SMART Trouble Shooting Guide for IM&T Techs

The Department of Instructional Technology

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Cleaning the Board/Projector

Board Basic Cleaning:

- Use a damp cloth with water.
- Spray Windex or ammonia free glass cleaner on soft cloth and wipe board.
- Tough stains: Expo cleaner on a cloth
- Last resort: Isopropyl alcohol on a cloth

 **Do not spray anything directly on the board. Avoid getting liquid in the crease of boarder or pen tray.

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.

Projector:

Use compressed air to clean the area around blower

Orienting the Board

Pointer is not where person is touching board.

Need to orient the board. Press both buttons on the pen tray and touch the center of each target on the board.
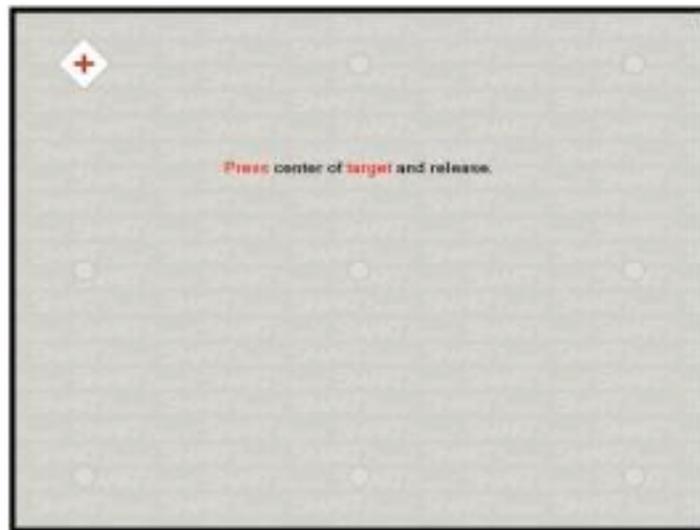
Image

There is no image on the SMART board

- Is the VGA cable plugged into both the projector (or control box) and the computer running the board?

- Is the input on the correct option:
    - On UF 65, press the input button on control box until reads VGA 2.
    - On UF 45 & 55 press computer 2 on the SMART control panel (If that doesn't work, choose computer 1.)

Typically Computer 2 (If no image try Computer 1)   Typically VGA 2 (If no image try VGA 1)

- Is the computer set to "clone" display?

- Is the ATI driver installed and set up?
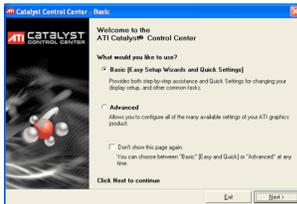
If ATI driver is not installed, HelpDesk can remote into the computer to install. Then it will need to be set for dual clone through the basic setting.

If it is installed and not set up:

- Click on the ATI Icon on the bottom right for the control center
- Choose basic set-up, click next
- Choose both monitors Analog Dell and Analog SMART, click next
- Then choose "clone" from the 3 options, click next
- Set desktop area to 1024 X 768, click finish

The color of the Image is red, yellow, blue.....

1. Check to make sure VGA (monitor cord) is tightly connected to the control box or projector (if easily accessible) and to the computer or laptop. If not, secure it with the screws knobs.

Are the pins of the VGA cord bent?

Try straightening pin

Replace the VGA cord

The UF 65 Projectors are not an easy swap of cords. The side of the projector needs to be removed and the cord needs to be pulled out from the arm of the projector and the back of the board. The new VGA needs to get fed behind the board and through the projector arm and then reconnected to both the projector and the computer. Then, replace the side panel for projector and realign the image onto the board.

Optimal Resolution

The image on the SMART Board does not fit the screen.
or
Image is too large for screen.

Secondary display needs to be set to 1024 x 768

Flickering Board:

SMART board image is flickering repeatedly or Image has hard time turning on and then flickers and turns off after few minutes.

Color Wheel is bad. Need to call SMART to have projector replaced. (1-866-518-6791)

USB Cord

Board is not responding to touch.

Is the USB cord plugged into both the board and the computer.
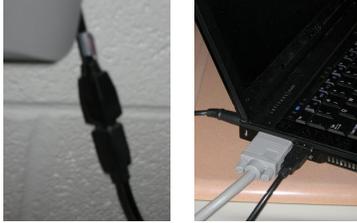
Is the light on the side of the board:

Off: USB is not plugged in.
- New UF 65 boards may have the incorrect connection. USB needs to be connected directly into the control box, not the power/volume controller.
- If board has speaker: USB from control box to the speakers, USB from speakers to the computer (forms loop).
- If have speakers set up, did the power cord or USB cord get pulled out.

