Student Frequently Asked Questions for TurningPoint

- Where can I purchase a student response card?
  - You can purchase the XR response card at the Bloom U. bookstore or on TurningTechnologies ecommerce site:
    - Information for Turning Technologies ecommerce site:
      - URL: [http://store.turningtechnologies.com](http://store.turningtechnologies.com)
      - School: Bloomsburg University
      - Code: H59z
    - Please make sure select ResponseCard XR keypad.

- What kind of batteries does the XR card use?
  - Two AAA batteries

- My response card is not working, what do I do?
  - If your card never worked, you should return it to the bookstore if you purchased it there. If you purchased it online, please contact TurningTechnologies:
    - Turning Technologies: [www.turningtechnologies.com](http://www.turningtechnologies.com)
    - Customer Service Hours of operation: Monday thru Friday (7 AM – 9 PM ET)
    - Customer Service Line: 1-866-746-3015
    - Customer Service Email: support@turningtechnologies.com
  - If your card was working, but has since stopped:
    - Take the batteries out and put them back in. Replace if necessary.
    - Verify firmware version. (Select Menu \(\rightarrow\) Setup \(\rightarrow\) Version). If Version is anything less than 1.2.1 please bring response card to the Instructional Media and Design Center – AL 206.
    - Call Turning Technologies – see above

- I can’t give answers in class, what do I need to do?
  - Make sure your response card is in Presentation Mode:
    - [Directions for Setting Response Card to Presentation Mode](#)
  - Make sure your card is set to the correct channel
    - [Setting the Channel on the Response Card](#)

- My Professor says that my card ID isn’t showing on the Participation list.
  - Make sure you registered your card on the Web Registration site for that professor’s class.
  - Your device ID is the 6 digit number on the back of the card.