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Cleaning the Board/Projector

Board Basic Cleaning:

- Check with your Librarian for a cleaning kit
- Use a damp cloth with water or wet wipes
- 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 board 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 Cleaning:

- Use compressed air to clean the air filter on the Epson projector.

- On Unifi Smart projector, you need to remove the lamp and use compressed air on the projector cavity.
Orienting the Board

Mouse pointer is not where you are touching the board:

- Press and hold the Keyboard and Right Mouse buttons on the pen tray simultaneously until the Orientation screen appears
- Press the pen firmly near each target, indicated by the white, diamond-shaped graphic
- Maintain constant pressure as you drag the tip of the pen to the center of the target
- Once you’ve reached the target point, release your pen from the surface of the interactive whiteboard. The orientation point registers when you release your touch.
- Repeat for each target point on the screen

- You can Orient the board within the Notebook Software

When you’ve set all orientation points, the orientation screen disappears and you’re ready to use your interactive whiteboard.

Increasing the calibration detail

- Press the SMART Board icon in the notification area
- Select Control Panel from the SMART Board Tools menu
- Press the SMART Hardware Settings button. The SMART Hardware Settings window opens
- Select Orientation/Alignment Settings from the drop-down menu
- Select Fine (20 Points) recommended for mathematics only
- Press OK to apply the new orientation and alignment settings
- Press the Orient button in the Control Panel window to begin the orientation process
**Screen Resolution Issue**

There is no image on the SmartBoard:

- Is the VGA cable plugged into both the projector/control box and to the computer/laptop

- **Is the input on the correct option?**
  - On UF65/UX60 - press the input button on control panel until reads VGA 1

- On UF55 - press computer 1 on the SMART control box

- Epson use the “remote control” and push the “Computer” button

- On most Laptop the image needs to be extended “FN+F7”
Screen Resolution Issue

The image on the SMART Board is too Small or too Large:

- Screen Resolution procedure on your Desktop/Laptop
  - "Right" click on the desktop
  - Click on 'Screen Resolution'
    - Recommended for Desktop - 1280 x 800 or 1400 x 1050
    - Recommended for Laptop - 1024 x 768

- Epson projector - Using the “remote control” – push the “menu” option
  - No Zoom >settings>Zoom
  - Resolution to “normal” >Signal>Resolution>normal

The Color of the Image is Red, Yellow, or Blue:

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

- If you still have color image issue – try the following steps
  - Are the pins of the VGA cord bent?
  - Try straightening pin
  - Replace the VGA cord
  - Put in a IT Job Request

http://192.168.8.89:8080/ehelpdesk

Flickering Strobe Projector:

SMART board image is flickering repeatedly and stays on or it flickers and turns off after few minutes.

- Please fill out an IT Job Request: http://192.168.8.89:8080/ehelpdesk
**USB Cord Issue**

*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:

- **No Light:** USB cable is not plugged in
  - USB cord needs to be connected directly into the control box and to the computer/laptop

- **Blinking Green:** Smart notebook driver issue
  - Check to see if the software is “Active” and “up-to-date”
  - Reboot the computer to see if this solves the issue
  - If issue continues, need to reinstall the software from:
    - `\range\support\SmartBoard\2015-2016 Smart Notebook 15.2`

- **Red:** Need to install Smart Notebook version 15.2
  - Double Check the USB cable is plugged in on both ends
  - Install the software from:
    - `\range\support\SmartBoard\2015-2016 Smart Notebook 15.2`

- **Solid Green or White:** Ready to go
Projector

**Types of SMART Projectors:**

- **UF 55/65**
- **UX 60**
- **Epson**

**Projector is not turning on:**

- Is there power to the projector?
- Light is on

- The power light is amber and there is a red light on the wrench light.
  - Needs a new bulb; Please check with your local Media Specialist or Secretary

- If the light on the projector is “amber” or “blue” – use the remote control to turn it “ON” or on the controller box on the wall or on the board
Pen Tray

One or more of the colors do not work:

- Light on tray does not turn on when pick up pen.
- 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 blockage from the sensor with a pointed object (paper clip, screwdriver, or q-tip) and see if sensor light comes on.
Mouse/Pointer Issue

Mouse is stuck in one spot on board:

- Unplug the USB cable to the computer.
- Clean the entire surface of Smartboard (see page 3 – cleaning the board).
- Try pulling that part of board with masking tape.
- Put in a IT Job Request (if mouse/pointer does not move)

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.

- To reset the controller module, use the tip of a pen tray pen to press the reset button briefly (for three seconds)
- To reset all components of the SMART board, disconnect and then reconnect the USB cable
- 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
- Restart the computer, if problem continues
- Reinstall the software from: \range\support\SmartBoard\2015-2016 Smart Notebook 15.2
- If the pointer and writing is still acting erratic and jumping, are there magnets on the board or nearby is the board touching metal – Removed the magnets
- Please fill out an IT Job Request: http://192.168.8.89:8080/helpdesk
SMART Notebook Issue

Toolbar is Grayed out or Transparent:

- Need to turn on the Hardware Acceleration on the computer

Magic Pen not working:

Change the display settings of the color quality from 16 bit color to 32 bit
**SMART Speakers/Sound**

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**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 cord is securely connected to both ports in the speaker and into the computer
- Change the settings on the computer to play audio on USB device


**Cord Connection for UF 65/UX60**

- **Without speakers or audio jack**

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 with USB Speakers**

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
Document Camera

- AC in - Power cord (1)

- USB - USB cord to the computer (2)
  - Make sure the switch on the side is set to "pc"
- Sphere 2 software the patch can allow to view directly into Notebook

.Factory Default

- Make sure the document camera is plugged in using the VGA cable to your projector
- Turn on Auto Image in your unit's Menu (Menu > IMAGE > Advanced > Auto Image)
- Reset your document camera to default by pressing Menu > System > Default > Yes > Enter

Brightness on the screen is dark and unreadable

- Do steps on the factory default (first)
- Make sure there is sufficient lighting in the room or Turn on the LED lamp on your document camera head
- Manually adjusts the Brightness and Contrast levels in the Camera’s Menu
- Manually adjust the Focus if needed