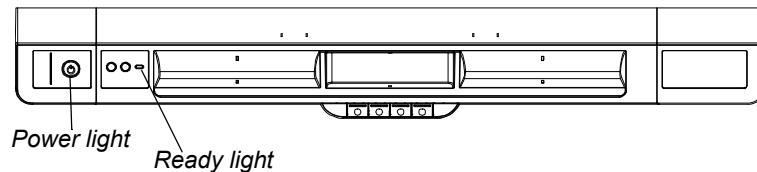# Knowledge Base

Using the Ready light to troubleshoot the SMART Board™ 800 series interactive whiteboard

You can use the Ready light as a starting point for troubleshooting problems with the SMART Board™ 800 series interactive whiteboard.
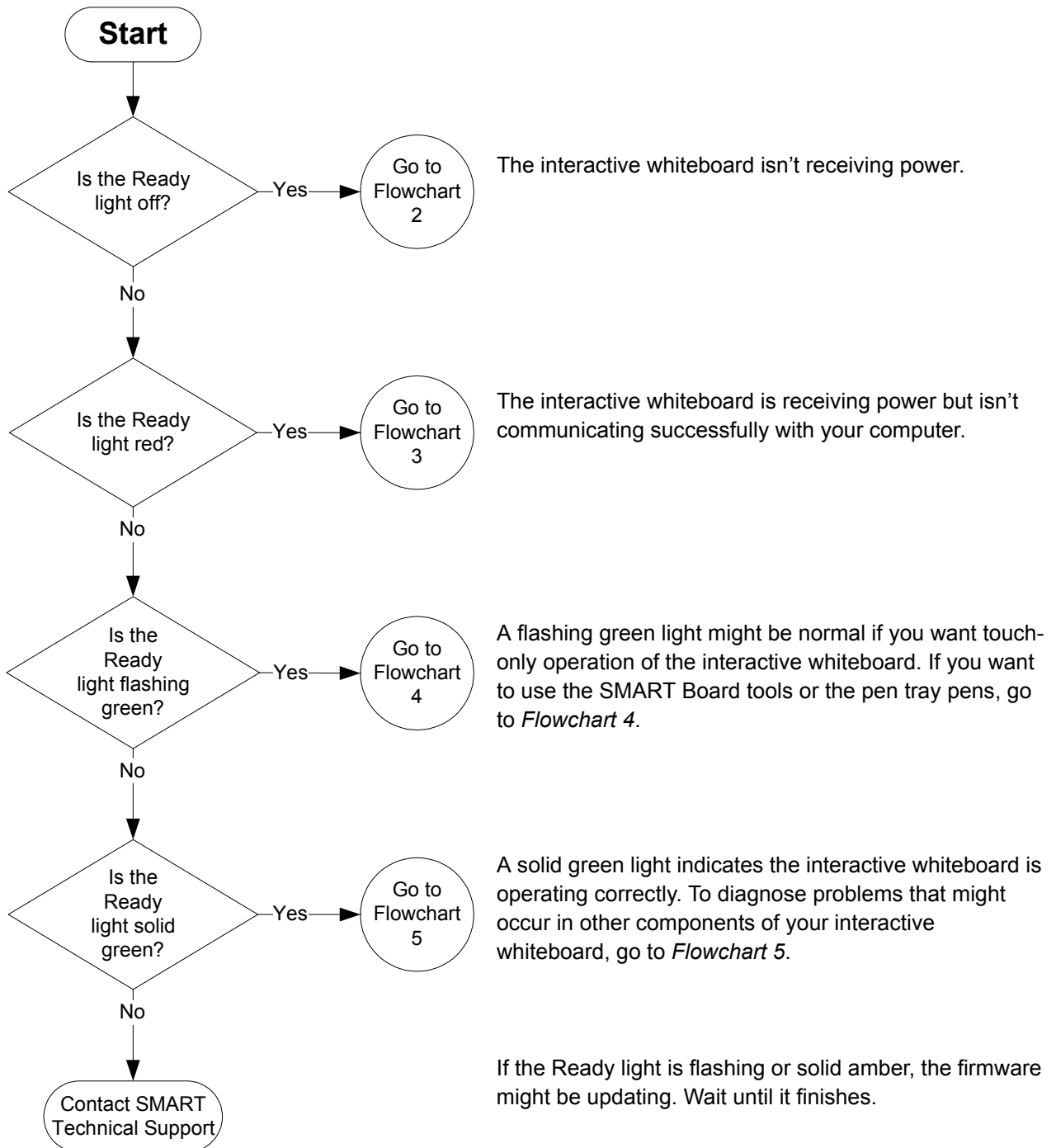
The Ready light indicates the status of the interactive whiteboard. It's located on the left side of the pen tray beside the Help button.

