Quick Assistance

SMART Technologies

SMART Board™ 600 Series Interactive Whiteboards

Preventing Damage to the Writing Surface

The front projection SMART Board interactive whiteboard is very durable. However, sharp writing instruments, such as ballpoint or fine-pointed pens, can damage the surface if they're applied with heavy pressure. Don't write on the screen with these types of pens. Also, don't use abrasive erasers or cleaning materials.

Cleaning the Writing Surface

Clean your interactive whiteboard and pen tray frequently using standard whiteboard cleaner or Windex® glass cleaner.

NOTE: Before you clean the SMART Board interactive whiteboard, shut down your computer, so you don't scramble the desktop icons or activate applications when you touch the screen.
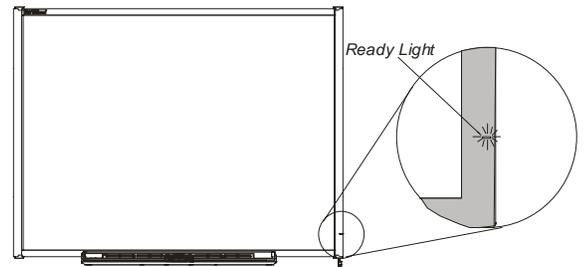
Removing Permanent Marker Ink Stains

To remove permanent marker ink stains, use a cleaner such as the Sanford Expo® Dry Erase Board Doctor. Just write directly over the permanent ink with the Board Doctor pen, allow it to dry completely and then wipe it clean.

You can also use a high-odor dry-erase marker to remove permanent ink. To do this, cover the permanent ink with the dry-erase ink and wipe with a soft cloth while the ink is still wet. If any trace of the ink remains, use standard Windex glass cleaner or whiteboard cleaner to clean the area.

The Ready Light

The Ready light LED is located in the lower-right corner of the frame (when you face the front of the interactive whiteboard).

NOTE: To take full advantage of your interactive whiteboard, be sure that SMART Board software is running on a connected computer. If you see the Ready light in a state not listed here, contact your next level of support or SMART Technologies Inc.

Ready Light

This Ready light state…	Indicates that…
Extinguished	There isn't any power to the interactive whiteboard. Check the USB cable connections.
Solid green	The interactive whiteboard is successfully communicating with SMART Board software on the computer.
Flashing green	The interactive whiteboard is successfully communicating with the computer's USB interface, but either SMART Board software hasn't been installed or the SMART Board software service isn't running. **NOTE**: In this mode, the interactive whiteboard operates as a touch screen. The SMART Board tools, such as the pens and eraser, won't work, but you can move the mouse pointer and perform mouse functions by touching anywhere on the screen. This mode may be desirable for occasional or guest users who don't require the use of SMART Board tools or pen tray functions.
Solid red	The interactive whiteboard has power, but isn't communicating with the computer. First, check the connection to the computer, and then reset the computer and the interactive whiteboard (see next page).
Solid or flashing amber	The interactive whiteboard is in a problem state. Reset the interactive whiteboard (see next page).

Troubleshooting Tips

If the Ready light indicates that your interactive whiteboard is operating normally, but you still have problems using the interactive whiteboard, refer to this table for some tips.

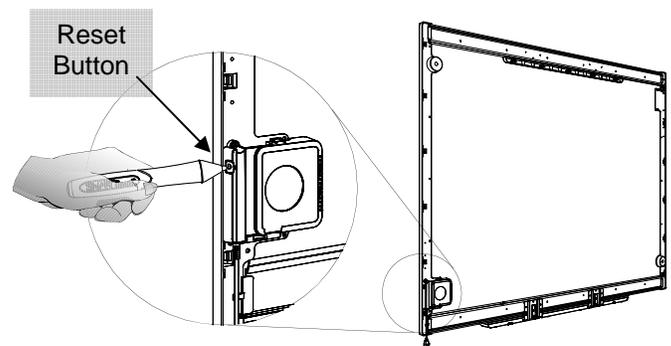| If you have this problem…	Try this…
The pen tray LEDs flash sequentially when you turn the unit on but do not light when you remove a tool.	Check for obstructions of the pen tray's infrared sensors (dirt, liquids or foreign objects).
The projected image is blurry or doesn't fill the screen fully.	Adjust your projector's position, zoom and focus settings. Make sure the computer's video resolution settings match your projector's native resolution. Consult your projector's manual for the optimal resolution, and then go to the Windows Control Panel to change the display resolution of your monitor.
Touch is not accurate. The pointer does not appear directly below your finger. When you write on the screen, your writing appears at a slight distance from the pen.	Orient the interactive whiteboard. To start the orientation process, press and hold both the **Keyboard** and **Right-click** buttons on the pen tray at the same time.
No pointer is visible on the screen, and when you touch the screen a colored line or eraser symbol appears.	Check that you have placed all four pens and the eraser correctly in their pen tray recesses.
The pointer snaps back to one location when you lift the pen or your finger from screen, indicating that the analog resistive surfaces are in constant contact at the location to which the pointer returns.	Gently pull the touch screen surface, at the place where the pointer returns, using a piece of tape or a small suction cup. If the problem goes away while you are pulling, but returns when you release the tape or suction cup, you may have to return the interactive whiteboard for repair.
The pointer moves erratically or gaps appear when you draw with a pen, indicating that the USB voltage from the computer, powered USB hub or USB extender may be too low to power the interactive whiteboard..	Substitute another computer, powered USB hub or extender.

Resetting the Interactive Whiteboard

If your interactive whiteboard behaves erratically (possibly because of a static discharge or a power fade), reset the interactive whiteboard by performing the following steps in order, testing the interactive whiteboard after each step.

1. To reset the controller module, use the tip of a pen tray pen to press the **Reset** button briefly (for less than three seconds).

   The Reset button is located behind the lower-right side of the interactive whiteboard (when viewed from the front).

2. To reset all components of the SMART Board interactive whiteboard, disconnect and then reconnect the USB cable.

3. To restore the factory default orientation settings, press and hold the **Reset** button for longer than three seconds. You will have to repeat the orientation procedure after this step.

Reset Button

If your problem persists after performing all of these steps, restart your computer.