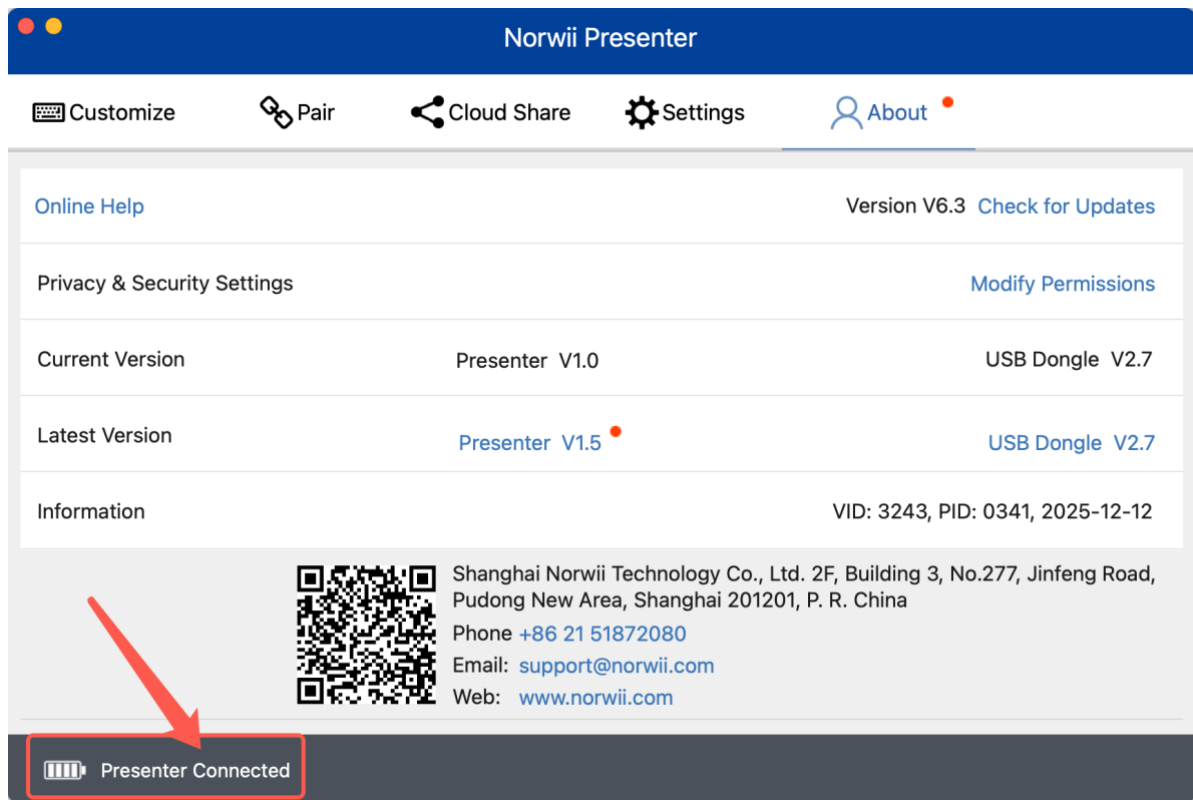


# Troubleshooting Guide

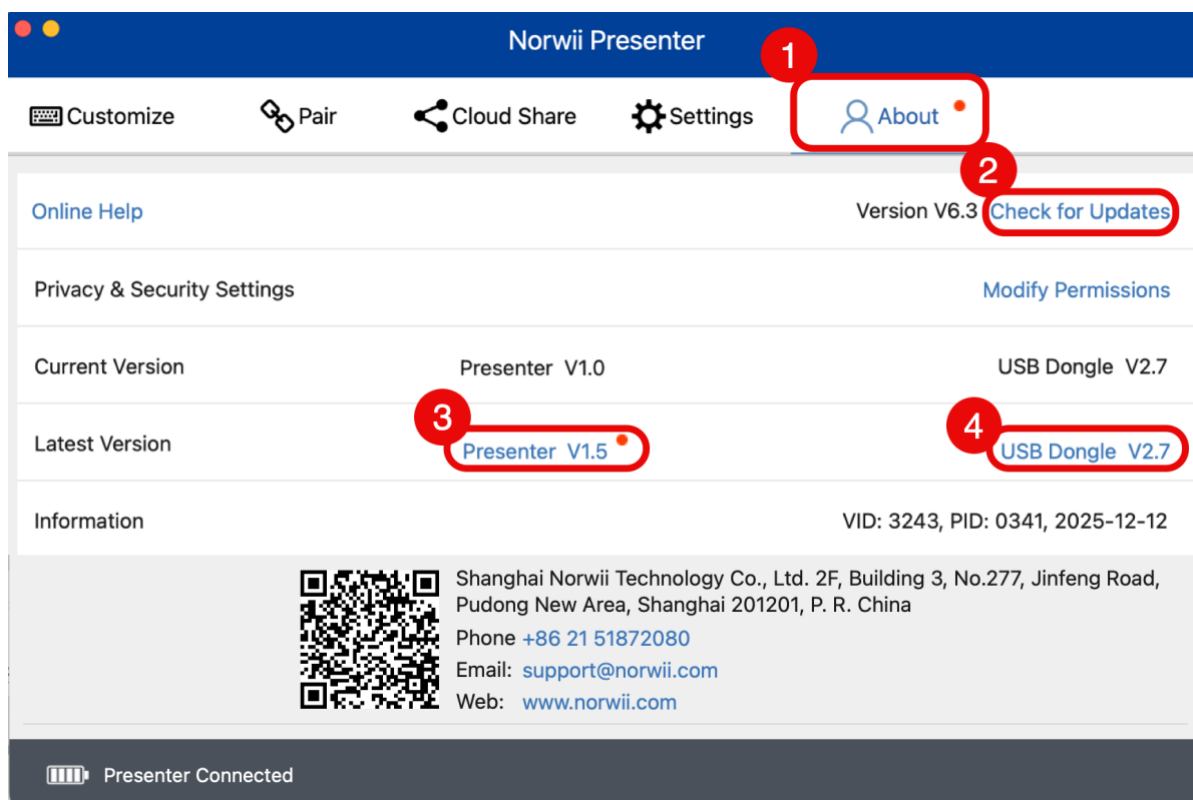
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# 1. Digital pointer doesn't work on TV screen

