

# SMART Board Interactive Whiteboard FAQs for Windows

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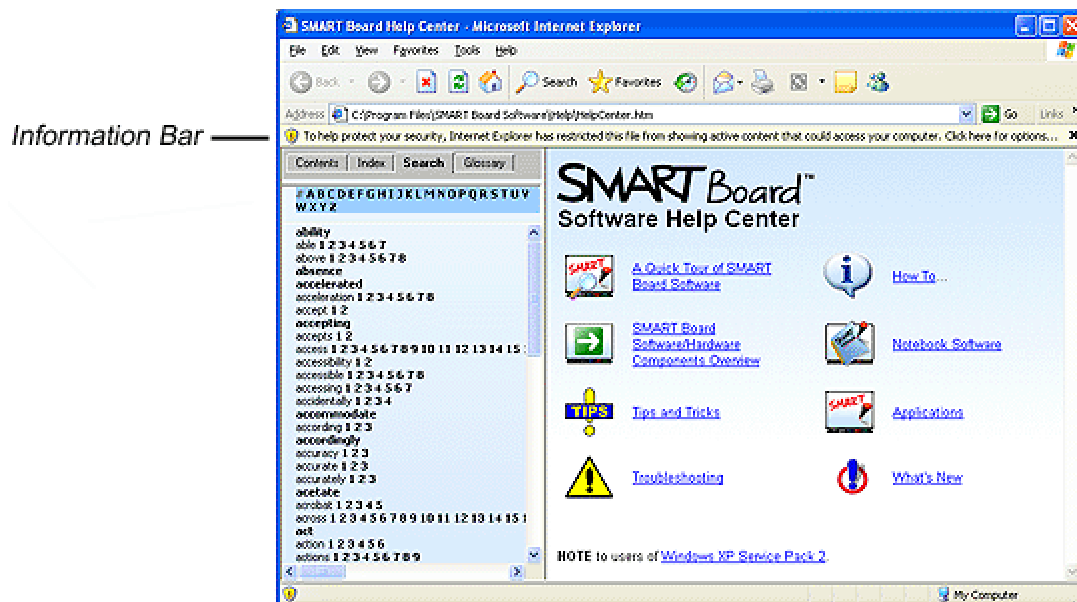
See also: [Installation FAQs](#)

## SMART Board Software FAQs

### Why does nothing happen when I press a Help button in SMART Board 9.x software?

If you have Windows XP Service Pack 2 (SP2), you may have difficulty opening and using the SMART Board software Help Center, as well as the Help files of many other software applications. This problem is a side effect of the new security features in Service Pack 2.

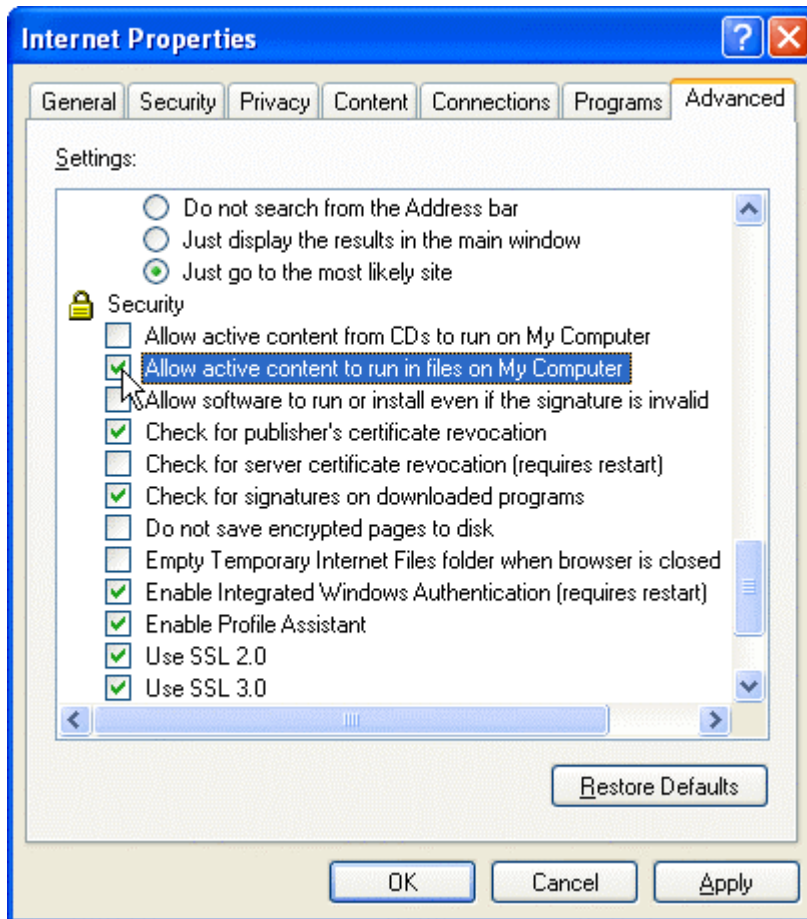
To solve the problem temporarily, click the **Internet Explorer information bar** and select **Allow Blocked Content**. The SMART Board software Help Center will then work correctly for the rest of your Help Center session. However, you must do this every time you open the Help Center.



