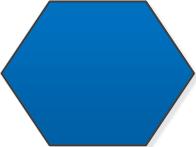
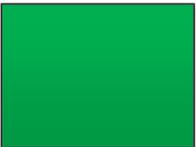
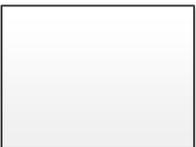


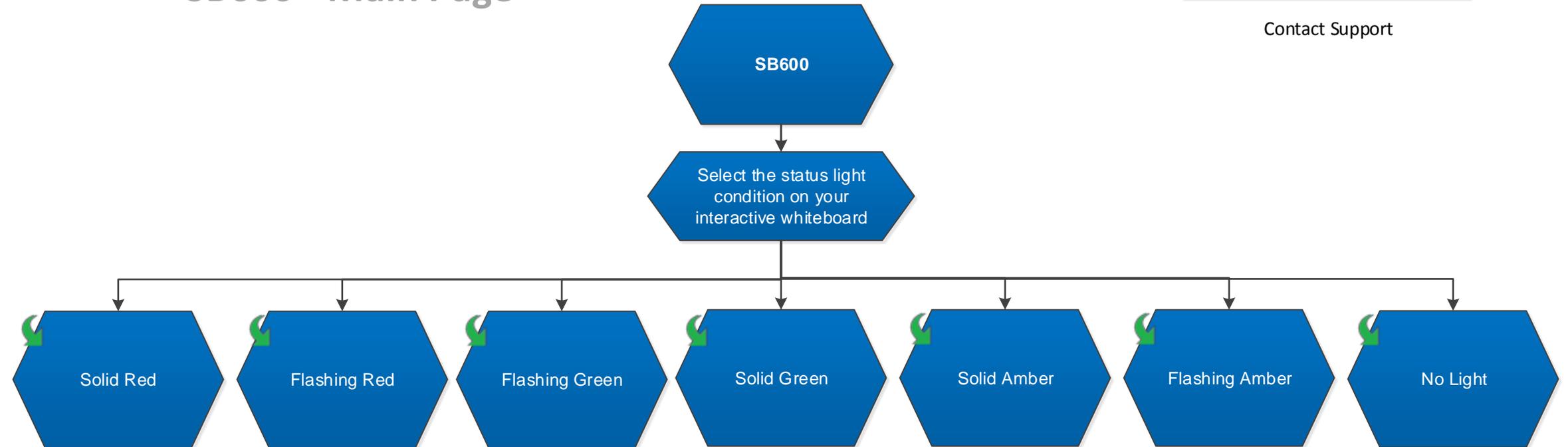
Last revised: August 15, 2014

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	Troubleshooting steps.
	Contact Technical support for further assistance.
	Issue resolved.
	Additional information



[smarttech.com/support](http://smarttech.com/support)  
[smarttech.com/contactsupport](http://smarttech.com/contactsupport)

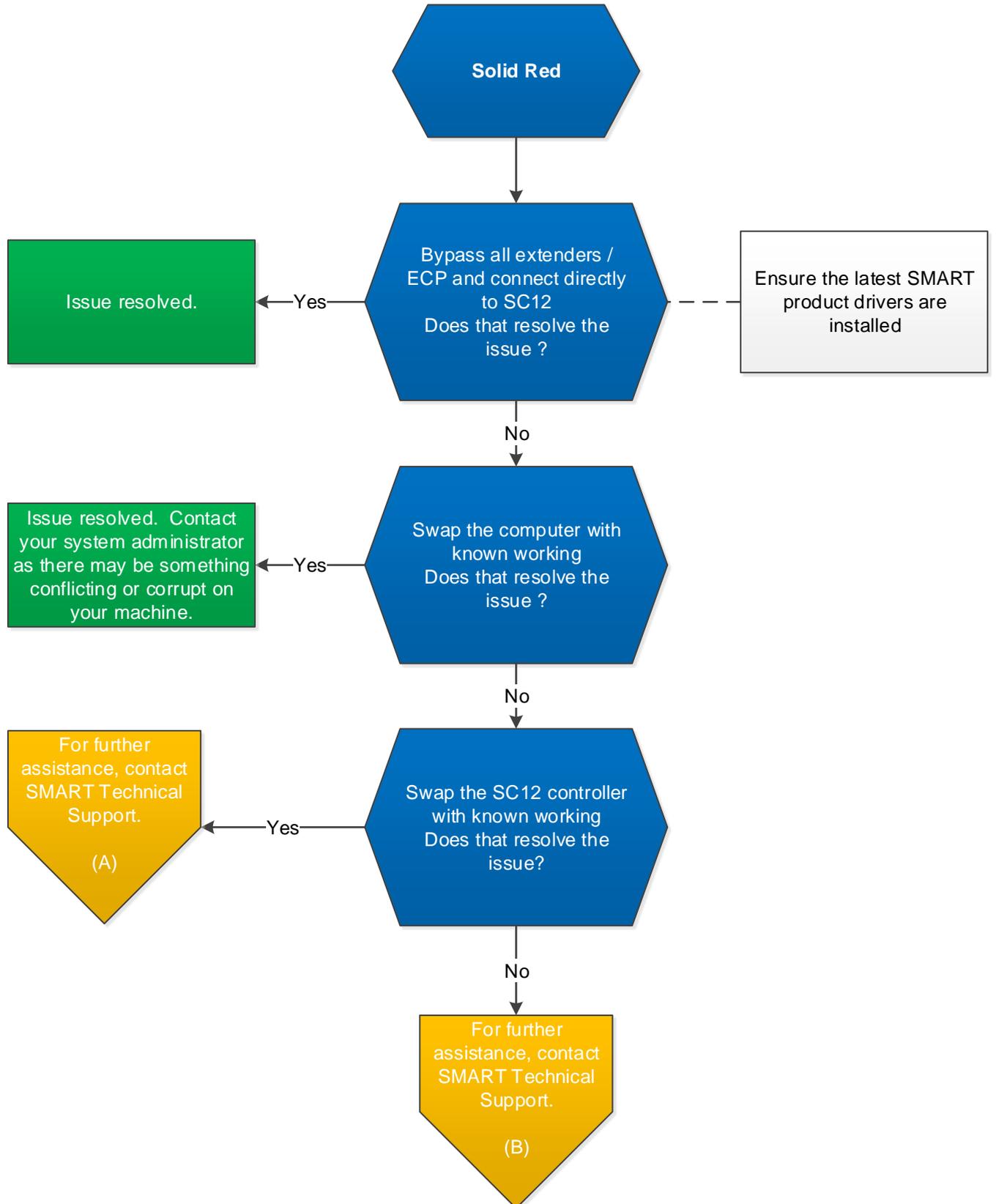
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### 1. Solid Red



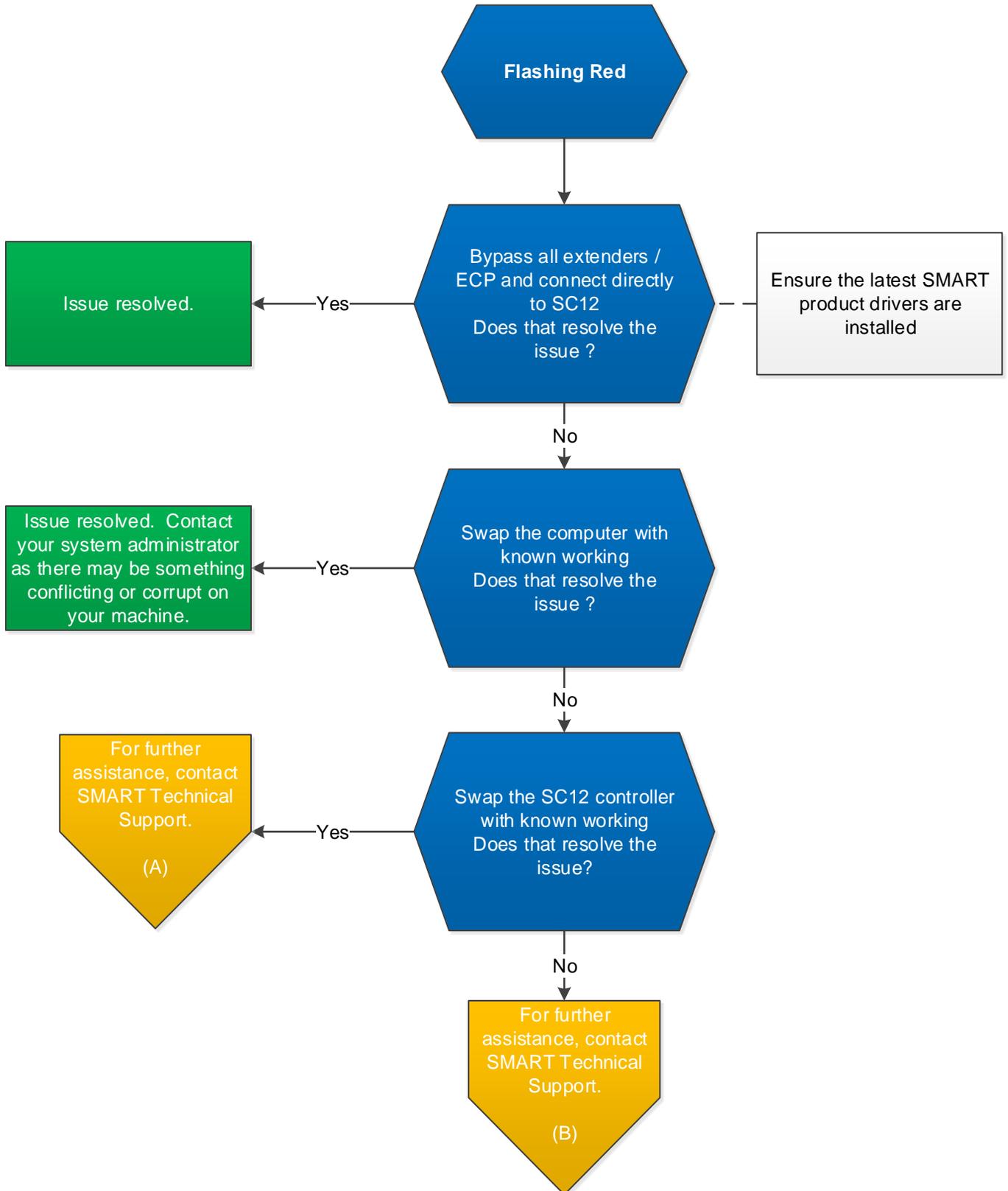
### 2. Flashing Red

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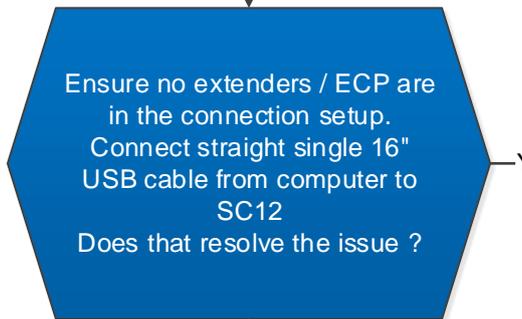
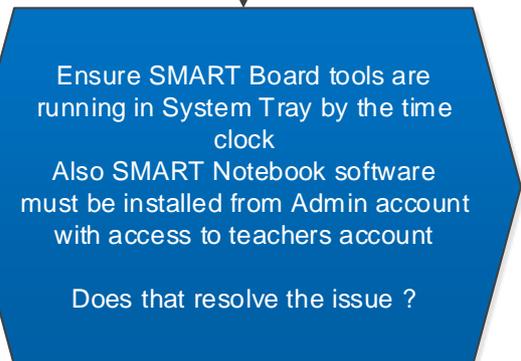
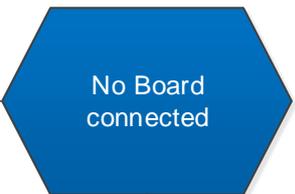
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### 3.0 Flashing Green



