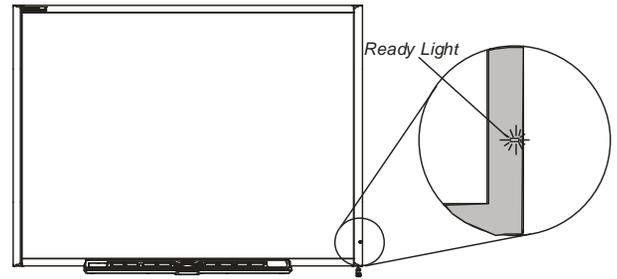


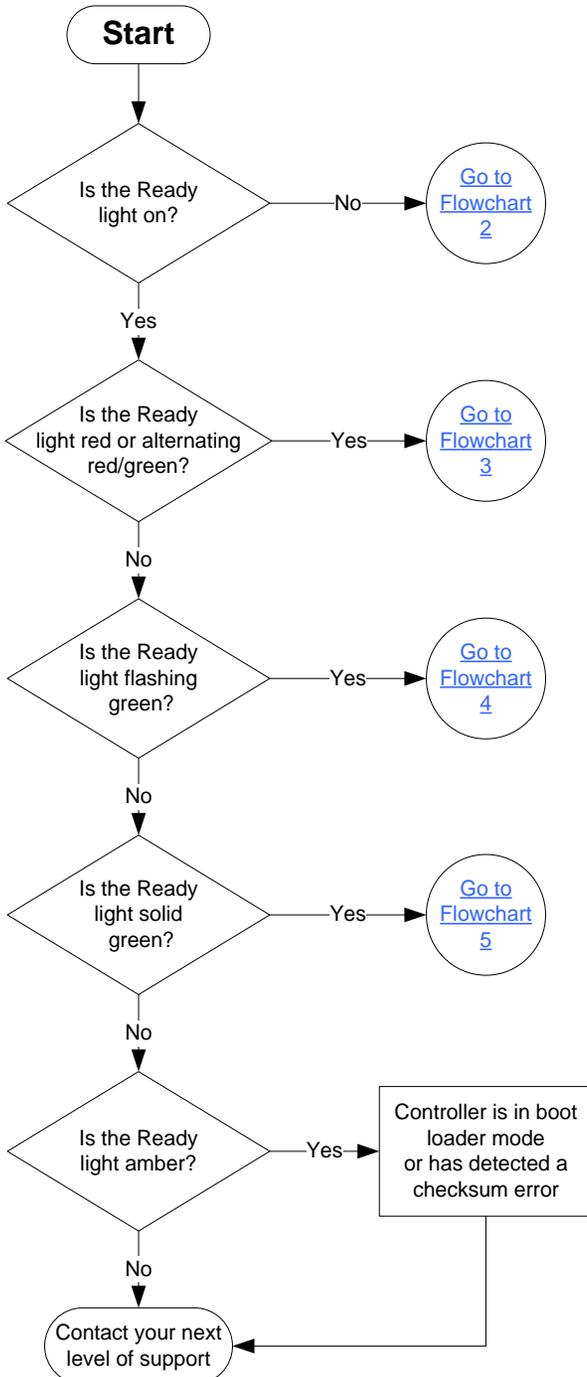
# Using the SMART Board™ 600 Series Interactive Whiteboard's Ready Light

The Ready light indicates the status of the interactive whiteboard and is the starting point for your troubleshooting. It is visible from the front of the SMART Board™ interactive whiteboard in the lower-right of the frame.

Flowchart 1 will help you diagnose the issue and direct you to the next stage of troubleshooting.



## Flowchart 1: Getting Started



The interactive whiteboard isn't receiving power. Go to Flowchart 2.

A red Ready light indicates the interactive whiteboard is receiving power but isn't communicating correctly with your computer. Go to Flowchart 3.

