

Knowledge Base

Fixing Touch Issues with Your SMART Table

SMART Hardware

SMART Table 230i

Issue

Your SMART Table doesn't respond to touch in some areas.

Cause

The table's camera isn't aligned properly.

Solution

Use the SMART Touch Service tool to diagnose the issue, and then adjust the camera's alignment.

To start SMART Touch Service

Double-click the **SMART Touch Service** icon on the SMART Table desktop.

The *SMART Touch Service* screen appears displaying four views:

- Camera View (top left)
- Transform View (top right)
- Results View (bottom left)
- Background View (bottom right)

If all four sides of the table image in the Camera View aren't visible, you'll need to adjust the camera.

i NOTE

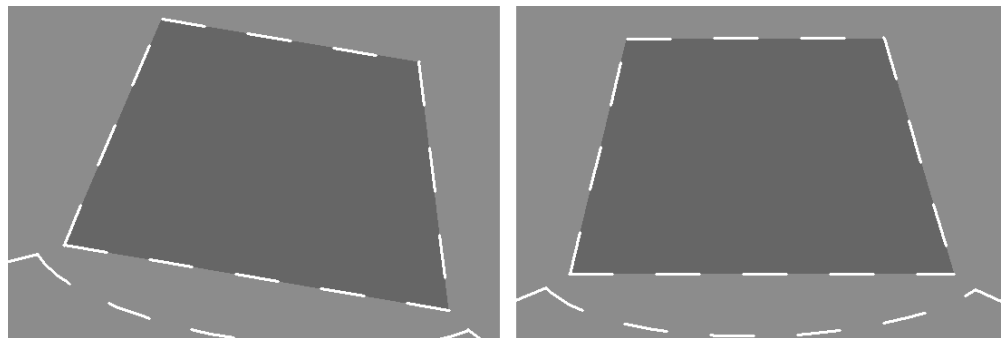
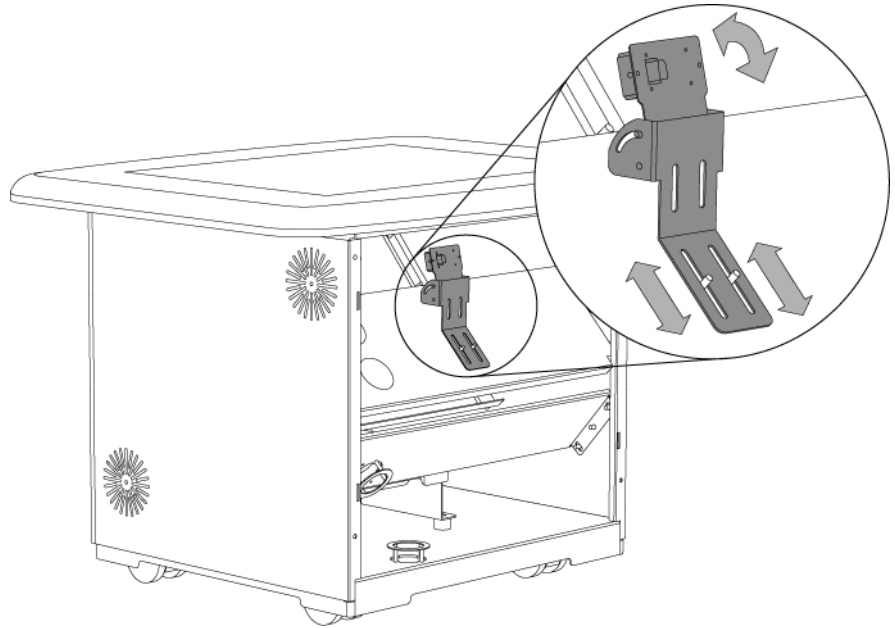
Leave the SMART Table turned on and the *SMART Touch Service* screen open while you perform this procedure.

To adjust the camera's alignment

1. Remove the side panel on the opposite side of the SMART Table's USB connection to gain access to the camera.
2. Adjust the angle of the camera on its bracket and the position of the bracket on its mount until all four edges of the table image are visible and aligned properly in the Camera View on the *SMART Touch Service* screen.

i NOTE

You may have to loosen the screws on the camera bracket to adjust it on its mount.



Misaligned Table Image

Properly Aligned Table Image

Camera Views

3. On the SMART Table display surface, press down in a corner and observe the results of your touch in the four views of the *SMART Touch Service* screen. The touch should register in each of the four views.



4. Repeat step 3 for each corner of the display surface. If a view doesn't display values, repeat step 3 until values appear in all four views for each corner.

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