

Knowledge Base

Top Troubleshooting Tips

This document links you with solutions to issues you might experience with SMART products. If you don't find the resolution to your issue in the following list, search our online [Knowledge Base](#), a comprehensive collection of easy to understand troubleshooting resources.

Issues

Obtaining a Product Key for SMART Notebook 10

- If you have a Windows® computer see *How to Download and Install SMART Notebook Software Version 10 for Windows Operating Systems* ([document 124761](#)).
- If you have a Mac computer, see *How to Download and Install SMART Notebook Software Version 10 for Mac Computers* ([document 124763](#)).

Activating Senteo™ Assessment Software

See *Activating Senteo Assessment Software* ([document 131895](#)).

You're Unable to Use the Print Capture Feature in SMART Notebook 10

See *You're Unable to Use the Print Capture Feature in SMART Notebook 10* ([document 131718](#)).

Correcting Constant Contact Issues

See *The Pointer Sticks in One Place on the SMART Board™ Interactive Whiteboard* ([document 77799](#)).

Spiky, Uneven, or Distorted Lines on the SMART Board 600 Series

See *Horizontal Ink Lines Appear Jagged on SMART Board 600 Series Interactive Whiteboards* ([document 1418](#)).

Troubleshooting AirLiner™ Wireless Slate Power Issues

See the following documents:

- *Troubleshooting AirLiner Wireless Slate Power and Battery Issues* ([document 126472](#)).
- *The AirLiner Wireless Slate Doesn't Charge* ([document 126853](#)).
- *Preventing Your AirLiner Wireless Slate Battery from Completely Draining* ([document 97048](#)).

Windows Installer Can't Find the SMART Board Drivers	See <i>Windows Installer Can't Find SMART Board Drivers</i> (document 131893).
Extending USB Connections	See <i>Extending USB Connections for SMART Board 600 and 600i Series Interactive Whiteboards</i> (document 99641).
Flashing Ready Light on a SMART Board 600 Series Interactive Whiteboard	See <i>Quick Assistance for the SMART Board 600 Series Interactive Whiteboard</i> (document 700).
Orienting Your Unifi™ 35 Projector	See <i>The SMART Board 600i Interactive Whiteboard's Touch Behaves Erratically</i> (document 128498).
Adjusting the Image of Your Unifi 45 Projector	<ul style="list-style-type: none"> • See <i>Unifi 45 Projector Image Adjustment for SMART Board 500 and 600 Series Interactive Whiteboard Systems</i> (document 126964). • If you have a SMART Board 500 series interactive whiteboard, see also the “Adjusting Image Alignment” section of the Unifi 45 projector retrofit kit <i>Configuration and User's Guide</i> (document 125960). • If you have a SMART Board 600i2 interactive whiteboard system, see also the “Adjusting Keystone Alignment” section of the <i>Configuration and User's Guide</i> (document 118924).
Upgrading Your Unifi 35 Projector's Firmware	See <i>Upgrading Your Unifi 35 Projector's Firmware to Version 2.x</i> (document 128500).
Updating SC9 Firmware	See <i>You're Unable to Update Your SC9 Firmware</i> (document 127673).
First Published	September 4, 2008
Last Updated	December 23, 2008