Red: Has power but not connected to a computer, unplug and try again.
- If there is a USB extender, try connecting USB directly to computer – replace extender.
- If not extender- replace USB cord

Blinking Green: Check if there is SMART Notebook on the computer.
- May not have Active/ updated SMART Notebook on computer- install or reinstall SMART Notebook. (have to wipe old version to install new)

Solid Green: Good to go

Projector

Types of SMART Projectors

UF 45   UF 55   UF 65

Projector is not turning on

Is there power to the projector?
- Light is on

The power light is orange and there is a red light on the wrench light.
Needs a new bulb. Schools are responsible for replacing bulbs. Teacher needs to contact principal.

Pen Tray

One or more of the colors don't work.
Light on tray does not turn on when pick up pen.

Infrared Light Sensor
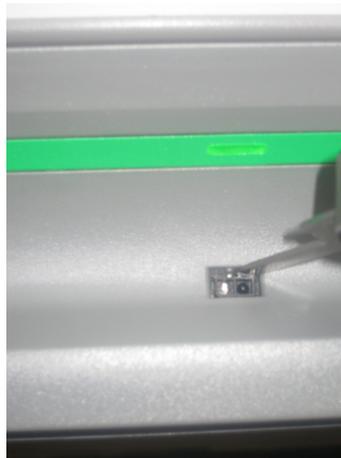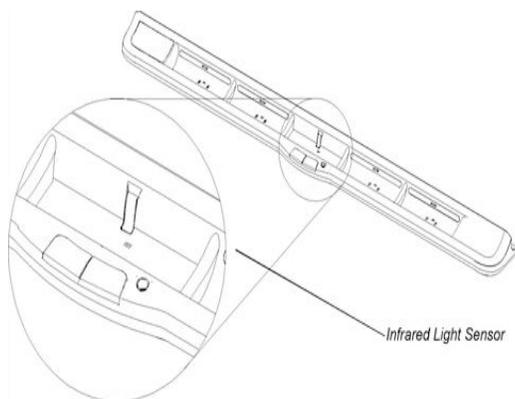
Put all pens in the tray and pick up the one that does not work. If the sensor light does not light up:

- Check to make sure there is nothing in the sensor.
- Clean out the sensor with compressed air.
- Gently loosen the sensor with a pointed object (paper clip, flat thin screwdriver) and see if sensor light comes on.

Pointer

Mouse is stuck in one spot on board

Unplug the USB to computer.
Rub entire surface of board with hand to try and move air around to unstick the constant contact in that area of board.

Try pulling that part of board with masking tape.

Call SMART (1-866-518-6791) to run diagnostic and possibly replace board due to constant contact.

Erratic movement of the pointer and gaps in writing with pen

Your reset button can be found BEHIND the lower-right side of the SMART board (as shown in the photographs).

Resetting the SMART Board:

Perform the following steps in order, testing the board after each step, when the board works properly you do not need to move onto the next 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).

2. To reset all components of the SMART board, 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.

4. Restart the computer. If problem continues……

If the pointer and writing is still acting erratic and jumping, are the screws at the bottom of the board touching metal? In a chalkboard that may contain metal? Plastic spacers may need to be added to the screws that anchor to the wall.

SMART Notebook Issues

All computers connected to a SMART board need to have the SMART Notebook Software pushed out to their computer.
Not all installs are complete. The following are some common issues.

Gallery is missing Lesson Activity Toolkit and Gallery Essentials.

Missing Galleries and Toolkit   Full Install
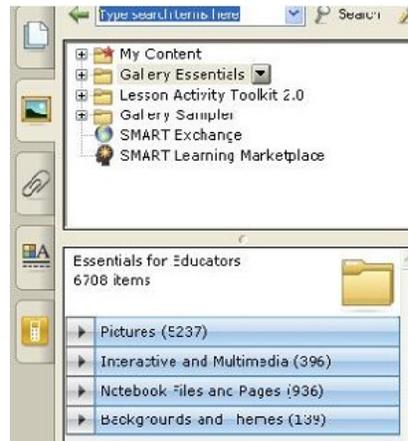
For galleries missing, HelpDesk does a complete reinstall. There is a push available for that. If that has been tried, they reinstall it manually.

