

SMART Board Troubleshooting Checklist

Problem:

The Ready Light is not lit, flashing green, or red.

Try this:

Check the SMART Board USB cable to be sure it is connected to the computer.


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If you have a wireless connection - check to see the wireless adaptor is properly connected to a USB connection on your computer and check to be sure the SMART Board power cord is plugged in.

Problem:

The SMARTBoard is not responding to touches or the pens.

Try this:

Make sure the SMARTBoard Software is running by checking to see if the SMART Board Icon  appears in the right hand side of the task bar. If it is not there, restart the computer.

Problem:

There is no image from the computer on the SMART Board.

Try this:

Make sure your projector is plugged in and turned on.

Make sure the video cable to the projector is properly connected to your computer.

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Problem:

Cursor does not line up with your touches and lines drawn do not line up with pens.

Try this:

Perform the orientation procedure by pressing both the keyboard and right click buttons on the SMARTBoard tray simultaneously.

Problem:

The SMART Board needs cleaning.

Try this:

Keep the board clean by having your students use a tennis ball or other soft object to touch the board.

Clean the board with whiteboard cleaning solution - be sure to apply the solution to a cloth or soft paper towel instead of spraying it directly on the board surface.

You may also clean the board with a commercial glass cleaner (such as Windex)

You may also clean the board with a 10% solution of chlorine bleach.

To clean off a permanent marker - write over the permanent mark with a high-odor, dry-erase marker, then quickly wipe with a clean cloth or soft paper towel. Follow up with whiteboard cleaner.

DO NOT USE a Mr. Clean Magic Eraser Pad

DO NOT USE isopropyl alcohol