

Troubleshooting Tips for your SMART Board



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Discussion Topics:

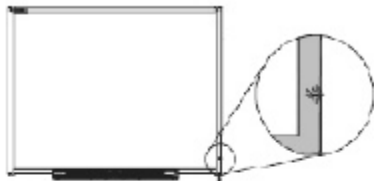
1. Most common troubleshooting tricks for SMART Boards.
2. Care of SMART Board.
3. Reference web sites for help.
4. The two “Golden Rules” of technology.

“My SMART Board doesn’t work correctly.”

1. What color “Ready Light” do you have?

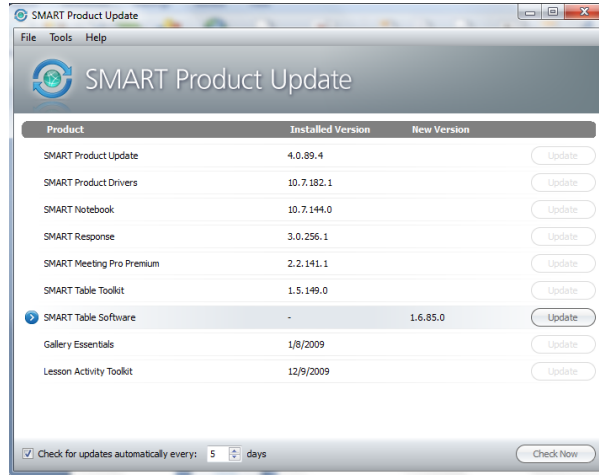
The Ready light

Your SMART Board interactive whiteboard includes a Ready light that indicates the status of your interactive whiteboard.



Color of Ready light	Status
Not lit	<ul style="list-style-type: none">• The interactive whiteboard does not have power• Check the USB cable connections
Solid green	<ul style="list-style-type: none">• The interactive whiteboard is successfully communicating with the SMART Board software on the computer
Flashing green	<ul style="list-style-type: none">• The SMART Board driver isn't installed. Or if it's installed, it isn't running. Verify that the driver is installed, and if it isn't, install it.• If the Ready light continues to flash green, contact your support representative for assistance
Solid red	<ul style="list-style-type: none">• The interactive whiteboard has power, but it is not communicating with the computer• During the initial powering up or power reset, you will see the Ready light turn red for a moment• This <i>brief</i> red illumination is normal
Flashing amber	<ul style="list-style-type: none">• Occurs only when you are updating firmware using the SMART firmware Flashing Wizard• This is normal
Solid amber	<ul style="list-style-type: none">• Problem state• Try resetting the interactive whiteboard by disconnecting and then reconnecting the USB cable at the interactive whiteboard end

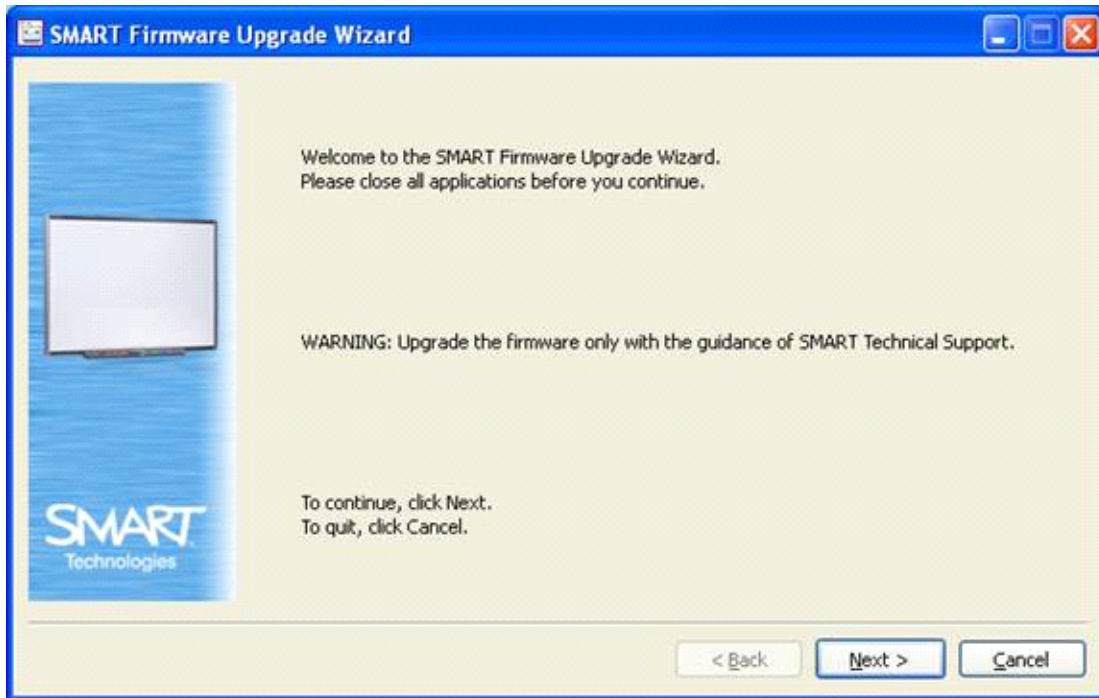
2. Are the cables still firmly connected?
3. Are the computer and projector turned on?
4. Is the software updated? (check both drivers and Notebook)