Alternatively, you can permanently fix the problem by allowing active content to run on your computer.

### To allow active content to run on your computer

1. In Internet Explorer, select **Tools > Internet Options**.
2. Press the **Advanced** tab.
3. Scroll down to the **Security** list, and select the **Allow active content to run in files on My Computer** check box.



4. Press **Apply** and **OK**.

### Background Information

By default, Windows XP SP2 blocks the use of frames in HTML files as a security precaution, even if these HTML files are stored locally on the computer, as they are with the SMART Board software Help.

The warnings that may appear when you open the SMART Board software Help don't apply, because the Help doesn't access the Internet even though it opens in a browser. This includes any warnings you may see about sending information over an unencrypted connection when you try to search the Help.

For additional information concerning the security changes in Windows XP SP2, see the Windows XP SP2 ReadMe file, or visit the [Microsoft Knowledge Base](#).

### Can I install SMART Board software on a computer that isn't connected to a SMART interactive product?

Yes. You can install SMART Board software on any computer that isn't connected to a third-party touch- or pen-enabled device. Because SMART Board software is royalty-free, there is no limit to the number of computers on which you can install the software. However, the following components aren't available unless you have a SMART interactive product connected to your computer:

- Video Player
- SMART Keyboard
- Floating Tools

- Start Center
- the SMART Board Control Panel

## How can I add other buttons to the Floating Tools?

By default, the Floating Tools opens with seven commonly used buttons and a **More** button.

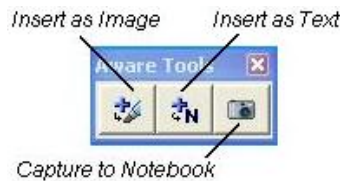


You can add other buttons such as the Creative Pen, Screen Capture, Shape, Pointer Tool and more.

To add a button to the Floating Tools, press the **More** button and select **Customize Floating Tools**. Select the tool, press **Add** and then press **OK**.

## How can I add a handwritten note to a Microsoft Word or Excel file?

You can either add a handwritten note as typed text or as a picture. Alternatively, you can capture your note to a Notebook file. When you start working in Microsoft Word or Excel software, you'll see the **Insert as Image**, **Insert as Text** and the **Capture to Notebook** buttons on the Word/Excel toolbar.



Press the **Insert as Text** button for your handwritten note to be converted to typed text and placed in the document, in the same color as the pen you used to write it. Then you can work with the converted text as you would any text.

If you've saved the note as an image, you can work with it as you would work with any picture that you added to the file.

Don't forget to save your document.

## What is LinQ software and how can I use it?

LinQ software shows your laptop's display on a SMART interactive screen without any connecting cables.

LinQ software uses two components: LinQ software on a laptop and SMART Board 9.x software with the Mobile Device Manager open on the interactive product. The laptop computer and the computer that's connected to the interactive screen *must* be part of the same local area network.

Although up to five computers can connect to an interactive product at one time, only one can share its video output at a time. You can use the interactive product's tools to write over your laptop file.

You'll find complete instructions on using LinQ software with SMART Board software in the [LinQ User's Guide](#).

To open the Mobile Device Manager on the interactive screen, open the **SMART Board Control Panel** and press **Mobile and Wireless Device Settings**. Then select **Start the Mobile Device Manager** and press **OK**.

To connect your laptop, open LinQ software and type your name. Then select the SMART interactive product you want to connect to from the list and press **Connect**.

