

Troubleshooting guide for the SMART Board™ 6052i interactive display

Use the following table to find troubleshooting topics related to your issue.

Issue	Troubleshooting topics
You don't know how to set up your interactive display.	See <i>Setting up your interactive display</i> on page 3.
You can't see your computer desktop on your interactive display.	See <i>Resolving blank-screen issues</i> on page 4.
Your interactive display image is low quality.	See <i>Resolving low quality image issues</i> on page 5.
You don't have touch interactivity with your interactive display.	See <i>Resolving touch interactivity issues</i> on page 6.
You can't draw with digital ink.	See <i>Resolving digital ink issues</i> on page 9.
Your digital ink is low quality or inconsistent.	See <i>Resolving digital ink quality issues</i> on page 10.
You don't hear sound when you play a video or sound file on your interactive display.	See <i>Resolving sound issues with external speakers attached</i> on page 11.

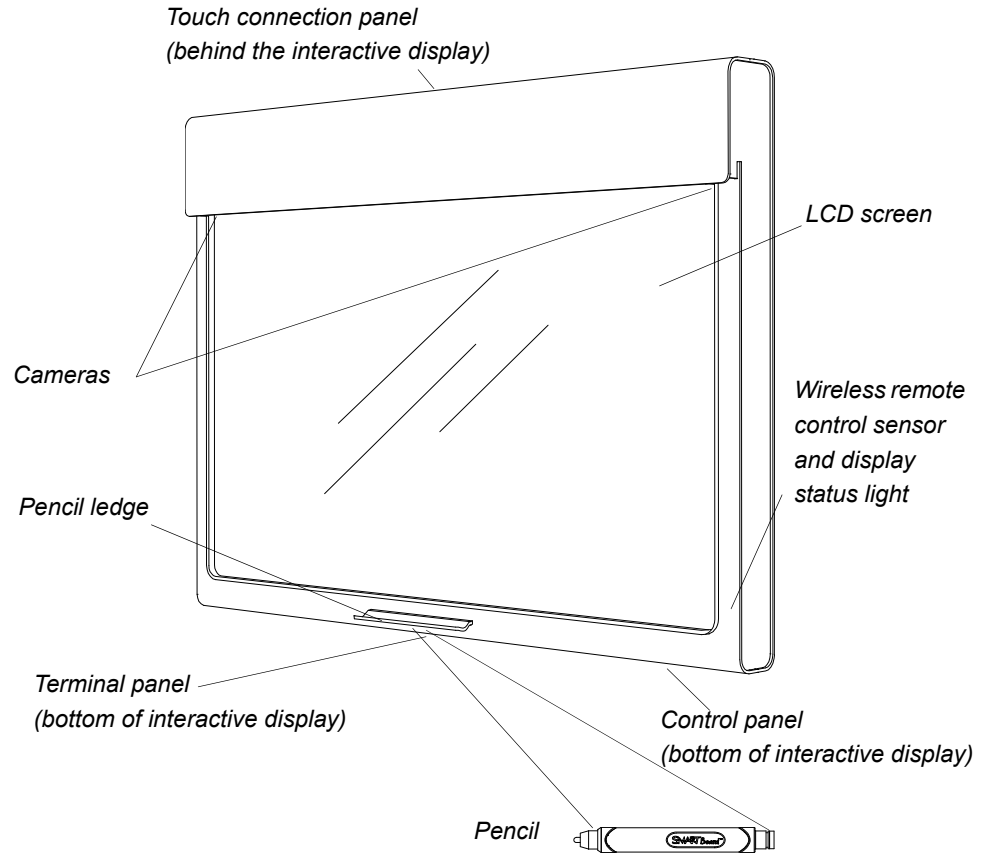
 **IMPORTANT**

There are no built-in speakers on your interactive display. You must connect external speakers to have sound.

