KEYPOINT Resource and Presentation Manager
TROUBLESHOOTING/FAQ

KEY POINT

March 2014 09US14EUK0006

1 **I'M HAVING PROBLEMS DOWNLOADING. I'M NOT SURE MY COMPUTER SUPPORTS KEYPOINT™.**

- Make sure your operating system is up-to-date
- KEYPOINT is supported by the following systems:
  - iPad 2 or later with iOS 5.0 or higher
  - Mac OS X 10.7 or higher
  - Windows XP, Vista, 7, or 8 for the desktop. Please note: Windows 8.1 is not supported

2 **WHERE CAN I DOWNLOAD KEYPOINT?**

- Go to www.keypointapplication.com and follow the instructions on the page
- Once you download KEYPOINT, sign in using your username and password and all your permissioned slides will download
- Please make sure you have a high-speed Internet connection when downloading KEYPOINT

3 **I HAVE SEVERAL DIFFERENT VERSIONS OF KEYPOINT ON MY COMPUTER. HOW DO I KNOW IF I HAVE THE CORRECT ONE? HOW CAN I REMOVE THE PREVIOUS VERSIONS?**

- When you open KEYPOINT, the version will be indicated in the bottom left of the log-in box
- For Mac users:
  - Locate the most recent version of KEYPOINT on your Mac and move it to your desktop or place it into your Applications folder
  - To remove all other versions on your Mac, click and drag the application to the Trash
  - Empty your Trash
- For PC users:
  - Locate the most recent version of KEYPOINT on your PC desktop
  - Drag the KEYPOINT application to your recycle bin
  - Empty your recycle bin

4 **IF I DELETE THE PREVIOUS VERSIONS OF KEYPOINT, WILL I LOSE MY CUSTOMIZED DECKS?**

- All previous decks that were downloaded and customized will not be lost with a software update

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5 **I'M NOT SURE IF THE VENUE WHERE I'M SCHEDULED TO PRESENT WILL HAVE WIFI. DO YOU PROVIDE A SOLUTION FOR HOW TO PRESENT IF AN INTERNET CONNECTION ISN'T AVAILABLE?**

- You do not need an Internet connection to present decks from KEYPOINT if you've already downloaded the application and most recent version. We recommend turning off WiFi prior to launching KEYPOINT at the venue

6 **I'VE BEEN TRYING TO GET KEYPOINT ON MY MOBILE DEVICE, BUT IT DOESN'T SEEM TO WORK.**

- At this time, KEYPOINT software is not supported on mobile devices other than the iPad

7 **I WANT TO PRINT MY SLIDES, BUT I'M NOT ABLE TO ON MY IPAD.**

- At this time, printing is not supported with the iPad. Printing is available for desktop versions

8 **CAN I DOWNLOAD MY PRESENTATION TO A USB FLASH DRIVE?**

- No, KEYPOINT slides cannot be downloaded
- Slides can be saved as PDFs on your PC or Mac, and then downloaded to a USB flash drive, but this is for presenter use only

9 **I DON'T HAVE A COMPUTER OR IPAD TO BRING TO THE PRESENTATION. WHAT SHOULD I DO?**

- You may request a laptop from Orator for the event. Your presentation will already be preloaded on the machine, so there is no need to log in on this device
- You may use your MSL's device. If they don't already have your presentation preloaded, you will need to log in to KEYPOINT using your username and password. Please be sure to have a strong Internet connection and plenty of time to receive the download
- You may use your Rep's device. Please make sure you have access to a strong Internet connection, and be sure to log out after your presentation

10 **CAN I VIEW THE SLIDE NOTES WHILE PRESENTING?**

- You can print out the slide notes to keep them with you, but slide notes are not approved to be shown while presenting. Slide notes are for presenter use only and should not be duplicated or distributed

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11 **I CAN'T FIND THE HOME BUTTON IN KEYPOINT.**

- The Home button is only available if you are a member of more than 1 speakers bureau

12 **I DON'T KNOW IF I HAVE ALL THE EQUIPMENT I NEED TO PRESENT. WHAT SHOULD I BE PREPARED TO BRING?**

- Before conducting your presentation, please ensure that the latest version of KEYPOINT is installed on your device. It is recommended that you test your corresponding presentation before arriving to the event
- You will need to bring the following materials:
    1. iPad/laptop (please see page 3 of the KEYPOINT User Guide for system requirements)
    2. The power cord for the associated device
    3. Any applicable connectors needed to hook up your device to a VGA monitor
- If you do not have access to any of these items, please contact Orator prior to the event and they will provide you with the required materials

13 **CAN I USE MY REMOTE CONTROL FOR PRESENTATIONS WITH MY IPAD?**

- KEYPOINT does not support a remote control with an iPad; however, you can use a remote for desktop versions

14 **ARE THERE SLIDE DECKS MISSING FROM MY CREDENTIALS? I DO NOT HAVE THE PRESENTATIONS I THINK I SHOULD HAVE.**

- Please contact the EXCEL or NNPE Speakers Bureau to ensure that you have been given access to the correct slide decks

15 **I AM CONNECTED TO THE INTERNET, BUT THE SLIDES ARE FROZEN IN THE UPLOAD.**

- Please disconnect and shut down KEYPOINT, then open KEYPOINT again and log in. You should be able to start your upload where it left off
- If the slides are still frozen and you are experiencing issues with the application, you may contact 855-536-2413 (EXCEL) or 877-231-7755 (NNPE)

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16 **WHY CAN I NOT SEE THE VIDEOS WHEN I LOOK AT THE SLIDES?**

- Videos are only viewable in Presentation mode or in Full Size Preview

17 **WHAT SHOULD I DO IF I AM TRYING TO CUSTOMIZE MY TITLE SLIDE, BUT CAN'T OPEN IT AND/OR GET IT BACK INTO THE DECK ONCE OPENED?**

- On a PC or Mac, double-click the slide to open/close it
- On an iPad, tap outside the box to close it
- To customize the information, click on the item you want to change (name/date). After you make the change, click outside the box to set it

18 **HOW DO I PUT OPTIONAL SLIDES BACK INTO THE PRESENTATION?**

- Select the slide or bundle, and it will go back to the presentation from where you withdrew it

19 **WHEN I PRESENT, MY SLIDES DO NOT SHOW UP ON THE MONITOR.**

- First, make sure that:
  - The monitor you want to present from is turned on and plugged into the correct video port on your computer (*Note: You may need to select the correct source labeled on your monitor controls to ensure the monitor is plugged into the correct video port*)
  - Your version of KEYPOINT is up-to-date
  - Your Display Settings are set to mirror your desktop
- Quick tip: On a PC, hold down the Fn and F8 buttons at the same time, or hold down the Windows key and the P button at the same time; this will bring up the video monitor selector. Choose Duplicate. What you will see on your screen should be showing through the projector
- For Mac users:
  - Click the Apple at the top-left corner of the screen
  - Select System Preferences
  - Select Displays
  - When plugged into a monitor, select Arrangement
  - Click on the box labeled Mirror Displays

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- For Windows XP users:
  - Locate the Start button at the bottom left of your computer screen and click it
  - Locate and click Control Panel
  - Locate and click Display
  - Locate and click the Settings tab
  - Locate and click the number 2 (Default Monitor) under Display
  - Click on the box labeled "Extend my Windows desktop onto this monitor"
  - Click Apply

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