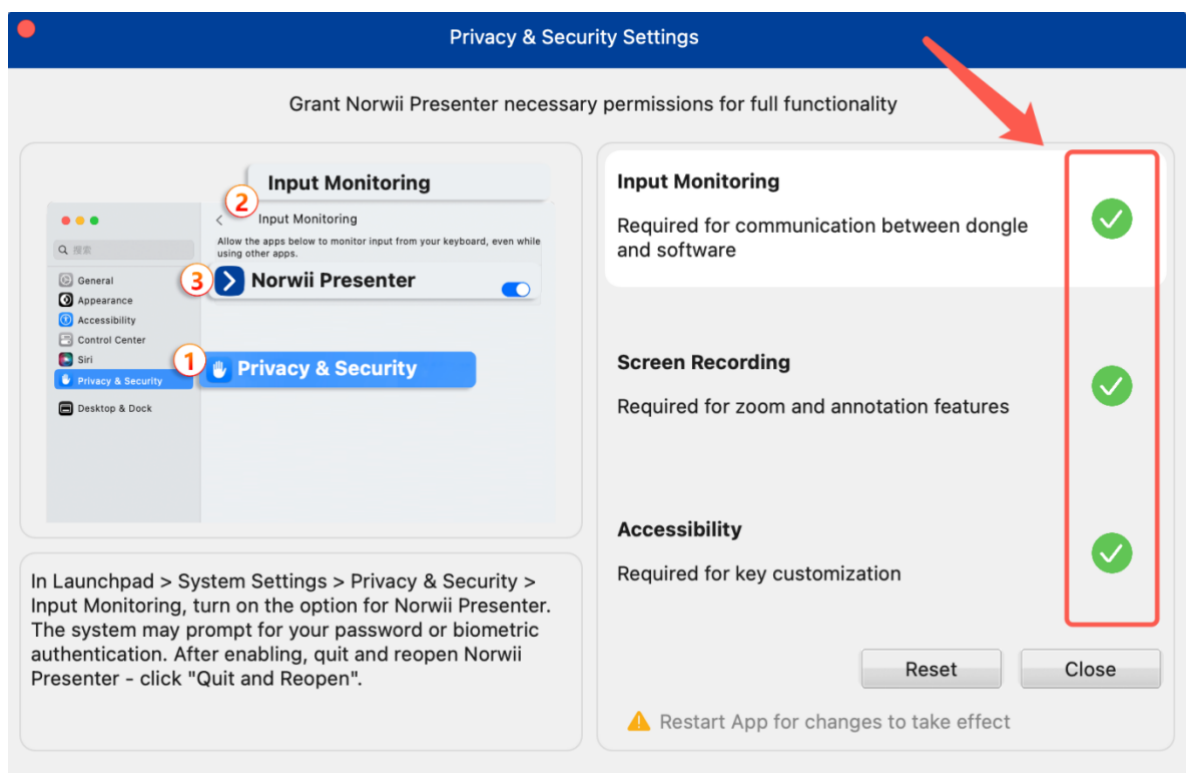
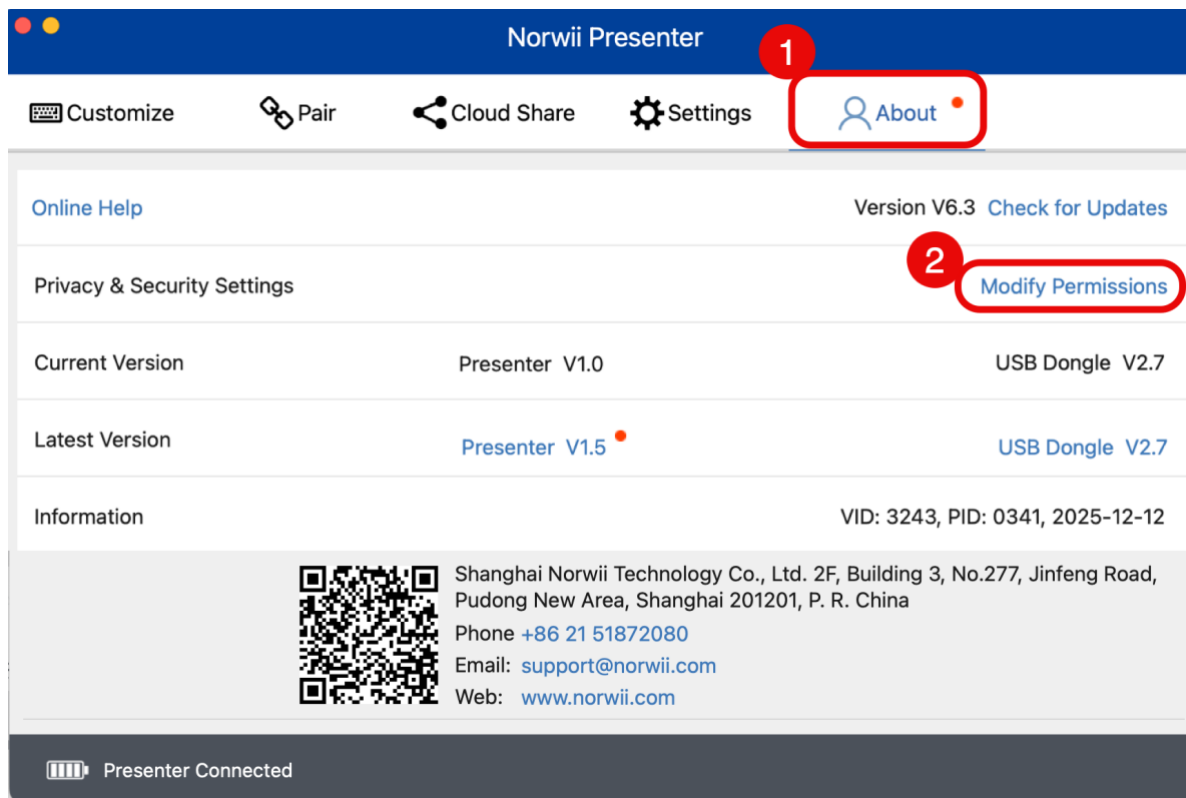
- Check system requirement: Only support Windows 10 or macOS 10.15 and later
- Ensure the Norwii Presenter software is running, and the presenter is connected by checking the connection status at the lower left of the software window.



