

# SMART Table™ 230i

interactive learning center

Hardware user's guide

Extraordinary made simple™

SMART™

# Product registration

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at [smarttech.com/registration](http://smarttech.com/registration).

Keep the following information available in case you need to contact SMART Support.

Serial number:

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Date of purchase:

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One or more of the following patents: US6326954 and US7151533. Other patents pending.

10/2011

# Important information



## WARNING

- Failure to follow the installation instructions shipped with your SMART Table™ interactive learning center could result in personal injury and product damage.
- Ensure that any cables extending across the floor to your SMART product are properly bundled and marked to prevent a trip hazard.
- Make sure an electrical socket is near your SMART product and remains easily accessible during use.
- Lock the casters before allowing children to use your table.
- Do not climb (or allow children to climb) on your table. Climbing on your table could result in personal injury and product damage.
- To reduce the risk of fire or electric shock, do not expose your SMART product to rain or moisture.
- Use caution when servicing your table's internal parts even after you disconnect the power. The uninterruptible power supply (UPS) continues to provide dangerous voltages to the computer and projector after you disconnect the AC power source.
- Do not stare (or allow children to stare) directly into the projector's beam of light.
- Do not attempt to service the projector other than by performing routine lamp replacement. Only an authorized service provider should provide service. Aside from the lamp module, there are no users-serviceable parts inside the unit.
- Do not remove any screws other than those specified in the lamp replacement instructions.
- Do not touch or replace the projector lamp (which will be very hot) for at least an hour after shutdown. Touching the lamp can cause severe burns.
- Do not puncture, crush, heat or disassemble the remote control battery, expose it to fire or any liquid, short its terminals, or abuse the battery in any other way because this may cause the battery to explode or ignite, and could cause a fire or personal injury.
- If the remote control battery leaks, ensure that you do not get battery fluid in your eye. If you do, immediately rinse the affected eye with water and seek medical attention.

## IMPORTANT INFORMATION

- Do not install the remote control battery backwards or reverse its polarity. Do not install battery types other than the one specified in the documentation. Both of these actions can cause damage to the remote control and can cause a fire or personal injury.

### CAUTION

- Disconnect the power cable only after you turn off the table as documented in this guide and the indicator lights and fans turn off. Disconnecting the power cable at any other time can shorten the life of the projector lamp.
- Do not place cords, boxes or other items on the surface of your table. Doing so can scratch the surface.
- If your SMART product becomes wet, dry it completely before turning it on.
- SMART Technologies recommends that you use the remote control to complete only the procedures documented in this guide. Using the remote control for other purposes may change the projector's settings, which were specifically configured for the table.

### IMPORTANT

- Do not operate your table's projector in environments that are higher than 10,000' (3,000 m) above sea level.
- Your SMART Table is sensitive to infrared radiation and can interpret bright light as touches. It could be necessary to turn off or remove any pot lights or other incandescent lighting in the room and move your table away from bright windows, or close any open blinds or curtains before using your SMART Table.
- Your table's surface does not respond to touch until the computer completes its startup process. Wait 30 to 60 seconds after you turn on your table before you touch the surface.
- Before you clean your table, turn it off so that you do not inadvertently start applications when you wipe the surface.
- Do not place keyboards, mouse devices or other objects on the touch surface. The camera may interpret these objects as touches if they are placed on the touch surface.
- This product contains lithium button cell batteries in the computer and in the remote control (perchlorate material—special handling may apply).



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# Chapter 1

## Getting started

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This guide is intended for teachers and application developers. It introduces you to SMART Table software and explains how to use, maintain and troubleshoot your table.

### **i** NOTE

For information on setting up your SMART Table interactive learning center or its accessories, see the *SMART Table 230i textless installation instructions* ([smarttech.com/kb/141081](http://smarttech.com/kb/141081)) included with your SMART Table.

## About your SMART Table

Your SMART Table interactive learning center has a touch-sensitive surface. By touching the surface, students can create, select, move and resize digital objects. More than one student can touch the surface at a time. This encourages collaboration and cooperation as students learn and play together.

Using a Wi-Fi® network connection to a computer with SMART Sync™ classroom management software, teachers can



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observe students' tabletop activities from a distance, take control of the table, and capture and print the tabletop image.

