.



Norwii Presenter

Pointer Customize Pair Cloud Share Settings About

Model N95 Plus BLE Restore Defaults

Current Mode

Indicator

↑ Up  
Play Slides

↓ Down  
B

Laser Key

USB-C Port

→ Tab  
Alt+Tab

↵ Enter  
⌘ + F4

Short Press

Long Press

Double Click

Continuous Send When Holding

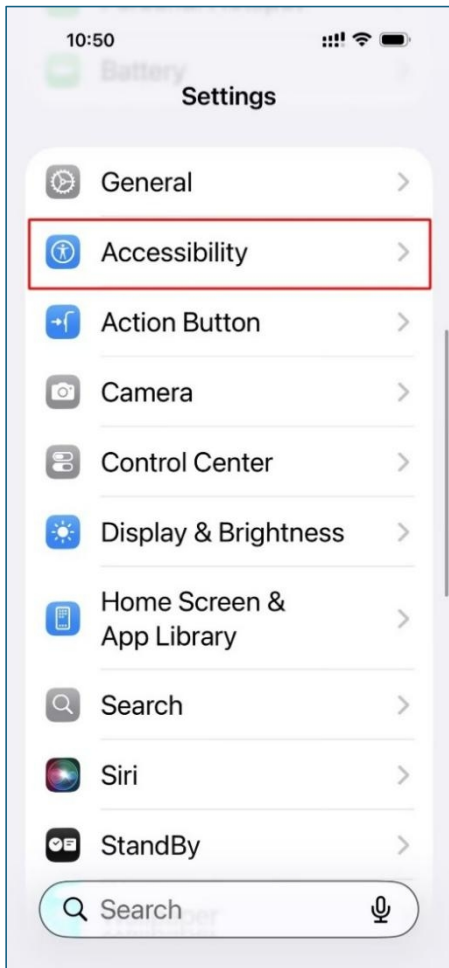
## 2.2 Abbinamento del presentatore wireless e del ricevitore USB

Seguire i passaggi indicati nel riquadro rosso 2 per completare l'abbinamento.

The screenshot shows the 'Norwii Presenter' application window. The title bar is blue with the text 'Norwii Presenter'. Below the title bar is a navigation bar with icons for 'Pointer', 'Customize', 'Pair', 'Cloud Share', 'Settings', and 'About'. The 'Pair' button is highlighted with a red box and a red circle containing the number '1'. Below the navigation bar is a section with two tabs: 'Connect via USB Dongle' (selected) and 'Connect via Bluetooth'. The main area contains five numbered steps: 1. Connect USB dongle. 2. Tap 'Pair'. 3. Keep presenter and dongle within 20 cm. 4. Press forward/back buttons. 5. Success will be displayed. A red box and a red circle containing the number '2' highlight the first step. Below the steps is a log showing three timestamps: 2025-12-12 18:49:02, 2025-12-12 18:49:01, and 2025-12-12 18:48:40. At the bottom of the interface are three buttons: 'Pair', 'Reset', and 'Clear Screen'. A dark grey bar at the very bottom contains a warning icon and the text: 'USB dongle or Bluetooth not connected. Please insert USB dongle or connect Bluetooth.'

## 2.3 Nota speciale per utenti Apple iOS e iPadOS

Su iOS e iPadOS di Apple, quando PowerPoint e Keynote sono in modalità a schermo intero, premendo i tasti avanti e indietro sul presentatore wireless non si girano le pagine. Il focus del cursore si sposta invece tra le aree di testo. Si prega di disattivare Impostazioni -> Accessibilità -> Pieno accesso tramite tastiera.



# ES

## Guía de resolución de problemas

### 1. El puntero láser físico no funciona en la pantalla del TV

El producto que ha adquirido está equipado exclusivamente con proyección láser física, la cual se visualiza con claridad en paredes o pantallas blancas, pero no es adecuada para pantallas LCD. Si realiza presentaciones con frecuencia en pantallas LCD, le recomendamos considerar nuestro modelo de láser digital (que también incluye la funcionalidad de láser físico). A continuación, se presentan dos modelos altamente recomendados para su referencia:

N95s BLE: <https://www.amazon.es/gp/product/B0F8W1NK2F?th=1>

N97s: <https://www.amazon.es/gp/product/B0D69X4K6Q?th=1>

### 2. Mal funcionamiento de los botones "Avanzar" y "Retroceder"


#### 2.1 Modos de funcionamiento

Diferentes softwares de presentación utilizan distintos atajos de teclado para la navegación entre páginas:





- Algunos emplean las teclas de flecha Izquierda/Derecha (por ejemplo, PowerPoint, Prezi, Keynote, WPS).
- Algunos utilizan las teclas Re Pág/Av Pág (por ejemplo, ciertos visores de imágenes).
- Algunos usan las flechas Arriba/Abajo (por ejemplo, Word, Excel).
- Otros se basan en Desplazamiento arriba/Desplazamiento abajo (por ejemplo, apps de videos cortos o navegadores web). **(Solo aplicable a productos con Bluetooth o BLE)**

Solo los Norwii presentadores con Bluetooth admiten los cuatro modos; los que no tienen Bluetooth admiten solo tres. Simplemente mantenga presionados los botones "Avanzar" y "Retroceder" durante

3 segundos para cambiar de uno a otro. El presentador guardará automáticamente el último modo utilizado. De forma predeterminada, funciona en el modo Izquierda/Derecha.

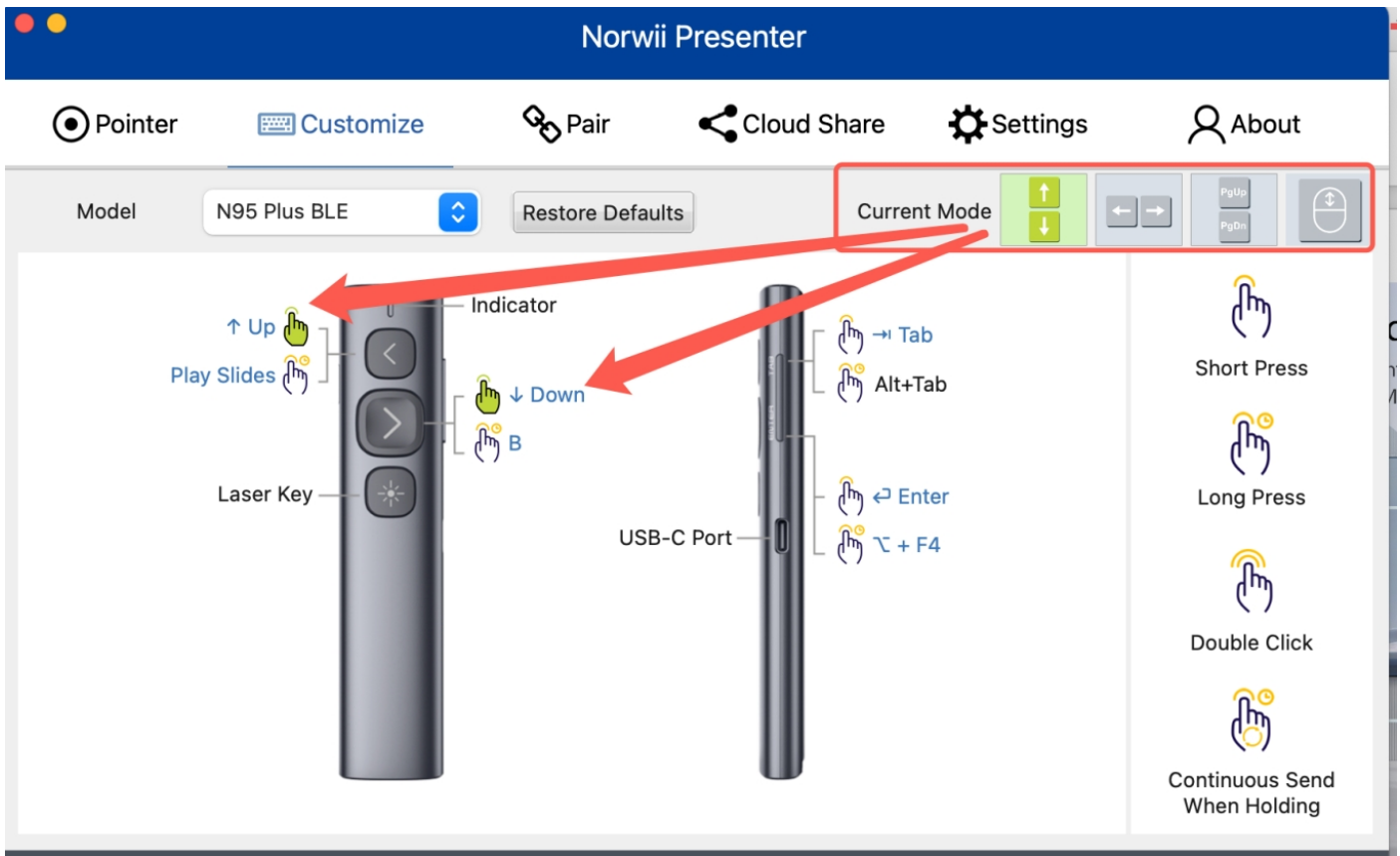


Long press the "<" and ">" for 3s to switch

- 1**  **Up/Down**  
PowerPoint, Keynote and more.
- 2**  **Left/Right**  
Prezi, Propresenter, MediaShout and more.
- 3**  **Page Up/Page Down**  
Google Slides, Browser, Photo Viewer and more.
- 4**  **Scroll Up/Down**  
E-book and more

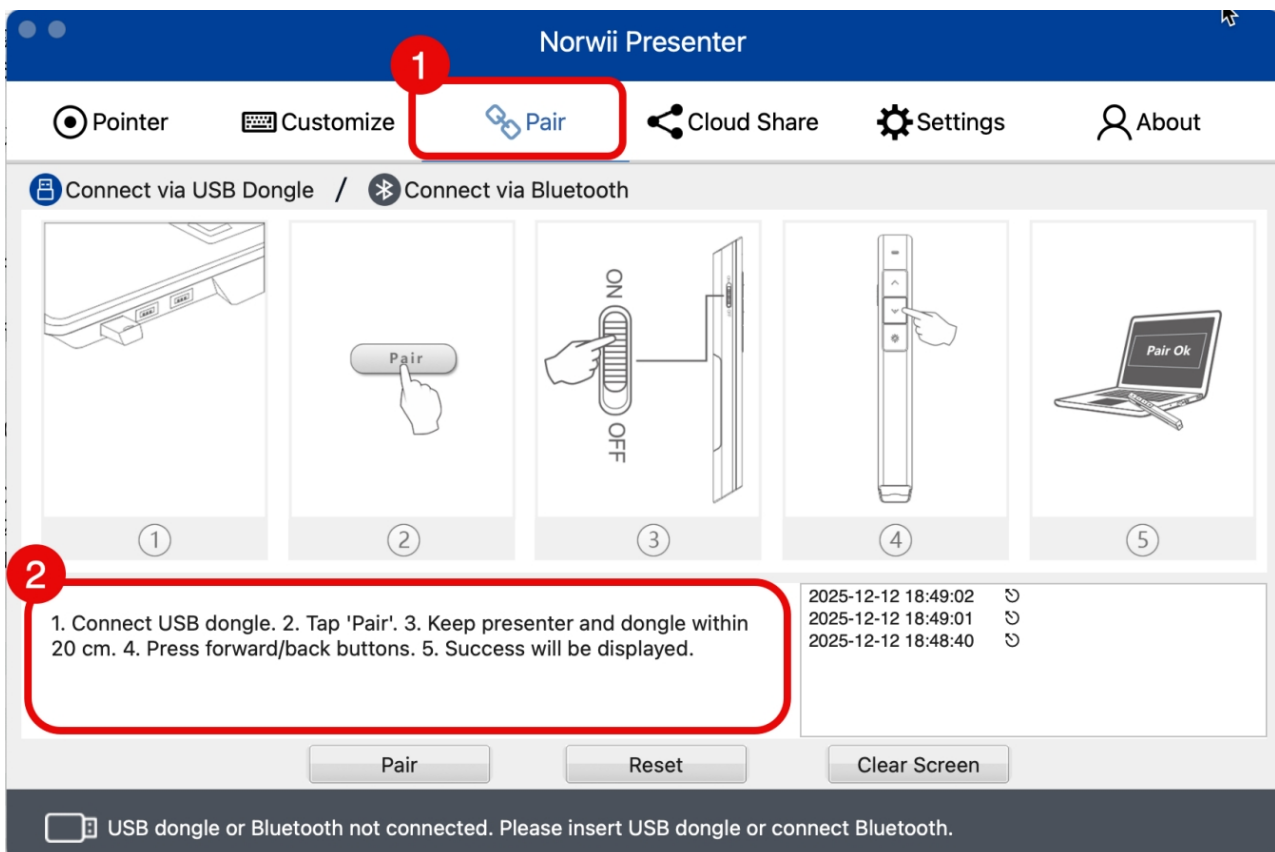
or customize the key function via APP

También puede utilizar el “software Norwii Presenter” para asignar rápidamente las funciones de los botones, visualizar el modo actual o seleccionar los modos de funcionamiento.



