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Digital laser does not work on LED/LCD screen

This model has both digital pointer and physical laser. The Physical Laser can only be used on projection screen. Only the digital pointer works on TV/LED/LCD screen and the digital pointer needs to work with Norwii Presenter software.

The following steps must be completed before use:

1. Run the Norwii Presenter software.

Search "User Manual of Norwii Presenter" on norwii.com for help about the software.

2. Make sure the wireless presenter is connected to the computer. You can check the connection status at the bottom left corner of the software window.
3. First time using on macOS computer, please confirm finish below 2 steps:

✧ set the keyboard type of the USB receiver to 'ANSI' in 'System Preferences - Keyboard Setting Assistant'.

You can follow the guide on norwii official website link:

<https://www.norwii.com/manualen/624-en.html>

✧ Set the following three permissions to Allow: ①Input Monitoring, ②Screen & System Audio Recording, and ③Accessibility.

You can follow the guide on norwii official website link:

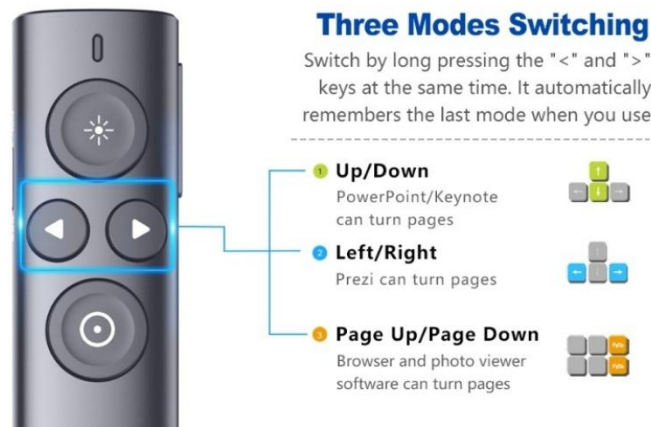
<https://www.norwii.com/manualen/397-en.html>

Physical Laser

1. Physical laser does not light up
 - ✧ Check that the power switch of the wireless presenter is on.
 - ✧ Make sure the battery is fully charged. If the battery is low, please charge it first and then try again. When charging, please make sure the charging adapter and cable are normal.
2. Physical laser is on but weak
 - ✧ Physical lasers can only be used on projection screens or walls, they cannot be used on LED/LCD screens. It is normal for the laser to appear weak when used on such screens.
 - ✧ A wireless presenter that complies with the Laser Safety Regulations will also have a weak laser when used in an outdoor environment with sufficient lighting, which is also normal.

Malfunction of back and next

1. Cannot turn pages and laser does not light up, please check the battery and the power switch.
2. Cannot turn pages, but laser lights up
 - ✧ Please try Pairing according to the guide on below official link:
<https://www.norwii.com/faqcn/501-cn.html>
 - ✧ Try to toggle between the 3 or 4 modes by long-pressing the ' < ' and ' > ' buttons for 3 seconds.

