

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:

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

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

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

2.1 Four working modes

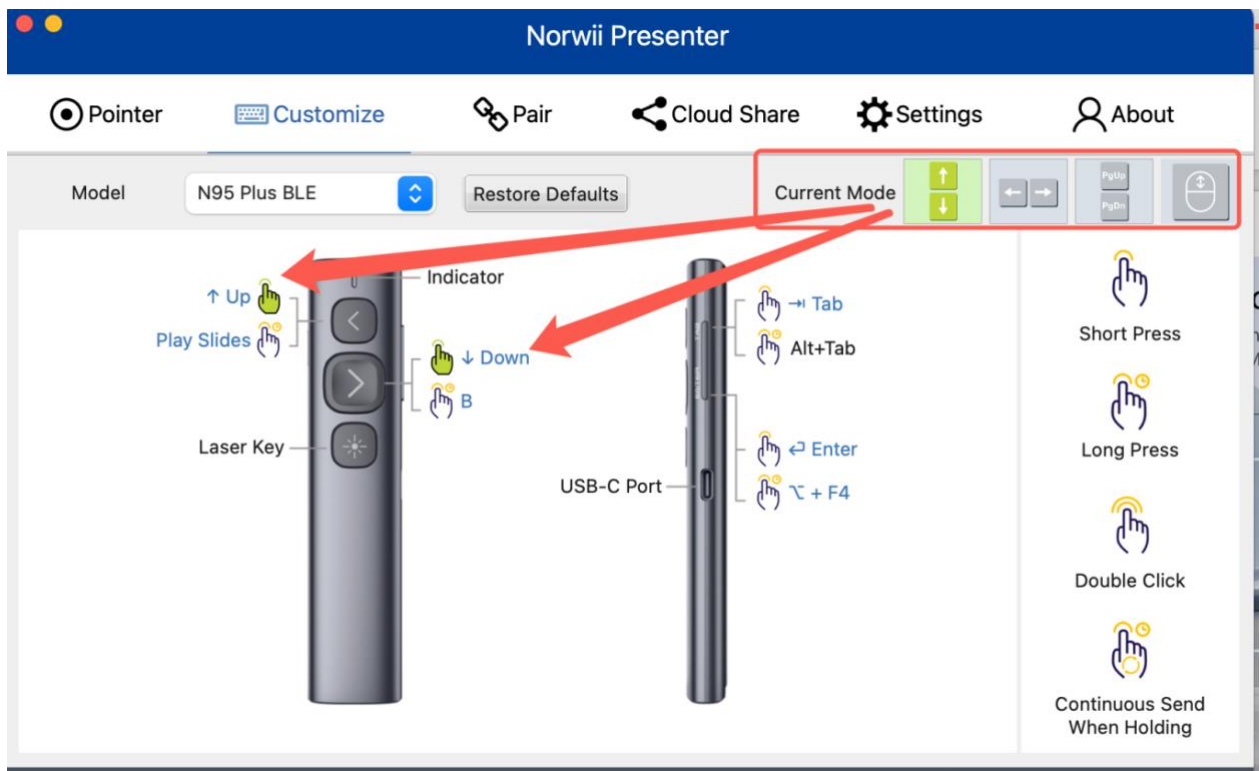
Different presentation software uses different keyboard shortcuts for page navigation:

- 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).

All Norwii Presentation Clickers support these four modes. 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.



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



2.2 Pair the wireless presenter and the USB receiver

Follow the steps in red box 2 to complete pairing.

