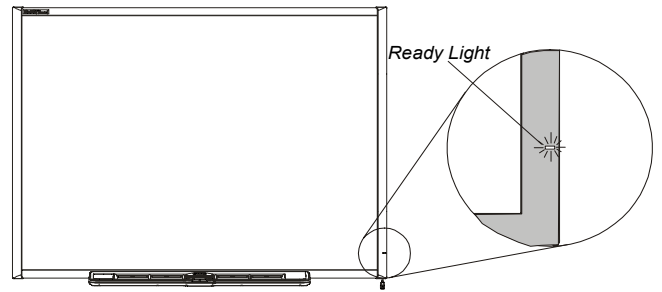


## Fast Track Troubleshooting: Using the SMART Board 600 series interactive whiteboard's Ready light

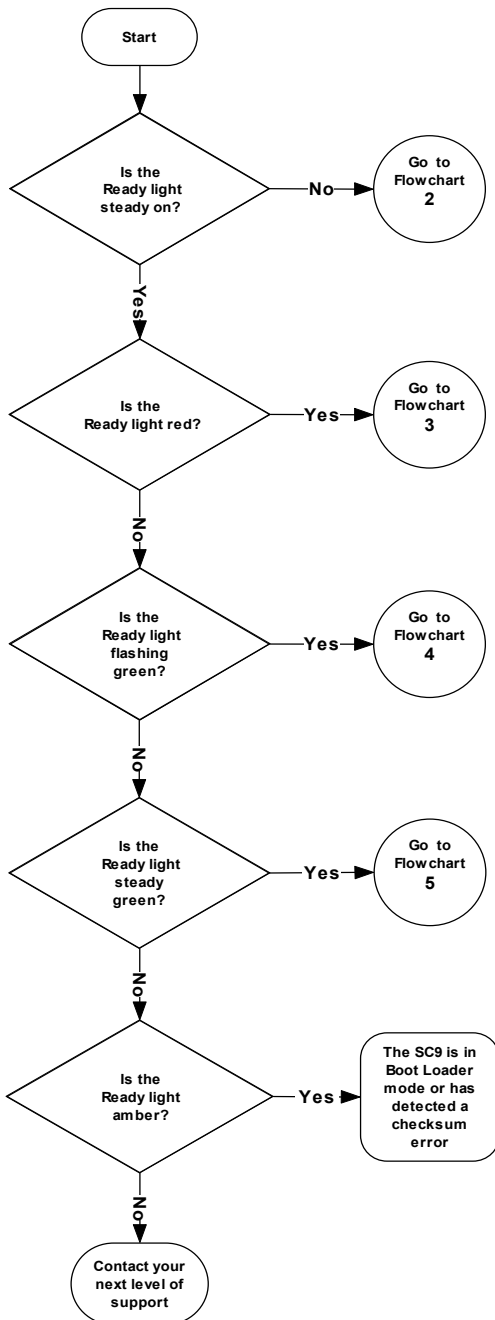
Because the Ready light indicates the status of the interactive whiteboard, you should use it as the starting point for your troubleshooting.

Refer to the following Flowchart 1, which will direct you to the next stage in your troubleshooting process.

The Ready light LED is visible from the front of the SMART Board interactive whiteboard in the lower-right of the frame when facing the front of the interactive whiteboard.



### Flowchart 1: Getting Started



The interactive whiteboard is not receiving power. Go to Flowchart 2 on page 2 to locate the problem.

The interactive whiteboard is receiving power but is not communicating correctly with your computer. Go to Flowchart 3 on page 3 to isolate the problem.

A flashing green Ready light may be normal, if you want touch-only operation of the interactive whiteboard. If you want to use the SMART Board tools or use the pen tray pens, go to Flowchart 4 on page 4.

A steady green Ready light indicates normal operation. To diagnose problems that may occur in other components of the interactive whiteboard, refer to Flowchart 5 on page 5.

