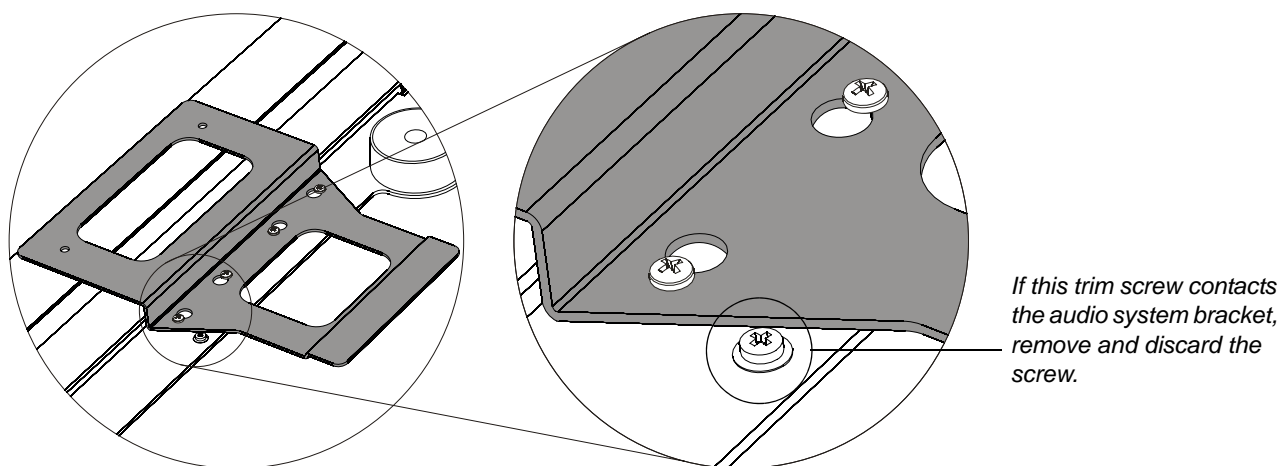


Digital Ink Lines on a SMART Board™ 600 Series Interactive Whiteboard Appear Jagged When a SMART USB Audio System is Attached

The Issue

Digital ink written on a SMART Board 600 series interactive whiteboard may appear jagged. This can be the result of electrical interference caused by the metal brackets used to mount the SMART USB Audio System to the rear of the interactive whiteboard.

If the brackets contact a trim screw on the rear of the interactive whiteboard, electrical interference can occur.



Troubleshooting

Remove the trim screw below the USB Audio System mounting bracket on each side of the interactive whiteboard and check if the interference disappears. You can also disconnect the power adapter from the audio system to see if the interference disappears. If either of these tests eliminate interference, proceed to the solution below.

Solution

If the trim screw on either side of the interactive whiteboard contacts the audio system mounting bracket, remove and discard the trim screw. These two trim screws aren't necessary for the interactive whiteboard's reliable and safe performance.