To share a laptop's desktop, press the **Share Desktop** button in the *LinQ Software* window.

## Can I install LinQ software on more than one computer?

You can install LinQ software on as many computers as you like. However, only five computers can link to an interactive screen at one time, and only one can display its video output at a time.

## Notebook Software FAQs

### Is there a quick way to copy text from other files to Notebook software?

Yes, you can use SMART Notebook Print Capture to do this. In the other file, select **File > Print**. When the *Print* dialog box appears, select **SMART Notebook Print Capture** as your printer and press **OK**.

In Notebook software, an image of each page from the original document is an object on its own Notebook page.

Alternatively, you can cut or copy text and paste it into Notebook software, or take a capture of that particular screen area.

### I can't find the images I need in the Gallery collections. What should I do?

Try downloading the gallery collections from [EDCompass](#). Every month, we add new collections and lesson activities, so check back often. To add a collection from the *EDCompass* website, open the Gallery, press the **Add/Import** button and select **Import Online Collection**.

You can also add your own images to the gallery. To do this, open the Gallery and press the **Add/Import** button. Then select the appropriate Import option and navigate to the file that you want to add. You can add photos, pictures, Flash files and animated .gif files from other applications.

If the image you want to add is already on your Notebook page, just drag it to the appropriate unlocked subcategory in the Gallery contents area.

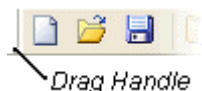
**TIP:** To keep the Gallery tab open, clear the **Auto-hide** check box.

### The side bar tabs keep disappearing when I work on my Notebook page. How can I get them to stay open?

Clear the **Auto-hide** check-box.

### How do I move the toolbar to the bottom of the screen?

To move the toolbar, click an area of the toolbar that doesn't have any buttons and drag the toolbar to the bottom of the screen. Or you can drag the toolbar drag handles.



### How can I add superscript or subscript text and exponents to my Notebook page?

Although Notebook software doesn't support superscript, subscript or exponents in a text object, there are a number of ways that you can add these to your page.

- download the Mathematics Subscripts and Superscripts collection from [www.EdCompass.com](http://www.EdCompass.com)

- make your own collection of small numbers or letters by typing or writing them and dragging them into a **My Content** subcategory in the Gallery
- if you have a list of specific letter/number combinations, such as a formula for a chemical compound, write the formulas in Microsoft Word, formatting the subscript numbers as needed. Then capture an image of it or use the SMART Notebook Print Capture driver to import the list into your Notebook file.

To use this printer driver from your Word document, select **File > Print** and use the **SMART Notebook Print Capture** as your printer. (**NOTE:** Because your entire page or list appears as one image object on a Notebook page, you can't manipulate the individual elements in it.)

**TIP:** For mathematical symbols, open the **Education > Mathematics > Symbols** collection.

### **When I write letters (or words), why can't I move each one separately?**

Notebook software recognizes words you write in close proximity as a sentence group, and groups them in a single unit. However, if you leave a large gap between your letters (or words) when you write on the interactive screen, they won't be grouped together, and you can select each one separately. This gap should be about 6" (15.2 cm).

Alternatively, you can return the pen to the pen tray after writing a letter (or word). Then pick up the pen and write the next letter (or word). The letters (or words) won't be grouped, no matter how close they are on the screen.

You can ungroup the letters or words by selecting them and then selecting **Format > Ungroup**. The result, however, is that each pen stroke making up a letter becomes an individual object.

### **Is there a viewer for Notebook software?**

No, but you can share your Notebook file with others who don't have SMART Board software by saving your file as a PDF, as HTML documents or as a series of images.

Alternatively, others can install Notebook software only. To do this, insert the SMART Board software CD and begin the installation. Select **Custom install**, clear all the check boxes with the exception of Notebook software, and then continue the installation.

### **Can I use a Notebook file that was created on a Macintosh computer?**

Yes. If your Notebook file has an .xbk extension, you can open the file using Notebook software on Windows, UNIX, Linux or Macintosh platforms.

With version 9.x, you can open a Notebook file that was created in an earlier version. When you save the document, you can save it in 9.x format or keep it in 8.x format. Press **File > Save As** and select the appropriate **Save as Type**.