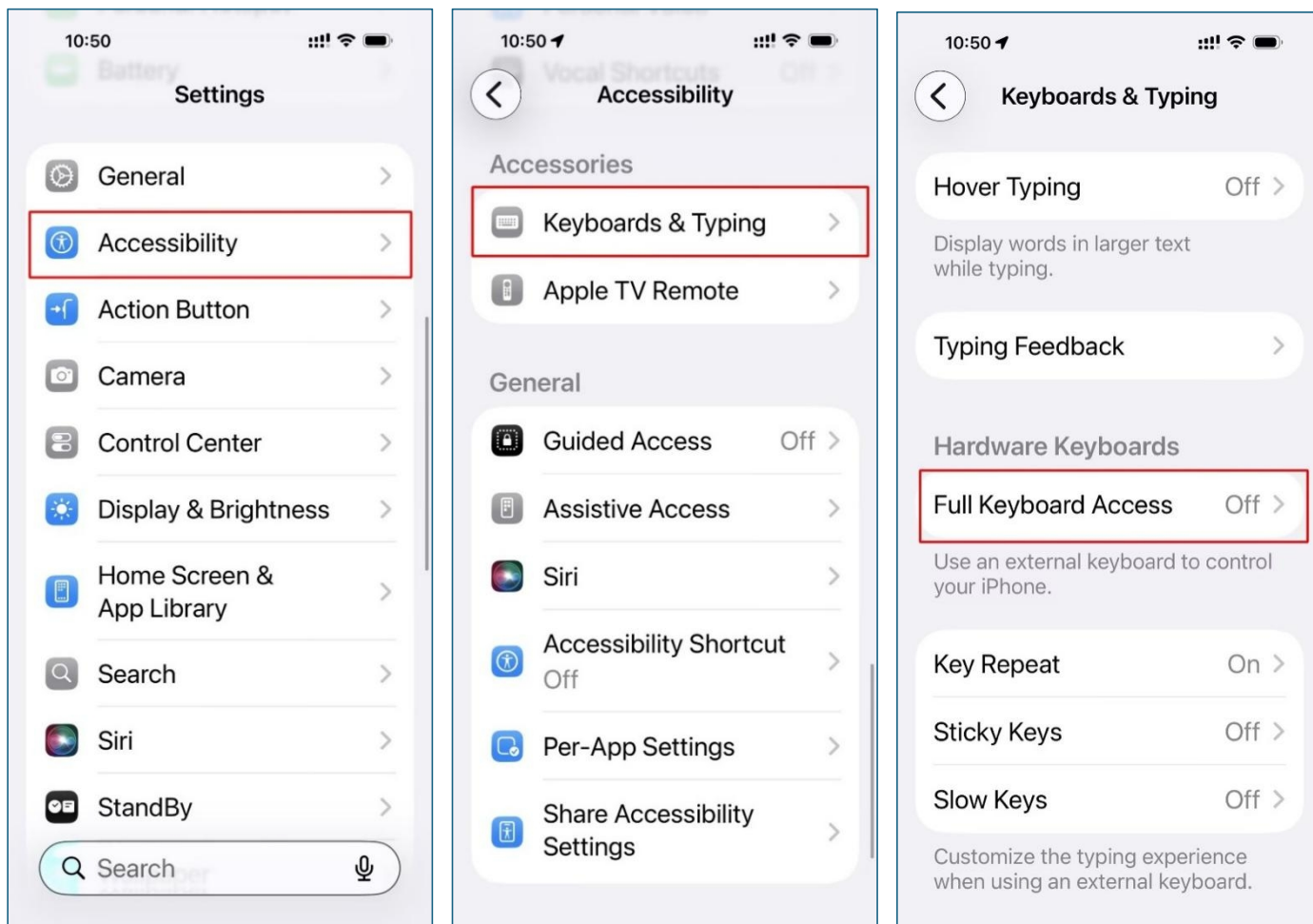
## 2.2 Sincronización del presentador inalámbrico y el receptor USB

Siga los pasos indicados en el recuadro rojo 2 para completar la sincronización.