SMART Table software includes interactive applications, learning activities and educational games. You can also download any of the SMART Table activity packs or applications available on the SMART Exchange™ website ([exchange.smarttech.com](http://exchange.smarttech.com)) and customize the activities using SMART Table Toolkit. Install and run the toolkit on your computer and then transfer your activity packs using a USB drive or SMART Sync software.

You can use your table with other SMART products, including the SMART Document Camera™ and SMART Notebook™ collaborative learning software, as part of an overall learning solution. For example, you can introduce a new concept to students on a SMART Board™ interactive whiteboard, and then ask the students to explore the idea in detail using the SMART Table interactive learning center.

## How your SMART Table works

Your table contains five main components:

- Computer
- Projector
- Speakers
- Camera
- Surface
- Uninterruptible power supply (UPS)

The computer runs the SMART Table software, the projector projects the computer's display onto the surface, the speakers play the computer's audio and the camera detects students' touch on the surface. Combined, these components allow students to interact with SMART Table software.

The computer, projector, speakers, camera and UPS are inside the SMART Table cabinet, and the surface is on the SMART Table top. The uninterruptible power supply (UPS) provides backup power to the computer if power is unexpectedly disconnected from the SMART Table, allowing the computer to shut down safely.

Your SMART Table uses technology based on DViT™ (Digital Vision Touch) technology to detect multiple students' touches. Other SMART products use DViT technology, including select SMART Board interactive whiteboards, SMART Board interactive displays and SMART Podium™ interactive pen displays.

## What's included with your SMART Table

Your table includes the following items:

- SMART Table USB drive
- Power cable
- Keys
- Projector remote control
- Installation instructions
- Uninterruptible power supply (UPS)
- Warranty information

### The SMART Table USB drive

The USB drive contains the SMART Table Toolkit software as well as links to user's guides. Use the USB drive to do the following:

- Install the SMART Table Toolkit on a Windows® or Mac computer
- Install new activity packs and applications on your SMART Table
- Update any SMART Table software

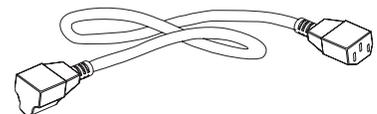


#### **i** NOTES

- The SMART Table USB drive can store up to 2 GB of files (preloaded software takes up approximately half of the storage capacity).
- If you lose your SMART Table USB drive, you can order a new one from your reseller, or you can use another USB drive to transfer files to your table. The USB drive you use must be formatted for use with Windows operating systems.

### Power cable

The power cable provided with your SMART Table is specific to your region and should work with outlets in your school.



Connect the power cable to the SMART Table following the instructions in the *SMART Table 230i textless installation instructions* ([smarttech.com/kb/141081](http://smarttech.com/kb/141081)).

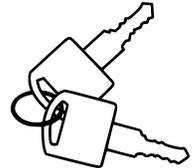
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### Getting started

If you must extend the power cable across the floor, ensure it's properly marked to prevent a trip hazard. SMART Technologies recommends that you connect the power cable to a power bar rather than directly to an outlet. If you lose the cable, or if it becomes damaged, contact your support representative for a replacement.

### Keys

The keys allow you to lock the cabinet to prevent unwanted access to the computer and projector. Store the keys in a convenient, safe location.



### Projector remote control

The projector remote control is stored on the inside of the cabinet. You don't need the remote control while using the table, but SMART recommends that you keep it inside the cabinet so you can easily locate it when you need to turn the projector on or off or to adjust the projector's settings while servicing the table.

### Installation instructions

Follow the *SMART Table 230i textless installation instructions* ([smarttech.com/kb/141081](http://smarttech.com/kb/141081)) to unpack and set up your SMART Table.

### Uninterruptible power supply (UPS)

The UPS provides power to the computer when power fails or if the power cable is disconnected during table operation. The UPS generates an audible alarm and signals the computer to shut down safely to protect the computer's operating system from damage.



#### IMPORTANT

- The UPS does not provide power to other table components. You must connect the SMART Table to a power outlet to resume normal operation.
- The UPS is not installed in your SMART Table when you receive it. You can use the table without the UPS, but SMART highly recommends that you install the UPS to protect the computer's operating system when power is accidentally or suddenly removed.

