

Miscellaneous & Frequently Asked Questions for NUIEQ Snowflake

Q. What resolution does Snowflake support?

A. Snowflake supports any resolution, including 4K and Full HD.

Q. I don't get any inputs in Snowflake, what should I do?

A. Make sure that you have installed appropriate drivers for your touch device. If you are having issues, please enter a work order and your school Technology Support Personnel will be glad to support you.

Q. I am experiencing graphical glitches with Snowflake, what should I do?

A. Make sure that you have installed the latest graphic card drivers of the graphics card manufacturer (not just the default Windows one). If you are having issues, please enter a work order and your school Technology Support Personnel will be glad to support you.

Q. I don't have a touchscreen. Can I still check out Snowflake?

A. Yes

Q. I want to use Snowflake with a mouse for testing, is that possible?

A. Yes it is possible, press "F3" on your keyboard to toggle between having mouse support enabled/disabled. Left mouse click to emulate a touch and right mouse click to emulate multiple touches.

Q: My annotations/screenshots/Snowflake Remote just shows a black screen, what should I do?

A: Open the Configurator, go to the Misc tab, and enable the "Read back buffer" setting.

Note that if you are using a Snowflake version older than 4.9.1, that setting will be missing from the Configurator. In that case you need to navigate to where you installed Snowflake and then go

into the "bin" folder (INSTALL_PATH\bin). Open the file called "Config.cfg" in a text editor and add the text: **ReadBackBuffer: "True"** on a new line anywhere. INSTALL_PATH is often by default the Program Files or Program Files (x86) on one of your hard drives, for example C: or D:, followed by Snowflake Suite, so for example C:\Program Files (x86)\Snowflake Suite\

Q. Can I remove applications from the Snowflake menu?

A. Yes you can. Look at the section here to see how you can customize it.

Q. How do I close applications?

A. Either by using the corner menu inside the application and selecting the X or by dragging the windows outside the screen (window mode).

Q: When running Lesson Activities in NUI TEQ Snowflake, I have some blank cards showing up where I select a lesson activity type?

A: This is usually a sign of a previous version of NUI TEQ Snowflake not being completely uninstalled before a new version was installed. The easiest way to get rid of these is to uninstall NUI TEQ Snowflake and then install it again.

Q: My videos/pictures don't show up in the Media app. Why?

A: Make sure the video/pictures are off the correct file format. Supported formats include jpg, jpeg, tga, png, dds, gif, tif, tiff, bmp, mov, mp4 and mp3.

Q: The Media app isn't playing video files, how do I solve that?

A: Your video files may not be in a format that is compatible with Snowflake, if you need help with converting them to a compatible format see [Converting videos for Snowflake](#)