Ensure the latest SMART product drivers are installed. Mac 10.5 is minimum requirement for SMART Board with SC12 controller

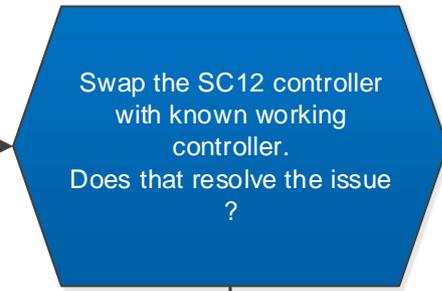
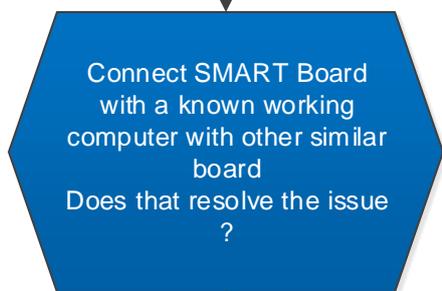
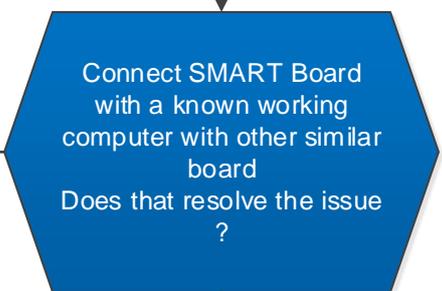


Issue resolved.

Issue resolved.

Issue resolved. Contact your system administrator as there may be something conflicting or corrupt on your machine.

Issue resolved. Contact your system administrator as there may be something conflicting or corrupt on your machine.



For further assistance, contact SMART Technical Support. (A)

For further assistance, contact SMART Technical Support. (B)

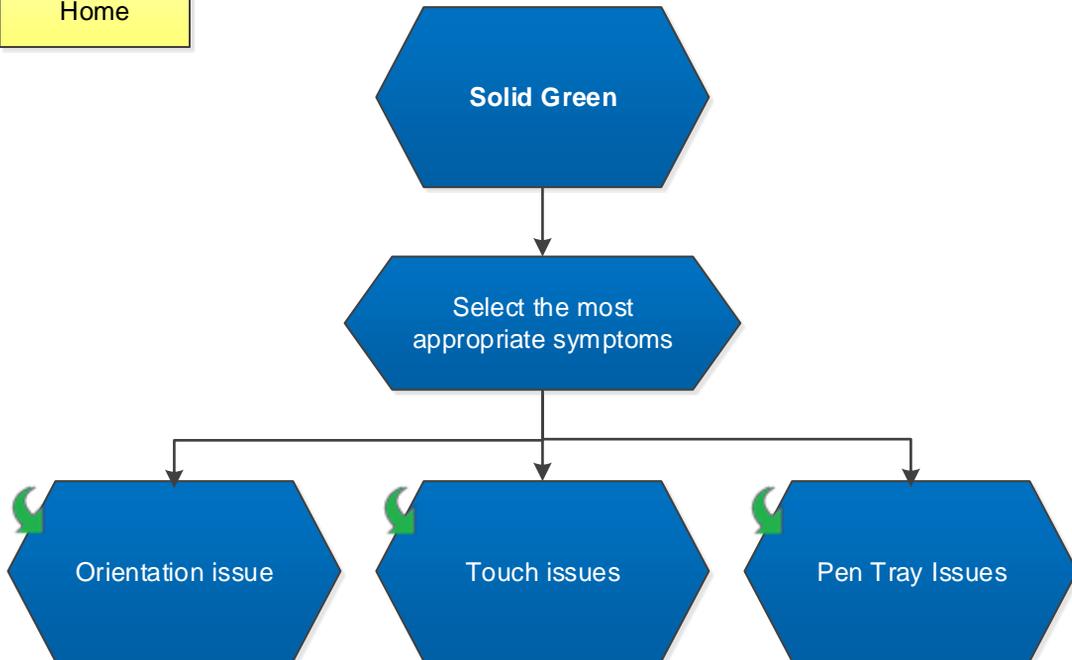
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### 4.0 Solid Green

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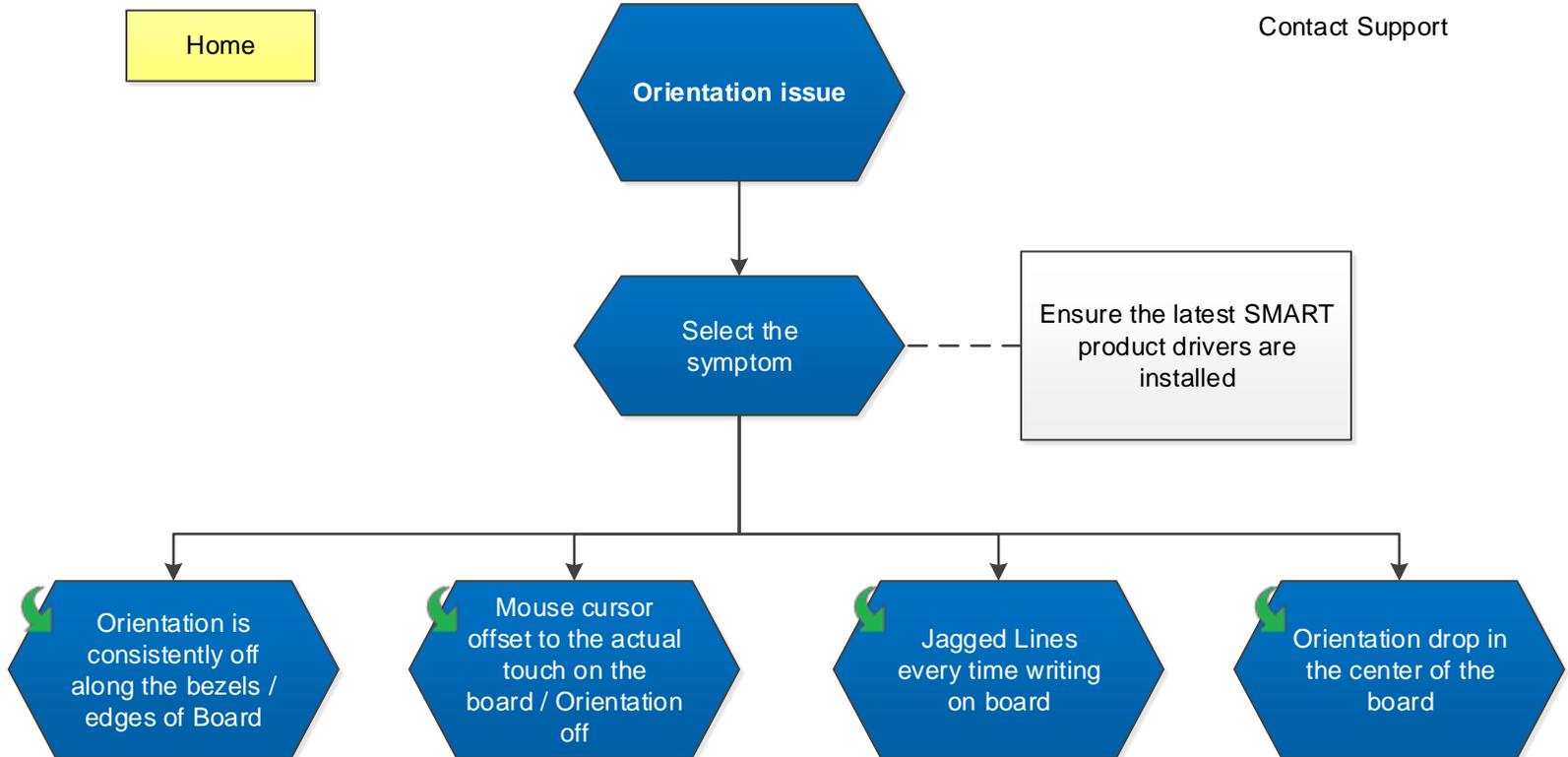
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### 4.1. Orientation issue