## How can I reduce the size of the pages that I import with SMART Notebook Print Capture?

To reduce page size, change the properties of the SMART Notebook Print Capture driver *before* you print the pages.

In the application that you're printing from, click the **Properties** button beside **SMART Notebook Print Capture** in the *Print* dialog box. Change the horizontal and vertical DPI to **90**, or if these values are already set to 90, use a lower setting. Then press **OK** and print your pages.

## SMART Recorder FAQs

### Do I need any special equipment to use SMART Recorder?

As long as your computer meets the requirements for SMART Board software, you can use SMART Recorder. However, for best performance, we recommend you use a computer that has at least:

- a 400 MHz processor
- 64 MB RAM (minimum)
- a sound card and microphone (recommended)

### What can I do to ensure that I record the best quality video possible?

#### Before you record

- Select the **High** setting for both video and sound quality
- Select the SMART Recorder Video format, which records using 16 million colors. (The Microsoft Video format only records 256 colors.)
- Save your target files to a local drive, not a network drive
- Disable hardware acceleration in your system settings. However, keep in mind that videos might not play correctly unless you enable it again after you record.

To view or change the recording quality, file format and location, press the **Menu** button and select **Options**. Select the appropriate tab in the *Options* dialog box.

If your computer performance decreases while you're recording, you might want to try a different video card. Some video cards perform better than others. Accelerated Graphics Port (AGP) video cards generally provide faster performance than Peripheral Component Interconnect (PCI) cards.

### What happens if I run out of disk space during a recording?

By default, SMART Recorder pauses your recording and displays a warning message if your free disk space falls below 100 MB. You can free up some disk space by deleting files on your disk, and then pressing the **Record** button to resume recording.

### How can I reduce the size of my recordings?

#### Before you record

- Select the **Low (1 Frame Per Second)** option for video quality.
- Select the SMART Recorder Video format, which compresses the file.
- Reduce the screen resolution and color setting (in your monitor's display settings).
- Remove any unnecessary background images and animations from the recording area. Detailed graphics dramatically increase the file size.

To view or change the recording quality, file format and location, press the **Menu** button and select **Options**. Select the appropriate tab in the *Options* dialog box.

### **As you record**

- Record only the portion of the screen that is necessary. To do this, press the arrow beside the **Record** button and select **Record Area** or **Record Window**.
- Don't record complex graphics or animations.

### **What's the best way to play back my video file?**

You can play your video file using SMART Video Player or Windows Media player. With either program, you can use the Full Screen view to maximize the video on your screen.

### **How can I share my SMART Recorder file with someone who doesn't have SMART Board software?**

If you recorded the video using the Microsoft Video format, anyone can open it with Windows Media player.

If you used the SMART Recorder Video format, you can either:

- Use the **Share Recording** feature to create an executable program that includes the video and the files needed to decompress it
- request that your recipient download and install [SMART Board software](#)
- convert the file to WMV format. To convert the file, download the Windows Media Encoder.

## **SMART Video Player FAQs**

### **Can I show a video from my VCR with SMART Video Player?**

If your VCR can display through your computer onto the monitor or interactive screen, you can show a video using SMART Video Player. In other words, your VCR must be connected to the computer that's running SMART Video Player. In most cases, the computer must have either a video capture card or a TV tuner card installed, to which you connect the video output of your VCR.

### **Why can't I use SMART Video Player with my internal DVD drive?**

Currently, SMART Video Player can't communicate with internal drives.

### **What are the optimal system requirements for running the SMART Video Player?**

For best performance, your computer should have at least:

- an Intel Pentium III brand 800-MHz processor
- 128 MB RAM
- 200 MB of free hard disk space
- DirectX application-programming interface version 8.0 or higher
- Windows Media player
- Windows 98, 2000, ME or XP operating system (SMART Video Player doesn't support the Windows NT 4.0 operating system.)

# Display Controls FAQs

## What's a Display Control?

A Display Control is a software module included with SMART Board software that communicates with your projector or flat-panel display through an RS-232 cable. The Display Control:

- gives you control over aspects of the projector or flat-panel display (such as volume, power and input source) simply by pressing the interactive screen
- allows you to switch input between a resident computer and guest laptop
- helps you preserve the life of your projector lamp or flat-panel display. When a screen saver becomes active, the Display Control tells the projector lamp or flat-panel display to switch off. When you reactivate the computer, the Display Control turns the projector lamp or flat-panel display back on.

