

AirLiner™ Wireless Slate Won't Connect to a Computer Using a Bluetooth® Connection



Applies to: AirLiner™ wireless slates connected to computers with Mac OS X and Windows® operating systems

Issue

You can't connect an AirLiner wireless slate to your computer using a Bluetooth™ connection.

Symptoms

After a successful pairing, you can't reconnect the AirLiner slate and the computer when you turn the Airliner slate's power off and then on. The blue light below the Airliner slate's power button turns on for a few seconds and then turns off.

Solution

To ensure that all components are working correctly, perform the following tests:

- Try connecting again. If you are unsuccessful after more than five tries, reestablish the initial connection between the wireless slate and your computer. For more information establishing a connection, see the instructions that came with your computer and adapter.
- Check that the slate's battery is fully charged. The AirLiner slate will turn itself off when the power is low. Connect the slate's AC adapter to a power source if you are unsure.
- Make sure your Bluetooth adapter has a clear line of sight to the AirLiner slate; move them closer together if they don't.
- Turn off or move electrical devices, such as microwave ovens, that may cause interference. (See Background.)
- Use a different Bluetooth adapter.

If the problem persists, contact [Technical Support](#).

Background

Radio frequency (RF) energy radiates from almost all electrical devices. To reduce interference with the Bluetooth connection, move the interfering electrical devices farther away from the Bluetooth adapter.

First published: July 13, 2006

Last update: December 10, 2007

SMART Technologies
1207 – 11 Avenue SW, Suite 300
Calgary, AB T3C 0M5
CANADA



www.smarttech.com/support www.smarttech.com/contactsupport
Support +1.403.228.5940 or Toll Free 1.866.518.6791 (Canada/U.S.)

© 2006–2007 SMART Technologies ULC. All rights reserved. Airliner, smarttech and the SMART logo are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. The Bluetooth word mark is owned by the Bluetooth SIG, Inc. and any use of such marks by SMART Technologies ULC is under license. All other third-party product and company names may be trademarks of their respective owners. Patent No. US5448263; US6141000; US6326954; US6337681; US6741267; US6747636; US7151533; and CA2058219. Other patents pending. Contents are subject to change without notice. 12/2007.