SMART Board Troubleshooting Tips
A Guide for ISD 196 Teachers

Help!

Troubleshooting Techniques for Teachers

1. Be sure no objects or people are touching the SMART Board as you troubleshoot. Remember, your SMART Board acts just like a giant mouse, track pad, and touchscreen. Even if your LCD projector is turned off, your computer can be controlled by other people or things touching the SMART Board. Another thing to look for is any damage, such as puncture wounds or sticky points on/below the board's surface, as these can act as points of contact causing the board to malfunction.

2. Check all of the connections including: the USB cable (or Bluetooth adaptor) that goes from the computer to the SMART Board, the VGA cable that goes from the computer to the LCD projector, and the Ethernet (CAT 5) extender (if applicable.) Disconnect these cables/adaptors and re-connect them. You'll know you have a good SMART Board connection if the light on your board is solid green.

3. Re-orient the SMART Board by pressing both buttons on the pen tray at the same time. Touch the center of each dot on the screen.

4. Try dusting or blowing out the pen tray, as the pen sensors can become full of dust or debris causing the SMART Board to think a pen is there when it is not.

5. Run the Connection Wizard which is located outside of Notebook software in SMART Settings. (To find this, take a look in your Applications folder under SMART Technologies.)

6. Important file opening tips:

   - If you want to use a Notebook file from the building/district shared server, first make a copy of the file and store it on your own computer. (Opening up a file directly from the shared server will prevent other people in the district from editing the file, and it has been known to cause issues with files and applications crashing or locking up.)

   - Avoid opening SMART Notebook or PowerPoint files by double-clicking on the files on your computer. Instead, launch the SMART Notebook or PowerPoint application first. Then under the **File** menu, choose **Open** and navigate to find the file. (It seems like one should get the same results with either approach, but opening it by double-clicking on the file to auto-launch the application has been known to cause crashing, locking, and SMART inking problems for many teachers. Specifically, this tip will often resolve the problem of not being able to use SMART Ink while in presentation mode in PowerPoint, although results vary depending up the Mac OS and SMART Notebook versions.)

7. Re-start the computer. Keep all other programs closed, and re-launch SMART Notebook (and its drivers.)

8. If the above steps do not resolve your SMART Board problem, please contact your building Technology Contact/Clerk who will take some additional troubleshooting steps.