SMART®

Technical Support Checklist

Ticket number already available (if any):

Exact product name:

Serial number(s):

SMART software:

SMART driver version:

iQ system software build number:

Scaler firmware version:

Touch controller firmware version:

Pen tray firmware version:

Scaler MCU firmware version:

Computer operating system:

Operating system version:

OPS slot occupied?

    AM30   AM40   AM50   PCM-8   PCM11   Third-party:

Exact error description:

Additional details:

Is the error repeatable?

Is there visible hardware damage?

Does the error occur on more than one computer?

Has the device been exchanged before?

Does the error occur when the device is connected to a different port?

Has the device been tested with replacement cables?

Do all cables comply with SMART's recommendations for length limitations?

Have all the connections been tested?

Documentation attached to the ticket

Photo or video of the error image

Photo from the iQ settings page

Photo of the device's serial number

Copy of the device's invoice for warranty check