Power light
Ready light

The following table shows the Ready light's normal states.

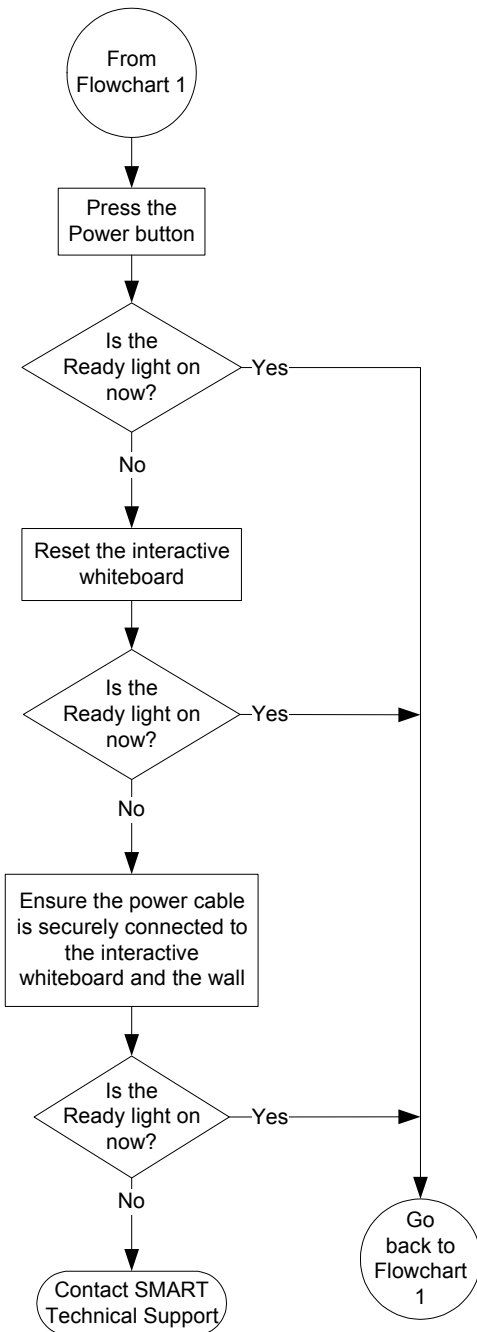| Ready light state	Meaning
Off	Your interactive whiteboard is in standby mode.
Solid red	Your interactive whiteboard is receiving power from the power cable, but isn't communicating with a computer.
Flashing green	Your interactive whiteboard is receiving power and is communicating successfully with your computer's USB HID driver. SMART Product Drivers isn't installed.
Solid green	Your interactive whiteboard is receiving power and is communicating successfully with SMART Product Drivers.
Flashing amber	The controller is in service mode or its firmware is being updated.

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Flowchart 1: Getting started

Start

Is the Ready light off? —Yes→ Go to Flowchart 2

The interactive whiteboard isn't receiving power.

↓ No

Is the Ready light red? —Yes→ Go to Flowchart 3

The interactive whiteboard is receiving power but isn't communicating successfully with your computer.

↓ No

Is the Ready light flashing green? —Yes→ Go to Flowchart 4

A flashing green light might 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*.

