



Clicker Help for Students

If you feel that your clicker is malfunctioning, please follow the steps below in order to make sure that you get help in the timeliest manner. Remember- there are things you can check prior to coming in for help.

Things to check before you come in:

1. Is your battery low? There are two ways to check this. First, look at your battery indicator in the top right-hand corner of the screen. If the battery is low or there is a signal indicating that your battery power is gone, you need a new battery. Second, will it hold a charge long enough for the display to come on? If not, you probably need a new battery. These can be purchased at the book store and installed in the area for clicker help.
2. Are you waiting for the polling to become available? When your instructor asks a question, there will be a polling bar on the screen. Do not submit your answer until the polling opens.



3. Are you entering the correct channel? In order to change the channel, you should first press the CH button, then enter the channel, then push the CH button again. You should now see the correct channel listed in the middle of the display. Make sure that your channel matches the instructor's channel.
4. Have you registered your clicker in Blackboard? When you get the clicker, you have to register it with Blackboard through the instructor's course. If you've gotten a new clicker, you may want to let the instructor know that they need to get a new list.

To come in for help:

1. The office of UH IT Support Center can also assist students with their non-working clickers.
Office Location: 58 MD Anderson Library - Technology Commons
Office Visit Hours: 8 am to 8 pm daily (except University holidays)
Phone: 713-743-1411
2. If you need batteries, you must purchase them at the UH bookstore. They'll help install them, but they do not provide or sell the batteries.
3. The UH bookstore has a 7 day return policy for non-working clickers with receipt. After 7 days, the bookstore or the manufacturer may replace the non-working clicker if it is still under warranty. Please keep your receipt. For more information, please contact the manufacturer, Turning Technologies, at 1-866-746-3015.
4. If we replace your clicker, it is your responsibility to register it in Blackboard and notify the instructor.