

Uninstalling SMART software 10.8 and reverting back to 10.7

If you are experiencing issues with SMART Notebook™ 10.8 collaborative Learning software on your Mac, here are some steps that can help you with that.

Before downgrading the 10.8 SMART Notebook software you might try running this patch:

<http://smarttech.com/us/Support/Browse+Support/Download+Software/Software/SMART+software+patches/SMART+software+patches/SMART+software+patches+for+Mac>

Make sure that before rolling back to 10.7 that you completely get rid of the previous versions (10.8). The following link will provide a cleanup tool for that system that will remove the SMART software etc.:

<http://www.smartmacsupport.com/downloads/SMART%20ToolSet.zip>

Download and run the above cleanup tool before proceeding.

You can then install 10.7 from the following link, which often works better when the software crashes consistently:

<http://smarttech.com/us/Support/Browse+Support/Download+Software/Software/SMART+Notebook+collaborative+learning+software/Previous+versions/SMART+Notebook+for+Mac>

Once the above link has finished downloading, double-click and follow instructions to install Smartboard v. 10.7.

Ask your building TSS for a valid license key.

NOTE: You can use the software for 30 days without a license key.

If you are still experiencing problems after the above procedures;

Provide a diagnostic log - go to: (**SMART Control Panel > About Software and Product Support > Tools > Diagnostics > File > Save as**), save to a folder to attach to an email to 4jdesktop@4j.lane.edu.