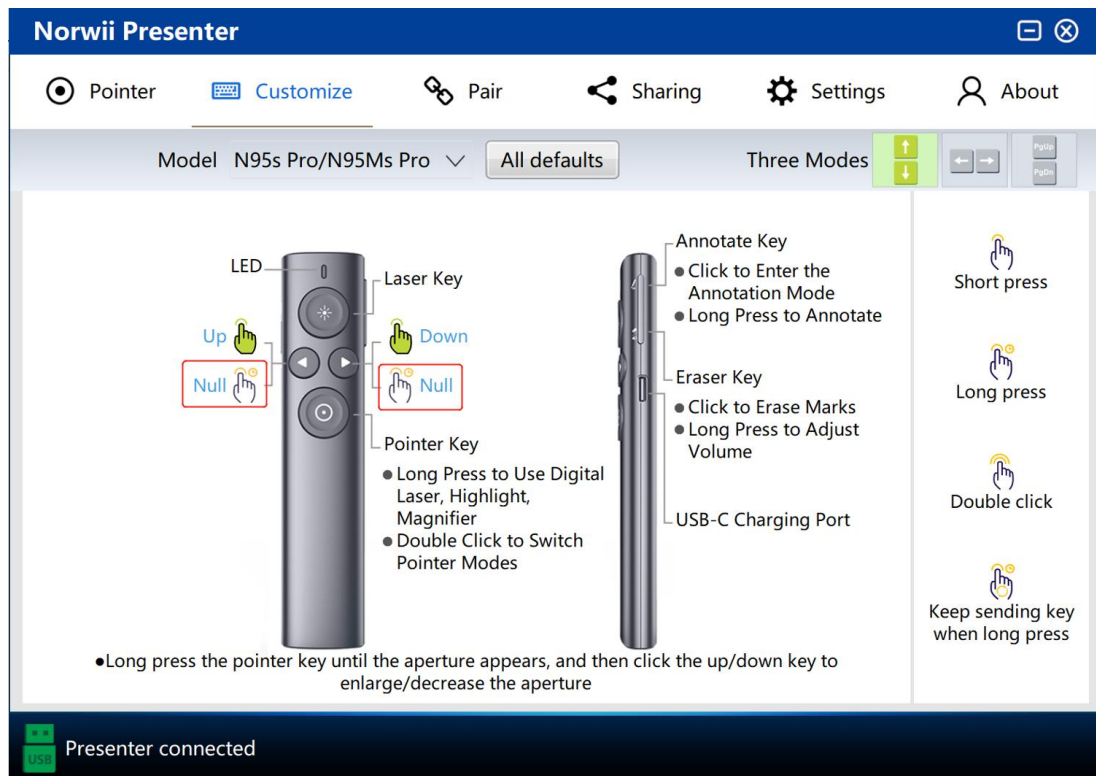


3. Cannot turn the pages, the operating system prompts 'Unrecognized USB device'
 - ✧ Please try changing the USB port and computer first to rule out the computer problem.
 - ✧ Please run the Norwii Presenter software and connect to the USB receiver, check the color of the USB icon at the bottom left corner of the software, a red icon indicates that the USB receiver is faulty, please contact the seller.

Long press '<' or '>' cannot full screen or black screen

Please change the input method to English input mode and try again.

If you do not want the long press function, you can set the long press function of '<' and '>' key to 'Null' via Norwii Presenter software - Customize.



Mouse Cursor drift

The following two cases of cursor drift require calibration.

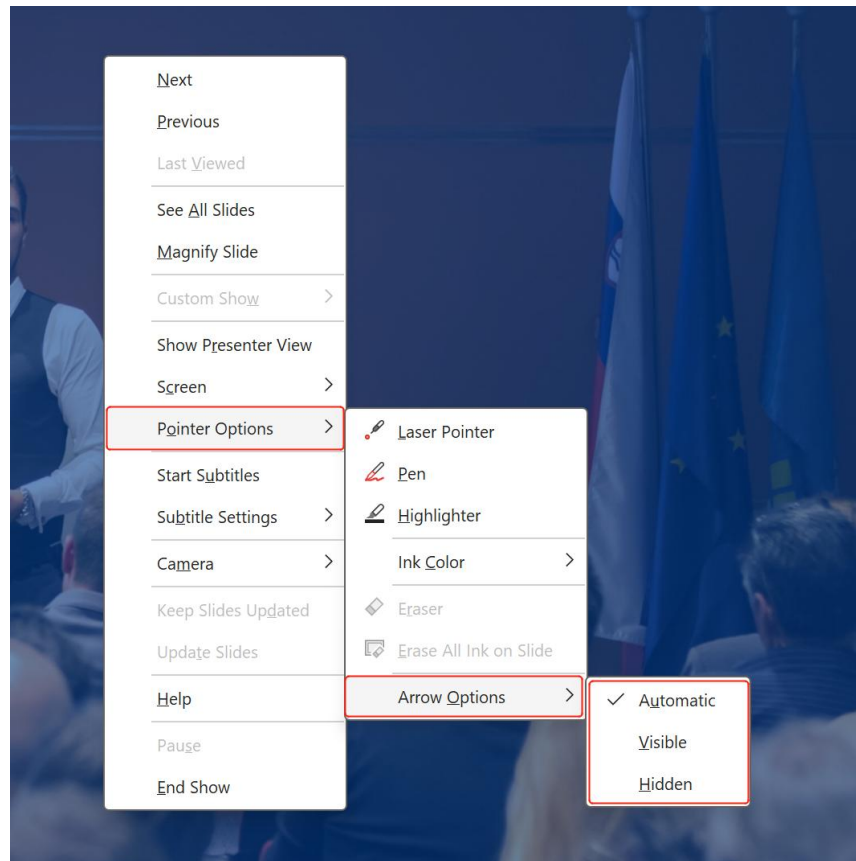
- ✧ The wireless presenter does not move, but the cursor moves by itself in a certain direction up to the edge of the screen.
- ✧ When the product is moved horizontally or vertically, the cursor does not move horizontally or vertically but moves diagonally in a certain direction.

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 to indicate that the calibration is complete. Calibration can be repeated, if not successful, try again.

The mouse pointer stays shown/hidden in full screen state

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



Short control distance

Communication between the wireless presenter and the USB Receiver is via 2.4GHz wireless signals, which may affect the control distance if there is an obstruction between them. If there are strong Wi-Fi, Bluetooth or other 2.4GHz wireless signals in the environment, it may also affect the control distance. It is normal for the actual control distance to be shorter than the advertised distance due to different usage environments, but if the control distance is very short, e.g. less than 5 meters, please contact the seller.

System Compatability:

macOS 10.15 or later, Windows 10 or later

Bluetooth connected but receiver unavailable after upgrade:

Please first check the following two points

1. Unplug and re-plug the USB receiver: Please unplug the USB receiver from your device, wait 10 seconds, then re-plug it. Verify if normal functionality resumes.
2. Update the firmware of the USB receiver: Check for new versions of firmware and keep them up to date.

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

Tips: Please follow below steps to re-pair the presenter and the USB receiver after firmware updating:

1. Run the Norwii Presenter software.
2. Follow the steps described in the following link to pair:

<https://www.norwii.com/manualen/644-en.html>