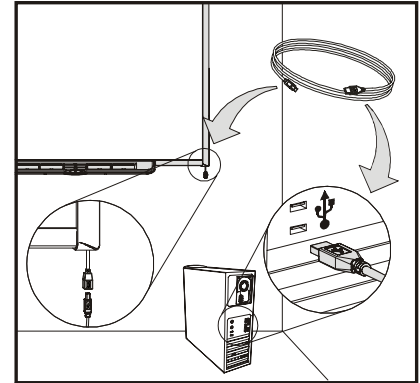


## Connecting Your Computer

- 1 Connect a USB cable to the short USB cable behind the lower-right corner of the interactive whiteboard.
- 2 Plug the other end of the USB cable into a USB connector on your computer.
- 3 Connect a video cable from your computer's video output to the video projector.
- 4 Turn on your computer and projector.



## What You Should See

- When you turn on your computer, the pen tray lights flash sequentially twice and the Ready light on the interactive whiteboard's lower-right frame turns red and then flashes green.
- The projected computer image appears on the interactive whiteboard's screen.
- Your computer's mouse pointer follows your finger closely when you touch the screen.
- If SMART Board software is running on your computer, the Ready light is solid green and you can use a pen tray pen to draw in digital ink.

## Troubleshooting

Symptom	Cause	Suggestion
The pen tray lights or the Ready light don't illuminate when the interactive whiteboard is connected to your computer.	The interactive whiteboard isn't getting power from the USB connection.	Check the USB cable connections.
	The computer's USB connection isn't supplying enough power.	Use another USB connection on the computer, or use another computer. On a Mac computer, don't use the keyboard's USB connector.
The Ready light is red.	The interactive whiteboard has power, but isn't communicating with the computer.	Check the USB cable connections.
	SMART Board software service has stopped running.	Start SMART Board software service. Ask your support representative for assistance.
The Ready light flashes green. <b>NOTE:</b> This is a normal indication if you don't need SMART Board software on a guest computer. You can still use the interactive whiteboard in Mouse mode.	SMART Board software isn't installed.	Install SMART Board software. Ask your support representative for assistance.
	SMART Board software service isn't running.	Start SMART Board software service. Ask your support representative for assistance.
The Ready light is flashing or solid amber.	The interactive whiteboard is in Service mode.	Disconnect and reconnect the USB cable to reset the interactive whiteboard.
The projected mouse pointer or digital ink isn't aligned with your touch.	The interactive whiteboard system isn't oriented.	Perform an orientation procedure. Refer to SMART Board Help for assistance.
There isn't any image projected onto the interactive whiteboard screen.	The projector isn't receiving a video signal.	Check the video cable connections.
		Check that the correct video input is selected on the projector.
		If using a laptop, switch on the external video connection. Refer to your laptop's User Guide for information.

For more assistance, press the **Help** button on the pen tray, or click the **SMART Board** icon in the notification area (Windows computers) or the Dock (Mac computers) and select **Help** to access the SMART Board Help Center. Alternatively, you can contact your support representative or access the SMART support website at [www.smarttech.com/support](http://www.smarttech.com/support).