## How can I set up a Display Control?

1. Connect an RS-232 cable between a free serial port on your computer and the **PC Control** port of your projector or flat-panel.
2. On the *SMART Board Control Panel*, press **SMART Board Settings**.
3. In the *SMART Board Settings* dialog box, select **Display Control Settings** from the list.
4. Select the **Manufacturer**, **Model** and the **COM port** to which you connected the projector or flat-panel display.  
If your projector or flat-panel display model is not on the list, contact [Technical Support](#).
5. If you want, you can specify the interval between the time the screen saver starts and the time the display control puts the projector or display into Standby mode. You can also make the control shut down the projector or flat-panel display when you shut down the computer.
6. Press **OK**.

## Does a Display Control work with the Rear Projection SMART Board 2000i and 3000i interactive whiteboard?

No, because the single serial port on the projector in the 2000i or 3000i (labeled PC Control) is occupied by a serial cable connection to your 2000i or 3000i Control Panel. (The Display Control requires a serial cable connection between the internal computer and the PC Control port on the projector.)

Instead, use the Control Panel buttons to put your projector into standby, adjust brightness and contrast, and switch the display source from the internal computer to a laptop or a VCR.

# Orienting, Adjusting the Projected Image and Cleaning FAQs

## Which orientation precision should I use?

The orientation level that you choose depends on your time and precision needs. Your choices are:

- **Quick** orientation, which requires four presses. This setting is handy if the interactive whiteboard gets moved or jostled during a presentation.
- **Standard** orientation, which requires nine presses and provides a slightly higher level of accuracy
- **Fine** orientation, which requires 20 presses and is recommended for higher-resolution systems



To change this setting, open the **SMART Board Control Panel** and select **SMART Board Settings**. In the *SMART Board Settings* dialog box, select **Alignment/Orientation Precision** from the list.

### **What causes the projected image on my interactive whiteboard to shimmer?**

The projected image may appear shaky if the computer was turned on *before* your projector. Turn off your system, restart the projector, and then restart the computer and any other components you're using.

If the image is still shaky, read your projector manual to find out if you can adjust the projector to correct this issue. Also check that the resolution of the computer matches the optimal (native) resolution of the projector and change it if necessary. To find out what the optimal resolution is, read the documentation that came with your projector.

#### **To change your Windows computer resolution setting**

1. From the **Start** menu, select **Settings > Control Panel**.
2. Double-click **Display** on the *Windows Control Panel*.
3. Click the **Settings** tab on the *Display Properties* dialog box.
4. Drag the slider to adjust the resolution setting to match your projector resolution.
5. Click the **Apply** button. Then click **OK**.
6. Restart your computer, if required.

Orient the interactive screen after you've changed the resolution. Press the **SMART Board** icon, select **Orient** and follow the on-screen instructions.

### **How can I make my screen image fit the interactive whiteboard?**

Try using the zoom lens or moving the projector to enlarge or reduce the image size.

If that doesn't work, the image resolution of your computer may not match that of your projector. You must change the computer resolution to match the projector's optimal resolution. To find out what the optimal resolution is, read the documentation that came with your projector.

#### **To change your Windows computer resolution setting**

1. From the **Start** menu, select **Settings > Control Panel**.
2. Double-click **Display** on the *Windows Control Panel*
3. Click the **Settings** tab on the *Display Properties* dialog box.
4. Drag the slider to adjust the resolution setting to match your projector resolution.
5. Click the **Apply** button. Then click **OK**.
6. Restart your computer, if required.

### **What is touch resolution and what level is required?**

Touch resolution is the level of precision available for touch control on a SMART Board interactive whiteboard. Most projectors have a resolution of 800 × 600 or 1024 × 768. The SMART Board interactive whiteboard has a minimum touch resolution of 2000 × 2000, which is roughly double that of the highest resolution commonly provided by a projector. Anything more precise than this is not required.

### **How can I remove permanent ink from a SMART Board interactive whiteboard?**

You can use a cleaner such as Expo Board Doctor or, if you have dry-erase markers (but not non-scented markers), you can cover the permanent ink with the ink from a dry-erase marker, and then wipe with a soft cloth or paper towel. If any trace of the original permanent ink remains, spray a cloth with standard glass or whiteboard cleaner and wipe the area clean.