↓ No

Is the Ready light solid green? —Yes→ Go to Flowchart 5

A solid green light indicates the interactive whiteboard is operating correctly. To diagnose problems that might occur in other components of your interactive whiteboard, go to *Flowchart 5*.

↓ No

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If the Ready light is flashing or solid amber, the firmware might be updating. Wait until it finishes.

Flowchart 2: The Ready light is off

When the Ready light is off, the interactive whiteboard isn't receiving power.

From Flowchart 1

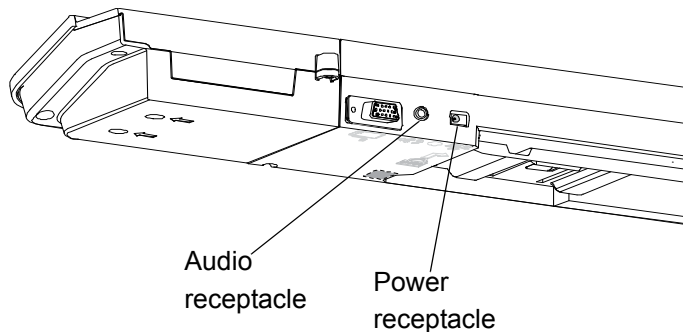Press the Power button

Is the Ready light on now? —Yes—

No

Reset the interactive whiteboard

Is the Ready light on now? —Yes—

No

Ensure the power cable is securely connected to the interactive whiteboard and the wall

Is the Ready light on now? —Yes—

No

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Go back to Flowchart 1

If the computer is in standby mode, the Power button on the pen tray is off. Press the Power button or touch the interactive surface to wake up the computer.

To reset the interactive whiteboard, use a long, narrow object, such as a ball-point pen, to press the recessed Reset button briefly (less than three seconds). Alternatively, disconnect the power cable from the wall, and connect it again.
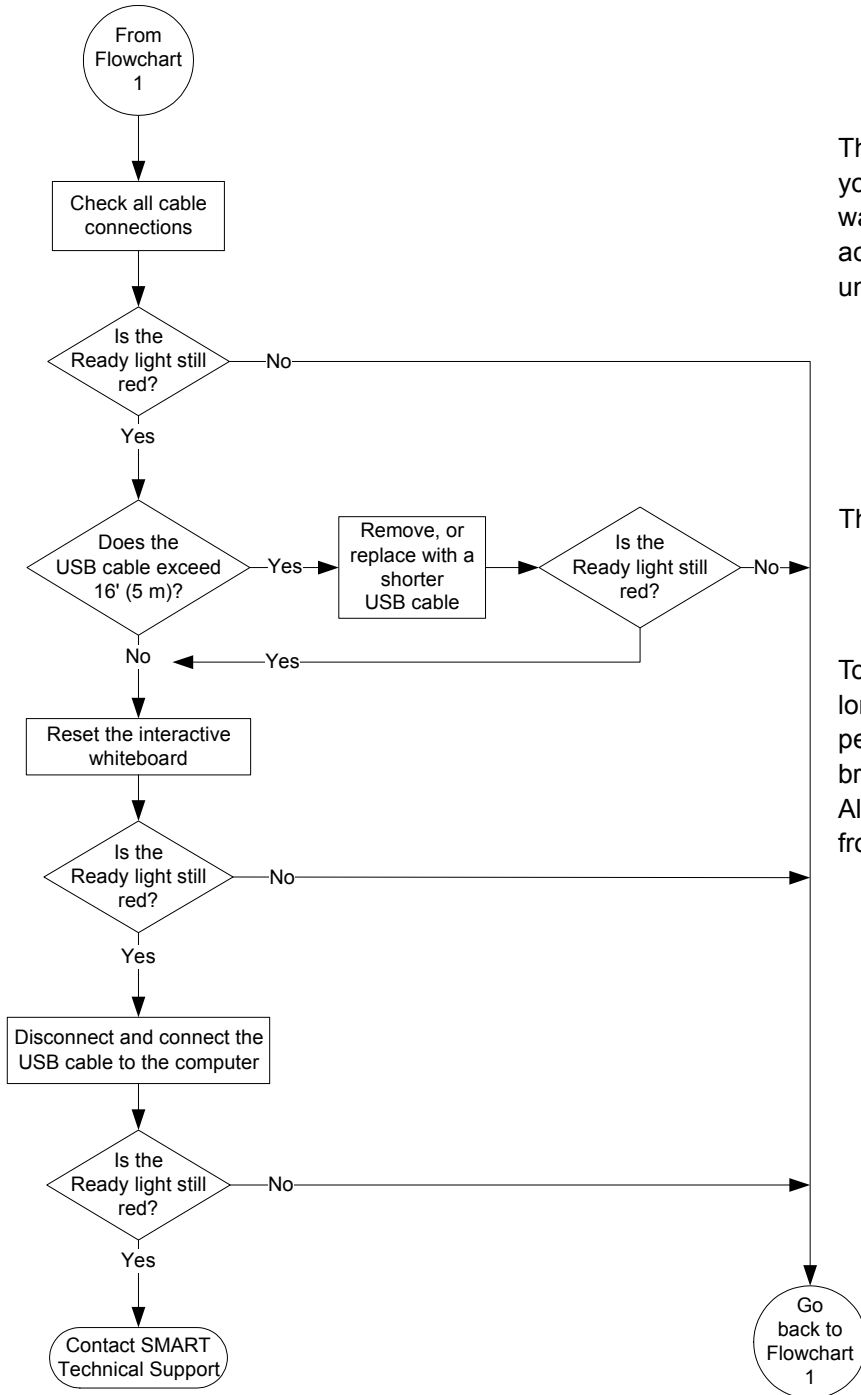
When you reset the interactive whiteboard, all the pen tray LEDs flash sequentially twice, indicating successful communication with the controller. If they flash continuously, contact SMART Technical Support.