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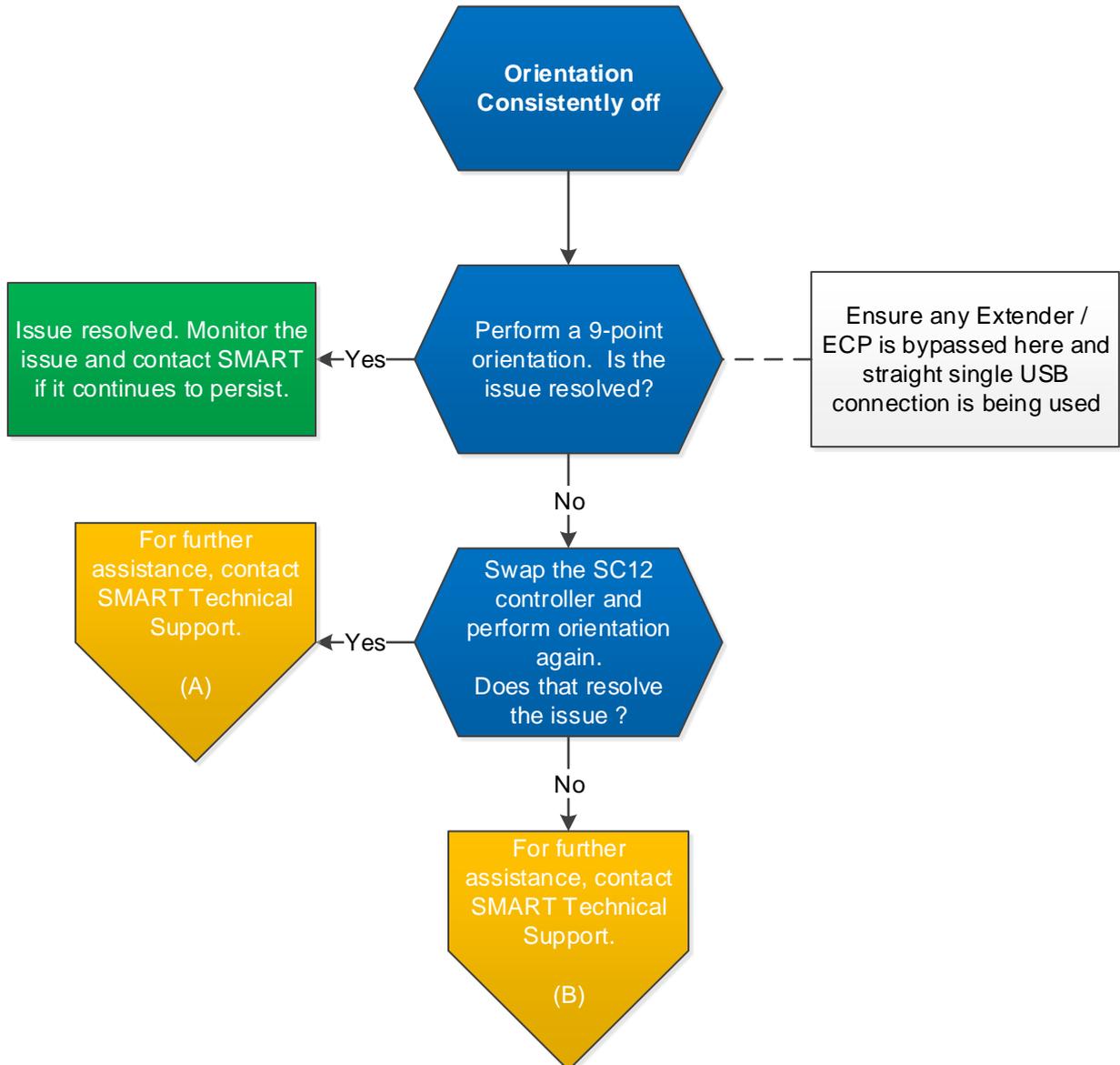
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### 4.1.1 Orientation consistently off



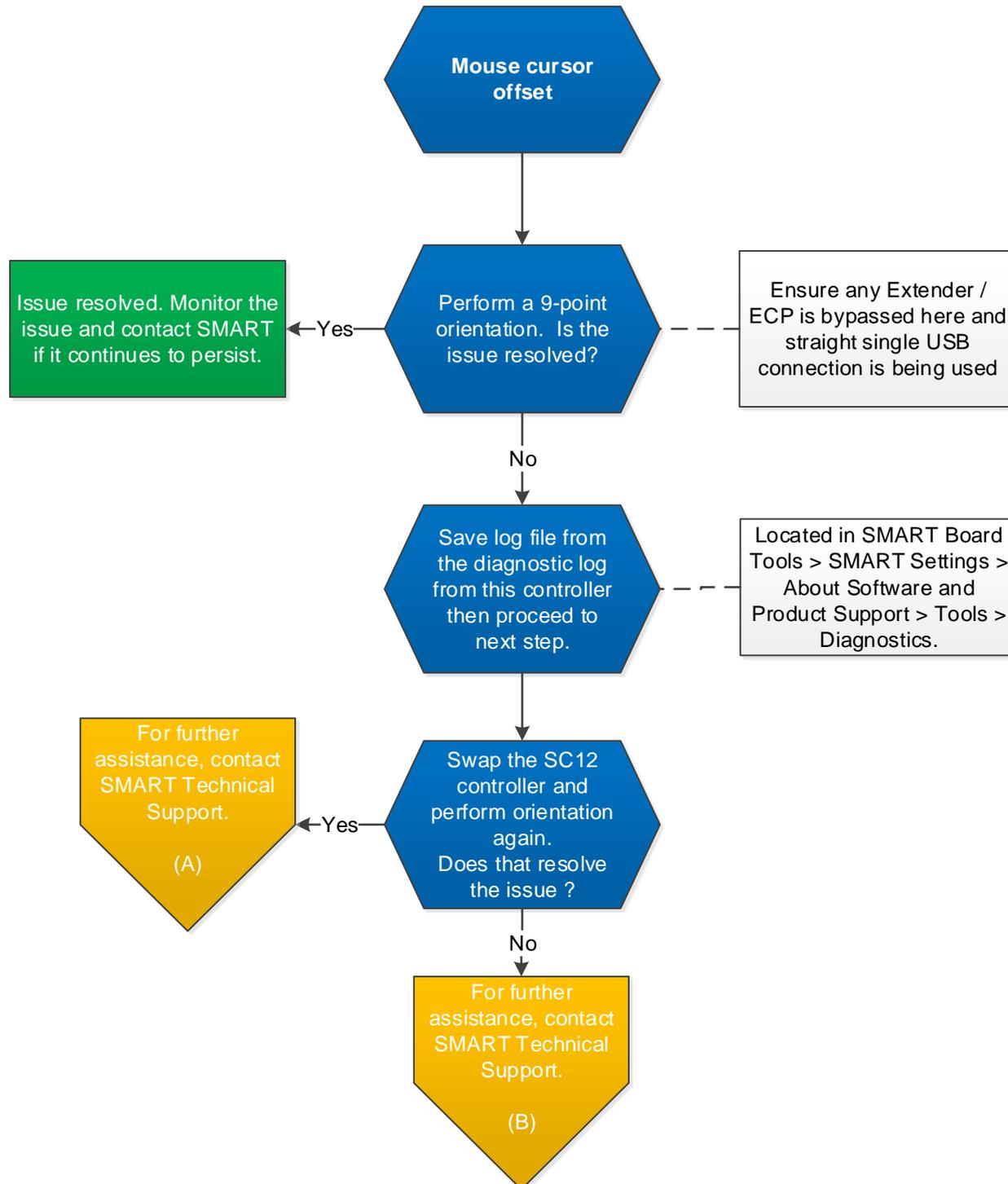
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## 4.1.2 Mouse cursor offset to the actual touch on board



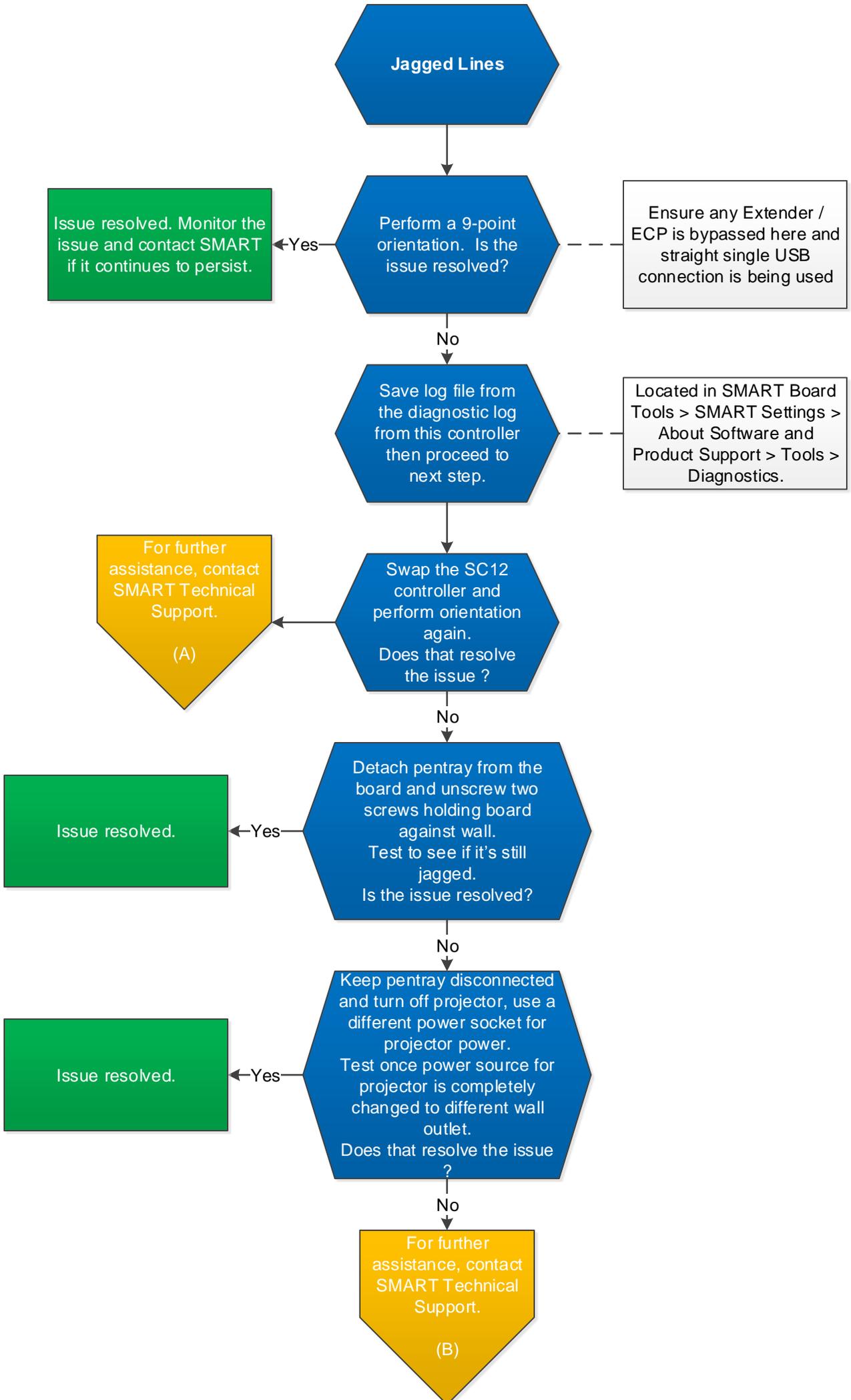
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### 4.1.3 Jagged Lines