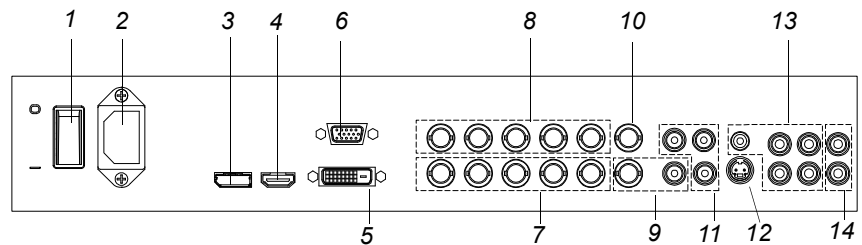
Other troubleshooting resources

- [NEC Multisync S521 User's Manual](#)
- [SMART Board 6052i Interactive Display Installation and User's Guide](#)

Parts of your interactive display



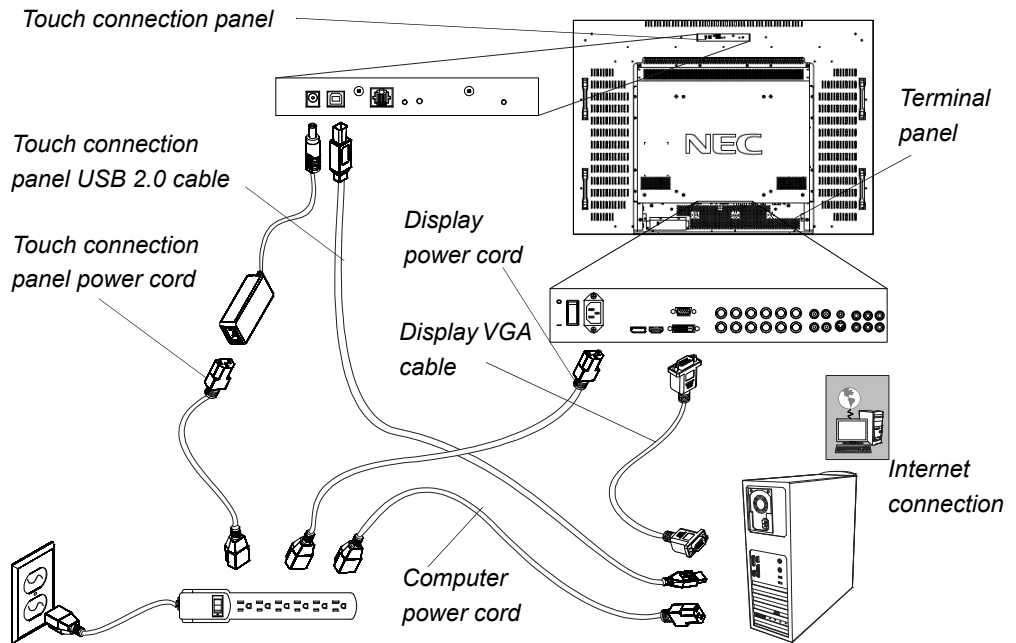
Interactive display bottom terminal panel



1	Main power switch	8	RGB/HV out
2	AC in	9	Video in
3	Display port	10	Video out (BNC)
4	HDMI	11	DVD/HD (RCA)
5	DVI in (DVI-D)	12	S-Video in
6	VGA in	13	Audio in 1, 2, 3
7	RGB/HV in	14	Audio out

Setting up your interactive display

Some interactive display issues are caused by incorrect or insecure cabling connections. Use the diagram and steps below to resolve these issues.



To set up your interactive display

1. Connect the supplied VGA cable or an HDMI cable (not supplied) from your computer's video output connection to your interactive display's terminal panel (see page 2).
2. Connect the supplied USB 2.0 cable from the touch connection panel to a USB 2.0 connector on your computer.



NOTE

USB 1.1 connections result in reduced performance.