#### UPS installation instructions

Use the installation instructions provided or see *Installing the 110/120V Battery Backup in Your SMART Table ST230i* ([smarttech.com/kb/141058](http://smarttech.com/kb/141058)) or see *Installing the 220/240V Battery Backup in Your SMART Table ST230i* ([smarttech.com/kb/141684](http://smarttech.com/kb/141684)) to install and connect the UPS, and to connect the projector and computer cables.

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Getting started

### Warranty information

Retain the warranty information in case an issue occurs with your SMART Table during the warranty period.

## Using your SMART Table with other SMART products

The SMART Table complements several SMART products including SMART Board interactive whiteboards, SMART Sync software and SMART Document Cameras. You can easily transfer files from your computer directly to the SMART Table using SMART Sync software or a USB drive. You can connect a SMART Document Camera directly to the SMART Table, allowing students to capture images in real-time and explore them on the table's surface.



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After you set up your SMART Table as documented in the *SMART Table 230i textless installation instructions* ([smarttech.com/kb/141081](http://smarttech.com/kb/141081)) it's ready to use.

### CAUTION

Do not leave objects on the table's surface for extended periods.

### NOTE

Your SMART Table is sensitive to infrared radiation and can interpret bright light as touches. It could be necessary to turn off or remove any pot lights or other incandescent lighting in the room and move your table away from bright windows, or close any open blinds or curtains before using your SMART Table.

## Turning your SMART Table on or off

After you set up your SMART Table, you can turn it on or off by following these procedures.

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### Using your SMART Table

## Turning on your SMART Table

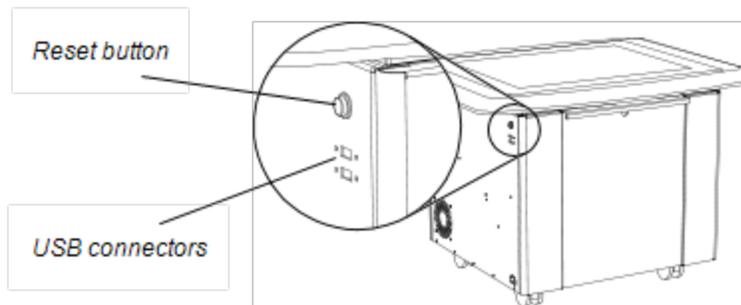
### To turn on your table

1. Connect the power cable to an outlet or to a power bar and then turn on the power bar.

#### **i** NOTE

SMART recommends connecting the power cable to a power bar.

2. Push the **Reset** button located on the side your table.



Your SMART Table computer and projector turn on. The computer completes its startup process, and the *SMART Table Activities* menu appears.



#### **h** IMPORTANT

Avoid touching the table surface until the projector starts up and an image appears. Because the table is touch-sensitive even though you cannot see an image, you could disrupt the start-up process or open activities unintentionally.

## Turning off your SMART Table

### **i** NOTES

- You can't use the Reset button to turn off the SMART Table.
- If you press the Reset button for more than 30 seconds, the computer resets but the projector turns off.

The following procedure shows the correct way to turn off your SMART Table.

### **■** To turn off your table

1. From the *SMART Table Activities* menu, press .

The  button moves to another corner.

2. Repeat step 1 for the number of students you've set up your table for.

A message appears, informing you that the computer shutdown process will begin in 30 seconds.



### **▲** CAUTION

- Do not disconnect the power cable or turn off the power bar until after the fans turn off. Disconnecting the power cable or turning off the power bar at any other time can cause projector failure and voids the warranty.
- To prevent a power surge, wait 60 seconds before plugging it back in if you don't have a UPS installed.

### **💡** TIPS

- A chime sound plays when the message first appears. This is useful in situations where you're away from the SMART Table and the students accidentally press .
- Press **Cancel** if you accidentally press .



## CHAPTER 2

### Using your SMART Table

## Teacher mode

Teacher mode appears when you connect a USB drive to one of the USB receptacles located on the outside of your table. This mode enables you to set the number of students, orient the surface, synchronize and choose activity packs and applications, and complete other configuration tasks as documented in this guide.