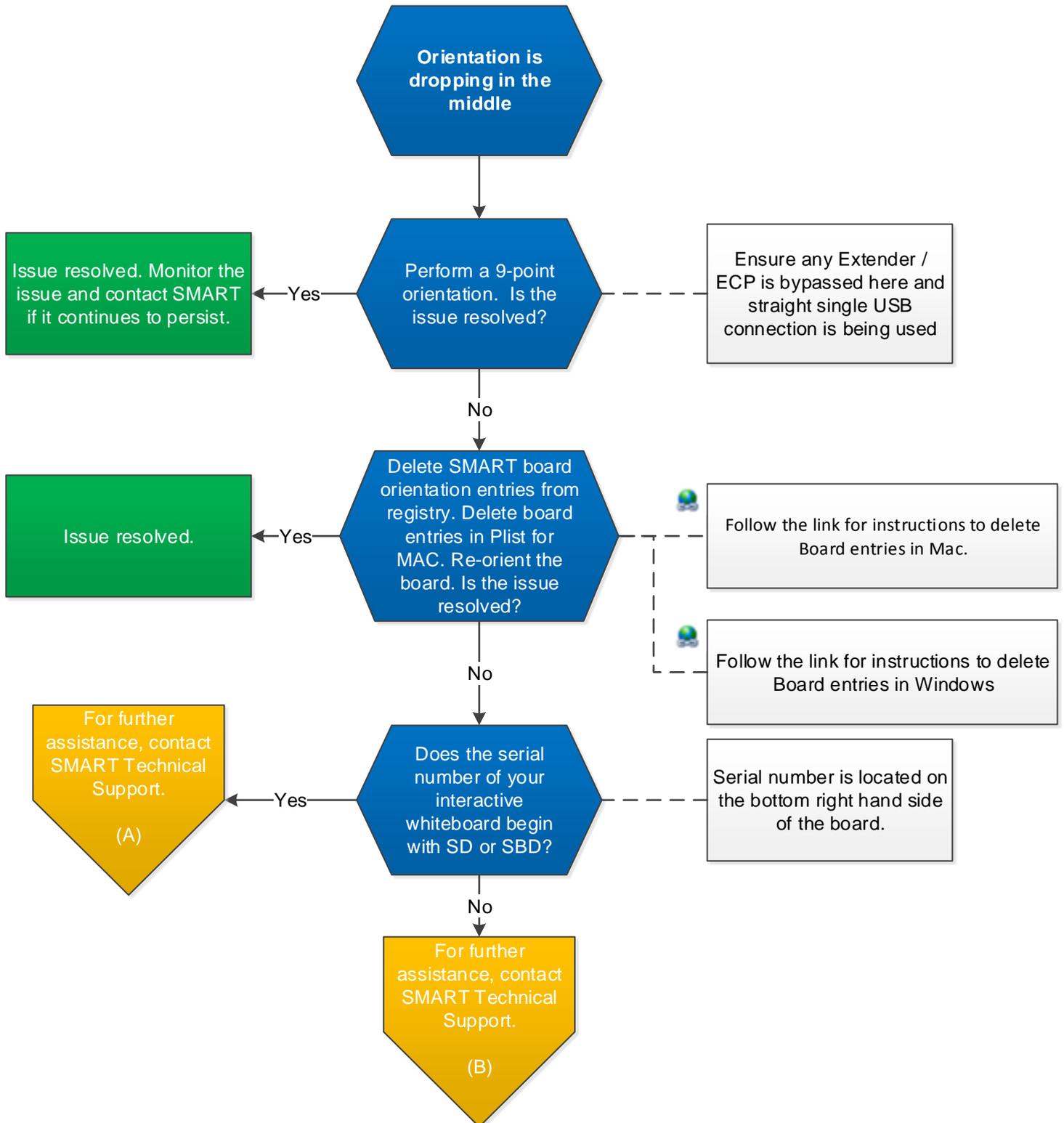
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### 4.1.4 Orientation is dropping in the middle

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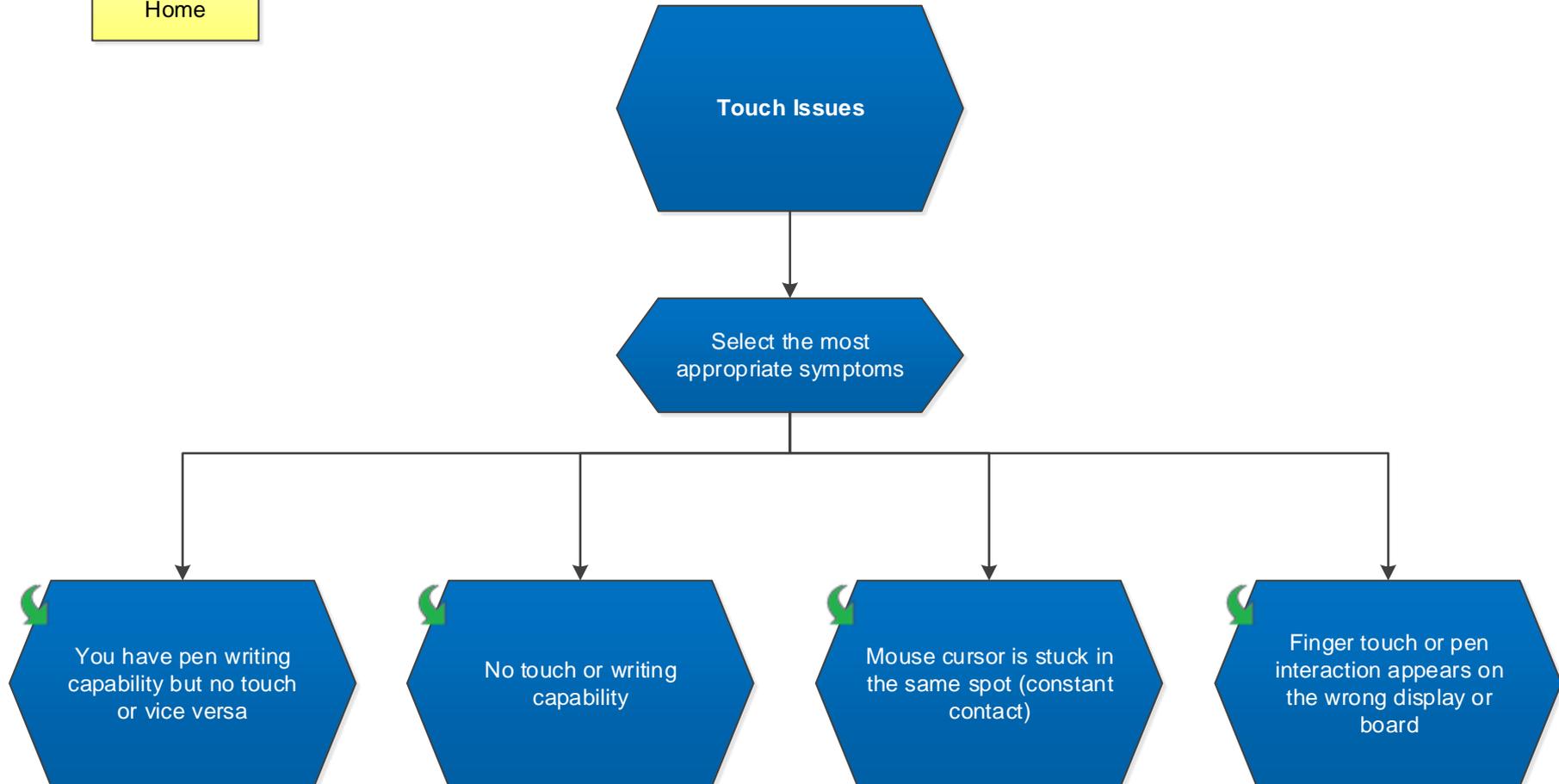
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### 4.2 Touch Issues



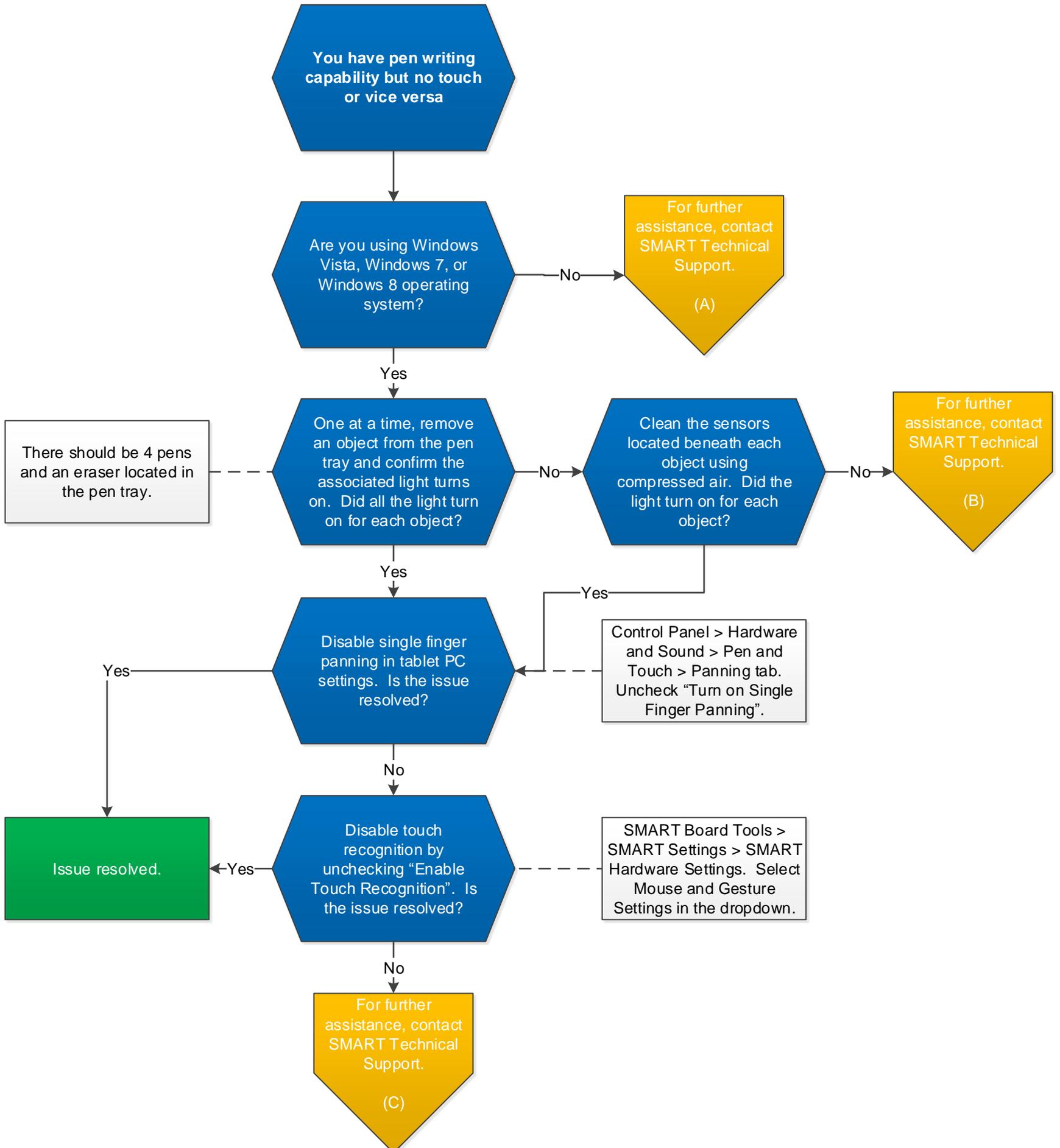
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# 4.2.1 You have pen writing capability but no touch or vice versa

