

SMART Board Quick Hints

If you cannot resolve your SMART Board problem with the hints below, please contact Katrina Quinn (ext. 325).

Can't Power on Projector

- 1) Make sure projector power cable is plugged in
- 2) There is a power switch on the back of the projector, make sure that is set to on
- 3) Check the batteries in the remote

Can't Log-in

- 1) Make sure username is smartboard and password is annamaria
- 2) Make sure Domain is AMCEMP

No Sound

- 1) Make sure the Volume on the actual speakers is up
- 2) Make sure the Volume Control or Volume are not muted
- 3) Make sure audio cables are connected
 - a. RCA Cables for VHS/DVD combo
 - b. USB cable for Computer

Writing/Pointing is off

- 1) Click Start
- 2) All Programs
- 3) SMART Board Software
- 4) Orient
- 5) Press the center of each target

No Image on Screen/Blue Screen

- 1) Make sure you have a signal on the CPU monitor
 - a. If no
 - i. Make sure Computer is powered on
 - ii. Make sure cables are secure
 - b. If yes
 - i. On projector remote make sure Computer 1 or RGB is selected
- 2) No image for VHS/DVD Combo
 - a. Make sure the Video cable is connected from VHS/DVD player to box on the wall
 - b. On the projector remote make sure Video is selected

SMART Board Does Not Respond to Commands

- 1) There is a light on the side of the SMART Board
 - a. If the light is Red
 - i. The SMART Board is unplugged from the Computer
 - ii. The Computer is not on
 - b. If the light is Green
 - i. Make sure all markers and eraser are in the tray
 - ii. If it still does not respond, restart the computer