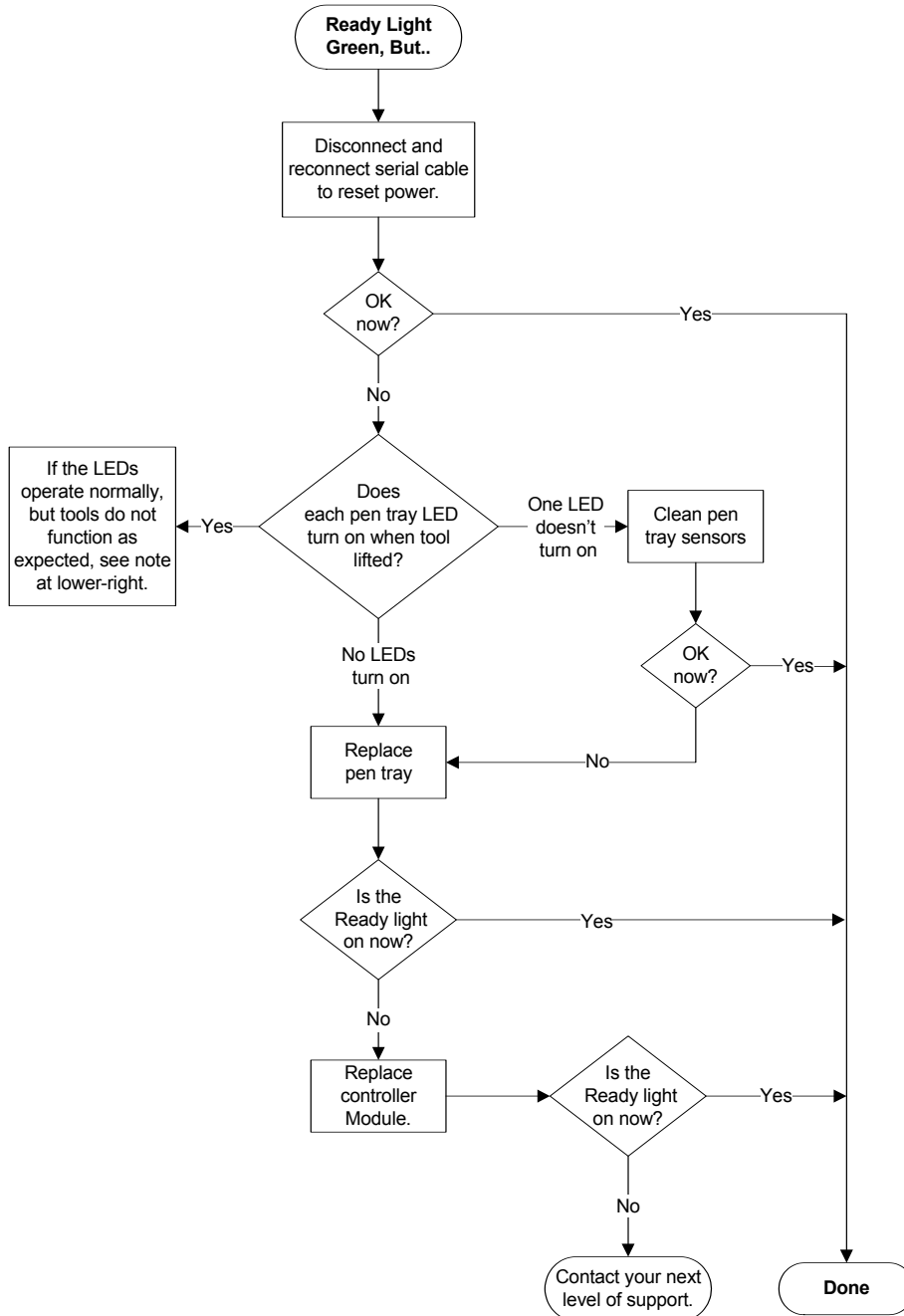


## Fast Track Troubleshooting:

### SMART Board™ 500 Series Interactive Whiteboard Ready Light Green, But Unit Not Functioning

**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 or Mac Dock, open the **SMART Board Software** folder in the 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 controller module is operating normally. If the pen tray has failed or isn't communicating with the controller module, the interactive whiteboard will still operate in Mouse mode.

- Obstructed or dirty infrared (IR) sensors in the pen tray recesses can prevent the detection of pen or eraser removal.
- 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:** Before substituting the controller module, contact your next level of support to ensure that all other possibilities have been checked. Replace the controller module with another that has been successfully tested on an interactive whiteboard.

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

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