

Knowledge Base

Yellow Paper Image Appears on the SMART Board™ Interactive Screen

SMART Hardware All SMART Board™ interactive whiteboards and Symposium™ interactive pen displays

Operating Systems Mac OS X operating system software 10.3.9 or later

Issue

When you touch the interactive screen to select an object, an image of a lined, yellow sheet of paper appears where the pointer should be. If you touch an area outside the image, the image moves to the new location or expands. The image resembles a yellow sticky note or a lined sheet of paper.

Cause

The write-anywhere mode in the Inkwel® application program is turned on.

Solution

Turn off the Inkwell application.

To turn off the Inkwell application

1. Select the Apple menu, and then select **System Preferences**.

The *System Preferences* window appears.

2. Click the **Ink** icon  .

The *Ink* dialog box appears.

NOTE

The appearance of the dialog box and the wording of the options vary between different operating systems.

3. If your computer uses Mac OS X operating system software 10.3.9, clear the **Allow me to write anywhere** option.

OR

If your computer uses Mac OS X operating system software 10.4.x or 10.5.x, clear the **Allow me to Ink in any application** option.

4. Restart the computer.

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