

You're Unable to Use Your Senteo™ Interactive Response System with Your SMART Product



Applies to: Senteo™ interactive response system, Windows® XP, Windows Vista™ (32-bit), and Mac OS X operating systems, SMART Board™ interactive whiteboards, In-Wall *Rear Projection* SMART Board interactive whiteboards, and the Sympodium™ interactive pen display

Issue

You're unable to use the SMART Board interactive whiteboard or Sympodium interactive pen display with your Senteo interactive response system.


Cause

Your computer's operating system is unable to connect with your SMART product because it requires the appropriate SMART Board drivers.

Solution

Check to see if your computer has the SMART Board drivers installed on it, and install them if it doesn't.

To check whether the SMART Board drivers are installed

Look for the SMART Board icon  in the notification area (on Windows computers), or menu bar (on Mac computers).

If there is no icon, you must download and install the appropriate SMART Board drivers.

To download and install the SMART Board drivers

Click one of the following links and download and install the SMART Board drivers:

For Windows computers: <http://www2.smarttech.com/st/en-US/Support/Downloads/SBS/NBSv10WinEval.htm>.

For Mac computers: <http://www2.smarttech.com/st/en-US/Support/Downloads/SBS/NBSv10MacEval.htm>.

IMPORTANT



Download and install the SMART Board drivers only. Don't download and install SMART Notebook.

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www.smarttech.com/support www.smarttech.com/contactsupport
Support +1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada)

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