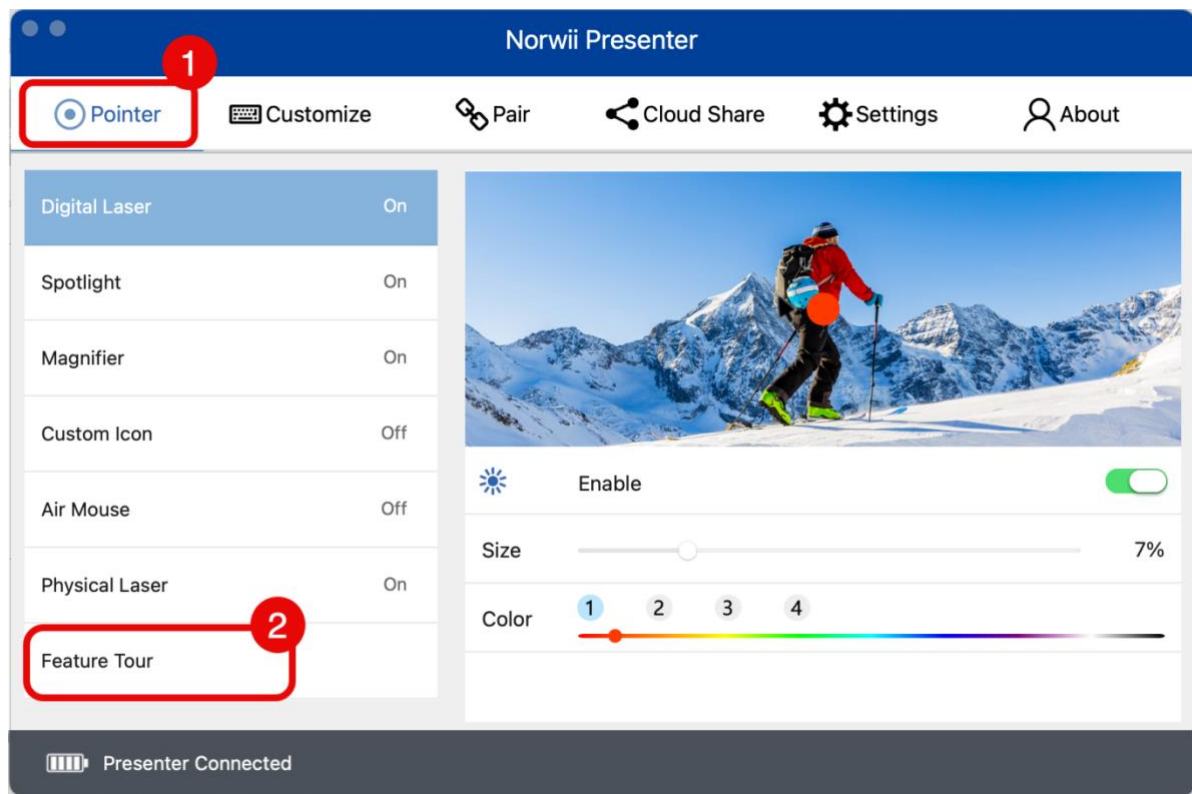
- Check for updates to ensure both the software and firmware are upgraded to the latest versions. Please Click to upgrade.



