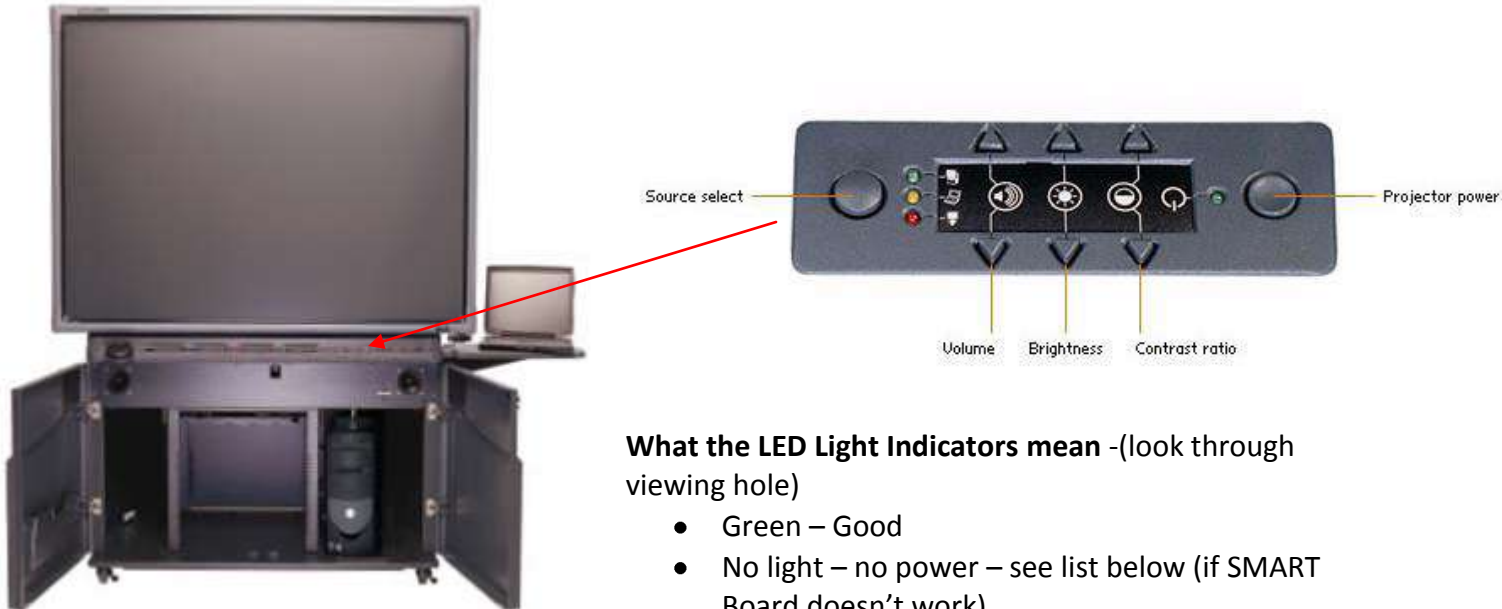


SMART Board 3000i FAQ



What the LED Light Indicators mean -(look through viewing hole)

- Green – Good
 - No light – no power – see list below (if SMART Board doesn't work)
- Red – not communicating – Complete system reset needed
 - Flashing Red – software issue - Complete system reset needed
 - Flashing Yellow - Complete system reset needed
 - Yellow - Complete system reset needed

How to do a Complete System Reset

- Shut down computer
- Put Board into standby (or lamp off) - press button for 3 sec.
- Wait for lamp to cool down
- Unplug power cable
- Wait 15 sec
- Plug in power cable
- Turn on computer
- Turn on Board. (power button on lower left)

What to do if the SMART Board doesn't work

- Make sure power cable is plugged in
- Make sure the computer is on
- Make sure the computer is connected to the Board
- Make sure SMART Board software is on the computer
- Make sure the software is running
- Make sure the projector is on

What to do if the SMART Board does not react to touch

- Make sure no paper attached to it (i.e. post-it notes or tape)

- Clean it (use rag & Windex)
- Make sure a bright light or sun is not shining on it directly

How to remove permanent marker

- Using high odor dry eraser marker, draw over the permanent marker
- Let it sit
- Wipe with a dry cloth
- Repeat until permanent marker is gone

Tech Support

- Call 1-888-42-SMART
- Need serial # (open cabinet, next to front right speaker)