

# SMART Board® M600 series interactive whiteboard

## USER'S GUIDE

FOR MODELS M680, M685, M680E, M685E, M680V AND M685V

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**SMART**®

# Maintenance and troubleshooting

Tips for trouble-free performance .....	21
Cleaning the interactive whiteboard .....	22
General troubleshooting .....	23
Adjusting the projected image .....	23
Resetting the interactive whiteboard .....	23
Preventing USB cable issues .....	23
Troubleshooting tips .....	23
Troubleshooting using the status light .....	27

## Tips for trouble-free performance

The SMART Board interactive whiteboard is durable, but take care to prevent any damage to it and its parts.

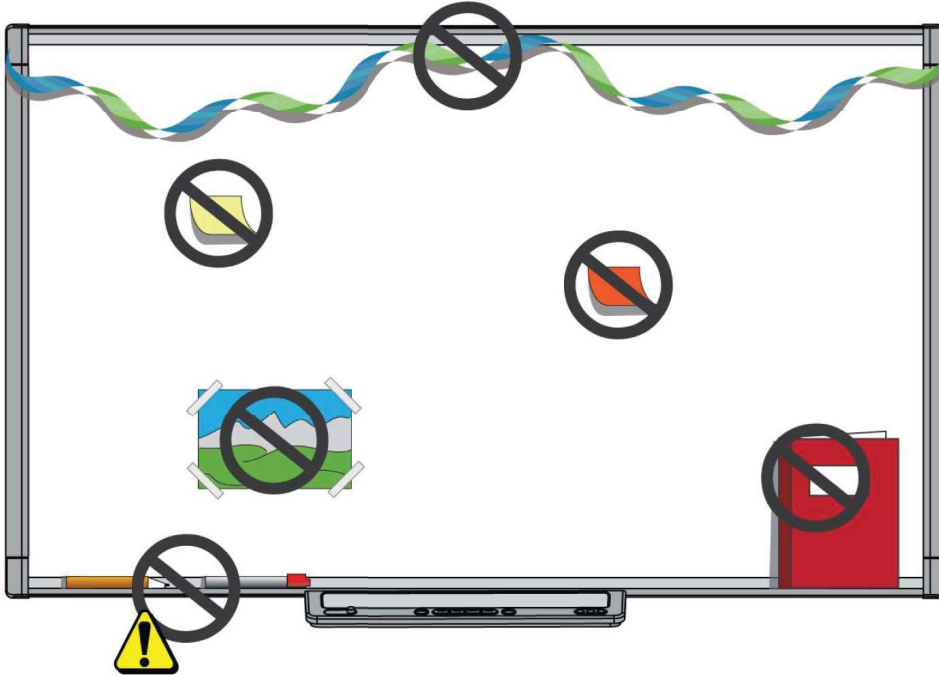
- Replace the pen when the nib wears out.
- Don't touch the interactive surface with sharp or pointed objects.
- Don't set up and use the interactive whiteboard in an area with excessive levels of dust, humidity or smoke.
- Don't use low-odor dry-erase markers. They can be very difficult to erase.
- Don't obstruct the cameras' view of the interactive whiteboard. For example, don't place magnets, stickers or adhesive tape on the interactive surface or rest any objects, including your hand or the pens, in the recess at the bottom of the interactive surface. This interferes with the corner cameras' ability to detect your finger or pens on the interactive surface.



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## Cleaning the interactive whiteboard

With proper care, the interactive whiteboard will provide years of trouble-free service. Follow these tips to keep the interactive whiteboard clean.

### CAUTION

Do not use harsh chemicals or abrasive cleaners on the interactive whiteboard.

### IMPORTANT

- Before you clean the interactive whiteboard, disconnect its USB and power cables.
- To view dirt or streaks more easily, turn the projector off or set it to standby (lamp off) mode.
- To clean dust, dirt and finger grease, wipe the interactive surface with a damp cloth or sponge. Use mild soap, if required.
- Don't spray cleaner directly onto the interactive surface. Instead, spray a light amount of cleaner on a cloth and then gently wipe the interactive surface.
- Don't allow excess cleaner to flow onto the frame's reflective surfaces or the cameras in the corners of the frame.

