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