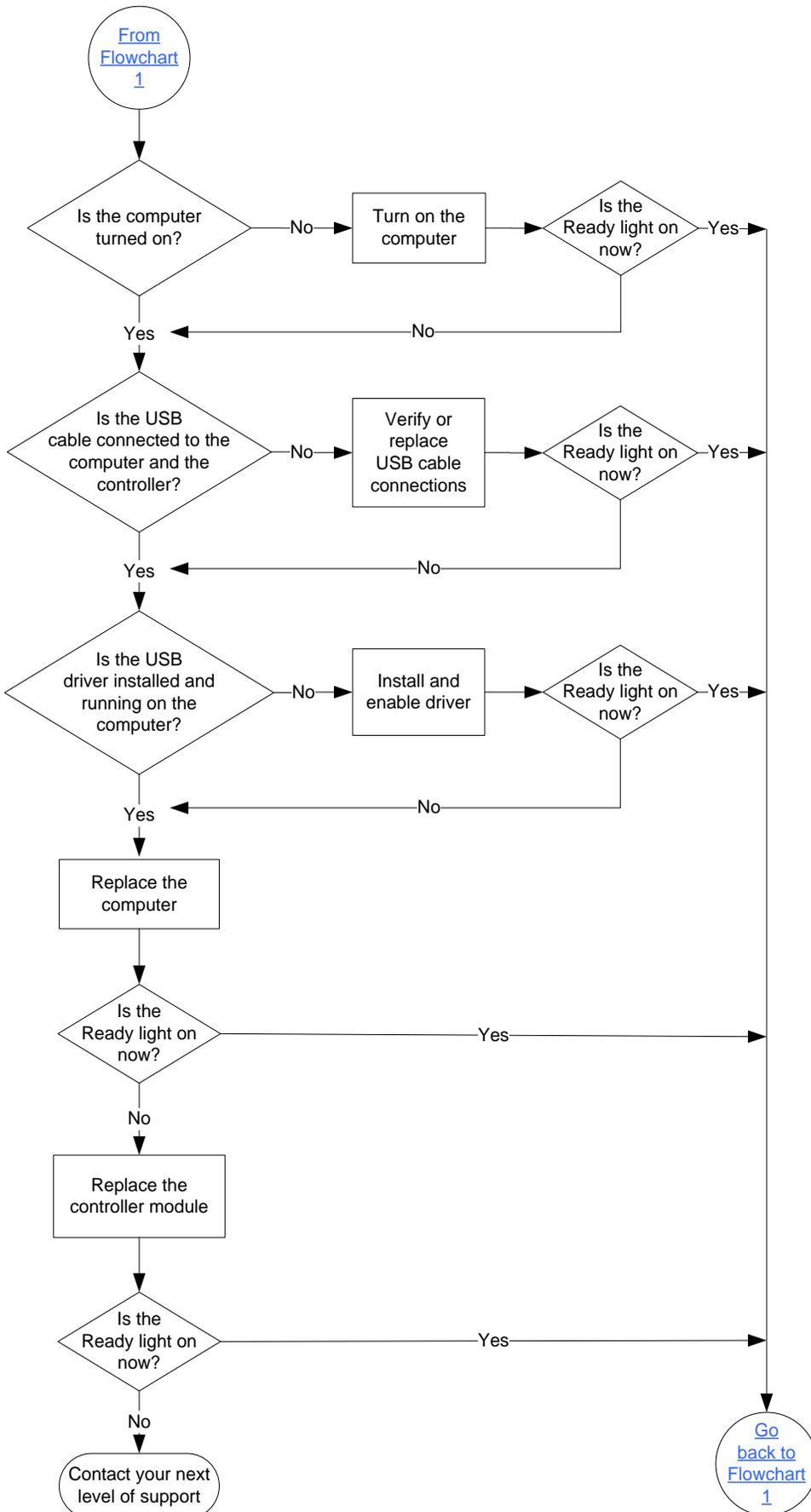
A flashing green Ready light can be normal, if you want touch-only operation of the interactive whiteboard. If you want to use the SMART Board tools or the pen tray pens, go to Flowchart 4.

A solid green Ready light indicates normal operation. To diagnose issues that can occur in other components of the interactive whiteboard, go to Flowchart 5.

A flashing or solid amber Ready light indicates that you need to reset the controller. If the issue persists, you may have to reflash the firmware, or replace the controller. Contact your next level of support.

If none of these descriptions applies to the Ready light, contact your next level of support.

## Flowchart 2: Ready Light Not On



Non-powered USB hubs or repeaters can't provide enough power to the interactive whiteboard. Connect the interactive whiteboard directly to the computer.