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- Don't touch the digital cameras located in the corners of the frame. Don't attempt to clean the digital cameras without specific instructions from SMART Technologies.
- If ink is accidentally used on the interactive whiteboard, remove the ink as soon as possible. Ink becomes more difficult to remove the longer it stays on the interactive surface.

## General troubleshooting

### Adjusting the projected image

If the projector isn't installed in a fixed location, you can correct many image problems by shifting the projector so that the projected image fits squarely on the interactive surface. Optimally, each side of the image should extend almost to the edge of the interactive surface.

For more information about the projector, go to [smarttech.com/support](http://smarttech.com/support). If you're using an M680E or M685E interactive whiteboard with an Epson® projector, consult the projector's documentation.

### Resetting the interactive whiteboard

You can reset the interactive whiteboard by disconnecting and then reconnecting the power cable. This turns the power off and back on, restarting all the interactive whiteboard's components.

### Preventing USB cable issues

To troubleshoot some common cable routing issues, try disconnecting accessories, such as USB hubs and USB extension cables, that are connected to the interactive whiteboard.

The basic system consists of the SMART Board M600 series interactive whiteboard, a USB cable, a power cable, computer hardware, a computer operating system and SMART Product Drivers. You can try isolating and replacing each component to identify the cause of the connectivity issue.

### Troubleshooting tips

This section describes some symptoms, causes and solutions for problems that you could experience with the interactive whiteboard.

Try the troubleshooting tips in the following table to quickly resolve most issues with the product.



#### **NOTE**

These procedures vary, depending on your computer's operating system and system preferences.

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<b>Symptoms</b>	<b>Cause</b>	<b>Solution</b>
No image is projected on the interactive whiteboard, or a “No Input” message appears.	The projector isn’t receiving a video signal.	<p>Check the video cable connections.</p> <p>Ensure that the correct video input is selected on the projector.</p> <p>Ensure that the projector is on, and that it’s connected to a power source.</p> <p>If you’re using a laptop computer, turn on the external video connection. Refer to your laptop’s user’s guide for more information.</p>
	The computer is in standby mode.	Move the mouse, or touch the interactive surface or any key on your keyboard to bring the computer out of standby mode.
	The computer is off.	Turn on the computer (or press the computer’s reset button), and then log on as usual.
The projected image is blurry, too large or doesn’t completely fill the interactive whiteboard’s screen.	The projector’s position, zoom and focus settings aren’t adjusted.	Adjust the projector’s position, zoom and focus settings. Refer to the projector’s user’s guide for more information.
	The computer’s video resolution settings don’t match the projector’s native resolution.	Consult the projector’s user’s guide for the correct computer video resolution, and then go to Windows control panel or Mac System Preferences to change the computer video resolution to match your projector.



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Symptoms	Cause	Solution
The SMART Board icon doesn't appear in the notification area (Windows) or dock (Mac).	SMART System Menu isn't running.	<p>Start SMART System Menu.</p> <p>In the Windows 7 operating system, select <b>Start &gt; All Programs &gt; SMART Technologies &gt; SMART System Menu</b>.</p> <p>In the Windows 8 operating system, go to the <i>Apps</i> screen, and then scroll to and select <b>SMART Technologies &gt; SMART System Menu</b>.</p> <p>In the Windows 10 operating system, select <b>Start &gt; All apps</b>, and then scroll to and select <b>SMART Technologies &gt; SMART System Menu</b>.</p> <p>For Mac computers, select <b>Finder &gt; Applications &gt; SMART Technologies &gt; SMART System Menu</b>.</p>
	SMART Product Drivers isn't installed	Install SMART Product Drivers on your computer. For details about installing SMART Product Drivers, see <i>Installing SMART Product Drivers</i> on page 8.
The orientation procedure doesn't proceed to the second point.	The computer could be sending input to an application other than the interactive whiteboard's orientation screen.	Press ALT+TAB on the keyboard to change your operating system's focus to the interactive whiteboard's orientation screen. Alternatively, open SMART settings and select <b>Orient/Align the SMART Product</b> .