3. Connect the supplied power cable from the AC connector in your interactive display's bottom terminal panel (see page 2) to the AC power outlet.
4. Connect the supplied power cable from the touch connection panel of your interactive display to the AC power outlet.
5. Connect the power cable from your computer to the AC power outlet.
6. Turn on the main power switch on the interactive display's terminal panel.
7. Connect your computer to the Internet, if available.

Resolving blank-screen issues

Use the following troubleshooting table when you attempt to turn on your interactive display and you don't see an image on its screen.

Begin by looking at the display status light in the wireless remote control sensor screen located in the lower right corner of your interactive display (see page 2).

Symptom	Possible causes	Actions
You don't see the display status light in the wireless remote control sensor screen.	Your interactive display isn't plugged in.	Connect your interactive display power cable to a power connector (see page 3).
	The main power switch is turned off.	Turn on the main power switch on the terminal panel (see page 2).
The display status light in the wireless remote control sensor screen is red.	Your interactive display is turned off.	Press the power button on the remote or your interactive display's control panel.
When you turn on your interactive display, you see a "No input signal" message and the display status light turns red again.	Your computer isn't turned on.	Turn on your computer.
	Your computer isn't connected to your interactive display.	Connect your computer to your interactive display with a VGA cable (see page 3).
The display status light is green and the screen is blank.	Your computer is in standby mode.	Touch the screen. OR Press a key on the keyboard. OR Move your mouse.

Resolving low quality image issues

Use the following troubleshooting table when the image you see on your interactive display is low quality or not what you expect.

You can often resolve these issues by tightening video connections. You can also make display adjustments with the on-screen menu, or perform a factory reset (see below) to restore all defaults.

For more information on the on-screen menu, see the [NEC Multisync S521 User's Manual](#).

Symptom	Possible causes	Actions
The image is too large or doesn't completely fill your interactive display.	Your computer's video resolution settings don't match your display's native resolution.	Change your computer's screen resolution to the recommendations in the NEC Multisync S521 User's Manual .
The image is unstable, unfocused or moves.	You have a loose video connection.	Secure the VGA cable for both your computer and your interactive display.
	You computer has an ineffective video display card.	Connect a different computer. If this improves performance, consider replacing the video card in the original computer.
The image is too light, too dark or has other display issues.	You may have improper settings in your interactive display.	Use the On-Screen-Display menu button on the remote to adjust picture settings, or perform a factory reset.
There is a persistent image on your screen.	An image was displayed for too long.	Turn off your interactive display for as long as the persistent image was on the screen.


To perform a factory reset

1. Press the **Menu** button on the remote control.
2. Use the arrow keys to select **Pro Advanced**.
3. Select **FACTORY RESET > Yes**.

Resolving touch interactivity issues

Use the following troubleshooting table when you can see your computer's desktop, but you're unable to open files easily by touch.

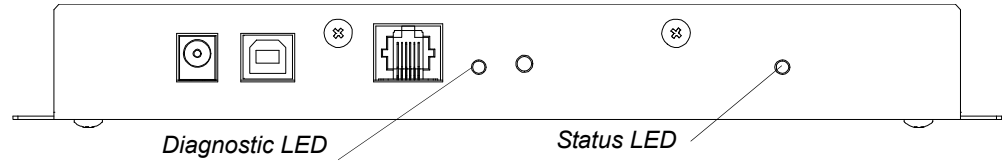
These issues are typically due to loose connections for the touch connection panel (see page 3).

Symptom	Possible causes	Actions
When you touch the screen, no cursor appears and you can't move icons.	Your touch connection panel isn't connected to your computer and a power source.	Ensure you have complete connections (see page 3).
	Your touch connection panel is unresponsive.	Disconnect the power supply for the touch connection panel for five seconds, and then reconnect it.
	Your SMART Board services aren't running.	Click the SMART Icon  , and then select Control Panel > Connection Wizard .
	Your computer doesn't recognize your interactive display due to conflicting Windows® operating system registry entries.	Refer to See <i>Correcting Registry or System Preferences File Issues</i> (document 135245).
Your cursor is erratic or jumps locations.	Your touch connection panel is unresponsive, possibly due to static.	Unplug the power supply for the touch connection panel for five seconds, and then reconnect it.

