

Trouble shooting.

**Technical Support Hours:**

Monday through Friday

7 a.m. - 9 p.m. Eastern

Phone: 330-746-3015

Toll Free: 877-726-4602

Email: [support@turningtechnologies.com](mailto:support@turningtechnologies.com)

Web: [Contact Technical Support Form](#)

- 1) Plug in turning point receiver first
- 2) Test the remotes:
  - a. Open turning point (should open in powerpoint)
  - b. Click on tools > Settings > polling test tab > start test
- 3) Not getting a response? – may need to reset channels on remotes.
  - a. Open turning point
  - b. Tools > Settings > click on response device
  - c. make sure your receiver usb is plugged in and note the channel number
    - i. the default number is 41
  - d. on each remote press go or ch button (bottom left corner) 41 and go or ch button again  
you will get a yellow light if you are set!