Resetting Your Interactive Whiteboard

If your interactive whiteboard behaves erratically or becomes unresponsive, possibly because of an electrostatic discharge, a power interruption or some other event, you might be able to restore normal operation by resetting your interactive whiteboard.

Reset your interactive whiteboard by disconnecting and then reconnecting the USB cable, or removing and replacing the power plug to the expansion module. This step turns the power off and back on, resetting all components of your product.

The Reset Button

The Reset button on the side of your interactive whiteboard's controller module lets you reset the controller. The Reset button is recessed so that it can't be triggered accidentally. Use the tip of a pen tray pen or another pointed object, such as a ball-point pen, to press this button.

Press the Reset button if the controller module stops responding or is in the wrong mode. For example, your interactive whiteboard might be unresponsive because of an electrostatic discharge, a power fade or some other event. After you press the Reset button, the controller module resets and operates normally.

Reset Button

> **ℹ NOTE**
>
> Pressing and holding the Reset button for longer than three seconds clears any saved 4- or 9-point orientation data from the controller module's memory, and the alignment defaults to factory settings. Because 20-point orientation data is stored on your computer, however, this data is retained after a reset (see page 39).

Troubleshooting Using the Ready Light

Should you experience a problem with your interactive whiteboard, troubleshoot it by using the Ready light, in conjunction with other observable symptoms and behaviors. Before you start troubleshooting, see page 52 to locate the Ready light, and then familiarize yourself with its states during normal operation.

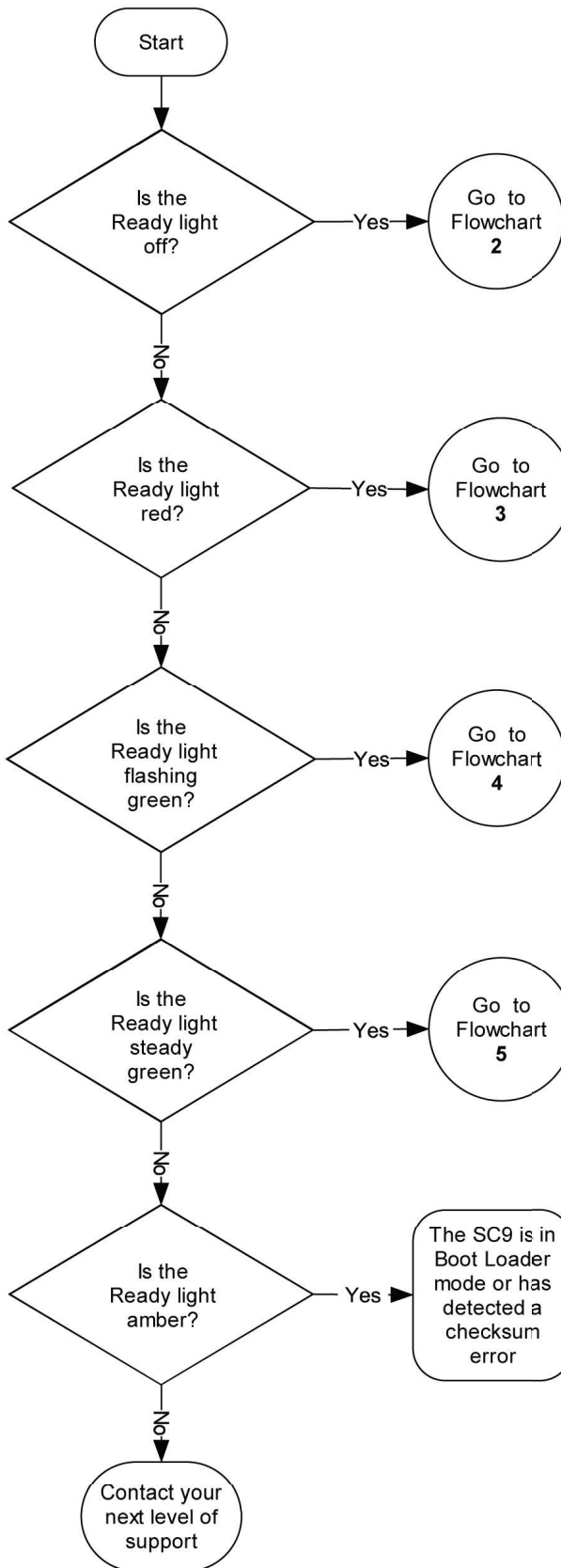The following flowchart directs you to the next stage in your troubleshooting process.