- Ensure that the three authorizations are enabled if it is a macOS system.



- Learn how to use Pointer by clicking "Feature Tour" in the software or watch the video about "How to use" on detail page.



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

It is important to note that a physical laser pointer may not be clearly visible on self-illuminating screens such as TVs, LCDs, or smart whiteboards. This is mentioned in our product details. For such screens, please use the Digital Pointer feature within the Norwii Presenter software for optimal visibility.

Alternatively, if you prefer not to run additional software and are using Microsoft PowerPoint for your presentation, you can activate PowerPoint's built-in virtual laser pointer tool by pressing the Pointer key during a full screen slideshow.

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

### 3.1 Four working modes

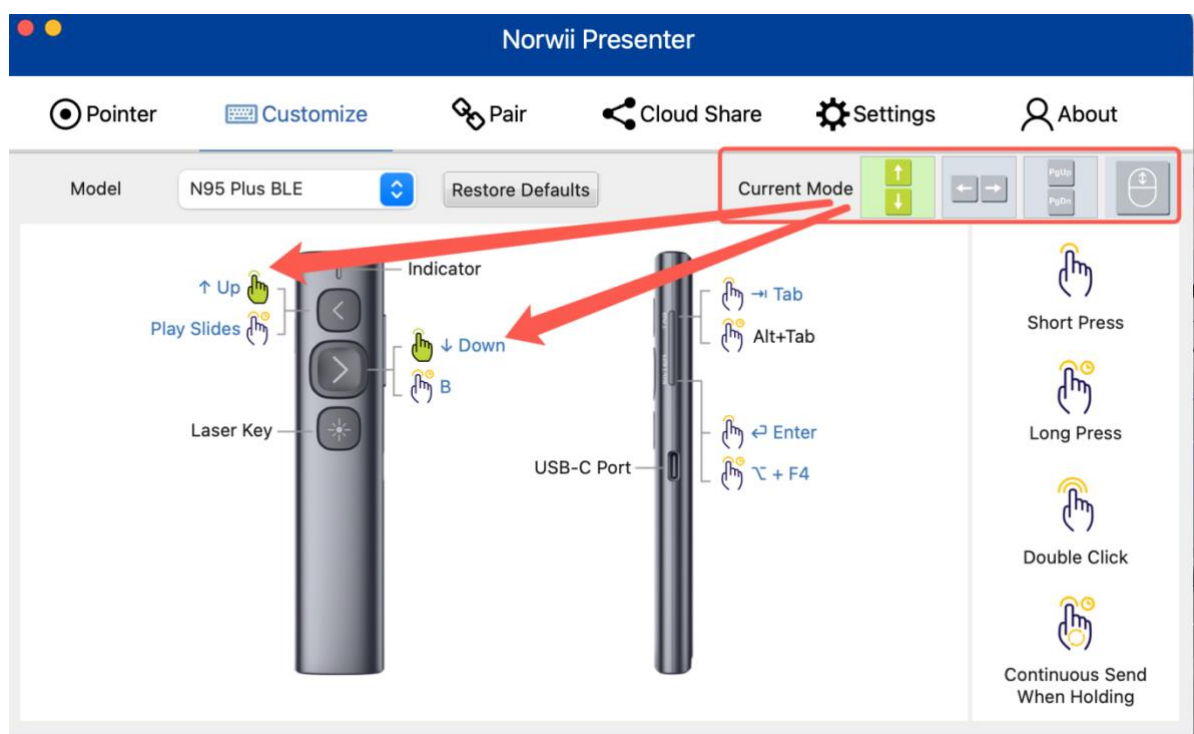
Different presentation software uses different keyboard shortcuts for page navigation:

- 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.

