SMART®

Basic classroom troubleshooting for your

SMART Board display

Do you need some help with your SMART Board display? Look through the common issues below and see if you find a solution to your problem.

If you need help with something that isn't listed here, search for answers at support.smarttech.com, or contact SMART support.

The display won't turn on.

Check that the display is plugged into a power outlet. You can make sure the outlet is working by plugging in another device, such as your laptop or phone, and seeing if it charges.
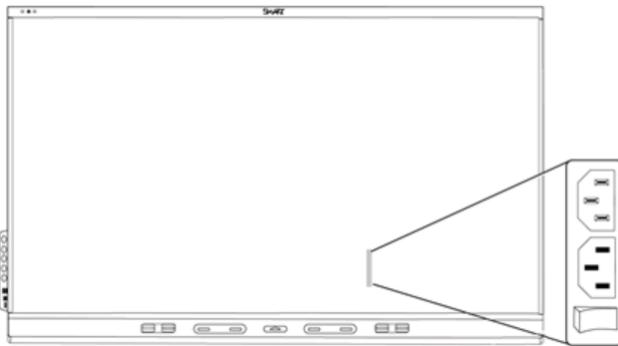
There is a power switch on the back of the display next to where the power cord plugs in. After you've confirmed that the power cord is plugged into the wall and the back of the display, try turning the power switch on and off.

Touch and ink are inconsistent. They work better on some parts of the screen than others.

SMART Board displays use infrared transmitters and sensors around the edge of the display, between the screen and the frame. Dust buildup on the protective plastic can impair touch performance.

Inspect these areas for dust and clean them every week. Use a clean, lint-free, non-abrasive cloth to gently wipe the plastic between the screen and the frame.

TIP

Because the display uses infrared sensors, it is sensitive to light, so ensure there are no lamps or spotlights pointing at the display.

Touch and ink on the screen don't align with where I touch the display.

You might need to orient your display. The orientation instructions walk you through placing your pen on a series of targets to help the display accurately track your position on the interactive surface.

To orient your display

1. Tap the SMART Board icon in the notification area (bottom right corner in Windows operating systems) or Mac menu bar (macOS operating systems) and select **SMART Settings**.

2. Tap **Orient/Align the SMART product**.

3. Follow the on-screen instructions.

The display isn't responding to touch.

SMART Service might not be running, which would prevent touch control from working.

To run SMART Service

1. Ensure a USB cable is plugged in from the desktop to the display.

2. Tap the SMART Board icon in the notification area (bottom right corner in Windows operating systems) or Mac menu bar (macOS operating systems) and select **SMART Settings**. If there is no issue you'll see a message that says the SMART Board is connected and working properly.

3. If you do not see this message, from the left-hand menu select **About Software and product support** > **Tools** > **Diagnostic** . A new window opens.

4. From the top menu, select **Service** > **Start**. This restarts SMART Service manually so that touch can start working again.

I can't connect to the internet.

From the Home screen, tap **Settings** ⚙ > **Wi-Fi** and ensure that a network is selected.

I want to turn SMART Ink on or off, or SMART Ink is not responding.

If SMART Ink is not responding, turning it off and on may resolve the issue.

1. Tap the SMART Board icon in the notification area (bottom right corner in Windows operating systems) or Mac menu bar (macOS operating systems) and select **SMART Settings**.

2. Tap **SMART Ink Settings**.

3. Select or clear the **Start SMART Ink when you log on** box.

I can't connect to Screen Share.

You may need to reset Screen Share and ensure your device and the display are connected to the same network.

To reset Screen Share

1. From the display's screen sharing application, select **Reset Screen Share**.

2. From the device you are looking to share from, turn Wi-Fi on and off by putting it into airplane mode for a moment or by just turning Wi-Fi off and back on.

To confirm your device and the display are connected to the same network

1. From the display, tap **Settings** ⚙ > **Network**.

2. Make note of the network your display is connected to.

3. Open the Wi-Fi settings on your device and verify that your device is on the same network as the display.