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Flowchart 1: Getting Started

Start

Is the Ready light off? —Yes→ **Go to Flowchart 2**

Your interactive whiteboard isn't receiving power.
See *Flowchart 2* on page 59 to locate the problem.

No ↓

Is the Ready light red? —Yes→ **Go to Flowchart 3**

Your interactive whiteboard is receiving power but isn't communicating correctly with your computer. See *Flowchart 3* on page 60 to isolate the problem.

No ↓

Is the Ready light flashing green? —Yes→ **Go to Flowchart 4**

A flashing green Ready light might be normal if you want touch-only operation of your interactive whiteboard.
If you want to use SMART Board Tools or the pen tray pens, see *Flowchart 4* on page 61.

No ↓

Is the Ready light steady green? —Yes→ **Go to Flowchart 5**

A steady green Ready light indicates normal operation.
To diagnose problems that might occur in other components of your interactive whiteboard, see *Flowchart 5* on page 62.

No ↓

Is the Ready light amber? —Yes→ **The SC9 is in Boot Loader mode or has detected a checksum error**

If the Ready light is flashing or steady amber, reset your interactive whiteboard's controller (see page 57). If the problem persists, you might have to be reload the controller's the flash memory, or you might have to replace the controller module. Escalate the problem to your next level of support.

No ↓

Contact your next level of support

If none of these descriptions applies to the Ready light, contact your next level of support.

