SMARTboard Troubleshooting Tips

Symptoms	Solutions
Red light on SMARTBoard (This means the SMARTBoard is not communicating with the computer)	1. Unplug the USB cords, count to ten and plug back up. 2. Try a different usb port on the computer. 3. Hit the blue reset button on the side of the SMARTBoard behind the light for 10 seconds 4. Reinstall the SMARTBoard Software 5. Try a different usb cord.
Blinking green light (SMARTBoard is communicating but the software is not working)	1. Doubleclick on the SMARTBoardservice icon found by double-clicking on Hard DriveProgram Files-SMART Technologies-**SMARTBoardservice** icon 2. Unplug the USB cords, count to ten and plug back up. 3. Try a different usb port on the computer. 4. Hit the blue reset button on the side of the SMARTBoard behind the light for 10 seconds 5. Reinstall the SMARTBoard Software
Steady Green light (SMARTBoard should work)	If computer/Notebook freezes: 1. Force quit by holding down the Ctrl, Alt and Delete and force quit Notebook 2. Shutdown the computer. Count to 10 and then start the computer up.

When you write on the SMARTBoard, the pen doesn't write correctly or you can't draw straight lines or there are dead spots. OR Computer mouse stays in a corner of the SMARTBoard.	This means that the SMARTBoard is getting grounded out. It needs to be either moved away from magnets or metal. 1. Hit the blue reset button on the side of the SMARTBoard for 10 seconds. 2. Find the box with the light in the bottom right corner. See if it is touching metal or the magnetic chalkboard is affecting it. Put a barrier of cardboard between the SMARTBoard and the chalkboard
	or between the SMARTBoard and the metal. 3. Put Nylon washers before and after the screws. Find the screw that is holding the SMARTBoard in place and make sure it isn't screwed into metal

4 Tips for Fixing SMARTBoard Problems:
1. Check and see if your problem is listed on this SMART Exchange web page at http://exchange-forum.smarttech.com/forums/14.aspx Search for the problem.
2. If problem not listed, start a new post. Include information about your Computer operating system (Windows XP, Vista or MAC 10.4 or 10.5), RAM, Notebook version. List as many details as you can about your problem.
3. Search the SMARTBoard Revolution Ning using the search box at the top right to see if anyone has posted a smiliar problem at http://smartboardrevolution.ning.com Start a new post if problem not found.
4. Contact Smarttech by email, phone or chat at http://www2.smarttech.com/st/en-US/Support/Contact/default.htm