Symptom	Possible causes	Actions
A cursor appears when you touch the screen, but it is in the wrong location.	Your interactive display isn't calibrated.	Calibrate your interactive display. Refer to the SMART Board 6052i Interactive Display Installation and User's Guide .
	You aren't touching the screen at right angles.	See <i>Touching and Drawing on Your SMART Board Interactive Whiteboard is Inaccurate</i> (document 131299) for more details.
An area of the screen doesn't respond to your touch.	Something is blocking the cameras.	Ensure nothing is taped to the screen or blocking the cameras (see page 2).
	Bright lights are interfering with the cameras.	Close any blinds and shades or dim all halogen and LED lights.
Touch interactivity is slow or sluggish.	Your computer doesn't meet requirements.	Upgrade your computer or replace it with a more powerful computer.
	Your computer is running too many applications.	Close some open applications.
	You haven't used a USB 2.0 cable to connect your interactive display to your computer.	Use a USB 2.0 cable and ensure it is connected to a USB 2.0 connector on your computer.
You are unable to use multitouch gestures.	Multitouch gestures aren't activated. OR You aren't familiar with gestures.	Refer to <i>Using Touch Gestures with Your SMART Board Interactive Display</i> (document 144789).
	You have conflicting registry entries.	Refer to <i>Correcting Registry or System Preferences File Issues</i> (document 135245).


To troubleshoot using LED status and diagnostic lights

1. Observe the diagnostic and status lights on the touch connection panel behind the interactive display.





2. Use the following table



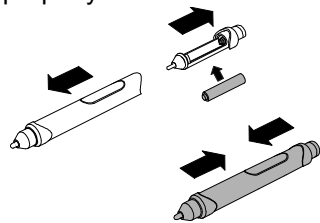
Diagnostic LED	Status LED	Touch connection panel condition	Solution
Off	Off	Touch connection panel is turned off or power cable is disconnected.	Connect the power cable to the touch connection panel.
Off	Flashing green	Software is starting or touch connection panel is initializing.	Don't touch your panel until initializing is complete.
Green OR Alternating green and orange	Green	Touch connection panel is functioning within normal parameters.	None.
Flashing green	Green	No SMART software detected.	Start SMART software.
Green OR Alternating green and orange	Red	Error detected.	Run the <i>SMART Connection Wizard's</i> troubleshooting procedures to determine the cause.
Flashing red	Red	No USB connection.	Check the cable between the touch connection panel and computer.
Flashing green	Red	No SMART software detected.	Start SMART software, and then run the <i>SMART Connection Wizard's</i> troubleshooting procedures.
Flashing orange	Red	SMART software isn't responding.	Restart your computer.

Diagnostic LED	Status LED	Touch connection panel condition	Solution
Green OR Alternating green and orange	Flashing orange	Touch connection panel is updating firmware.	Wait for the update to finish.
Flashing green	Flashing orange	No USB connection.	Check the cable between the touch connection panel and the computer.
			 CAUTION To avoid memory loss, do not disconnect the cable.
Red	Flashing orange	Corrupted firmware.	Run the <i>SMART Firmware Upgrade Wizard</i> .
Off	Flashing orange	Computer is in Standby mode.	Turn on the computer.

Resolving digital ink issues

Use the following troubleshooting table when you can easily move icons on your interactive display screen with your finger, but you can't draw in digital ink with your pencil.

Symptom	Possible causes	Actions
The SMART Board icon  or the SMART Meeting Pro icon  doesn't appear in the notification area (Windows computers) or Dock (Mac computers).	SMART software isn't running.	Open the SMART Board Drivers folder in your list of programs, and then select SMART Board Tools.
	SMART software isn't installed.	Download and install SMART software from the Software downloads page . Your interactive display includes either SMART Meeting Pro Premium or SMART Notebook software.

