

# Interwrite Pen

## Tips and Troubleshooting

### Pen Won't Write

1. Review the Device Manager to confirm that the device is synced with your computer.
2. Make sure pen is charged every night if Mobis have been used during the day.
3. Check cord connections while device is charging.
4. Make sure you leave your computer on while charging – turn off monitor.
5. Check to see that the pen icon is pictured / visible in your Mobi's screen. It should flash if it is receiving a charge.

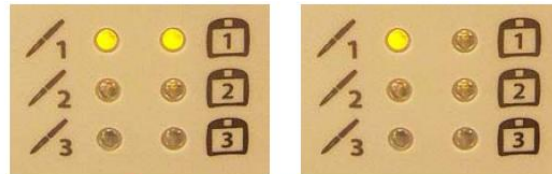
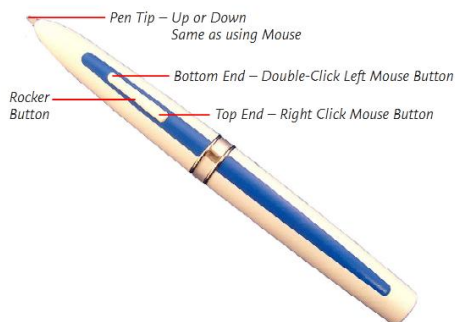
### Pen Not Holding Charge

1. Check that cord connections are good.
2. Remove and reinsert battery by using a small device to depress the locking mechanism above the silver mid-ring.
3. Observe the ends of the battery closely looking for any corrosion.
  - a. NOTE: The pen's internal structure is delicate, so handle with care.

### Docking Stations

\*\* Docking Stations must be plugged in using the power cord that connects to the bottom of the dock.

If you charge your Mobi on a docking station, please make sure that you confirm charge connection by checking that each Mobi and Pen has an orange light next to the icon located at the end of the dock. Also, after you place the Mobi upside down in the charge, confirm that the pens are still press firmly into the device. If the Mobis are bumped or the Pen connection becomes loose, they will not charge.



Light	Status
All Lights Flash On	Mobi Dock has been plugged into an power outlet
Both Lights are solid	Mobi and Interactive Pen are charging
Mobi Light is Off Pen Light is On	Mobi is finished charging <b>Note:</b> the pen light will always remain lit. The light will be off if the pen is not in the Mobi or Mobi Learner.
Lights flashing	The Mobi or Mobi Learner was inserted into the Mobi Dock while still on. Turn off the Mobi and reinsert the Mobi.