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Symptoms	Cause	Solution
<p>The interactive surface doesn't respond when you touch it, the pointer moves erratically, or gaps appear when you draw or write.</p>	<p>The interactive whiteboard isn't oriented.</p>	<p>Orient the interactive whiteboard. For more information about orienting the interactive whiteboard, see <i>Orienting the interactive whiteboard</i> on page 9.</p>
	<p>SMART System Menu isn't running.</p>	<p>Start SMART System Menu. In the Windows 7 operating system, select <b>Start &gt; All Programs &gt; SMART Technologies &gt; SMART System Menu</b>. In the Windows 8 operating system, go to the <i>Apps</i> screen, and then scroll to and select <b>SMART Technologies &gt; SMART System Menu</b>. In the Windows 10 operating system, select <b>Start &gt; All apps</b>, and then scroll to and select <b>SMART Technologies &gt; SMART System Menu</b>. For Mac computers, select <b>Finder &gt; Applications &gt; SMART Technologies &gt; Board Tools</b>.</p>
	<p>SMART Product Drivers isn't installed.</p>	<p>Install SMART Product Drivers on your computer. For details about installing SMART Product Drivers, see <i>Installing SMART Product Drivers</i> on page 8.</p>
	<p>Not all components of SMART Product Drivers are installed on your computer.</p>	<p>Remove SMART Product Drivers from your computer, and then install SMART Product Drivers again.</p>
	<p>A camera is obscured.</p>	<p>Remove any object attached to the interactive surface or resting in the bottom bezel behind the pen tray.</p>

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Symptoms	Cause	Solution
There is a small red × on the SMART Board icon.	SMART Product Drivers is not detecting the interactive whiteboard.	Ensure that the USB cable is connected from your computer to the interactive whiteboard and that the USB cable isn't longer than 16' (5 m).
	SMART Board service isn't running.	<p>Start SMART Board service:</p> <ol style="list-style-type: none"> <li>1. In the notification area (Windows) or Dock (Mac), press the SMART Board icon, and then press <b>SMART Settings</b>. SMART Settings opens.</li> <li>2. Select <b>About Software and Product Support &gt; Tools &gt; Diagnostics</b>. The <i>SMART Board Diagnostics</i> window opens.</li> <li>3. Select <b>Service &gt; Start</b>.</li> <li>4. Close the <i>SMART Board Diagnostics</i> window, and then close SMART Settings.</li> </ol>

## Troubleshooting using the status light

If the interactive whiteboard has an active pen tray (models SBM680, SBM680E, SBM685 and SBM685E), you can also use the Select button's status light to help you identify and resolve issues with the interactive whiteboard. Refer to *Using the Pen Tray* on page 12 for information on the status light's states during normal operation.



### NOTE

The pen ledge on SMART Board models SBM680V and SBM685V doesn't have a status light.



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Status light	Cause	Solution
Off	<p>The interactive whiteboard isn't receiving power or the USB cable is unplugged.</p> <p>The computer is in Sleep mode or the computer is off.</p> <p>You have selected a non-standard digital ink color using SMART Notebook software or SMART Ink.</p>	<p>Reset the interactive whiteboard by disconnecting and then reconnecting the power cable at the wall outlet. Check that the USB cable is connected securely.</p> <p>Touch the interactive whiteboard surface to wake up the computer or turn the computer on.</p> <p>Press a pen tray button to select a standard color or tool.</p>
Solid amber	The controller module is in service mode or the firmware is being updated.	Wait for the firmware update to finish.
Flashing white	SMART Board service isn't running.	<p>Start the SMART Board service.</p> <p>To determine whether the SMART Board service is running, open SMART Settings and check the message that appears at the bottom.</p>
	SMART Product Drivers isn't installed.	Install SMART Product Drivers on the computer. For details about installing SMART Product Drivers, see <i>Installing SMART Product Drivers</i> on page 8.

A solid white status light indicates that the interactive whiteboard is working properly. However, if the pen tray tools don't work as expected, try the following to resolve the issue.

- If another user reassigned the pen, eraser or other button functions, the tools might not work as expected. You can return them to normal operation using SMART Settings to change the SMART hardware settings.
- Reset the interactive whiteboard by disconnecting the power cable at the wall outlet and connecting it again.
- Calibrate the cameras to ensure that they accurately track your fingers and the pens (see *Calibrating the interactive whiteboard* on page 8).

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