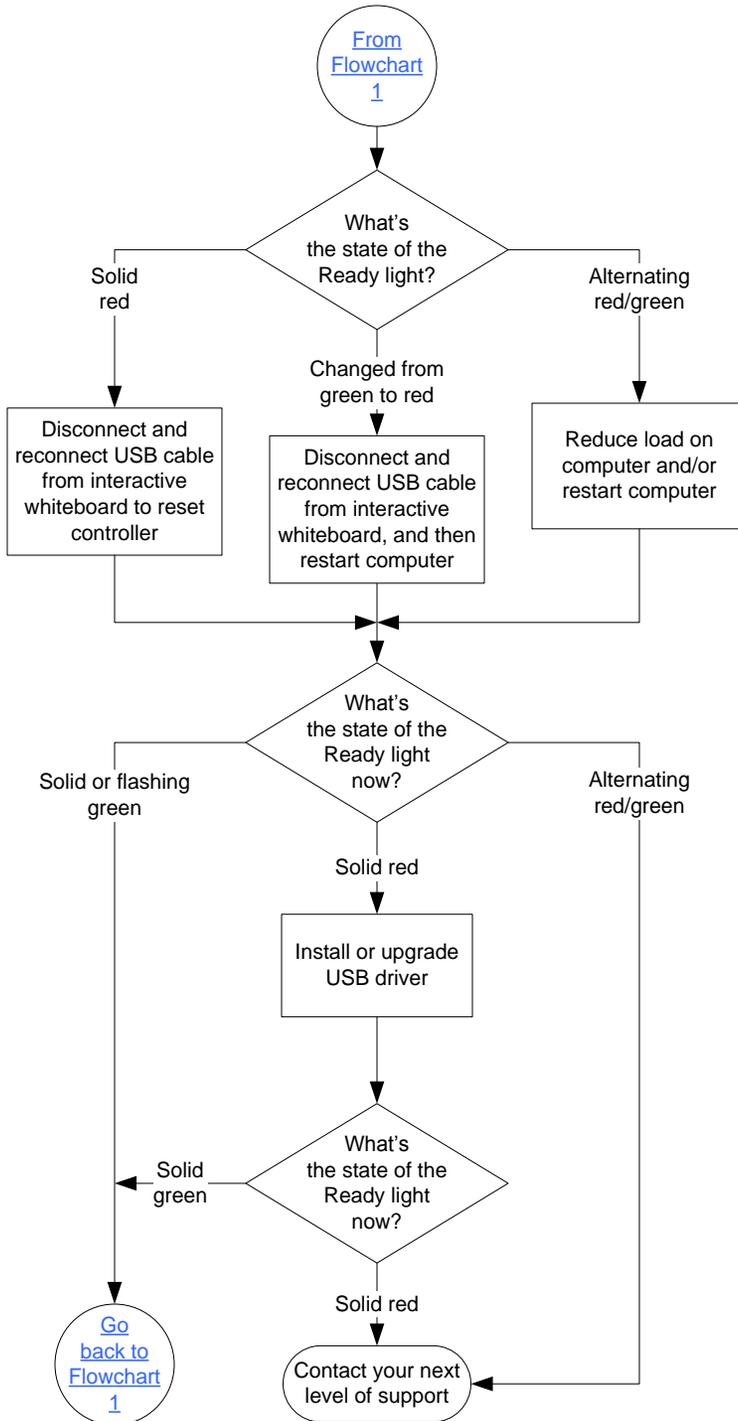
If you haven't installed a USB driver on the computer, the USB port is unable to provide power to the interactive whiteboard.

If possible, replace the computer with one that you previously used successfully with a SMART Board interactive whiteboard. Refer to the product specifications for minimum computer hardware and software requirements.

Replace the controller module with one that you previously used successfully with an interactive whiteboard.

### Flowchart 3: Ready Light Red

A red Ready light indicates that the interactive whiteboard is receiving power, but isn't communicating with the computer. Pen tray LEDs don't turn on and the screen isn't responsive to touch.



Disconnect and then reconnect the USB cable at both ends to reset the interactive whiteboard and re-establish the connection.

If the Ready light changed from green to red while the computer was running, the computer could've become unresponsive. Restart your computer.

A powered USB hub or extender may have failed or become disconnected from the computer. Check the connections or replace the failed component.

