SMART Technologies

TECHNICAL BULLETIN

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Horizontal Digital Ink Lines Appear Jagged on SMART Board™ 600 Series Interactive Whiteboards

Update to

This technical bulletin updates technical bulletin No. 1, March 27, 2006, titled *Using a Pen to Draw Horizontal Lines on a Series 600 Interactive Whiteboard Results in Jagged, Irregular Lines.*

Issue

Horizontal digital ink lines drawn on a SMART Board™ 640, 660, 680 or 690 interactive whiteboard may appear jagged.

Causes

When the metal back board of the interactive whiteboard electrically contacts a metallic mounting surface, the back board effectively increases in size. The resulting change in the back board's electrical characteristics exceeds the design limits of the SC9 controller module.

- SMART Board 600 series interactive whiteboards that shipped before January 24, 2006, used metal drywall anchors and mounting screws. These metal anchors can electrically connect the back board of the interactive whiteboard to foil-backed drywall surfaces.
- If you use sheet metal screws to install SMART Board 600 series interactive whiteboards on metallic surfaces (such as classroom whiteboards), they may electrically connect with the surface.

Jagged Horizontal Digital Ink Lines

Troubleshooting

To determine if metallic wall components affect your interactive whiteboard:

1. Remove the two screws that secure the pen tray brackets to the wall, and slightly tilt the bottom of the interactive whiteboard away from the wall. Ensure that the pen tray brackets don't touch the mounting surface.
2. Use a small non-conductive object to hold the bottom of the interactive whiteboard away from the mounting surface.
3. Draw on the interactive whiteboard again to test for jagged lines.

   If performance improves, see the following solutions.

Solutions

If your interactive whiteboard is affected by interference caused by its metallic mounting surface, electrically isolate the interactive whiteboard from the surface. We recommend these methods:

- Lift the interactive whiteboard from its wall mount bracket and use pieces of electrical tape to cover any screws on the rear of the product that contact metal on the mounting surface. This method is particularly effective if the mounting surface has raised metal edges, such as the map rail on a classroom whiteboard.
- When installing a 600 series interactive whiteboard on a foil-backed drywall surface, use non-conductive drywall anchors (SMART Part No. 20-00591-01). The plastic anchors isolate the interactive whiteboard from the foil backing.

  NOTE: SMART Board 600 series interactive whiteboards shipped after January 24, 2006 include non-conductive plastic drywall anchors.
- When using No. 8 sheet metal screws to install a 600 series interactive whiteboard on a metallic surface, use non-conductive nylon shoulder washers (Part No. 30-01025) and nylon washers (Part No. 30-01065-20). The nylon washers prevent the sheet metal screws from contacting the pen tray bracket when you insert the mounting screws into a conductive surface or into metal wall studs.