Check that the power cable is connected to the correct receptacle. The audio and power receptacles are located beside each other on the back of the pen tray.

Audio receptacle

Power receptacle

Flowchart 3: The Ready light is red

A red Ready light indicates that the interactive whiteboard is receiving power, but isn't communicating successfully with your computer. In most cases, pen tray LEDs won't turn on and the screen isn't responsive to touch.

The interactive whiteboard is connected to your computer with a USB cable, and to the wall outlet with a power cable. You can access these cables by reaching underneath the pen tray.
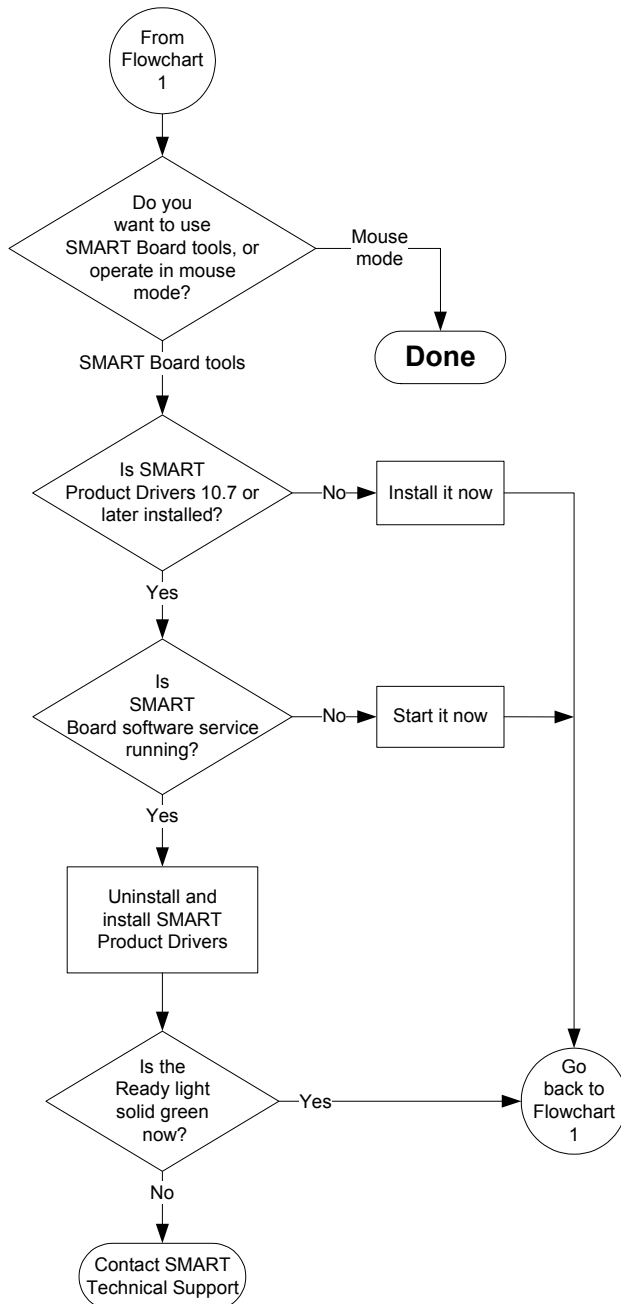
The USB cable must not exceed 16' (5 m).

