

## Knowledge Base

# The Pointer Doesn't Move or Moves Erratically on Your SMART Board™ 600 Series Interactive Whiteboard

SMART Hardware

SMART Board™ 600 series interactive whiteboard

## Issue

When you touch the screen of your interactive whiteboard, the pointer bounces or doesn't move.

### NOTE

The controller's LED is still green, indicating that the controller is working correctly.


## Solution

Check the SMART Board diagnostics log to diagnose your interactive whiteboard, as described in the following procedure. If necessary, replace your product.


### NOTE

A similar issue might be caused by constant contact points on your interactive whiteboard's touch screen. See [document 77799](#) for more details.

### To diagnose your interactive whiteboard

1. In the Windows notification area, select the **SMART Board icon** , and then select **Control Panel**.

OR

In Mac OS X operating system software, press the **SMART Board icon**  in the Dock, and then select **Control Panel**.

The SMART Notebook control panel opens.

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2. Select **About Software and Product Support**.

3. Select **Tools**.

4. Select **Diagnostics**.

The *SMART Board Diagnostics* window opens.

5. Scroll to the bottom of the log and look for either of the following statements:

- X (+/-) out of range at 0 ohms or a higher resistance range reported
- Y (+/-) out of range at 0 ohms or a higher resistance range reported

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If you see one of the previous statements, replace your interactive whiteboard. Contact your [authorized SMART reseller](#) to discuss your product replacement options.

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