# Handwriting and Touch Control FAQs

## What should I do if my cursor becomes stuck in one place on the screen?

**NOTE:** This applies only to interactive whiteboards that use analog-resistive technology, not the newer DViT technology.

If the cursor won't move when you touch the interactive whiteboard, but it moves when you move the mouse, there is a constant point of contact. To remedy this situation, try:

- wiping the interactive whiteboard to remove any foreign material from the screen area where the cursor is stuck
- rubbing the screen firmly with your fingertips in a circle two to three inches in diameter around the affected area. If the two surfaces are indeed stuck together, this may be sufficient to release them.
- attaching a suction cup or piece of tape to the area where the cursor is stuck and *gently* pulling the visible surface away from the other surface

If the cursor remains stuck despite your efforts, contact [Technical Support](#) for further assistance.

## Background Information

The surface of your analog-resistive interactive whiteboard consists of two layers of material separated by a small air gap. During normal operations, the two surfaces come together when you press the screen with your finger or a pen tray tool, forming a brief point of contact. However, in a constant contact situation, the top layer remains in contact with the surface beneath, causing the interactive whiteboard to constantly sense a contact at that point.

## The digital ink or cursor appears at a distance from my actual point of contact. How can I fix this?

First, try reorienting the interactive screen. Press the **SMART Board** icon, select **Orient** and follow the on-screen instructions.

Then, check that SMART Board driver is in projected mode. Click the **SMART Board** icon in the system tray and select **Control Panel**. Press **SMART Board Settings** and make sure **Projected (Mouse Mode)** is selected.

If the digital ink lags behind your pen's position, you can turn off your video card's hardware acceleration. However, keep in mind that videos might not play correctly until you turn it back on.

## What should I do if the digital ink doesn't appear when I write on the screen?

Press the **SMART Board** icon in the system tray and select **Control Panel**. Press **SMART Board Settings** and make sure **Projected (Mouse Mode)** is selected. Also check that you're running the latest version of SMART Board software by using the **Check for Updates** option from the **SMART Board** icon.

Next, pick up a pen tray pen and see if the light (LED) over the tool slot illuminates. If it doesn't, the sensor window in the pen tray slot may be dirty. Clean any dust off the sensor window with a *slightly* damp cotton swab.

If the LED is illuminated, there may be a problem with the SMART Board software or pen tray electronics. Contact [Technical Support](#) for further assistance.

## Why does the digital ink have gaps in it?

If you're using a product that has DViT technology, first check that dust isn't interfering with the cameras. Use a soft cloth to clean the interactive screen and the camera lenses.

Next, determine if your room lighting is interfering with the cameras. Make sure that no sunlight or any other light shines directly on the interactive screen.

Finally, check your product's camera calibration. Open the **SMART Board Control Panel** and press **SMART Board Settings**. In the *SMART Board Settings* dialog box, select **Advanced Settings** and then press the **Calibrate** button.

### Digital ink doesn't appear and screen contact doesn't activate application components unless I'm using Notebook software. How can I fix this?

First, make sure the SMART Board driver is in projected mode. Click the **SMART Board** icon in the system tray and select **Control Panel**. Make sure **Projected (Mouse Mode)** has been selected.

Second, reorient the interactive whiteboard. Click the **SMART Board** icon, select **Orient** and follow the on-screen instructions.

## Cable and Connection Questions

### There's a red light on my interactive whiteboard, but I know that the serial cable is connected properly. What's the problem?

Check that the serial port on your computer has no conflict with other software.

If you're using the Windows XP operating system, you may have a conflict with a connected serial mouse. To correct this problem, you must disable the serial mouse (but don't uninstall it).

#### To disable the serial mouse

1. Right-click the **My Computer** icon and select **Properties**.
2. In the *System Properties* dialog box, press the **Hardware** tab and then press the **Device Manager** button.
3. In the list in the *Device Manager* window, select **Mice and other pointing devices**.
4. Right-click the serial mouse and select **Disable**.  
**IMPORTANT:** Do not select **Uninstall**.
5. Close the *Device Manager* window and press **OK** in the *System Properties* window.

