

Applies to: Sympodium ID250 interactive pen display

Issue

When you press the interactive screen, the pointer or the digital ink appears at too great a distance from the tip of the pen tool. This problem is especially noticeable along the bottom of the screen.

Cause

When you orient the ID250 and press each target on the orientation screen, the system senses the pen tool just above the screen as you pull the pen tool away, causing the final contact point to not be the center of the target.

Solution

Orient the screen again. (Press the **SMART Board** icon in the system tray, and select **Orient**.) After you press each target, lift the tip of the pen tool off the glass very slightly (as slight as 1 mm), just enough for the target to move to the next orientation point. Do not use your wrist to lift the pen tool, and make sure the direction of the lift is at a right angle to the screen.

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Title: Pointer Appears Too Far from the Tip of the Pen Tool on the ID250