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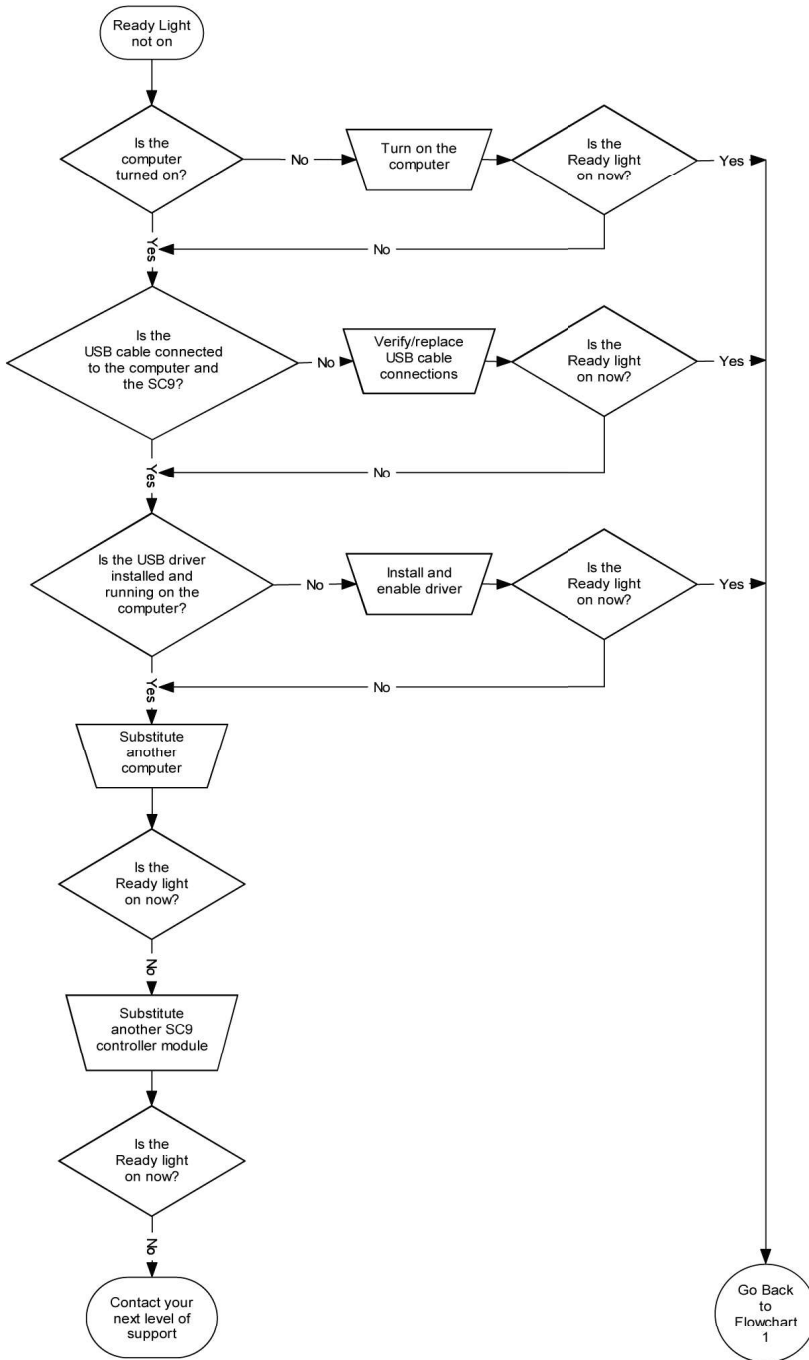
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Flowchart 2: Ready Light Off

```
Ready Light
not on
   │
   ▼
Is the                    Turn on the         Is the
computer  ──No──▶         computer    ──▶     Ready light  ──Yes▶
turned on?                                    on now?
   │                          ▲                   │
  Yes                         └──────No───────────┘
   │
   ▼
Is the                    Verify/replace      Is the
USB cable connected ─No─▶ USB cable    ──▶    Ready light  ──Yes▶
to the computer and      connections         on now?
the SC9?                      ▲                   │
   │                          └──────No───────────┘
  Yes
   │
   ▼
Is the USB driver         Install and         Is the
installed and       ─No─▶ enable driver ──▶   Ready light  ──Yes▶
running on the                                on now?
computer?                     ▲                   │
   │                          └──────No───────────┘
  Yes
   │
   ▼
Substitute
another
computer
   │
   ▼
Is the
Ready light
on now?
   │
  No
   │
   ▼
Substitute
another SC9
controller module
   │
   ▼
Is the
Ready light
on now?
   │
  No
   │
   ▼
Contact your
next level of
support

                                      Go Back
                                        to
                                      Flowchart
                                        1
```

Non-powered USB hubs or repeaters don't provide enough power to your interactive whiteboard.

If you haven't installed a USB driver on your computer, the USB interface is unable to provide power to your interactive whiteboard.

If possible, replace the computer with another that you previously used successfully with your interactive whiteboard. Refer to the product specifications for minimum computer hardware and software requirements.

NOTE
Before substituting the controller module, contact your next level of support to ensure that you check all other possibilities.

Replace the controller module with another one that you previously tested on an interactive whiteboard.

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Flowchart 3: Ready Light Red

A red Ready light indicates that your interactive whiteboard is receiving power but isn't communicating reliably with your computer. In most cases, pen tray LEDs won't turn on and the screen isn't responsive to touch.

Things to try first:

- Disconnect and then reconnect the USB cable at both ends to reset your interactive whiteboard and reestablish the link.

- If the Ready light changes from green to red while your computer is running, the computer might become unresponsive. Restart your computer.

