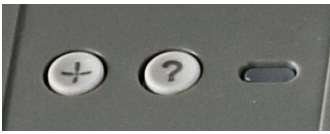


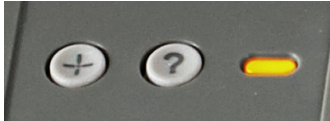






# Troubleshooting with the Ready Light

## SMART Board™ 800 series interactive whiteboard

<p><b>Off</b></p>		<p>Interactive whiteboard is in Standby mode.  <b>Action:</b> Touch the interactive surface, move the mouse or press a key on the keyboard.</p>
<p><b>Green</b></p>		<p>The interactive whiteboard is receiving power and is communicating successfully with SMART Product Drivers.  <b>Action:</b> Use the interactive whiteboard normally.</p> <p>Flashing green:  The interactive whiteboard is receiving power and is communicating successfully with the computer's USB HID driver. SMART Product Drivers aren't installed.  <b>Action:</b> Install SMART Product Drivers.</p>
<p><b>Red</b></p>		<p>The interactive whiteboard is receiving power, but isn't communicating with a computer.  <b>Action:</b> Check the USB connection between the computer and the interactive whiteboard. Replace the USB cable if the issue persists.</p> <p>Flashing state:  N/A</p>
<p><b>Amber</b></p>		<p>N/A</p> <p>Flashing amber:  The controller is in service mode or the firmware is being updated.  <b>Action:</b> See <a href="#">troubleshooting guide</a>.</p>



# Troubleshooting with the Ready Light (continued)

## SMART Board 600 series interactive whiteboard

<p><b>Off</b></p>		<p>The interactive whiteboard isn't receiving power.  <b>Action:</b> Reconnect the power cable to the computer.</p>
<p><b>Green</b></p>		<p>The interactive whiteboard is receiving power and is communicating successfully with SMART Product Drivers.  <b>Action:</b> Use the interactive whiteboard normally.</p> <p>Flashing green:  The interactive whiteboard is receiving power and is communicating successfully with the computer's USB HID driver. SMART Product Drivers aren't installed.  <b>Action:</b> Install SMART Product Drivers.</p>
<p><b>Red</b></p>		<p>The interactive whiteboard is receiving power, but isn't communicating with the computer.  <b>Action:</b> Check the USB connection between the computer and the interactive whiteboard. Replace the USB cable if the issue persists.</p> <p>Flashing red:  You usually see this when you first start the computer. This means that the interactive whiteboard and computer are communicating.  <b>Action:</b> Use the interactive whiteboard normally. If the Ready light continues to flash, see the <a href="#">troubleshooting guide</a>.</p>
<p><b>Amber</b></p>		<p>The controller is in boot loader mode and is downloading a new firmware update.  Flashing amber:  The controller is in service mode or the firmware is being updated.  <b>Action:</b> See <a href="#">troubleshooting guide</a>.</p>


# Troubleshooting with the Ready Light (continued)

## Interactive display frames

<p><b>Off</b></p>		<p>The interactive display frame isn't receiving power.  <b>Action:</b> Connect the power cable to the controller box.</p>
<p><b>Green</b></p>		<p>The interactive display frame is receiving power and is communicating successfully with SMART Product Drivers.  <b>Action:</b> Use the interactive display normally.</p> <p>The Status LED is green, and</p> <ul style="list-style-type: none"> <li>The Diagnostic LED is flashing green – no SMART software detected.  <b>Action:</b> Don't touch the interactive display until initializing is complete.</li> </ul> <p>Flashing green:  The interactive whiteboard is receiving power and is communicating successfully with SMART Product Drivers.  <b>Action:</b> Install SMART Product Drivers.</p>

# Troubleshooting with the Ready Light (continued)

## Interactive display frames

<p><b>Red</b></p>		<p>Error detected.  <b>Action:</b> Run the <i>SMART Connection Wizard</i> troubleshooting procedures to determine the cause.</p> <p>The Status LED is red, plus:</p> <ul style="list-style-type: none"> <li>• The Diagnostic LED is flashing red – no SMART software detected.  <b>Action:</b> Check the cable between the controller box and the computer.</li> <li>• The Diagnostic LED is flashing green – no USB connection.  <b>Action:</b> Start SMART software and then run the <i>SMART Connection Wizard</i> troubleshooting procedures.</li> <li>• The Diagnostic LED is flashing amber – SMART software isn't responding.  <b>Action:</b> Restart the computer.</li> </ul> <p>Flashing red:  The interactive whiteboard is receiving power and is communicating with the computer's operating system, but cannot communicate with SMART Board Service.  <b>Action:</b> Install SMART Product Drivers.</p>
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