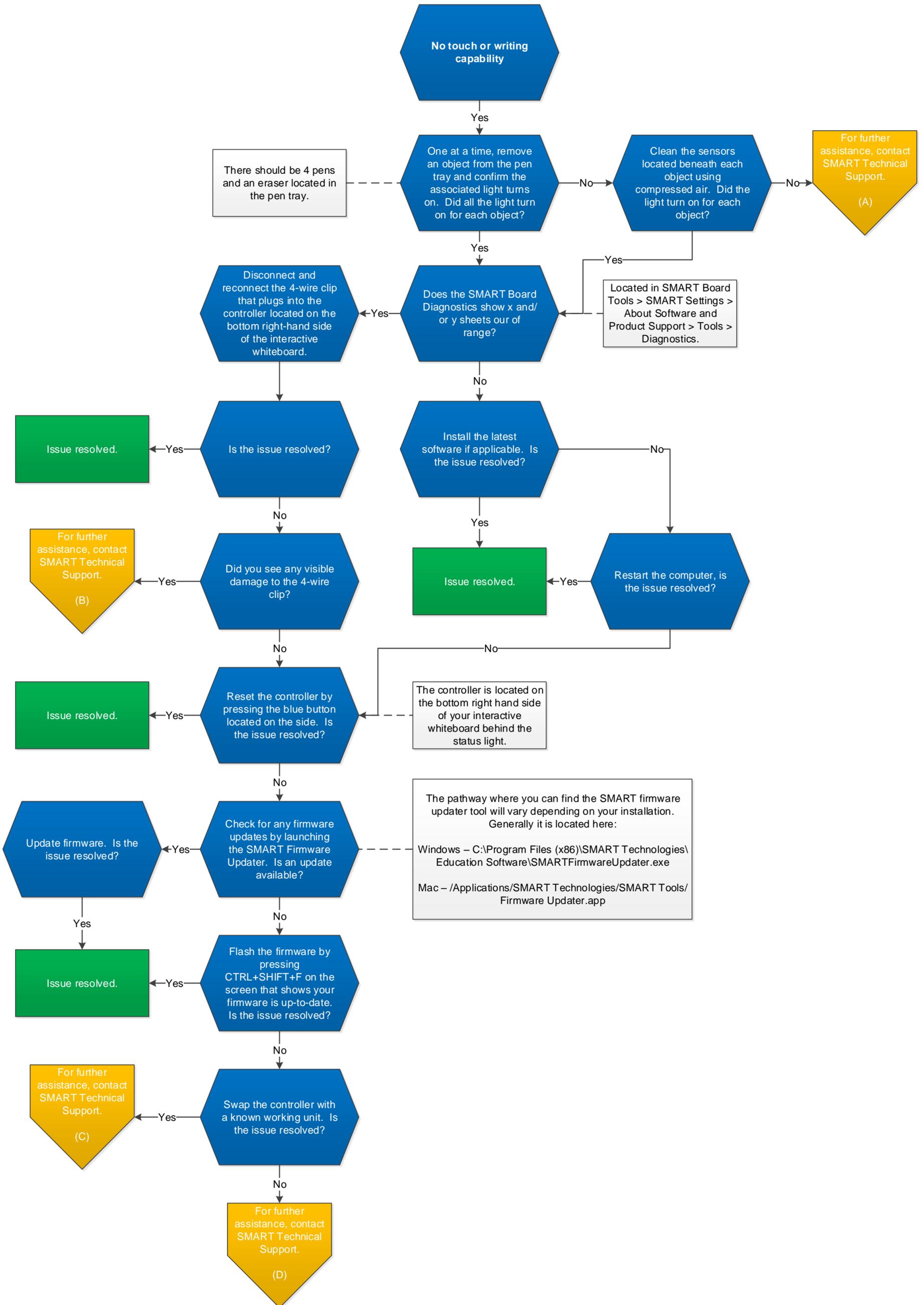


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### 4.2.2 No touch or writing capability

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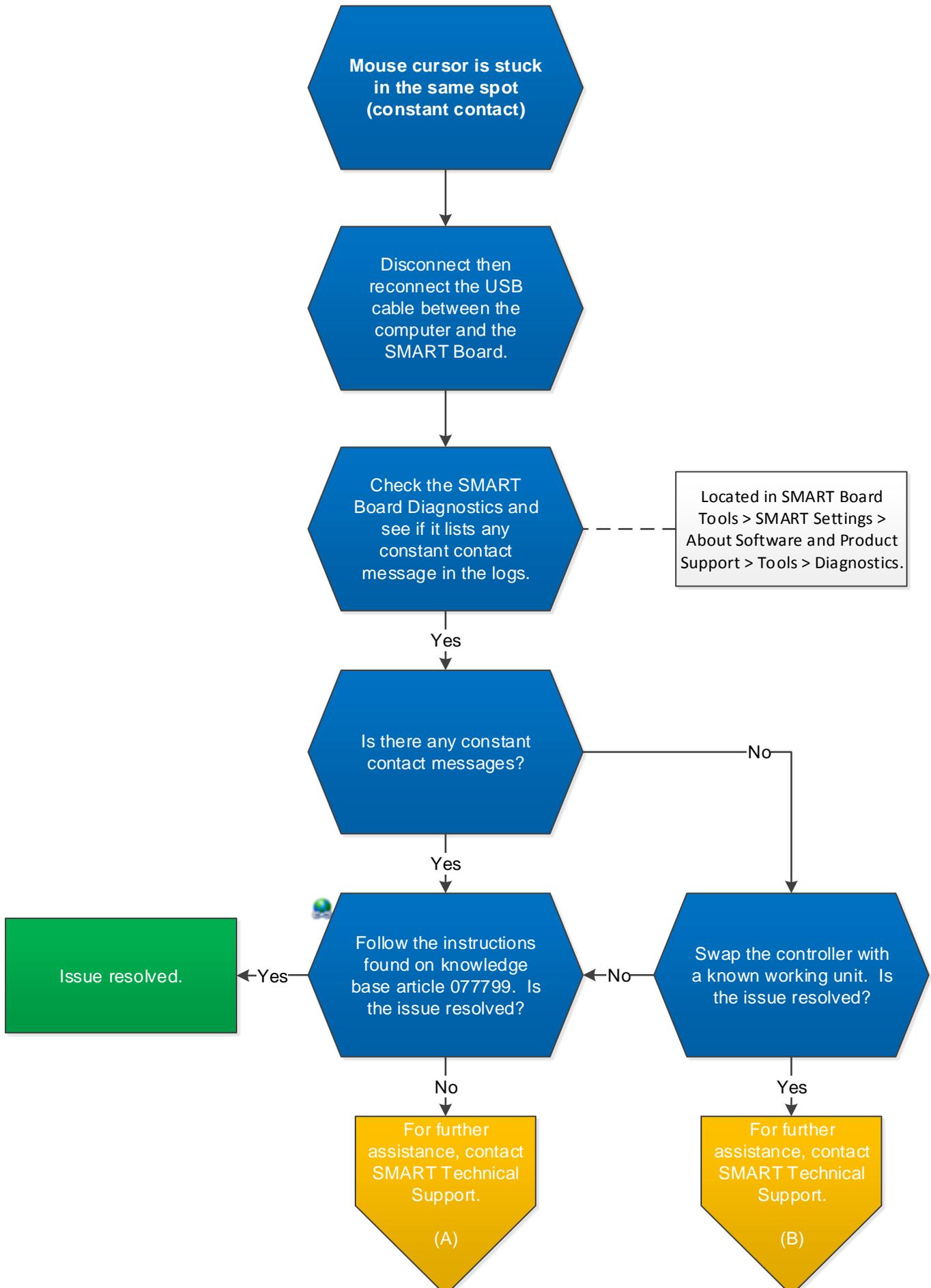
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### 4.2.3 Mouse cursor is stuck in the same spot (constant contact)