If the Ready light is flashing or steady amber, reset the SC9. If the problem persists, the firmware may have to be reloaded into the flash memory, or you may have to replace the SC9 controller. Escalate the problem to your next level of support.

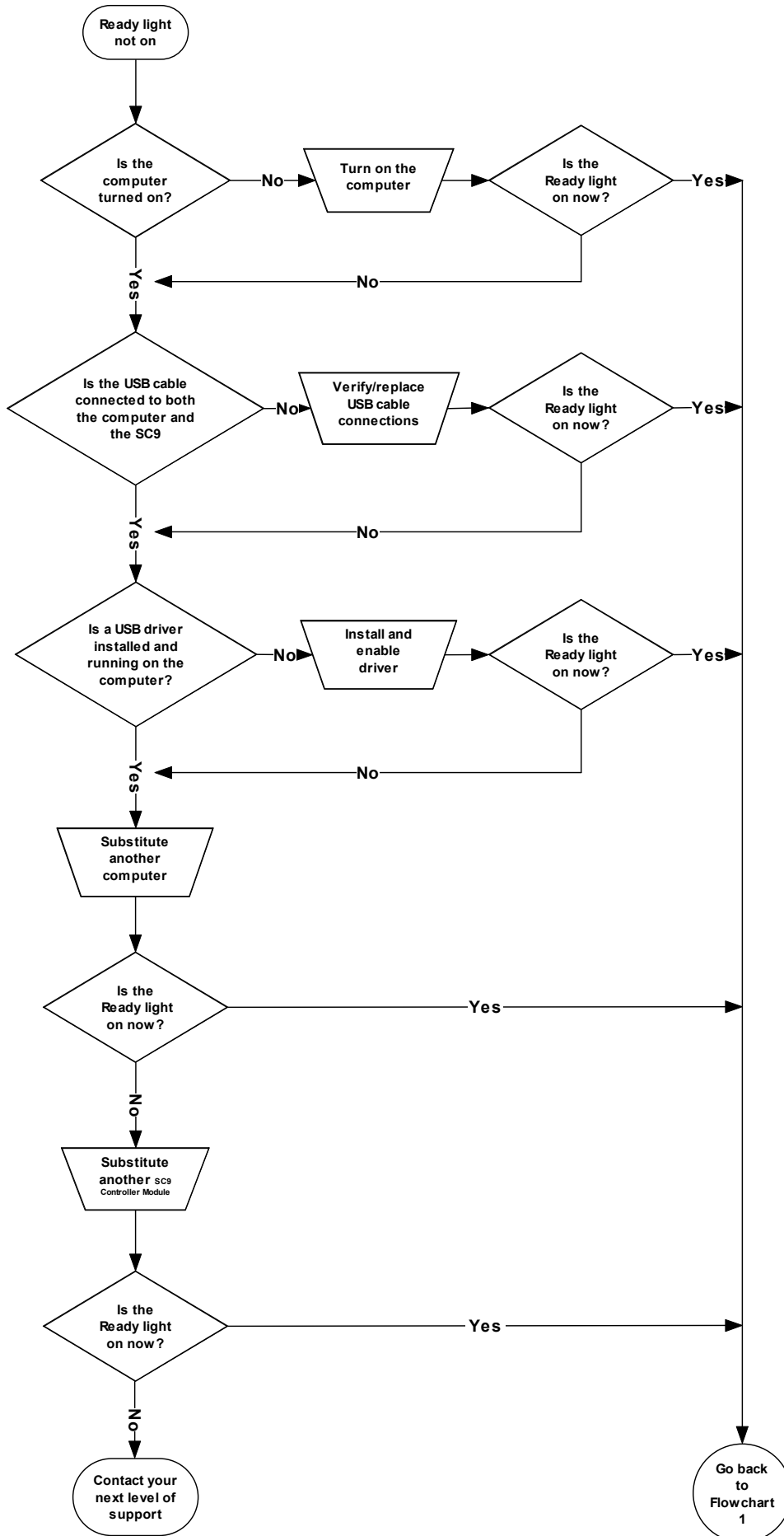
If none of these descriptions applies to the Ready light, contact your next level of support.