## 2.3 Nota especial para usuarios de Apple iOS y iPadOS

En iOS y iPadOS de Apple, cuando PowerPoint y Keynote están en modo de pantalla completa, al presionar las teclas de avance y retroceso en el presentador inalámbrico no se pasan las páginas. En cambio, el foco del cursor se desplaza entre las áreas de texto. Desactive Ajustes -> Accesibilidad -> Acceso total al teclado.



# NL

## Probleemoplossingsgids

### 1. De fysieke laserpointer werkt niet op het tv-scherm

Het door u aangeschafte product is uitsluitend uitgerust met fysieke laserprojectie, die duidelijk zichtbaar is op witte muren of schermen, maar niet geschikt is voor LCD-schermen. Als u regelmatig presentaties geeft op LCD-schermen, overweeg dan ons model met digitale laser (dat ook de functionaliteit van fysieke laser bevat). Hieronder vindt u twee sterk aanbevolen modellen ter referentie:

N95s BLE: <https://www.amazon.nl/gp/product/B0F8W1NK2F?th=1>

N97s: <https://www.amazon.nl/gp/product/B0D69X4K6Q?th=1>

### 2. Storing van de knoppen "Volgende" en "Vorige"


#### 2.1 Bedieningsmodi

Verschillende presentatiesoftware gebruiken verschillende sneltoetsen voor het navigeren tussen pagina's:

- Sommige gebruiken de pijltjestoetsen Links/Rechts (bijv. PowerPoint, Prezi, Keynote, WPS).
- Sommige gebruiken de toetsen Pagina omhoog/Pagina omlaag (bijv. bepaalde afbeeldingsviewers).
- Sommige gebruiken de pijlen Omhoog/Omlaag (bijv. Word, Excel).
- Andere zijn gebaseerd op Scrollen omhoog/Scrollen omlaag (bijv. apps voor korte video's of webbrowsers). **(Alleen van toepassing op producten met Bluetooth of BLE)**

Alleen Norwii-presentatieclickers met Bluetooth ondersteunen alle vier de modi; die zonder Bluetooth ondersteunen er slechts drie. Houd de knoppen "Volgende" en "Vorige" eenvoudigweg 3 seconden ingedrukt om van modus te wisselen. De presenter slaat automatisch de laatst gebruikte

modus op. Standaard werkt hij in de modus Links/Rechts.