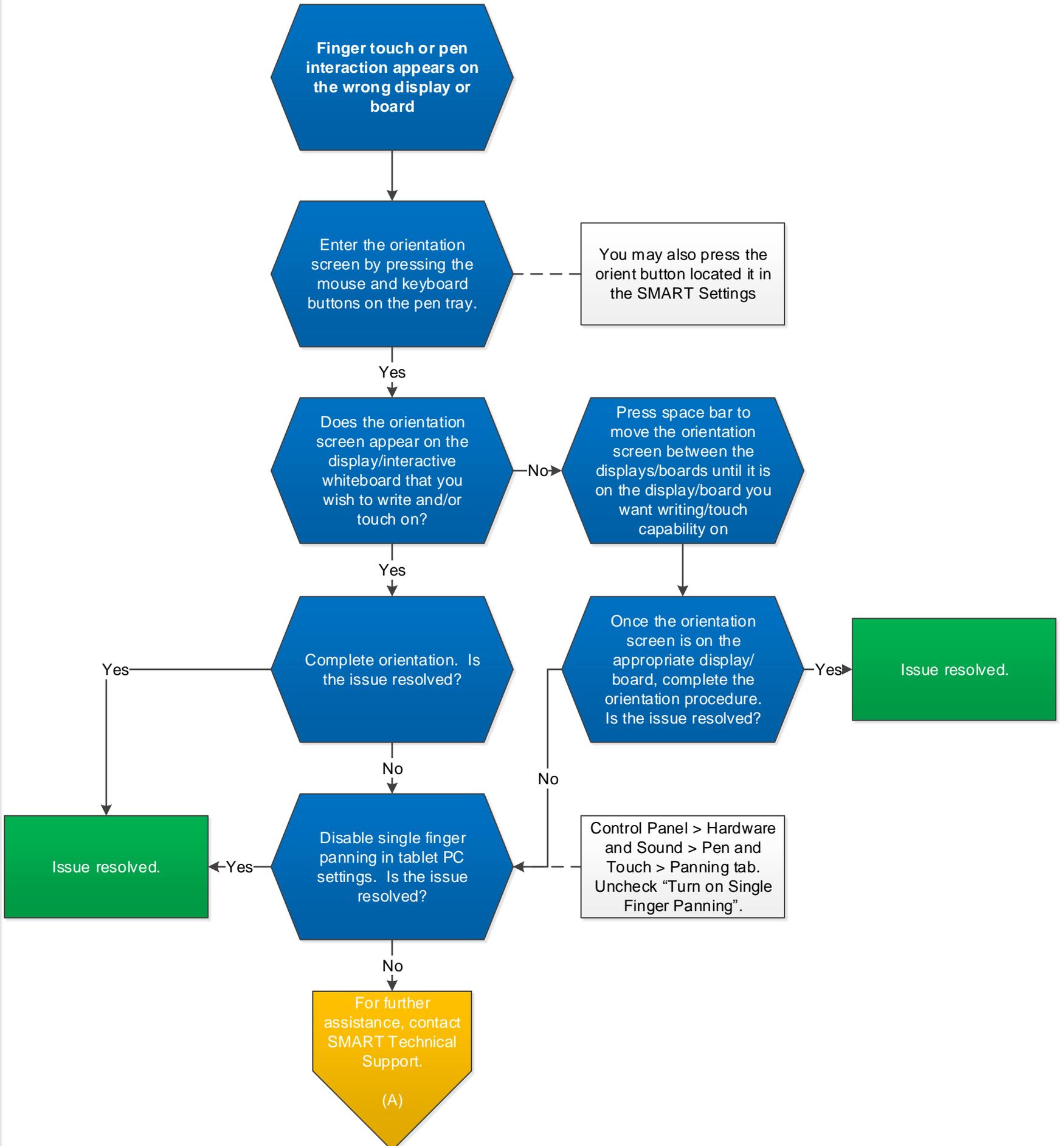
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# 4.2.4 Finger touch or pen interaction appears on the wrong display or board



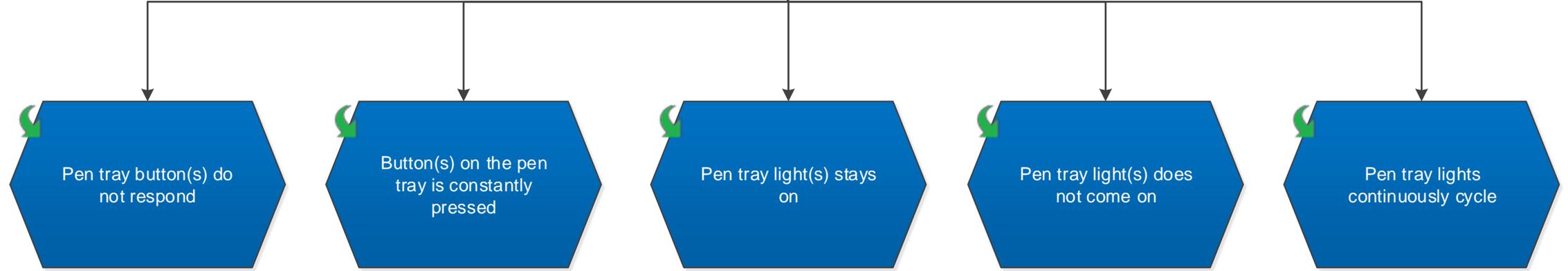
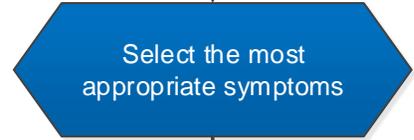
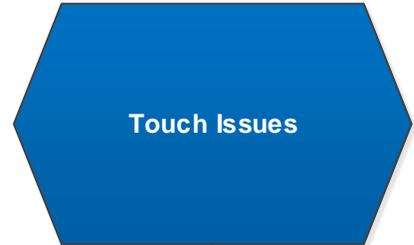
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### 4.3 Pen Tray Issues



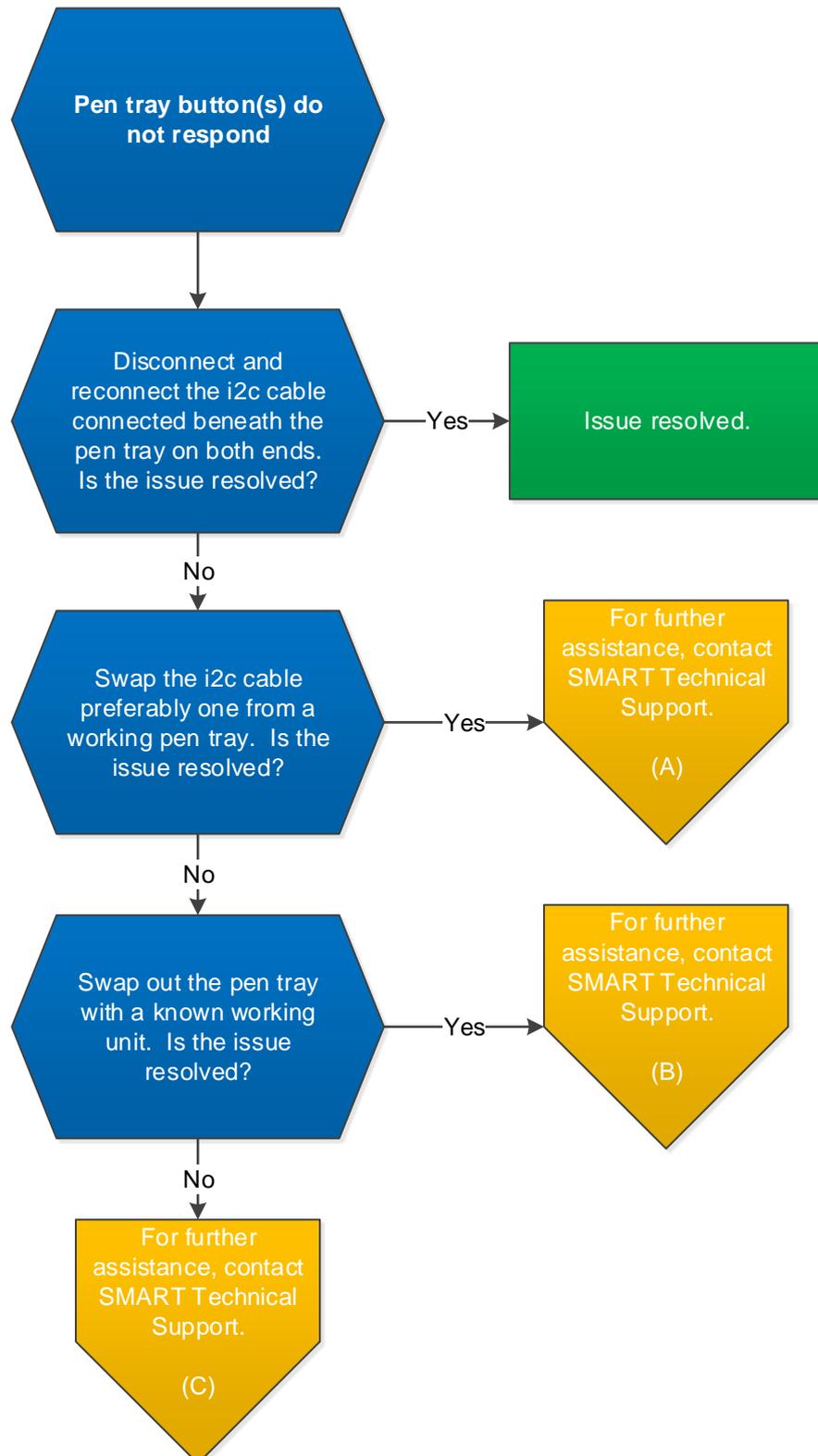
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### 4.3.1 Pen tray button(s) do not respond



