

# Where is my IWB Software Serial?

Wednesday, 18 January 2017 12:30 PM

## Where's my IWB Software Serial? I did not get an IWB software serial!

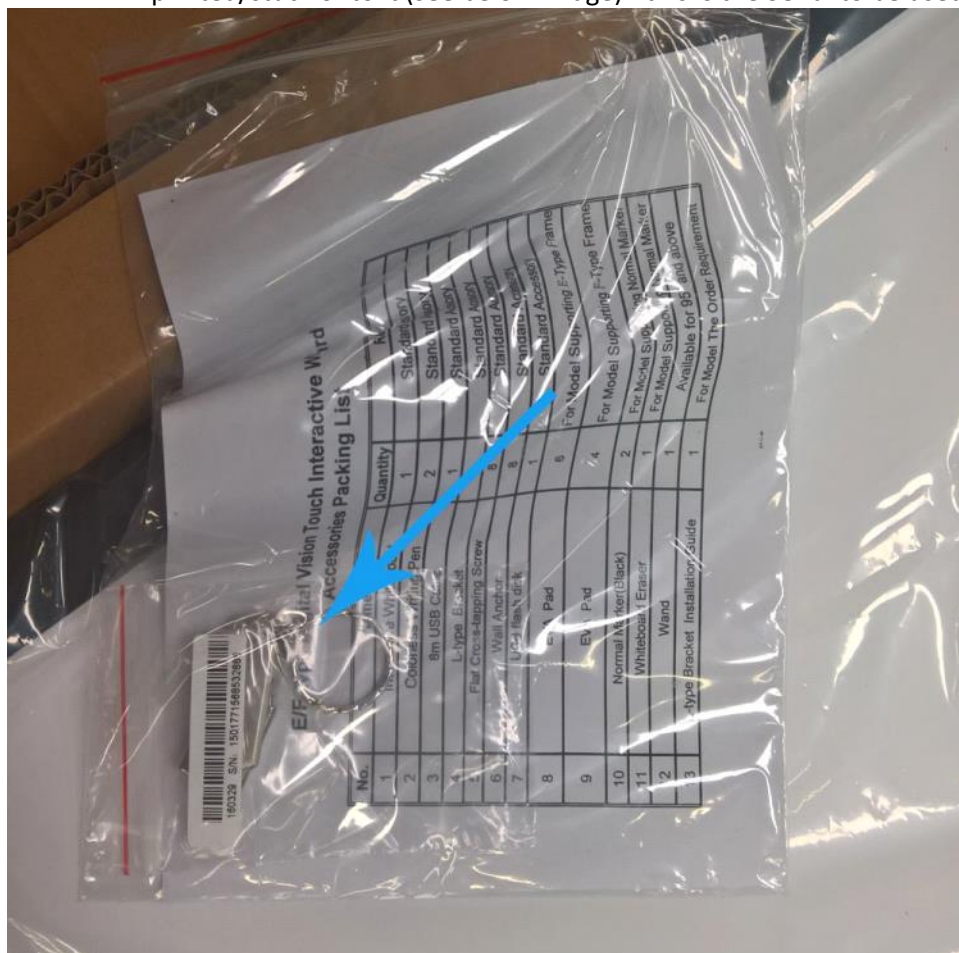
### Introduction

The document serves to highlight where you may find the Parrot Whiteboard Software serial with in the IW2100 and IW2250 packaging.

### Location

Once you have opened your IW2100 or IW2250 packaging, you will find the following inside:

- IWB (interactive Whiteboard)
- Long Rectangular brown box - containing the Stylus & USB cable
- Plastic packet containing the mounting brackets
- Plastic packet containing the check sheet and even smaller plastic packet containing the Software USB
  - The small plastic packet containing the software USB will have the software serial printed/stuck onto it (see below image) - this is the Serial to be used for the Software



### Summary

Should you require any further assistance, please contact our call center @ 011 607 7600 or alternatively email [pi.support@parrot.co.za](mailto:pi.support@parrot.co.za). We would just need the specific IWB's serial number to track the software serial OR alternatively provide us with the Parrot Tax Invoice number which we can use to track the specific boards serial.

A lead time of approximately 3 days is required to retrieve a software serial.

Thank you