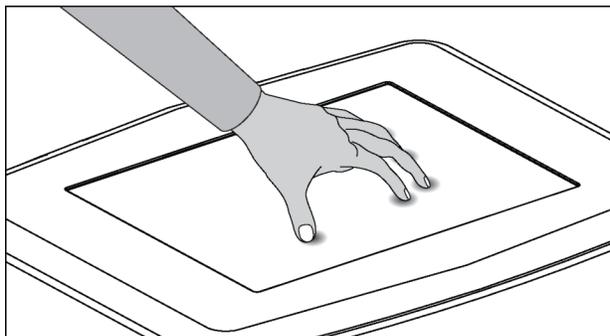
For more information on SMART Table activities, see the *SMART Table Software and SMART Table Toolkit User's Guide* ([smarttech.com/kb/155136](http://smarttech.com/kb/155136)).

## Switching modes without inserting a USB drive

You can also switch from Student mode to Teacher mode without inserting a USB drive.

### ■ To switch from Student mode to Teacher mode without a USB drive

1. Hold five fingers down on the center of the table.



After approximately 10 seconds, the *Cog wheel*  icon appears in one corner of the table.

## CHAPTER 2

### Using your SMART Table

2. While maintaining finger pressure on the center of the table, press the **Cog wheel**  icon with your other hand.

The menu switches to Teacher mode.

3. Press the **Cog wheel**  icon to return to Student mode.

## Using your SMART Document Camera with your table

With your SMART Document Camera connected to your SMART Table, you can capture images directly from the document camera onto the table's screen when using applications that support this functionality. You can use the 280 and 330 models of the SMART Document Camera with your table.

You can use the zoom in and out feature from the control panel on the table's display. Refer to your *SMART Document Camera User's Guide* for more information.

### To connect your document camera to your table

1. Verify that your SMART Table is on and in Student mode.
2. Connect your USB cable's USB B plug to your document camera, and then connect the USB A plug to one of your SMART Table USB connectors.
3. Select an application such as Media or SMART Notebook software that supports the use of the document camera.

The document camera icon appears on the table's desktop.



## Chapter 3

# Maintaining your SMART Table

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Your SMART Table requires minimal maintenance. This chapter describes the four most common maintenance tasks.

## Cleaning your SMART Table

Use an alcohol-free household glass cleaner, such as Windex® glass cleaner, to clean the surface at regular intervals. You can also use a vinegar and water or a bleach and water solution to clean and disinfect your table.

### NOTE

Before you clean your SMART Table, turn it off so you don't inadvertently start applications when you wipe the surface.

## Updating the software

### Installing software updates

### IMPORTANT

SMART Product Update (SPU) does not check for updates for the table computer's software. Refer to the *SMART Table Software and SMART Table Toolkit User's Guide* ([smarttech.com/kb/155136](http://smarttech.com/kb/155136)) for instructions on manually checking the software version installed on

## CHAPTER 3

### Maintaining your SMART Table

your table computer against the latest version available on the downloads page of the SMART website ([smarttech.com/downloads](http://smarttech.com/downloads)).

## Orienting the image

Whenever you or a student touch the table's surface, a small × or • should appear directly below the touch point. If the × or • doesn't align with your touch point, you might need to orient the image.

### **i** NOTE

Your SMART Table is sensitive to infrared radiation and can interpret bright light as touches. It could be necessary to turn off or remove any pot lights or other incandescent lighting in the room and move your table away from bright windows, or close any open blinds or curtains before using your SMART Table.

### ■ To orient the image

1. Turn on the SMART Table interactive learning center.

The *SMART Table Activities* menu appears.

2. Connect your USB drive to your table.

OR

Follow the procedure in *Switching modes without inserting a USB drive* on page 11.

The menu changes from Student mode to Teacher mode.

3. Press **Orient**.

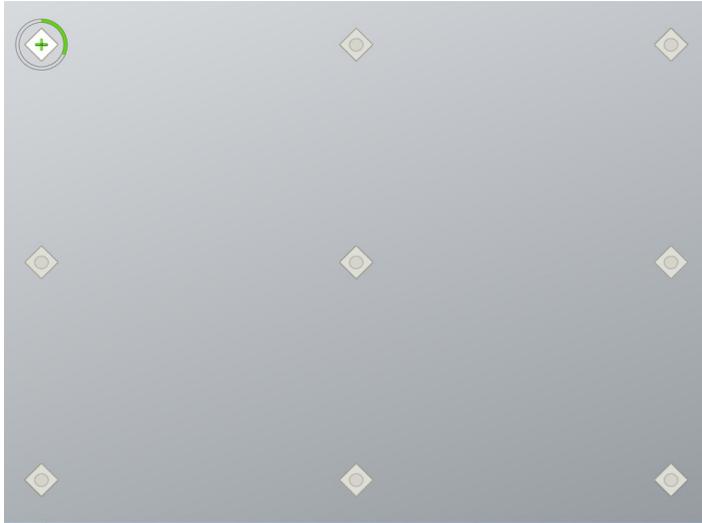
The orientation screen appears.