To reset the interactive whiteboard, use a long, narrow object, such as a ball-point pen, to press the recessed Reset button briefly (less than three seconds). Alternatively, disconnect the power cable from the wall, and connect it again.

Flowchart 4: The Ready light is flashing green

This is the normal mouse mode state when SMART Product Drivers isn'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 installed and running. If the SMART Board icon doesn't appear in the Windows® notification area or Mac Dock, you must start SMART Product Drivers.

From Flowchart 1

Do you want to use SMART Board tools, or operate in mouse mode? — Mouse mode → **Done**

SMART Board tools

Is SMART Product Drivers 10.7 or later installed? — No → Install it now

Yes

Is SMART Board software service running? — No → Start it now

Yes

Uninstall and install SMART Product Drivers

Is the Ready light solid green now? — Yes → Go back to Flowchart 1

No

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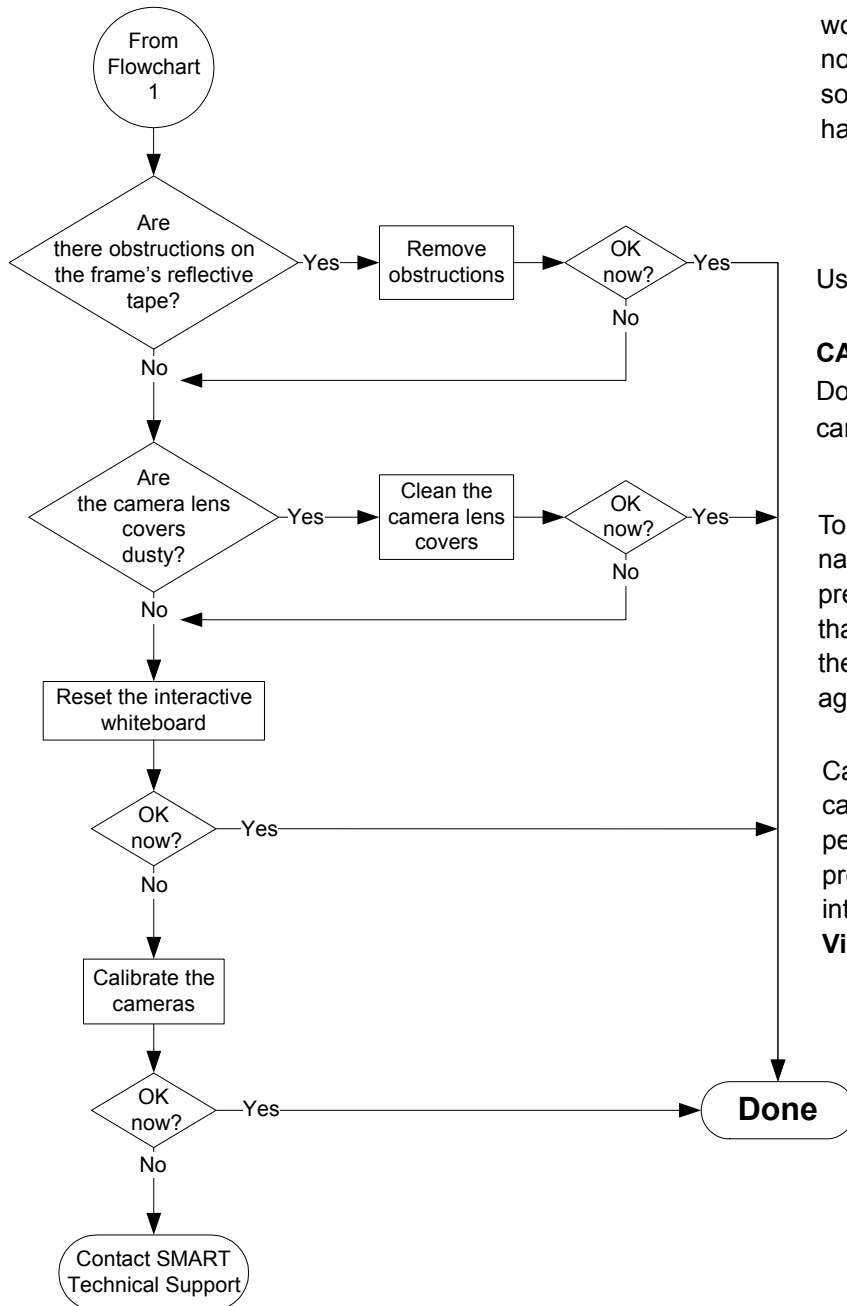Remember that you might not want to use SMART Board tools or the pen tray pens. See above.

Install SMART Product Drivers from the CD included with your interactive whiteboard, or download it from smarttech.com/downloads. To use all the features of the SMART Board 800 series interactive whiteboard, download and install SMART Notebook™ collaborative learning software, or SMART Meeting Pro™ or SMART Meeting Pro Premium software.

To determine whether the SMART Board software service is running, open the SMART software control panel and check the message that appears at the bottom. Start SMART Board software service if it isn't running. For information on how to start the service, see *Starting SMART Board Service* (smarttech.com/kb/133367).