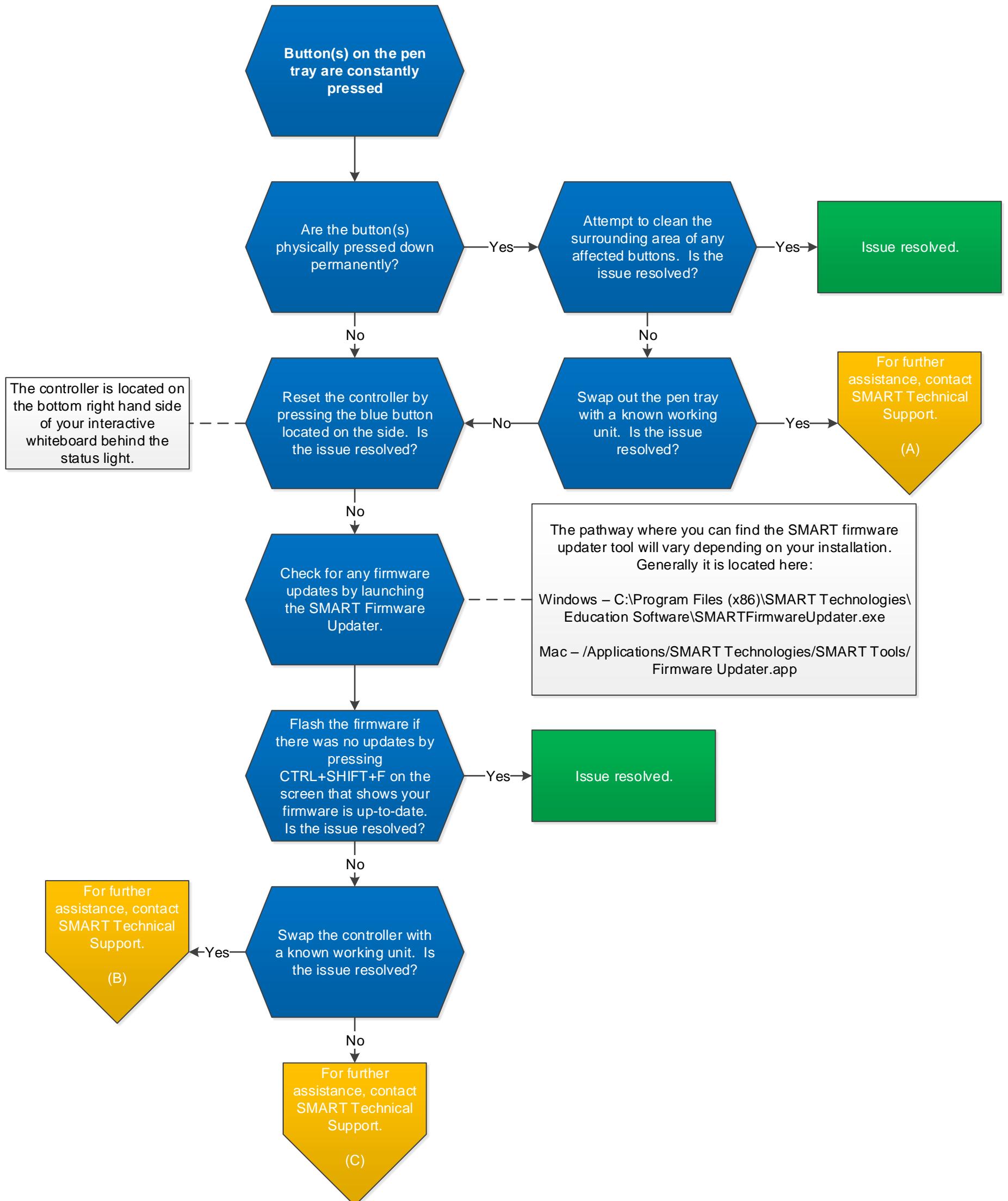
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### 4.3.2 Button(s) on the pen tray are constantly pressed

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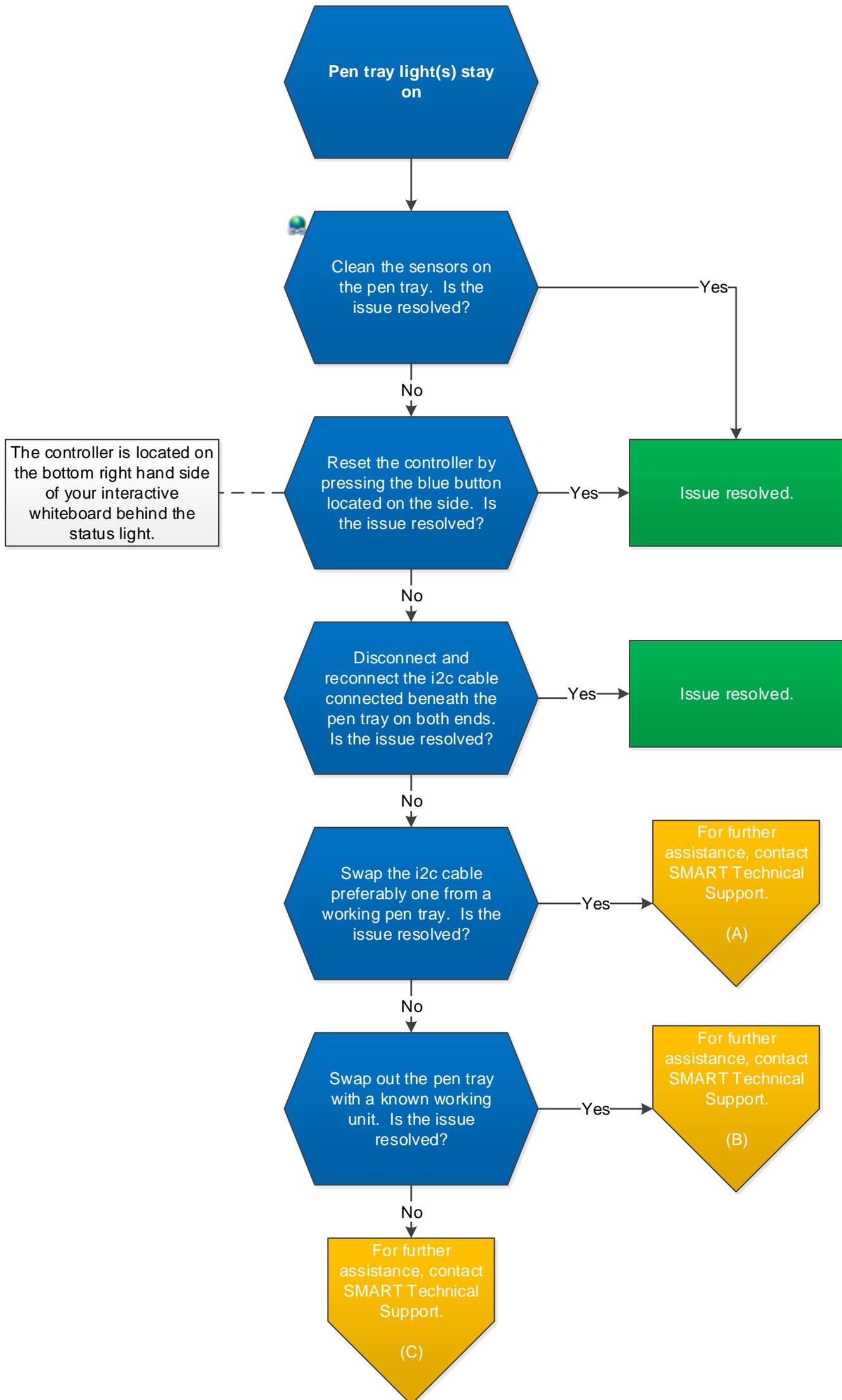
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### 4.3.3 Pen tray light(s) stay on

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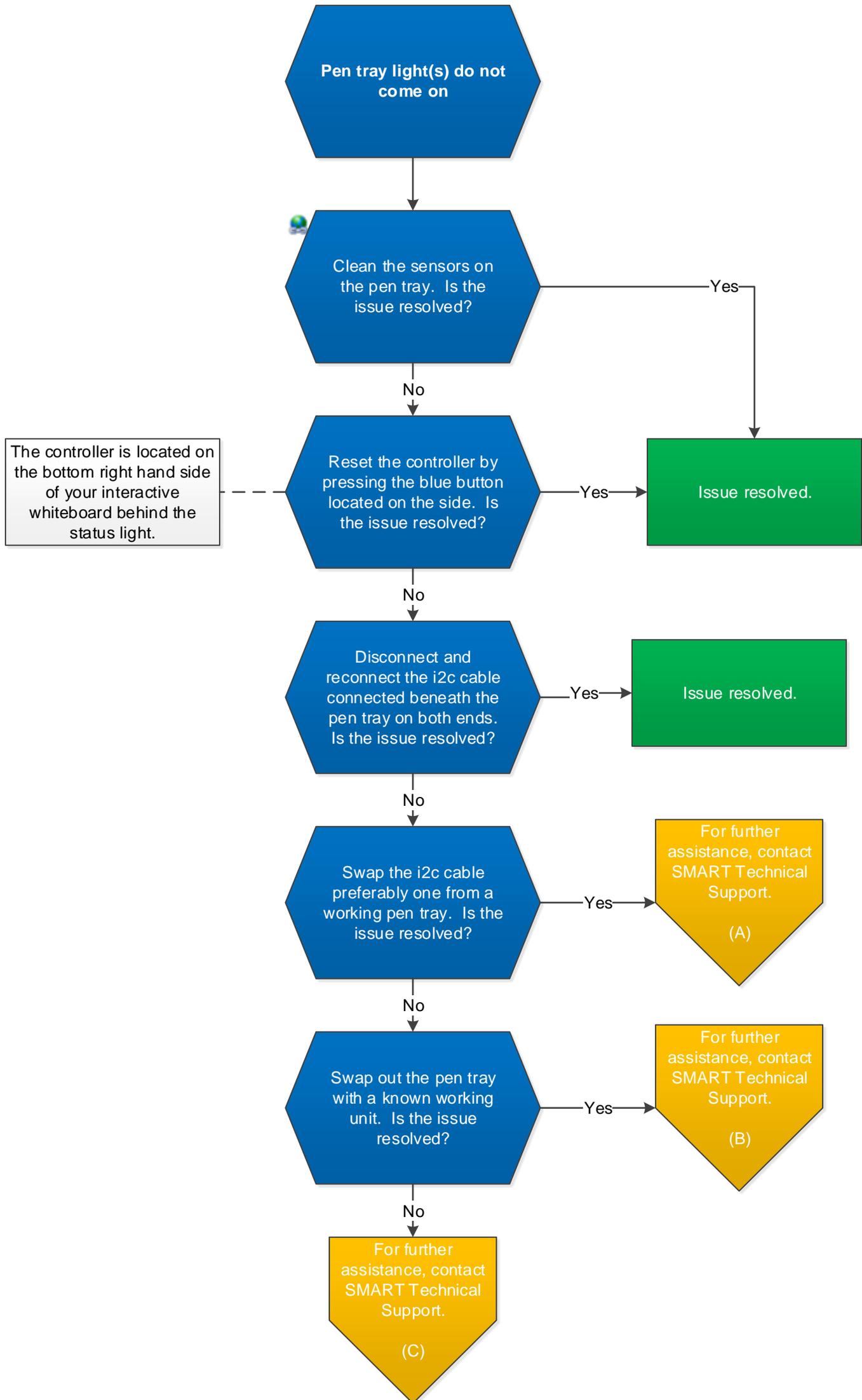
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### 4.3.4 Pen tray light(s) do not come on