5. Is something (lint or trash) in the pen tray sensors?
6. Is the firmware up to date? (controller box on the back of the board)

Here are the steps to check to see if you have the latest firmware for the Smart Board controller. You need to have a computer connected **directly** to the SMART Board with a cable. The computer must also have an active Internet connection.

- Click on **My Computer**.
- Click on **Local Disk (C:)**
- Click on the **Program Files** folder.
- Scroll down until you see the **Smart Technologies** folder, click on that.
- Click on the **Smart Product Drivers** folder.
- Scroll down until you see the **SmartFirmwareupdater** icon (all one word). Double-click on that.
- This will open up a Smart Firmware Upgrade Wizard (see window below).
- Follow it along (click on **Next**) and do the update.
- It does give you the **WARNING: do this with only guidance with tech support.** (You can call me if you need help).
- Once this upgrades, you should see a **Successful Upgrade** notice.
- Close out of this, unplug the board, then restart the computer and plug in the board.
- Redo the orientation/alignment on the board and all should be good!



7. Does resetting the board help?

To reset the board electronics, unplug the USB cable, wait 10 seconds, and reconnect. You may also try depressing the small reset button on the controller box behind the right corner of the board for a few seconds. A pen or pencil work well for this.

8. Try a different cable and/or computer.

Often, you can determine more specifically where the problem lies by using a different USB cable or computer (laptop) to pinpoint if the problem follows a device when you switch it out. Restarting the computer often will correct problems. (Shut down at night)

9. Call tech support at Data Projections or SMART.

Summer storage safeguards

In the summer, you may find that items have been placed against the board for an extended amount of time, and in extreme heat conditions. This may cause your pointer to snap back to one location when you lift the pen or finger from the screen. This may indicate that the surface of the screen is in constant contact with the back sensors on the board. To break this connection, you can repeatedly rub the area with a SMART pen from the pen tray, or in extreme situations, place a small piece of tape over the area, and then gently pulling it off....pulling the 2 surfaces out of contact with each other.

Using your projector hours wisely

All projection devices use extremely bright and powerful light bulbs to generate the beam of light shining across the room. When first built, it was discovered that bulbs often exploded when they burned out. To safeguard against this, modern bulbs are manufactured with a computer chip clock built into the module. Tests are run, and the expected life of the bulb is programmed into the clock chip. This is done in hourly units. Anytime the bulb is turned on, the clock is running. When the clock hits the expected hours, the bulb is disabled, and cannot be used further. A new bulb must be purchased and installed. Most projectors have an indicator light on them, and are *green* when the bulb is “on”. Green lights mean the clock is running on the module. Even if your computer is turned off, the bulb on the projector may still be active (basically projecting “nothing”). Bulbs typically last between 2,000 and 3,000 hours. Doing the math, you should get 2-3 years service from a bulb if you use it 8 hours a day for 180 school days. Leaving the bulb on overnight, over the weekend or holiday will keep the clock running even when

the room is empty. If you will not be using the projector for a 20-30 minute stretch of time, turn it off to save time on the clock module.

Cleaning of the SMART Board surface and tools

Clean your interactive whiteboard and pen tray frequently using standard whiteboard cleaner or another non-abrasive cleaner such as “Simple Green”. You can also use disinfectant wipes. Spray any cleaner on to a cloth as opposed to spraying the board directly. The liquid could drip down and get into the electronics in the tray. Using wipes makes it easy to clean the pens and eraser handle easily too. Don’t use anything abrasive such a scrubbing cleanser or “Mr. Clean Magic Eraser”. These are abrasive and will permanently ruin the board. Tip: Before you clean the SMART Board, shut down your computer in order to keep from scrambling the desktop icons or activating applications when you wipe/rub the board.

Removing permanent marker stains can be easily accomplished by using a high odor dry erase marker. Cover the permanent ink with the dry erase ink and wipe off with a soft cloth or the eraser.

Additional support websites

Check the following website for updated information and suggestions if needed...

<http://www.smarttech.com/us/Support/Browse+Support/Product+Index>

The two “Golden Rules of any technology:”

1. All technology will fail someday. (It just happens.)
2. Techies like me (and you) cannot change rule #1!