- An alternating red/green light might indicate that your computer is running too many other applications or doesn't meet minimum specifications. Reduce the load on your computer by closing unnecessary applications, or replace it with a more powerful unit.
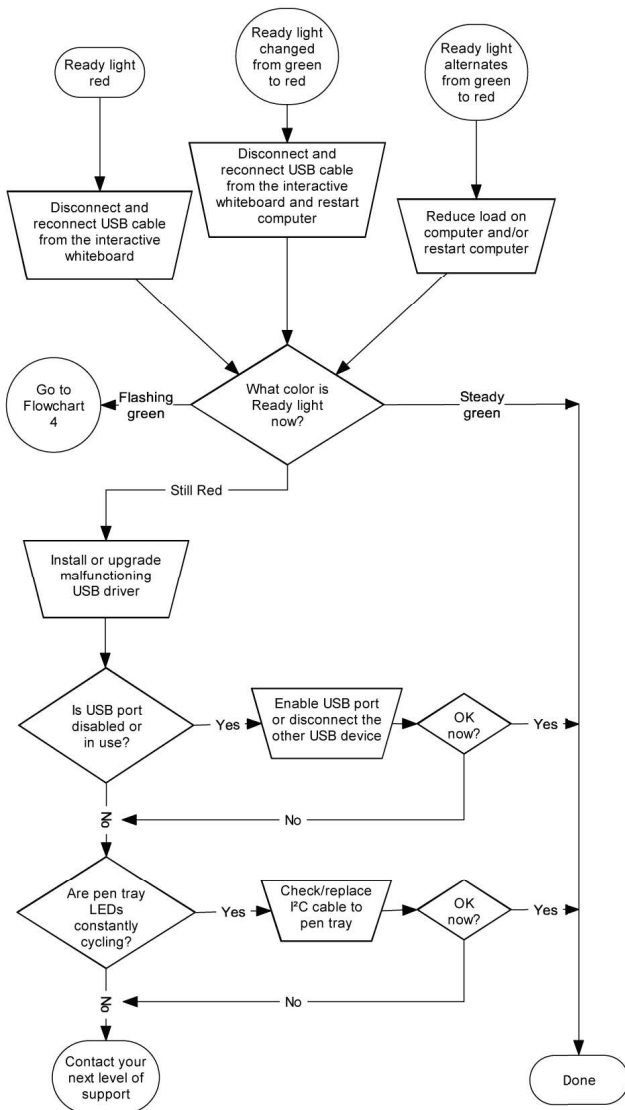
Make sure that the operating system has all USB HID drivers and current upgrades installed. (The Windows 98 and 98SE operating systems require the installation disk to install the HID drivers.)

Your computer's USB interface might be disabled or assigned to another device. Reassign the interface or enable it using your computer's device manager.

A faulty I²C pen tray cable can cause the pen tray LEDs to cycle constantly and the Ready light to remain red.

A powered USB hub or extender might have failed or disconnected from your computer. Check the connections, or replace the failed component.

> **i NOTE**
> If your interactive whiteboard's controller detects that its firmware isn't fully secure, the Ready light flashes red and touch capability is disabled. Contact SMART Technical Support immediately.

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Flowchart 4: Ready Light Flashing Green

ℹ NOTES

- This is the normal mouse mode state when SMART product drivers aren't installed on your computer.

- This mode might be desirable for occasional or guest users who don't require the use of SMART Board Tools or pen tray functions.

- Windows 98 and 98SE operating systems require that you install the HID drivers from the Windows installation CD. Also, on Windows 98 and 98SE, right-click isn't supported. The Windows 2000 and Windows XP operating systems include the full HID mouse mode.

Ready light is flashing green

Do you want to use the SMART Board tools, or operate in Mouse mode?