## CHAPTER 3

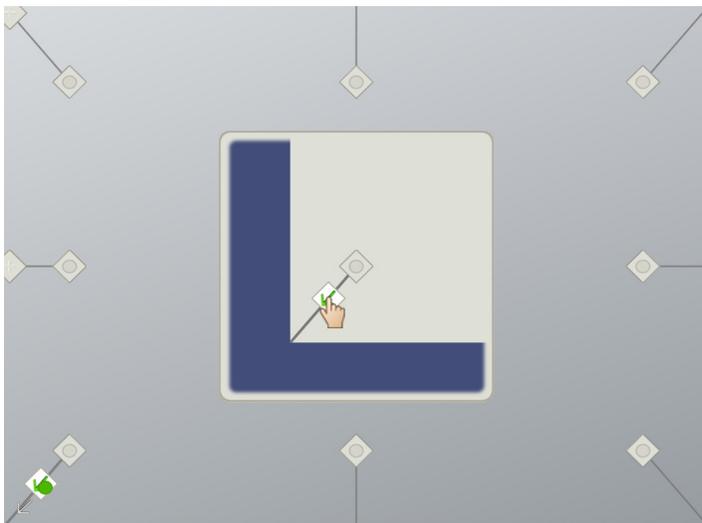
### Maintaining your SMART Table

4. Press your finger on the center of the first target until the red cross moves to the next target, and then repeat this step for each target.



The display changes to the edge orientation mode and eight arrows appear around the edge of the screen.

5. Use your finger to drag the highlighted arrow to the edge of the screen.



The arrow changes to a + symbol and the next arrow is highlighted.

6. Repeat step 5 for all remaining arrows.

When you complete the orientation procedure, the Teacher mode *SMART Table Activities* menu appears.

## CHAPTER 3

### Maintaining your SMART Table

7. Disconnect your USB drive.

OR

Press the **Cog wheel**  icon.

The menu changes from Teacher mode to Student mode.

## Replacing the projector lamp

The average life of a projector lamp is 2,000 hours. When the projector lamp has been used for 2,000 hours or more, the following message appears on the SMART Table surface:

It is time to replace the lamp. Use the procedure in the User's Guide to replace the lamp as soon as possible.

For more information about replacing the lamp or adjusting the table's image, see *Replacing the Lamp on your SMART Table ST230i* ([smarttech.com/kb/141683](http://smarttech.com/kb/141683)).

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Your SMART Table includes a remote control for the projector. SMART Technologies configures the projector for your SMART Table and you need to use the remote control in only the following situations:

- Setting the projector for high altitude use
- Resetting the projector lamp time after replacing the projector lamp

### CAUTION

SMART Technologies recommends that you use the remote control to complete only the procedures documented in this chapter. Using the remote control for other purposes may change the projector's settings, which were specifically configured for the SMART Table.

### NOTE

The projector's receiver is located at the bottom of the projector. If you need to use the remote control to make changes on the projector's menu, open the door and point the remote at the bottom of the projector.

## CHAPTER 4

Using the remote control

### Locating the remote control

The remote control is located inside the cabinet behind the metal bar. Return it to the same location when you're finished using it.



### Setting the projector for high altitudes

If you're using your SMART Table at 5,000' to 10,000' (1,500 m to 3,000 m) above sea level, set the projector for high altitude use. This increases the cooling efficiency of the projector's fans.

#### **IMPORTANT**

Do not operate your SMART Table at altitudes higher than 10,000' (3,000 m) above sea level.

#### **To set the projector for high altitude use**

1. Press **MENU** on the remote control.  
The projector's setup menu appears.
2. Press ▼ until you select **Option Settings 2**, and then press **ENTER**.
3. Press ▼ until you select **High Altitude**, and then press **ENTER**.
4. Press ◀ or ▶ to change the high altitude use setting from **Off** to **On**, and then press **ENTER**.
5. Press **MENU** to close the projector's setup menu.

## Replacing the remote control battery

The remote control uses a CR2025 battery, which you can purchase from a retail store or supplier.