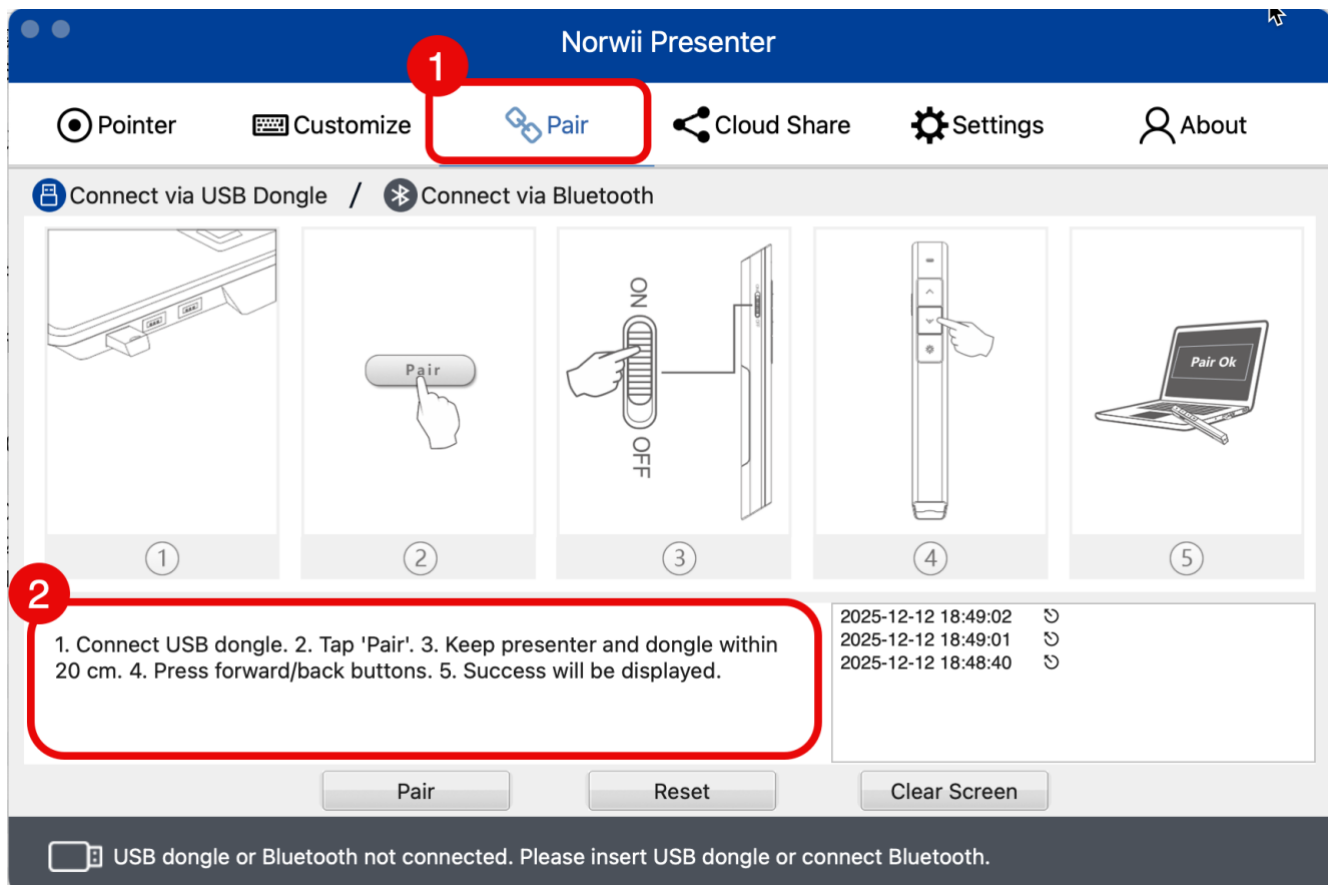


You can also use Norwii Presenter software to quickly assign the button functions or check the current mode or choose the working modes.



## 3.2 Pair the wireless presenter and the USB receiver

Follow the steps in red box 2 to complete pairing.