Mouse mode → Done
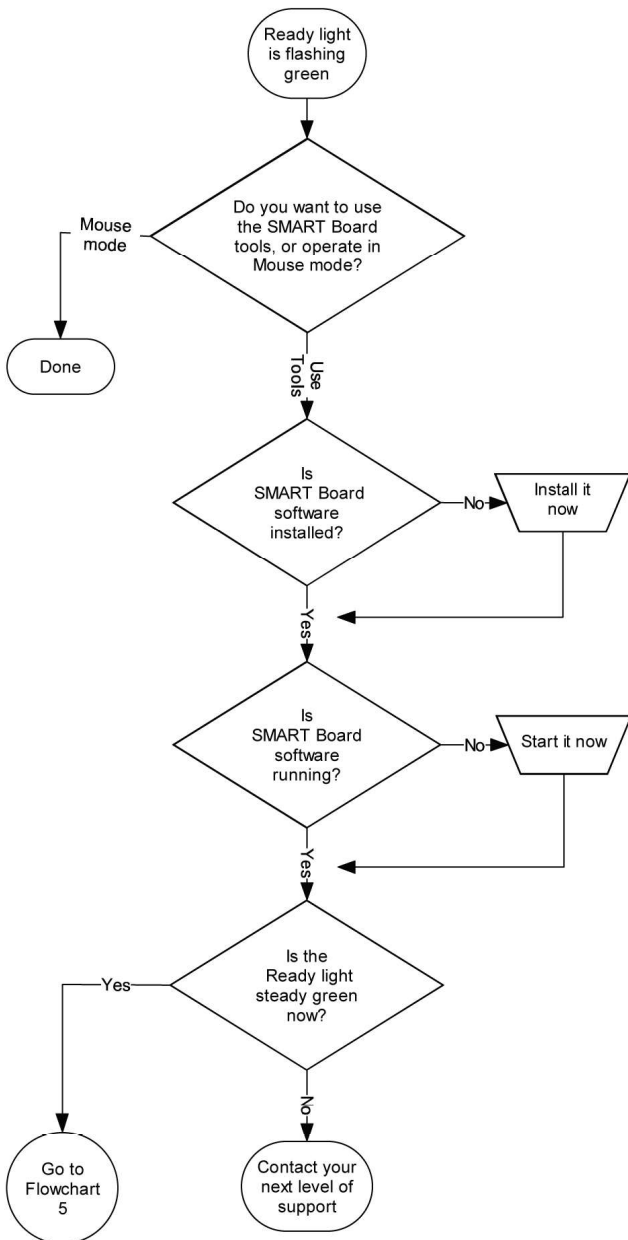
Use Tools

Remember that you might not want to use SMART Board Tools or the pen tray pens. See the previous notes.

Is SMART Board software installed? — No → Install it now

Yes

Install SMART product drivers from the CD included with your interactive whiteboard, or download them from www.smarttech.com/support/.

Is SMART Board software running? — No → Start it now

Yes

Use the Windows Control Panel or the Mac Activity Monitor to ensure that SMART Board Service is running.

Is the Ready light steady green now?

Yes → Go to Flowchart 5

No → Contact your next level of support

The Ready light should now be steady green, and your interactive whiteboard should operate normally.

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Flowchart 5: Ready Light Steady Green

ℹ NOTE

Before you can use SMART Board Tools or the pen tray pens and the eraser, SMART product drivers must be running. If the SMART Board icon ⊙ doesn't appear in the Windows notification area, select select **Start** > **All Programs** > **SMART Technologies** > **SMART product drivers** > **SMART Board Tools**. The icon appears and the pen tray tools should now function as expected.