### WARNING

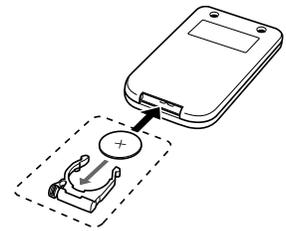
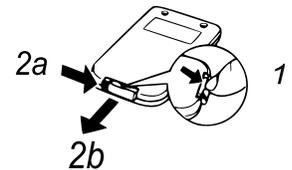
Install only a CR2025 battery in the remote control. Installing any other type of battery can result in an explosion and risk of fire and personal injury.

### NOTE

Dispose of the old battery following local rules and regulations.

#### To replace the remote control battery

1. Place your fingernail on the groove of the battery holder on the back of the remote control (1).
2. While holding down the release on the side (2a), pull out the holder (2b).
3. Remove the old battery from the battery holder.
4. Place the new battery in the battery holder.



### WARNING

Ensure the + side of the battery is facing up (so that you can see it). Do not install the battery upside down.

5. Place the battery holder back in the remote control, and then push it in until it clicks into place.



# Appendix A

## Troubleshooting

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If you set up your SMART Table following the procedures in the *SMART Table 230i textless installation instructions* ([smarttech.com/kb/141081](http://smarttech.com/kb/141081)) included with your SMART Table, touch should work without any problems. However, if problems occur, follow the procedures in this chapter to resolve them. You can also visit [smarttech.com/support](http://smarttech.com/support) to view and download how-to and troubleshooting articles and more.

## Troubleshooting power and connection issues

### IMPORTANT

Turn off your SMART Table before checking or disconnecting cables inside the cabinet.

The following table presents solutions if the table isn't operating properly:

Issue	Solution
The table isn't receiving power	<b>To check the power system</b> <ol style="list-style-type: none"><li>1. Check that the external power cable is plugged in.</li><li>2. Check that the UPS is on and the On Line indicator is illuminated green.</li><li>3. Check that the UPS internal battery is connected properly. Refer to the <i>SMART Table ST230i textless instructions</i> (<a href="http://smarttech.com/kb/141081">smarttech.com/kb/141081</a>).</li><li>4. Check that the table's projector is connected to the UPS Surge output.</li></ol>

Issue	Solution
The Reset button's blue indicator isn't illuminated.	Check that the computer's power cable is securely plugged in.
There's no image on the SMART Table screen.	<p>The projector didn't start properly due to a power interruption or reset.</p> <p>Use the projector's remote control to turn on the projector.</p>
The <i>Windows Advanced Options</i> menu appears on the table's screen	<p>The software didn't start properly due to a sudden power loss or reset.</p> <div data-bbox="716 579 1468 684" style="background-color: #f0f0f0; padding: 5px;"> <p> <b>IMPORTANT</b></p> <p>Verify that the table's UPS is installed correctly.</p> </div> <p><b>To restart the table's software</b></p> <ol style="list-style-type: none"> <li>1. Connect a keyboard to one of the two USB receptacles on the side of the table.</li> <li>2. Restart the table.</li> <li>3. Select <b>Start Windows Normally</b>.</li> </ol>
The <i>Unable to initialize camera</i> error appears.	<p>The SMART Table camera's USB cable isn't connected properly.</p> <p><b>To check camera cable connections</b></p> <ol style="list-style-type: none"> <li>1. Turn off the SMART Table.</li> <li>2. Remove the table's door to access the computer and projector.</li> <li>3. Verify that the camera's USB cable is properly connected to the computer.</li> </ol> <div data-bbox="792 1188 1468 1398" style="background-color: #f0f0f0; padding: 5px;"> <p> <b>NOTE</b></p> <p>Refer to the instructions that came with your table for more information. You can also visit <a href="http://smarttech.com/support">smarttech.com/support</a> to view and download how-to and troubleshooting articles.</p> </div> <ol style="list-style-type: none"> <li>4. Verify that the USB cable is properly connected to the camera by disconnecting and connecting the cable.</li> </ol>

## Setting up your table for troubleshooting touch issues

The troubleshooting procedures in the following sections require you to close SMART Table Activities, and then connect a keyboard and mouse.

## APPENDIX A

### Troubleshooting

You can connect to your SMART Table any keyboard and mouse that have USB connectors using the two USB receptacles on the side of the unit.