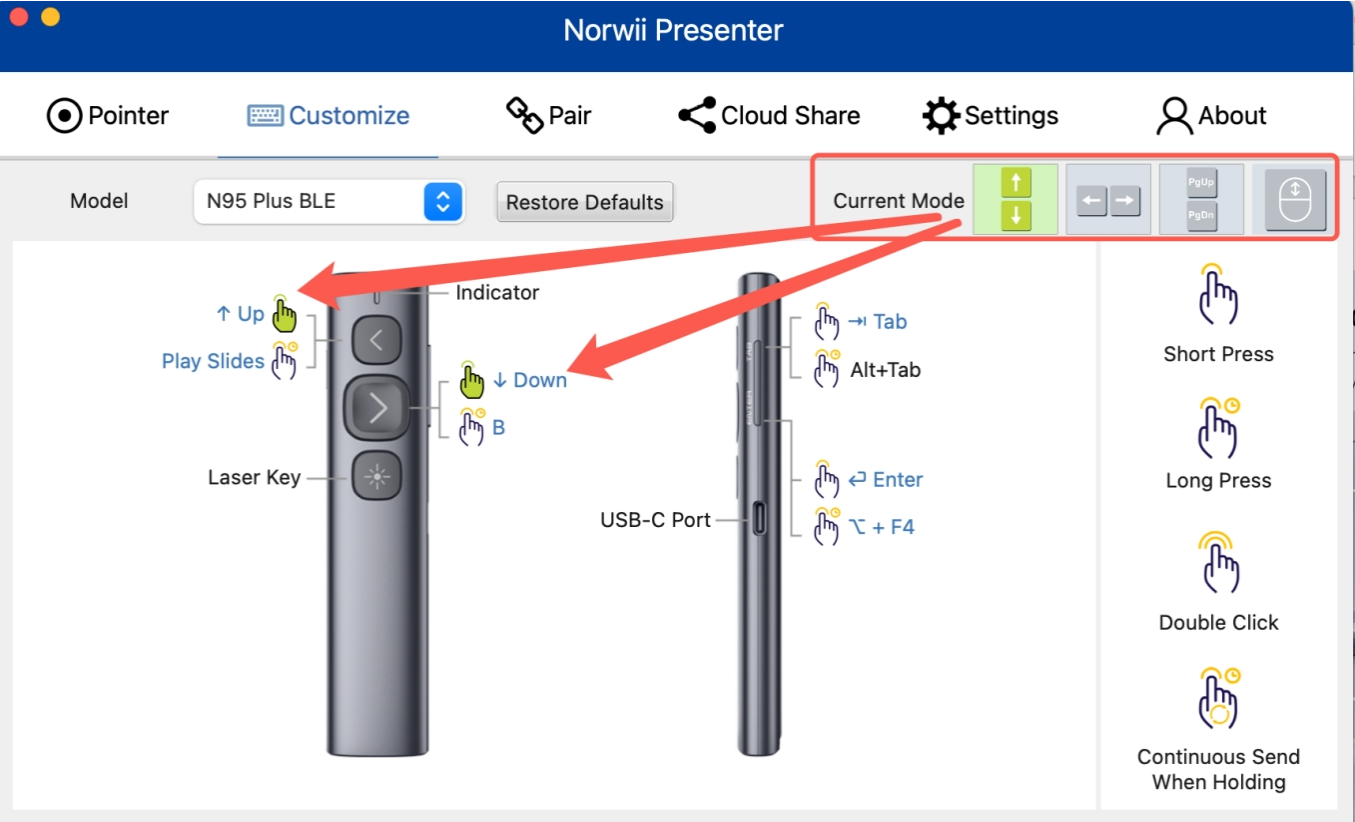


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Prezi, Propresenter, MediaShout and more.
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Google Slides, Browser, Photo Viewer and more.
- Scroll Up/Down**  
E-book and more

or customize the key function via APP

U kunt ook de "Norwii Presenter-software" gebruiken om snel de functies van de knoppen toe te wijzen, de huidige modus te bekijken of de bedieningsmodi te selecteren.



Norwii Presenter

Pointer Customize Pair Cloud Share Settings About

Model: N95 Plus BLE Restore Defaults

Current Mode: [Up/Down] [Left/Right] [PgUp/PgDn] [Scroll Up/Down]

↑ Up / Play Slides  
↓ Down / B  
Laser Key

Indicator

→ Tab  
Alt+Tab  
↵ Enter  
⌘ + F4

USB-C Port

Short Press  
Long Press  
Double Click  
Continuous Send When Holding

## 2.2 Koppelen van de draadloze presentator en de USB-ontvanger

Volg de stappen aangegeven in het rode kader 2 om het koppelen te voltooien.

The screenshot shows the 'Norwii Presenter' application window. The title bar is blue with the text 'Norwii Presenter'. Below the title bar is a navigation bar with icons for 'Pointer', 'Customize', 'Pair', 'Cloud Share', 'Settings', and 'About'. The 'Pair' button is highlighted with a red box and a red circle containing the number '1'. Below the navigation bar, there are two tabs: 'Connect via USB Dongle' and 'Connect via Bluetooth'. The main content area displays five numbered steps for pairing: 1. Connect USB dongle. 2. Tap 'Pair'. 3. Keep presenter and dongle within 20 cm. 4. Press forward/back buttons. 5. Success will be displayed. A red box labeled '2' highlights the text of step 2. Below the steps is a log showing three timestamps: 2025-12-12 18:49:02, 2025-12-12 18:49:01, and 2025-12-12 18:48:40. At the bottom of the interface are buttons for 'Pair', 'Reset', and 'Clear Screen'. A dark grey bar at the very bottom contains the message: 'USB dongle or Bluetooth not connected. Please insert USB dongle or connect Bluetooth.'

## 2.3 Speciale opmerking voor Apple iOS- en iPadOS-gebruikers

Op Apple iOS en iPadOS, wanneer PowerPoint en Keynote in de \*\*volledige schermmodus\*\* staan, werken de knoppen "Volgende" en "Vorige" op de draadloze presentator niet voor het omslaan van pagina's. In plaats daarvan verplaatst de cursorfocus zich tussen tekstvelden. Schakel "Instellingen -> Toegankelijkheid -> Volledige toegang via toetsenbord" uit om dit probleem op te lossen.