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## Flowchart 2: Ready Light Not On



Non-powered USB hubs or repeaters can't provide enough power to the interactive whiteboard.

If you haven't installed a USB driver on the computer, the USB port can't provide power to the interactive whiteboard.

If possible, replace the computer with another that has been successfully used with a SMART Board interactive whiteboard. Refer to the product specifications for minimum computer hardware and software requirements.

**NOTE:** Before substituting the SC9, contact your next level of support to ensure that all other possibilities have been checked.

Replace the SC9 with another that has been tested on an interactive whiteboard.

### Flowchart 3: Ready Light Red

A red Ready light indicates that the interactive whiteboard is receiving power but isn't communicating with the computer. Pen tray LEDs won't turn on and the screen is not responsive to touch.

Things to try first:

Disconnect and then reconnect the USB cable at both ends to reset the interactive whiteboard and re-establish the link.

If the Ready light changed from green to red while the computer was running, the computer may have become unresponsive and requires restarting.

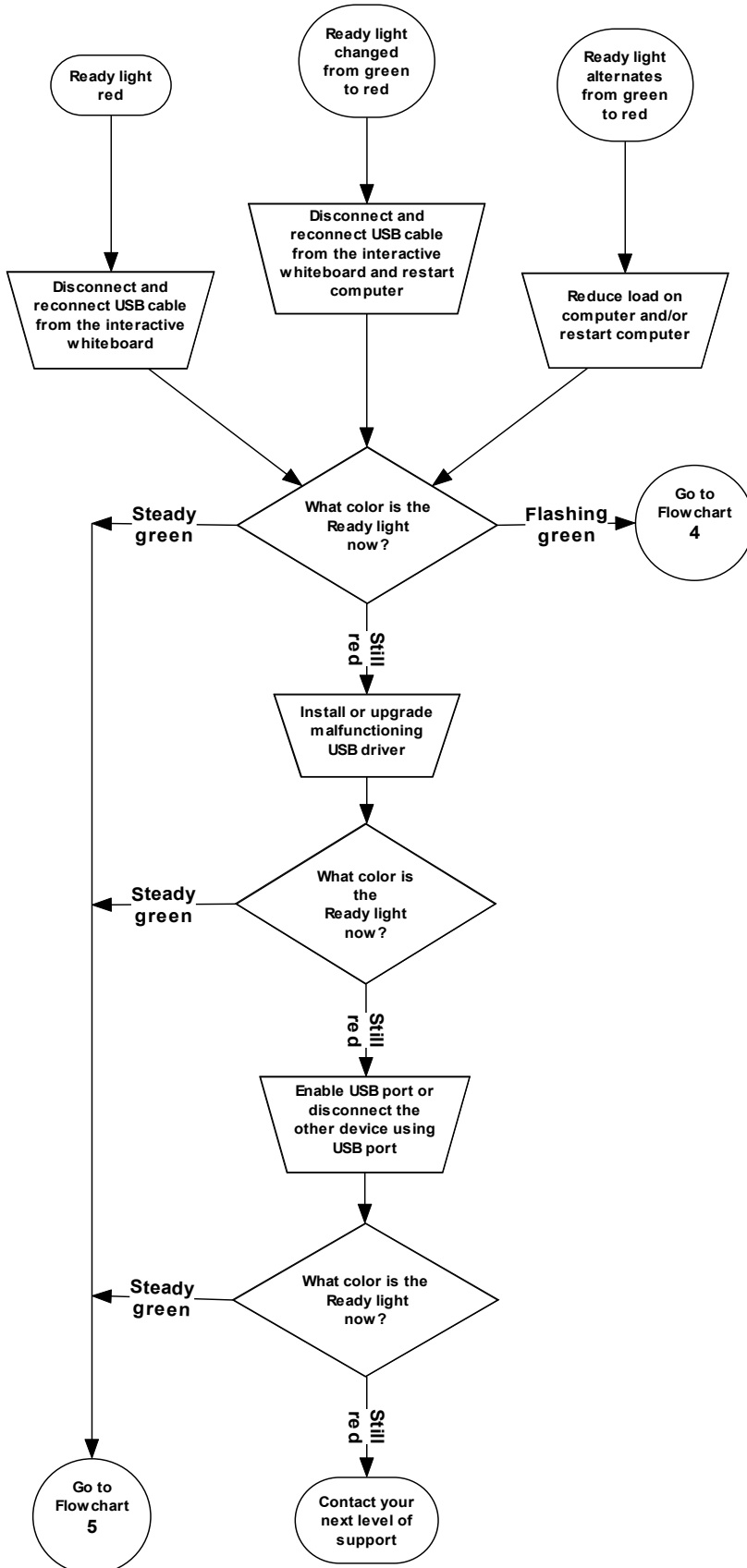
A powered USB hub or extender may have failed or become unplugged from the computer. Check connections, or replace the failed component.