#### ■ To set up your SMART Table for troubleshooting

1. Turn on your SMART Table.

The SMART Table Activities menu appears.

2. Connect your USB drive to your table.

OR

Follow the procedure in *Switching modes without inserting a USB drive* on page 11.

The menu changes from Student mode to Teacher mode.

3. Press .

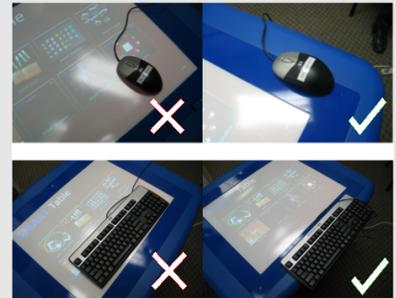
The SMART Table Activities software closes.

4. Disconnect your USB drive (if connected), then connect a keyboard and mouse to the USB connectors on the side of your SMART Table.



#### IMPORTANT

Do not place the keyboard or mouse on the touch surface. The camera might interpret the mouse and keyboard as touches if they are on the touch surface.



## Restarting SMART Table Activities

After resolving problems with touch, restart SMART Table Activities.

#### ■ To restart SMART Table Activities

1. Minimize, but don't close, the *SMART Touch Service* window.
2. Double-click the **SMART Table Activities** shortcut icon.

SMART Table Activities start.

## Diagnosing basic problems with touch

The following table presents basic touch-related problems and solutions:

Issue	Solution
Touch isn't working, and the Windows desktop is visible.	SMART Table software isn't installed, or the software isn't running. Click the SMART Table icon on the desktop to start the software.
Touch isn't working, and a message appears informing you that the camera failed to initialize.	<p>The camera may have disconnected from the computer during shipping.</p> <p>Open the SMART Table cabinet and reconnect the cable from the camera to the computer. If touch doesn't work or the camera doesn't initialize, launch SMART touch service from your desktop, or see <i>Fixing Touch Issues with Your SMART Table</i> (<a href="http://smarttech.com/kb/135486">smarttech.com/kb/135486</a>).</p>
Touch isn't working properly, and one or more white spots appear in the two upper quadrants of the <i>SMART Touch Service</i> screen.	<p>Infrared radiation may be interfering with the camera's ability to sense touch.</p> <p>Turn off or remove any pot lights or other incandescent lighting in the room.</p> <p>Close any open blinds or curtains to prevent direct sunlight from shining on your SMART Table.</p> <p><b>To access the SMART Touch Service screen</b></p> <ol style="list-style-type: none"> <li>1. Set up your table for troubleshooting. (See <i>Setting up your table for troubleshooting touch issues</i> on page 22.)</li> <li>2. Select <b>SMART Touch Service</b> on the Windows task bar.</li> </ol>
Touch isn't working or doesn't line up with your contact point.	<p>The orientation may be incorrect. When orienting the image, press and hold each target until the red cross moves to the next target or touch the surface lightly. Pressing too hard on the surface might register as multiple touches.</p>
	<p><b>IMPORTANT</b></p> <p>Ensure the cabinet doors are closed when orienting or using the table.</p>

## APPENDIX A

### Troubleshooting

Issue	Solution
Touch isn't working, and the <i>SMART Tables Activities</i> menu appears.	<p>Camera drivers didn't load in the correct sequence.</p> <p><b>To restart the drivers in sequence</b></p> <ol style="list-style-type: none"><li>1. Set up your table for troubleshooting. (See <i>Setting up your table for troubleshooting touch issues</i> on page 22.)</li><li>2. Click <b>SMART Touch Service</b>, and then select <b>Options &gt; Settings</b>. The <i>SMART Touch Options</i> dialog box appears.</li><li>3. Press <b>Restore Defaults</b>, and then check to see if touch is working properly.</li><li>4. Restart the SMART Table to load the drivers in sequence.</li></ol>
You followed the solutions in this table but touch still isn't working.	Remodel the background. (See <i>Remodeling the background</i> on the next page.)

## Remodeling the background

When you turn on your SMART Table, the camera models the touch surface's background allowing the camera to detect touch. Problems with background modeling can cause the camera to detect extra touches, causing your SMART Table to respond erratically. Remodel the background in these situations to remove the detection of extra touches.