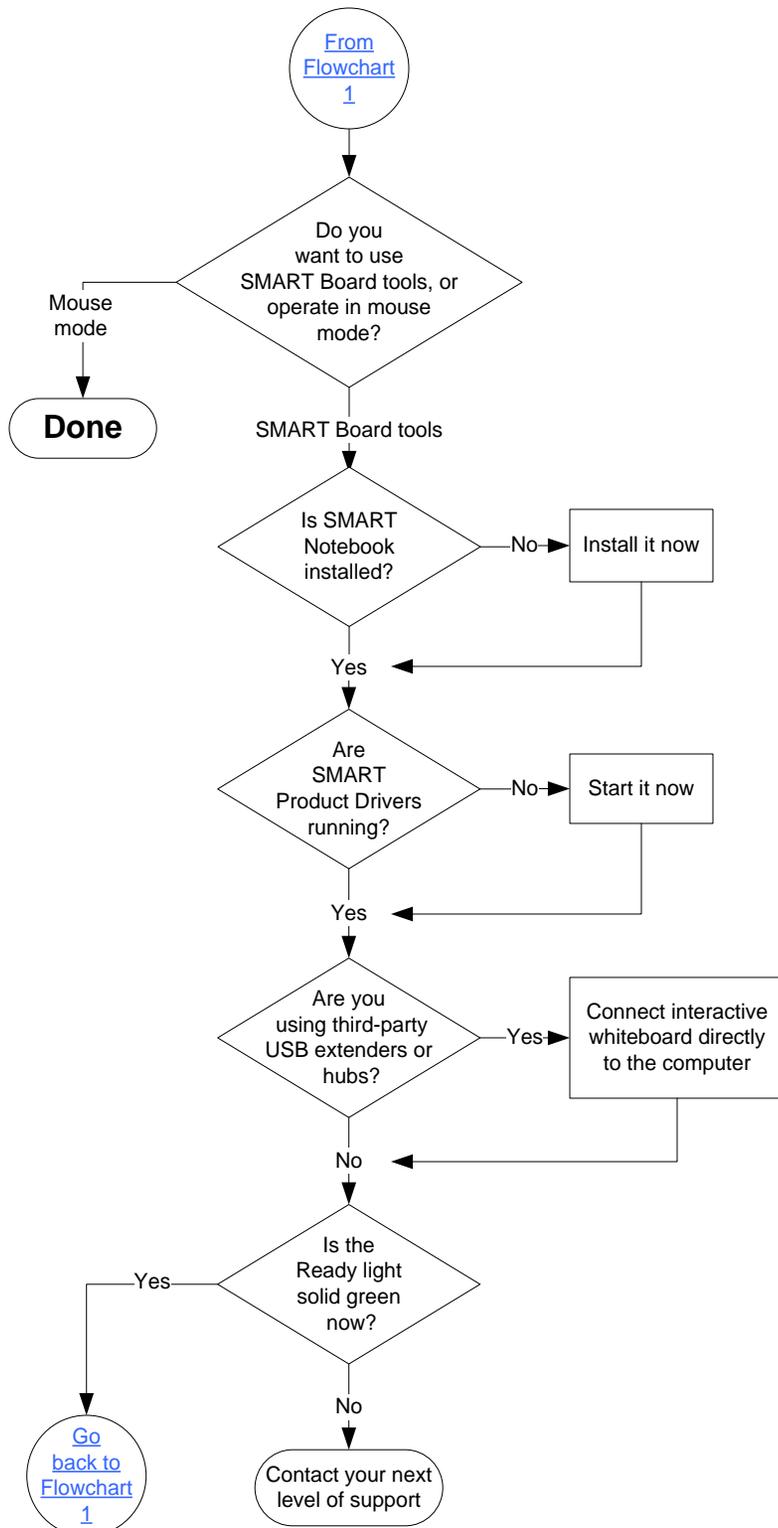
An alternating red/green light could indicate that your computer is running too many applications or doesn't meet minimum hardware and software requirements. Reduce the load on the computer by closing unnecessary applications, or replace it with a more powerful computer.

Make sure that the operating system has all USB HID drivers and current upgrades installed.

## Flowchart 4: Ready Light Flashing Green

### NOTES

- This is the normal mouse mode state when SMART Product Drivers aren't installed on your computer.
- This mode can be useful for occasional or guest users who don't require the use of SMART Board tools or pen tray functions.
- Before you can use the SMART Board tools or the pen tray pens and eraser, SMART Product Drivers must be running. If the SMART Board icon doesn't appear in the Windows notification area or the Mac Dock, you must start SMART Product Drivers.