### How can I extend the length of my cable?

Read the following Technical Bulletins:

- [Extending the SMART USB Adapter Cable](#)
- [Using the SMART USB Adapter Cable](#)
- [Warning to Customers Extending Their SMART USB Cable Beyond 30 Feet](#)
- [Using Extended Serial/Power Cables with Your SMART Board 500 Series Interactive Whiteboard \(a revised release of 1999-02\)](#)

### What power supply can I use with my serial cable connection?

You can use an external power supply as an alternative to drawing power from the keyboard port. The power supply should have an output of 12V DC and 500 mA or 0.5 amps.

**TIP:** Use an external power supply if you extend your serial cable.

## Characteristics of the Power Supply

At the 12V coaxial connector end, the interior diameter of the post (center hole) should measure 2.1 mm and the outside diameter (barrel) should measure 5.5 mm. If you lose the power supply that came with the SMART serial cable, make sure the replacement has matching characteristics (although the output has an allowable range from 0.3 to 0.5 amps). **The 12V DC polarity is extremely critical.** The center of the connection must be positive (+) and the outer barrel of the connection must be negative (-). Incorrect DC polarity, or use of a 12V AC power adapter, will open the fuse in the serial/power cable and destroy the cable. If this happens, you'll have to purchase a replacement cable.

Input voltage standards vary by country, and the power supply characteristics described above only apply to North American input voltage standards. However, if you're outside North America, SMART may be able to provide you with an appropriate power supply for your country. Contact [Technical Support](#).

### **When I connect my laptop to an interactive whiteboard with the Serial/Power cable, an error message indicates that no serial data is being received. How can I fix this?**

Make sure that the interactive whiteboard is receiving power.

Also check that the interactive whiteboard's use of your laptop's serial port doesn't conflict with other hardware or software, such as an infrared port, a modem or a PDA (Personal Digital Assistant).

Contact [Technical Support](#) for further assistance.

## FAQs about Older SMART Board Models

### **Can I use the latest SMART Board software and/or the SMART USB adapter cable with my SMART Board SB2 interactive whiteboard (pen tray has a bottom-mounted gold box)?**

You can use the latest SMART Board software with older SMART Board interactive whiteboards that have:

- a PT3 pen tray
- a PT4 pen trays (used in older *Rear Projection* SMART Board 585 and 420 interactive whiteboards)
- a PT5 pen tray that's equipped with the bottom-mounted gold box

The only difference you'll notice is that the Ready Light on your pen tray will flash approximately every four seconds during use. Don't be alarmed by this flashing; it represents normal behavior and shouldn't be mistaken for a malfunctioning pen tray.

However, you must continue using your original serial cable connection, as these pen trays do not support the SMART USB adapter cable.

### **Can I use the latest SMART Board software and/or the SMART USB adapter cable with my SMART Board SB3 interactive whiteboard and the PT5 or PT7 pen tray (no bottom-mounted gold box)?**

SMART Board software and the SMART USB adapter cable (version 3.0) are compatible with PT5 pen trays that are equipped with SC4 or SC5 controllers (those without a bottom-mounted gold box). However, you must continue to use the original MOD6 cable from the pen tray, which you'll connect to the DB9 end of the USB adapter cable. To make this connection work, you'll need to purchase a DB9M/DB9M gender adapter.

**IMPORTANT:** You must use version 3.0 of the firmware in the USB adapter cable. If you receive a newer cable (with version 3.1 firmware), call [Technical Support](#) for instructions on changing the firmware to version 3.0.

**NOTE:** The USB adapter cable is *not* compatible with SMART Board *for Flat-Panel Displays* interactive whiteboards that use SC4KP controllers shipped with MOD6 cables and external power supplies. It's also incompatible with PT3 or older pen trays.

To integrate the SMART USB adapter cable to the existing pen tray connection:

1. Disconnect the DB9 end of the MOD6 cable from your computer.
2. Connect the DB9M/DB9M gender adapter to the DB9 end of the disconnected MOD6 cable.

**NOTE:** If you're using a DB25F/MOD6 serial port adapter, you can replace it with a DB9F/MOD6 serial port adapter (SMART part No. PT5-025) or purchase a suitable DB9F/DB25M adapter.

3. Connect the USB end of the SMART USB adapter cable to the USB port on your computer.
4. Connect the DB9 end of the SMART USB adapter cable to the other end of the DB9M/DB9M gender adapter.