### ■ To remodel the background

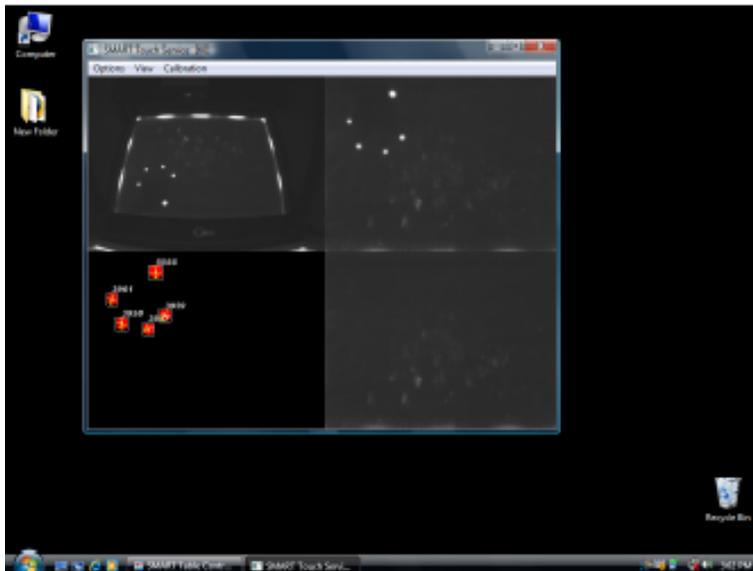
1. Set up your table for troubleshooting. (See *Setting up your table for troubleshooting touch issues* on page 22.)

2. Click the **SMART Touch Service** task bar button.

The *SMART Touch Service* screen appears.

3. Ensure the keyboard, the mouse and your fingers aren't on the touch surface, and then select **Calibration > Model Background**.

The SMART Table software models the background. When you move your fingers across the touch surface, a set of red markers appears in the bottom-left quadrant of the *SMART Touch Service* window.



4. If touch is working correctly, restart the SMART Table applications.

OR

If touch isn't working correctly, contact SMART Support by visiting [smarttech.com/support](http://smarttech.com/support).

## Appendix B

# Hardware environmental compliance

SMART Technologies supports global efforts to ensure that electronic equipment is manufactured, sold and disposed of in a safe and environmentally friendly manner.

## Waste Electrical and Electronic Equipment regulations (WEEE directive)

Waste Electrical and Electronic Equipment regulations apply to all electrical and electronic equipment sold within the European Union.

When you dispose of any electrical or electronic equipment, including SMART Technologies products, we strongly encourage you to properly recycle the electronic product when it has reached end of its life. If you require further information, please contact your reseller or SMART Technologies for information on which recycling agency to contact.

## Restriction of Certain Hazardous Substances (RoHS directive)

This product meets the requirements of the European Union's Restriction of Certain Hazardous Substances (RoHS) directive 2002/95/EC.

Consequently, this product also complies with other regulations that have arisen in various geographical areas, and that reference the European Union's RoHS directive.

## Batteries

Batteries are regulated in many countries. Check with your reseller to find out how to recycle used batteries.

There are special regulations that must be met when shipping a product that has a lithium ion battery packaged with the product or shipping a lithium ion battery. When returning a SMART Technologies

## APPENDIX B

### Hardware environmental compliance

product which contains a lithium ion battery or returning a lithium ion battery, call SMART Technologies RMA for information on these special shipping regulations:

- 1.866.518.6791, Option 4 (U.S./Canada)
- 1.403.228.5940 (all other countries)

## Packaging

Many countries have regulations restricting the use of certain heavy metals in product packaging. The packaging used by SMART Technologies to ship products complies with applicable packaging laws.

## Covered electronic devices

Many U.S. states classify monitors as covered electronic devices and regulate their disposal. Applicable SMART Technologies products meet the requirements of the covered electronic devices regulations.

## China's Electronic Information Products regulations

China regulates products that are classified as EIP (Electronic Information Products). SMART Technologies products fall under this classification and meet the requirements for China's EIP regulations.

## *U.S. Consumer Product Safety Improvement Act*

The United States has enacted the *Consumer Product Safety Improvement Act* which limits the lead (Pb) content in products used by children. SMART Technologies is committed to complying with this initiative.



**SMART Technologies**

[smarttech.com/support](https://smarttech.com/support)

[smarttech.com/contactsupport](https://smarttech.com/contactsupport)