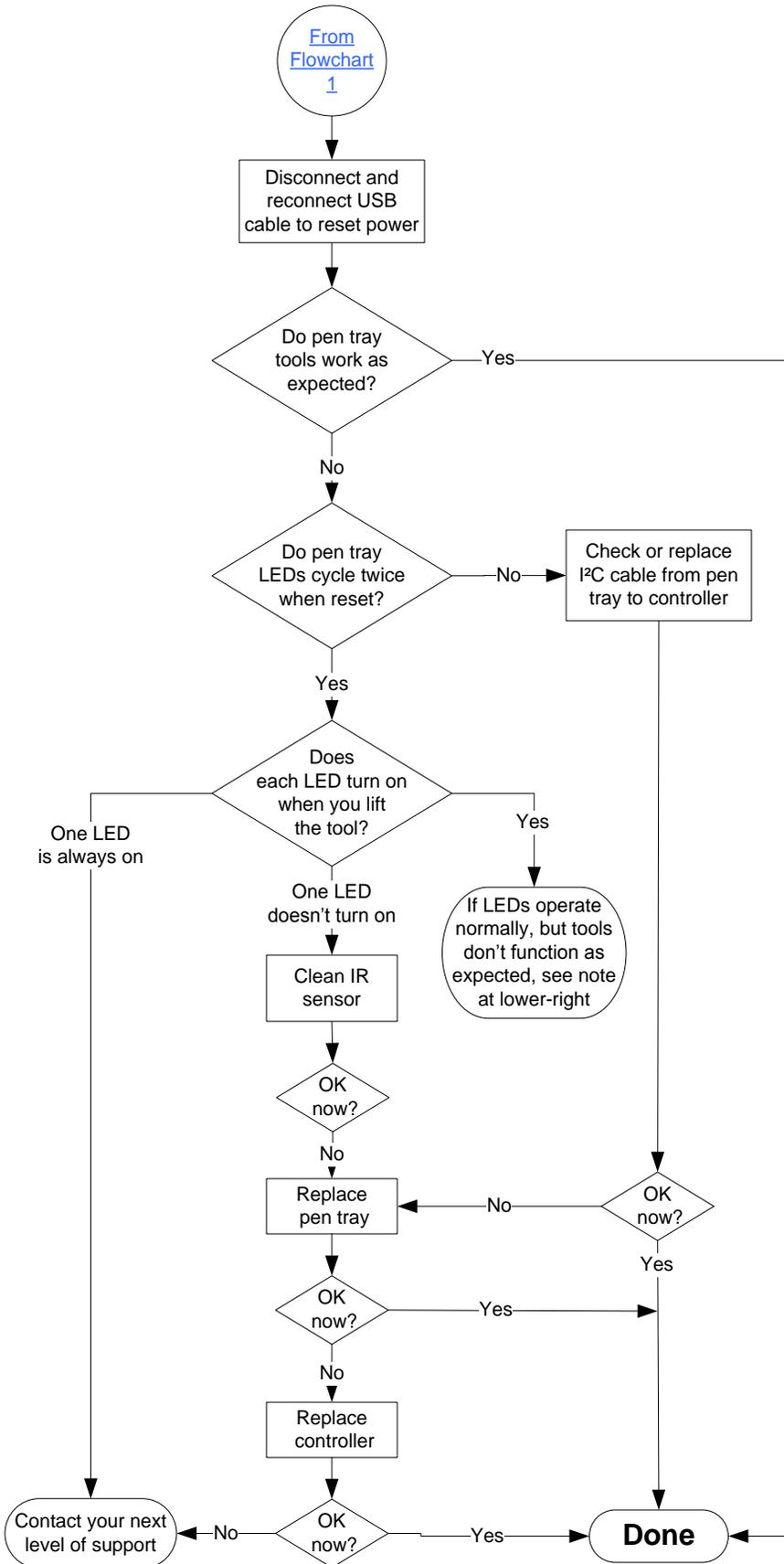
Remember that you might not want to use SMART Board tools or the pen tray pens. See the notes above.

Install SMART Notebook™ software from the CD included with your interactive whiteboard, or download it from the [SMART support website](#).

To determine whether the SMART Board service is running, open the SMART Board control panel and check the message that appears at the bottom. Start the service if it isn't running. For information on how to start SMART Board service, see [document 133367](#).

If your interactive whiteboard still isn't operating normally, contact SMART Technical Support at [www.smarttech.com/contactsupport](http://www.smarttech.com/contactsupport).

## Flowchart 5: Ready Light Solid Green But Pen Tray Tools Don't Work As Expected



When you disconnect and reconnect the USB cable to reset the power, all of the pen tray LEDs flash sequentially twice, indicating successful communication with the controller. If they flash continuously, contact your next level of support.

A solid green Ready light indicates that the controller is operating normally. If the pen tray failed or isn't communicating with the controller, the interactive whiteboard will still operate in mouse mode.

- Check that the tools are placed properly in their pen tray recesses.
- Obstructed or dirty infrared (IR) sensors in the pen tray recesses can prevent the detection of pen or eraser removal.
- Remove any obstructions, and then clean the infrared sensors with a cotton swab and glass cleaner.
- If a sensor or the pen tray has failed, contact your next level of support.

**NOTE:** If another user has reassigned the pen, eraser or pen tray button functions, you can return them to normal operation using the SMART control panel.