A steady green Ready light indicates that the controller is operating normally. If the pen tray failed or isn't communicating with the controller, your interactive whiteboard will still operate in mouse mode.
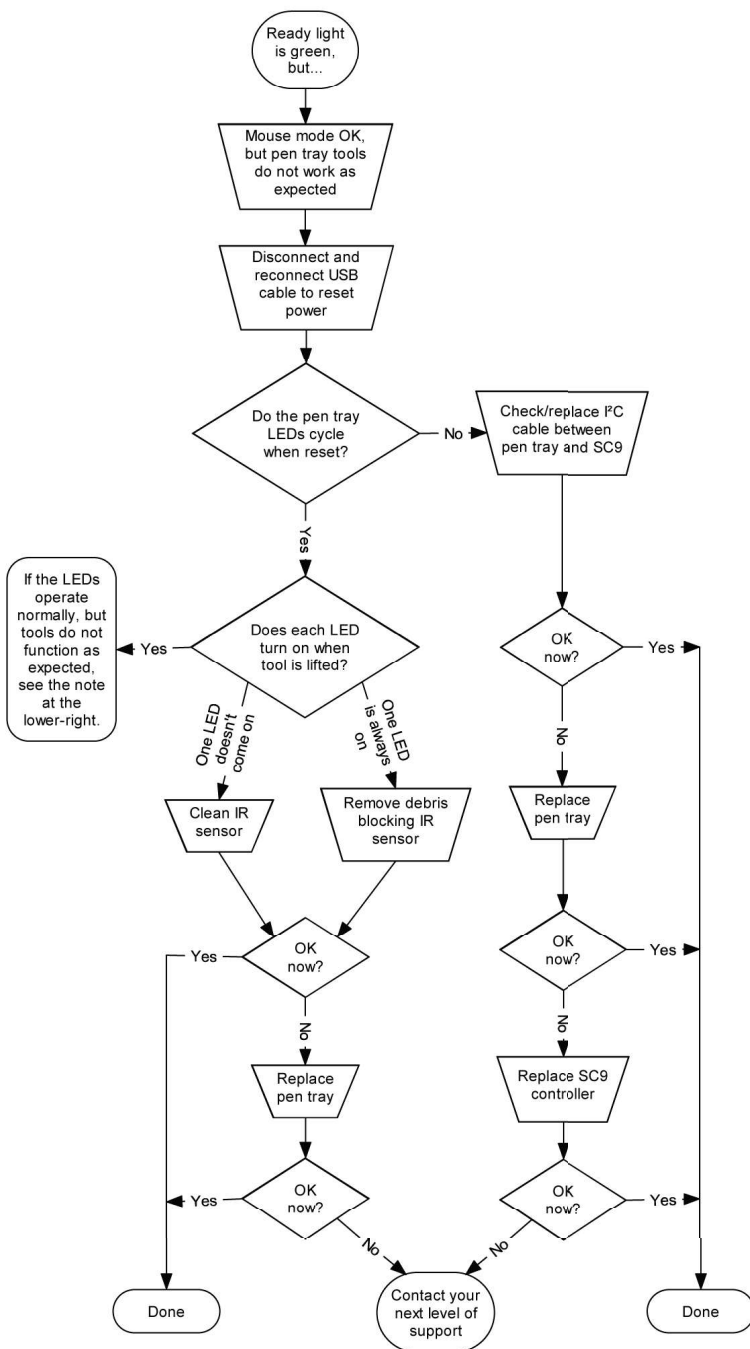
When you reset your interactive whiteboard as described on page 57, all of the pen tray LEDs flash sequentially twice, indicating successful communication with the controller. If they don't cycle correctly, or don't stop cycling, replace the cable between the controller and the pen tray.

Obstructed or dirty infrared sensors in the pen tray recesses can prevent the detection of pen or eraser removal or show that these items are removed when they are not.

- Remove any obstructions and clean the infrared sensors with a cotton swab moistened with household glass cleaner, such as Windex.

- If a sensor or the pen tray controller has failed, contact your next level of support.

NOTE

If another user has reassigned the pen, eraser or pen tray button functions, return them to normal operation using the SMART Notebook control panel.

Flowchart:

- Ready light is green, but...
- → Mouse mode OK, but pen tray tools do not work as expected
- → Disconnect and reconnect USB cable to reset power
- → Do the pen tray LEDs cycle when reset?
  - **No** → Check/replace I²C cable between pen tray and SC9 → OK now?
    - **Yes** → Done
    - **No** → Replace pen tray → OK now?
      - **Yes** → Contact your next level of support
      - **No** → Replace SC9 controller → OK now?
        - **Yes** → Done
        - **No** → Contact your next level of support
  - **Yes** → Does each LED turn on when tool is lifted?
    - **Yes** → If the LEDs operate normally, but tools do not function as expected, see the note at the lower-right.
    - One LED doesn't come on → Clean IR sensor
    - One LED is always on → Remove debris blocking IR sensor
    - → OK now?
      - **Yes** → Done
      - **No** → Replace pen tray → OK now?
        - **Yes** → Done
        - **No** → Contact your next level of support

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