## 4. Bluetooth connected but receiver unavailable after upgrade

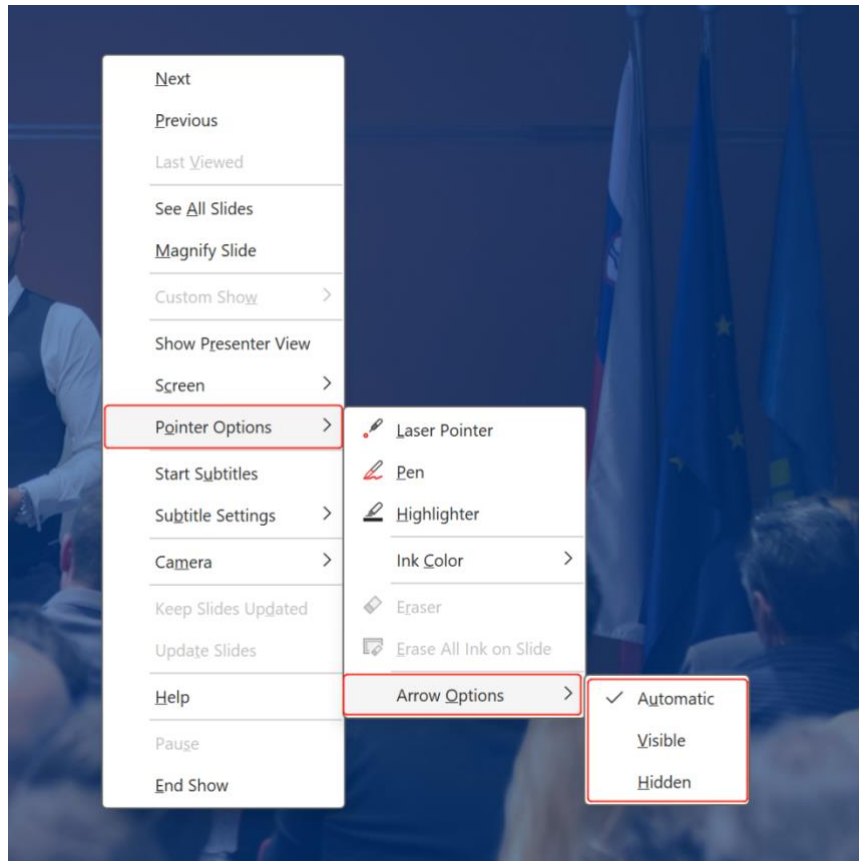
1. Please unplug the USB receiver from your device, wait 10 seconds, then re-plug it. Verify if normal functionality resumes.
2. Check for new versions of firmware and upgrade to the latest version.
3. Follow the steps described in the following link to pair:  
<https://www.norwii.com/manualen/644-en.html>

If the issue persists after completing these steps, kindly contact us for more help.

## 5. Mouse cursor problems

### 5.1 The mouse cursor stays shown/hidden in PowerPoint slide show mode

In PowerPoint full screen /slide show state, click the right mouse button, in the 'Pointer Options' - 'Arrow Options' to modify the settings.



### 5.2 Mouse Cursor drift

The following two cases of cursor drift require calibration.

- The wireless presenter does not move, but the cursor moves by itself in a certain direction up to the edge of the screen.
- When the product is moved horizontally or vertically, the cursor does not move horizontally or vertically but moves diagonally in a certain direction.

#### **Calibration method:**

Place the wireless presenter on a flat, stable surface. Turn off the power of the wireless presenter, long press the '>' key and turn on the power, then release the '>' key, the indicator LED will start flashing. Keep the wireless presenter stable, the indicator light will stop flashing, indicating that calibration is complete. Calibration can be repeated, if not successful, try again.

## 6. Some Tips for better experience

- Move your hand slowly to better control of the digital pointer and mouse cursor.
- To avoid frequent double-clicking to cycle through all pointer modes, it is recommended only enable the most frequently used functions.
- Cursor drift is a common issue with all mouse-like devices. Please search 'calibration' on official web for related help.
- If the Norwii Presenter software is not running, only parts of the basic functions work.