An alternating red/green light may indicate that your computer is running too many other applications or doesn't meet minimum specifications. Reduce the load on the computer by disabling unnecessary applications, or replace it with a more powerful computer.

Make sure that the operating system has all USB HID drivers and current upgrades installed. (The Windows® 98 and 98SE operating systems require the system installation disk to install the HID drivers.)

The computer's USB port might have become disabled or been assigned to another device. Try to re-assign the port or enable it using your computer's device manager.

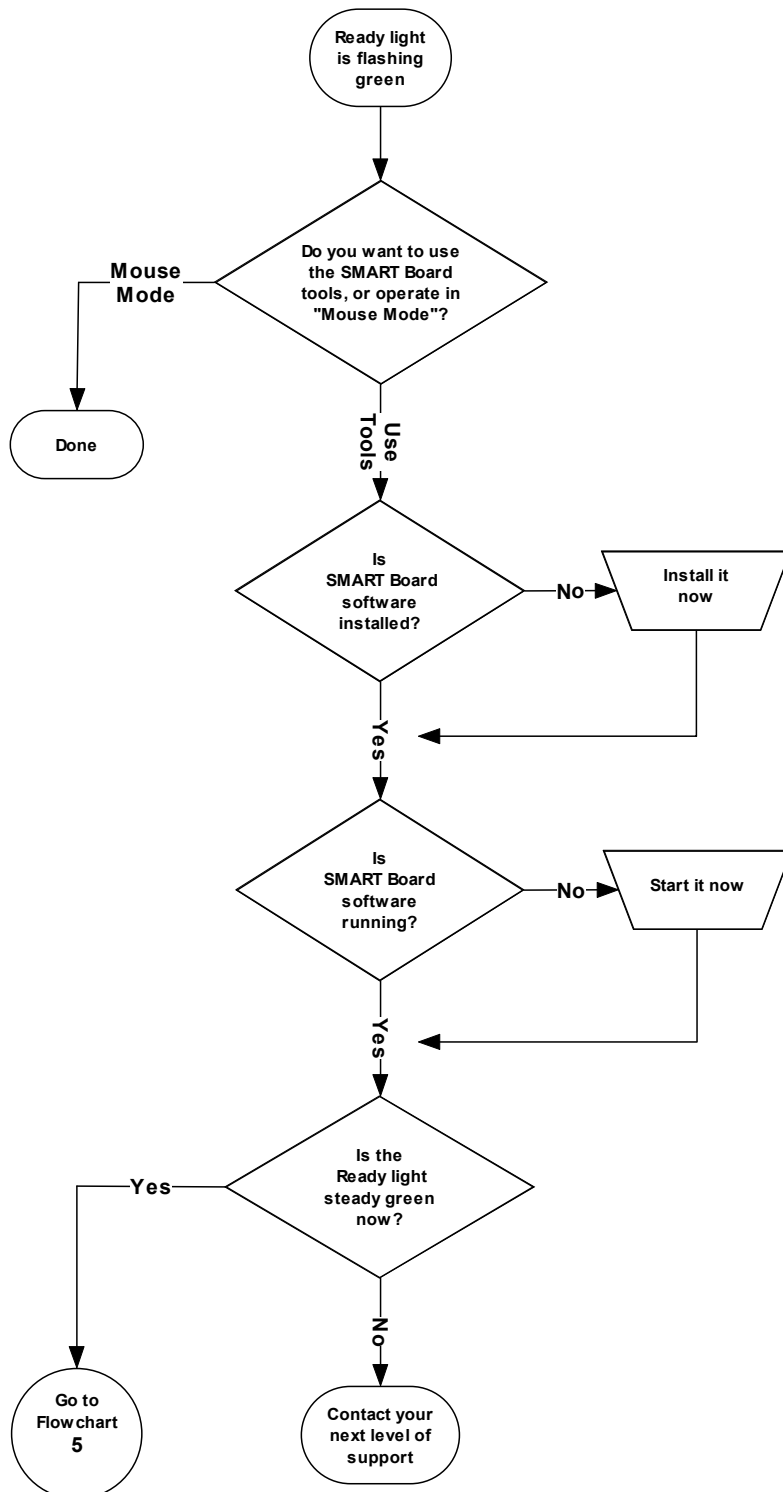
**NOTE:** If the interactive whiteboard's SC9 controller detects that its firmware is not fully secure, it will flash the Ready light red and disable touch capability. Contact [SMART technical support](#) immediately.