Symptom	Possible causes	Actions
There is a red X on your SMART Board  or SMART Meeting Pro  icon.	Your computer can't find your interactive display.	Confirm that your interactive display's touch connection panel is connected to both your computer and a power source (see page 3).
You see the SMART Board or SMART Meeting Pro icon, but you can't draw in digital ink with the pencil.	The pencil's batteries are weak, dead or backwards in the pencil.	Ensure the pencil batteries are fresh and oriented properly. 
	The pencil nib is worn.	Replace the pencil nib.
	Either the SMART Board diagnostics window or SMART Board control panel is open.	Close the SMART Board diagnostics window and the SMART Board control panel.

Resolving digital ink quality issues

Use the following troubleshooting table when digital ink quality is reduced.

Symptom	Possible causes	Actions
Gaps appear in digital ink lines or areas of the screen are inactive.	The camera view is obstructed.	Remove anything blocking the cameras' views.
You can write in digital ink, but it is slow or sluggish.	Your computer doesn't meet requirements.	Upgrade your computer or replace it with a more powerful computer.
	Your computer is running too many applications.	Close some open applications.
	You haven't used a USB 2.0 cable to connect your interactive display to your computer.	Use a USB 2.0 cable and ensure it is connected to a USB 2.0 connector on your computer.

Resolving sound issues with external speakers attached

Use the following troubleshooting table when you're playing a video or sound file, but your speakers aren't producing sound.



IMPORTANT

Your interactive display does not include built-in speakers. Ensure that you have speakers connected to your interactive display.

To connect speakers to your interactive display

1. Connect your speakers to the interactive display's terminal panel (see page 2).
2. Connect your speakers to a power source, if required.
3. Connect your computer's audio out connector to your interactive display's audio in connector.

OR

If you use an HDMI connection instead of a VGA cable to connect your computer and your interactive display, you don't need an independent audio connection.

If you do have speakers connected, consult the following table.

Symptom	Possible causes	Actions
There is no sound when you're playing a file with sound.	Your computer is muted.	Turn off the mute setting.
	Your computer volume is too low.	Turn up the volume on your computer.
	Your speakers have an on/off switch and are turned off.	Turn on your speakers.
	Your speaker volume is too low.	Turn up the volume on your speakers.
	Your interactive display volume is too low.	Use the remote to turn up the volume on your interactive display.
	Your interactive display is muted.	Turn off the mute setting using the wireless remote control or the control panel.

Customer support

Online information and support

Visit www.smarttech.com/support to view and download user's guides, how-to and troubleshooting articles, software and more.

Training

Visit www.smarttech.com/trainingcenter for training materials and information about our training services.

Technical support

If you experience difficulty with your SMART product, please contact your local reseller before contacting SMART Technical Support. Your local reseller can resolve most issues without delay.

NOTE

To locate your local reseller, visit www.smarttech.com/Where+To+Buy.

All SMART products include online, telephone, fax and e-mail support:

Online	www.smarttech.com/contactsupport
Telephone	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada) (Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)
Fax	+1.403.806.1256
E-mail	support@smarttech.com

Shipping and repair status

Contact SMART's Return of Merchandise Authorization (RMA) group, Option 4, +1.866.518.6791, for shipping damage, missing part and repair status issues.

General inquiries

Address SMART Technologies
3636 Research Road NW
Calgary, AB T2L 1Y1
CANADA

Switchboard +1.403.228.5940 or
Toll Free 1.866.518.6791 (U.S./Canada)

Fax +1.403.228.2500

E-mail info@smarttech.com

Warranty

Product warranty is governed by the terms and conditions of SMART's "Limited Equipment Warranty" that shipped with the SMART product at the time of purchase.

Registration

To help us serve you, register online at www.smarttech.com/Product+Registration.