Flowchart 5: The Ready light is solid green but the interactive whiteboard doesn't work as expected

A solid green Ready light indicates that the interactive whiteboard is operating correctly. However, if the pen tray tools don't work as expected, or the interactive whiteboard isn't sensitive to touch, use the following flowchart to troubleshoot your interactive whiteboard.

If another user has reassigned the pen, eraser or pen tray button functions, the tools might not work as expected. You can return them to normal operation by using the SMART software control panel to change SMART hardware settings.

Use a soft cloth to dust the camera lens covers.

CAUTION:
Do not use compressed air to clean the cameras or the lens covers.

To reset the interactive whiteboard, use a long, narrow object, such as a ball-point pen, to press the recessed Reset button briefly (less than three seconds). Alternatively, disconnect the power cable from the wall, and connect it again.

Calibrate the cameras to ensure that the cameras accurately track your finger and the pens. To calibrate the cameras, ensure your projector's image fills as much of the interactive surface as possible, and then select **View > SBX800/SBID8070i Bar > Calibrate**.

From Flowchart 1

Are there obstructions on the frame's reflective tape?
— Yes → Remove obstructions → OK now? — Yes →
No ↓

Are the camera lens covers dusty?
— Yes → Clean the camera lens covers → OK now? — Yes →
No ↓

Reset the interactive whiteboard
↓
OK now? — Yes →
No ↓

Calibrate the cameras
↓
OK now? — Yes → **Done**
No ↓

Contact SMART Technical Support

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