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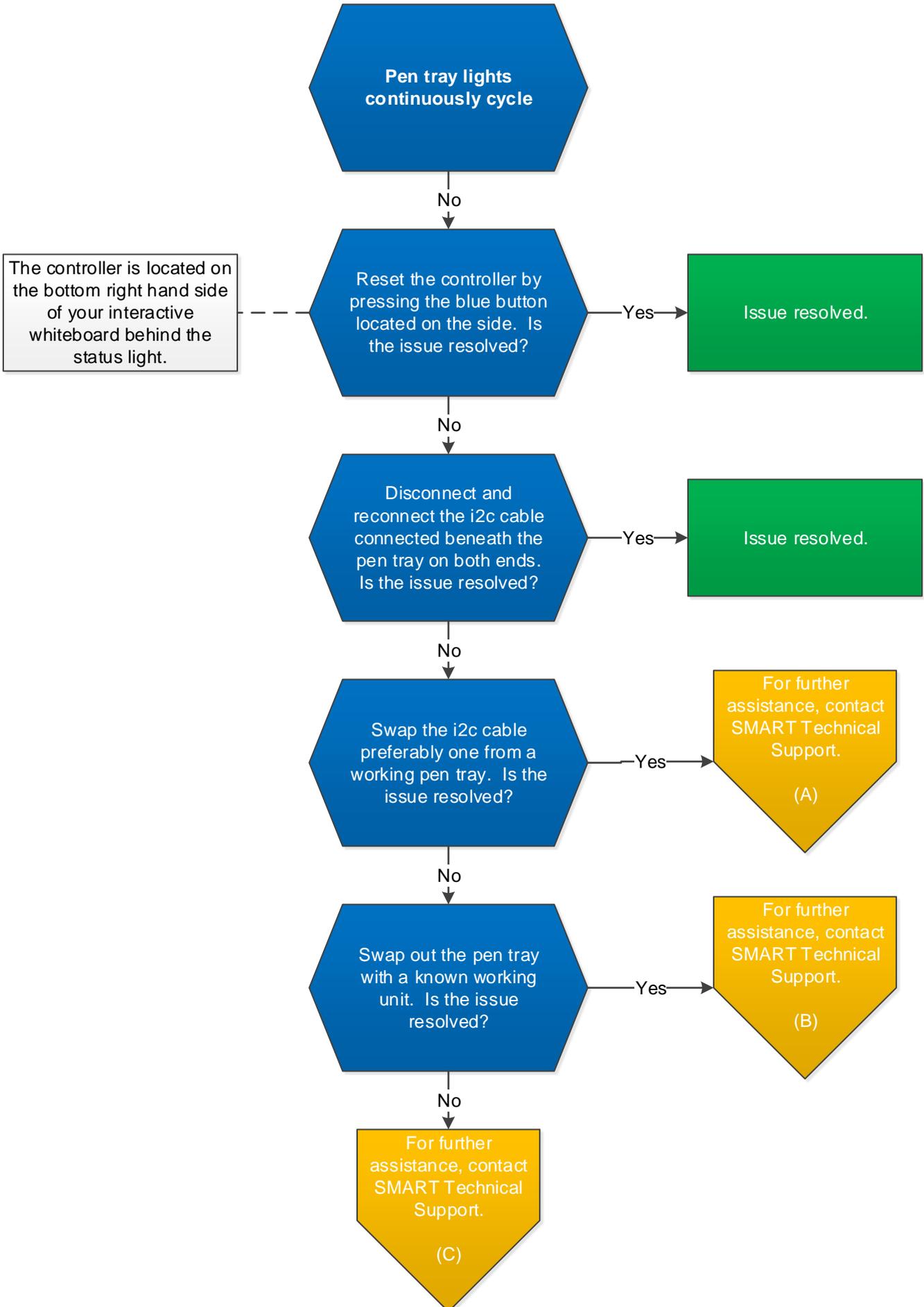
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# 4.3.5 Pen tray lights continuously cycle

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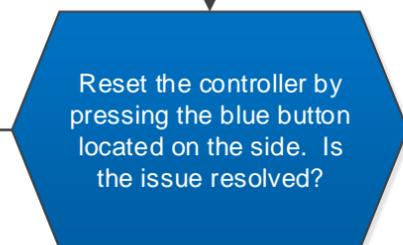
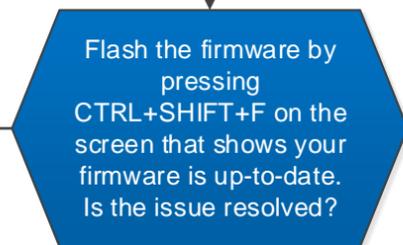
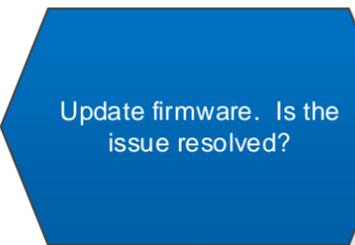
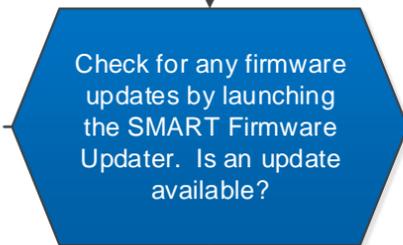
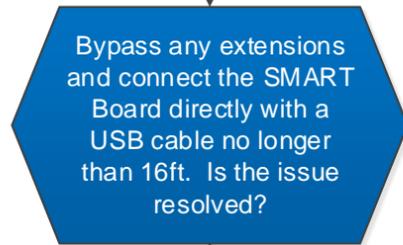
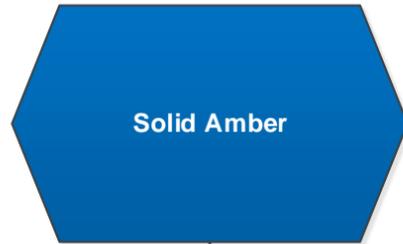
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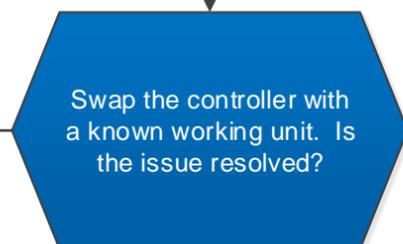
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# 5.0 Solid Amber



The controller is located on the bottom right hand side of your interactive whiteboard behind the status light.



For further assistance, contact SMART Technical Support.  
(A)

For further assistance, contact SMART Technical Support.  
(B)

The pathway where you can find the SMART firmware updater tool will vary depending on your installation. Generally it is located here:

Windows – C:\Program Files (x86)\SMART Technologies\ Education Software\SMARTFirmwareUpdater.exe

Mac – /Applications/SMART Technologies/SMART Tools/ Firmware Updater.app

Issue resolved.

Issue resolved.

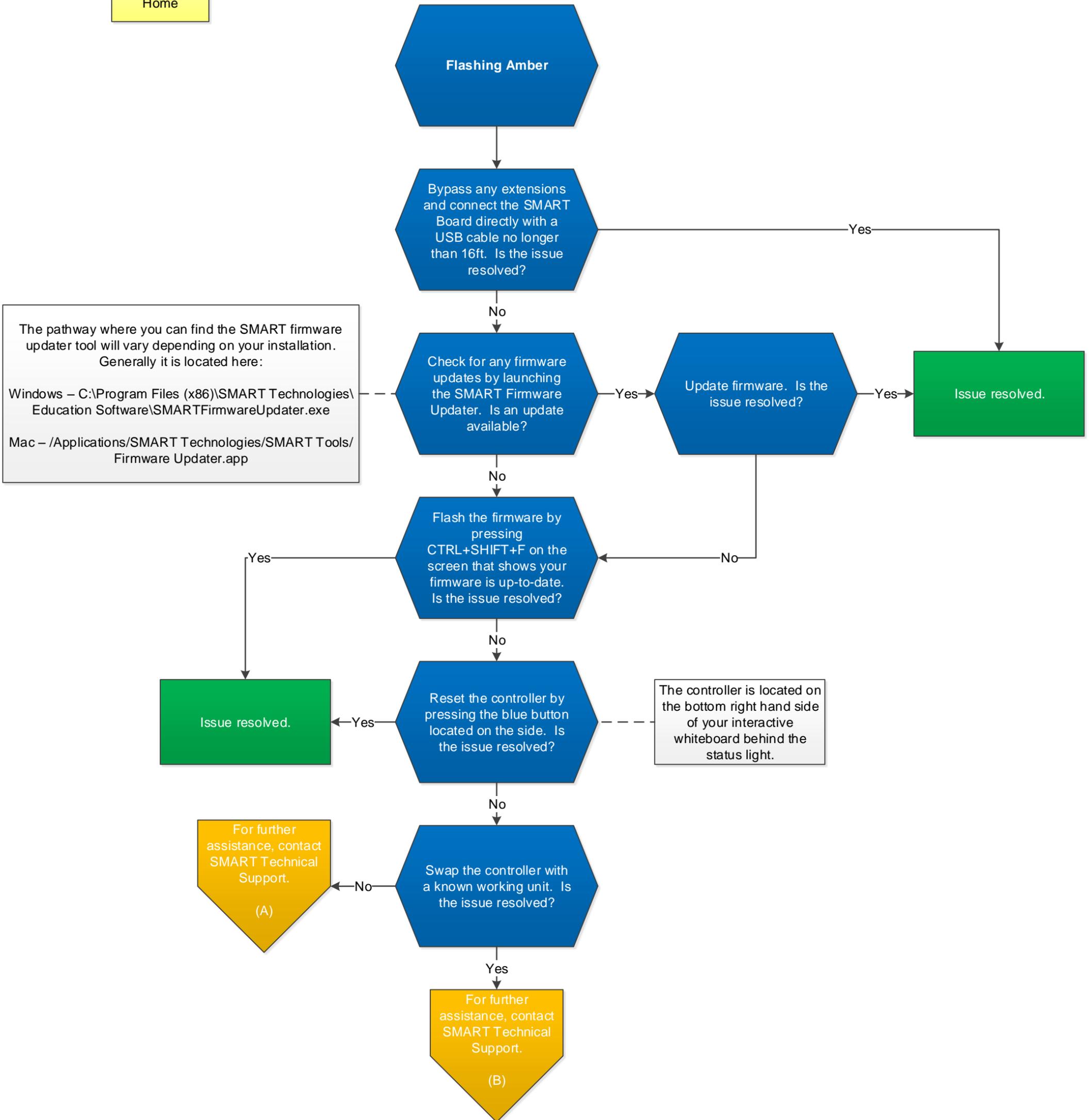
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# 6.0 Flashing Amber



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### 7.0 No Light

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