How to deal with malfunctioning keypads

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Disconnect the hub from the computer and the keypads from the hub

Go to Control Panel > Device Manager

Click "Universal serial bus controllers"

For each device that reports as "USB Root Hub"

      Right click and select "Uninstall"

Plug in the hub and wait for the device driver to complete loading (A message balloon saying "Your devices are ready to use")

Plug in the first keypad and wait for its device driver to complete loading and the message to appear

Plug in the other keypads in turn, waiting for each message

Start notepad and press a key on each pad. A number or symbol corresponding to the key should be displayed

Start PhotExPresenter

Go to Presentation Options > All tab > General tab >Set the keypad options

Click Test keypads

      Click an assigned key on each pad and the assigned number should be displayed

Click Apply and continue to Judge the exhibition

(Note, if a failure occurred while assigning scores, click "No score" in the selection panel before clicking Show)