Toolbar is grayed out or transparent

Need to turn on the Hardware Acceleration on the computer

Magic Pen not working

Not working   Working
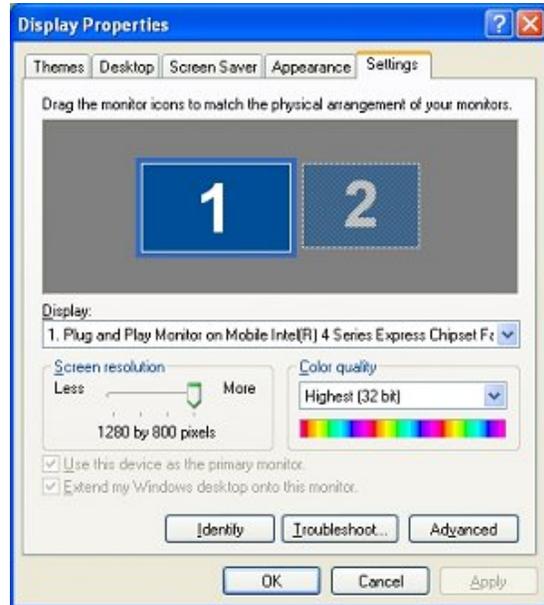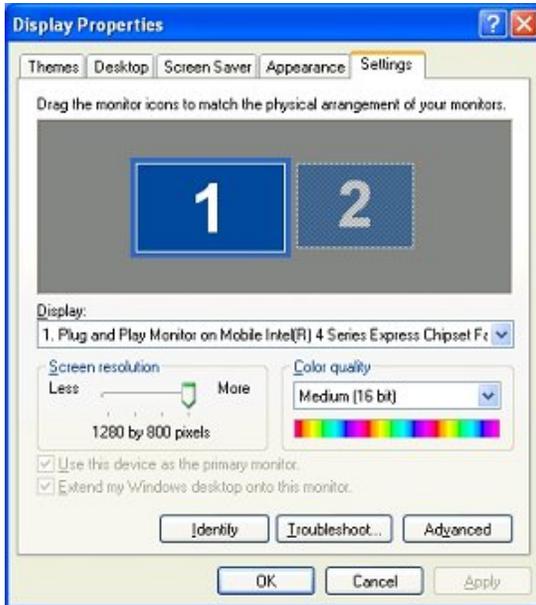
Change the display settings of the color quality from 16 bit color to 32 bit

SMART USB Speakers

Sound is not coming out of SMART speakers
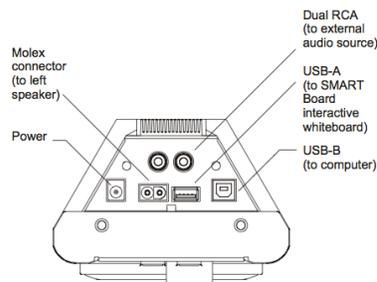
- Make sure power cord is plugged into both the outlet and the back of the speaker
- Make sure USB cords are securely connected to both ports in the speaker and into the computer
- Change the settings on the computer to play audio on USB device

Sound is not coming out of computer, only SMART Speakers
- Unplug USB from SMART board/speakers

*Newest SMART Speakers connect directly to a computer with an audio cable.

Cord Connection for UF 65 without speakers/ with audio jack speakers

Control Box

ECP

1
2
3

2
2
1
2
3

2
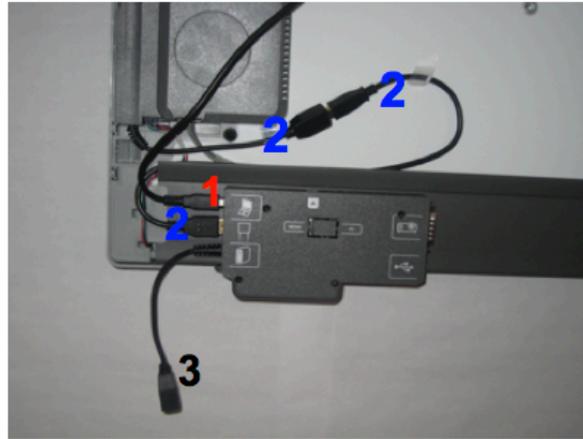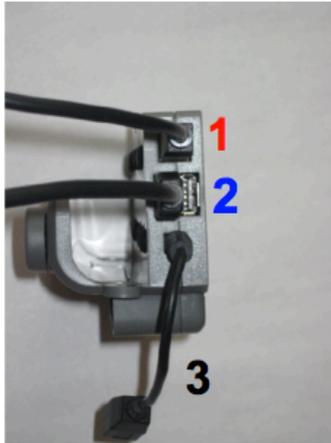
1 USB cord from ECP box to computer

2 USB cord from Control Box pigtail to the ECP

3 Leave pig tail unattached and tuck behind the board

Cord Connection for UF 65 With USB Speakers

Control Box

ECP   Speaker

ECP

Control Box

ECP

Speaker

1 USB cord from ECP box to speaker

2 Short USB cord from Control Box pigtail to the ECP

3 Leave pig tail unattached and tuck behind the board

4 USB Cord to the computer

5 Power cord

Connecting a SMART Document Camera

1- DC in- Power cord
2- RGB OUT- VGA cord to the projector/SMART board
3- RGB IN- VGA cord to the computer
4- USB- USB cord to the computer

Shows computer

Shows document camera

Connecting a Lumens Document Camera

1- AC IN- power cord

2- VGA IN- VGA cord to the computer

3- VGA cord to the projector/SMART board

4- USB-USB cord from document camera to computer

To switch between the Document camera and computer, press source