## Flowchart 4: Ready Light Flashing Green

### NOTES

- This is the normal “mouse mode” state when SMART Board software is not installed.
- This mode may be desirable for occasional or guest users who don't require the use of SMART Board tools or pen tray functions.
- Windows 98 and 98SE operating systems require that you install the HID drivers from the Windows installation CD. Also, on Windows 98 and 98SE, right-click is not supported. The Windows 2000 and Windows XP operating systems include the full HID mouse mode.



Remember that you may not want to use the SMART Board tools or the pen tray pens. See the previous notes.

You can install SMART Board software from the CD provided with your interactive whiteboard, or you can download it from the [SMART Technologies website](#).

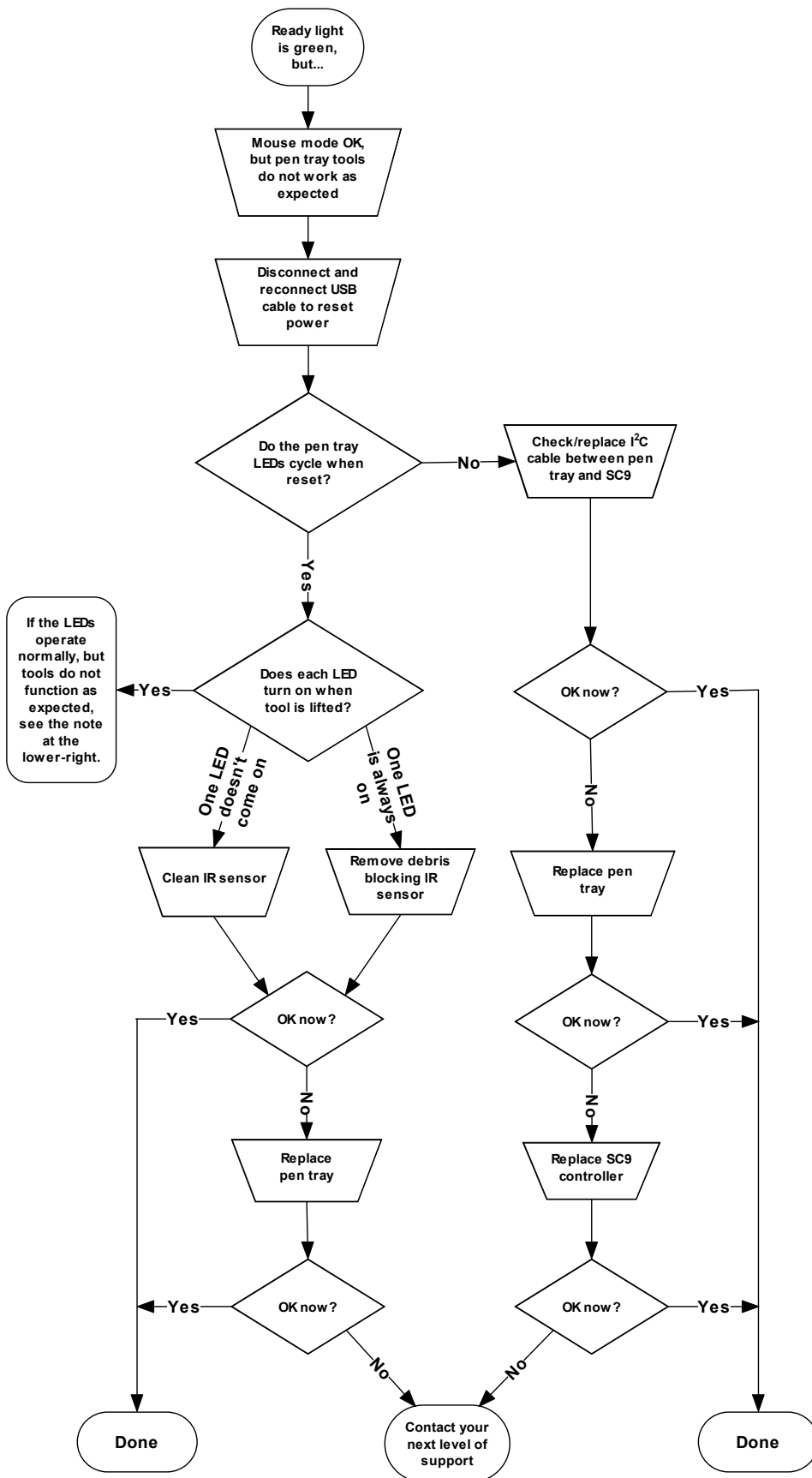
To determine if the SMART Board software service is running, open the Windows Control Panel, and click **Administrative Tools > Services**.

The Ready light should now be steady green, and the interactive whiteboard should operate normally.

If your interactive whiteboard still isn't operating normally, contact [SMART technical support](#).

## Flowchart 5: Ready Light Steady Green

**NOTE:** Before you can use the SMART Board tools or use the pen tray pens and eraser, SMART Board software must be running. If the SMART Board icon doesn't appear in the Windows system tray, open the SMART Board Software folder in the Start menu's list of programs and select SMART Board Tools. The icon will appear and the pen tray tools should now function as expected.



A steady green Ready light indicates that the SC9 controller is operating normally. If the pen tray has failed or is not communicating with the SC9 controller, the interactive whiteboard will still operate in mouse mode.

When you reset the interactive whiteboard, all of the pen tray LEDs flash sequentially twice, indicating successful communication with the SC9 controller.

- Obstructed or dirty infrared (IR) sensors in the pen tray recesses can prevent the detection of pen or eraser removal, or show that they are removed when they are not.
- Remove any obstructions, and clean the IR sensors with a cotton swab and glass cleaner.
- If a sensor or the pen tray has failed, contact your next level of support.

**NOTE:** If another user has reassigned the pen, eraser or pen tray button functions, you can return them to normal operation using the SMART Control Panel.