Step 1

Open *system preferences*, choose *security & privacy*. Then, choose *Accessibility*. Make sure there is a checkmark by **activehardwareservice** and **inspire**.* If there is, click on the padlock, typing in the teacher username and password; uncheck and recheck them. Next, go down to *Full Disk Access* (below Accessibility). Hopefully you also see those two. Uncheck and recheck them*.

* if **activehardwareservice** is missing, you can add it by clicking the plus sign, and navigating to /Applications/Promethean/Active/Driver/activehardwareservice

* if **inspire** is missing, you can add it by clicking the plus sign, and navigating to

/Applications/Promethean/Activesoftware Inspire/Inspire.app

Step 2

Restart the computer and prior to the Apple Icon appearing, simultaneously press **Command + Option + P + R**. Continue holding these four keys until you hear three chimes, then release.

Step 3

Disconnect the USB cable from the laptop, turn off the projector and unplug the promethean board. Using a small piece of ferrous metal, such as a key, place the metal between the plug prongs to discharge static electricity, as shown below.

Reconnect the USB cable, and turn on the board (if it's a Pro-series board [has speakers] press the red button that changes to green to turn on the audio). If all that has failed, all the connections in the back of the board have to be checked.