

Knowledge Base

SMART Table Applications Don't Recognize Touch

SMART Hardware

SMART Table 230i

Issue

The application currently running on your SMART Table 230i is locked and doesn't recognize touch. As a result, users are unable to work with or close it to return to the menu.

Cause

If users press more than one of the application icons in the menu at the same time, the selected applications open but overlap. The topmost application appears on the table's surface but doesn't recognize touch because of this overlap.



In this example, users touch three application icons at the same time.

Solution

Enter **Teacher** mode, and then close the applications from the Windows® desktop.

To close the applications

1. Connect a USB storage device to your SMART Table.

The SMART Table Activities menu appears in **Teacher** mode.

2. Connect a mouse to your SMART Table.



IMPORTANT

Do not place the mouse on the touch surface. The camera may interpret the mouse as a touch if it is placed on the touch surface.



3. Click

The SMART Table Activities software closes.

4. Close the open applications from the Windows task bar.
5. Double-click the **SMART Table Activities** icon to restart the software.
6. Disconnect the USB storage device and mouse.

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