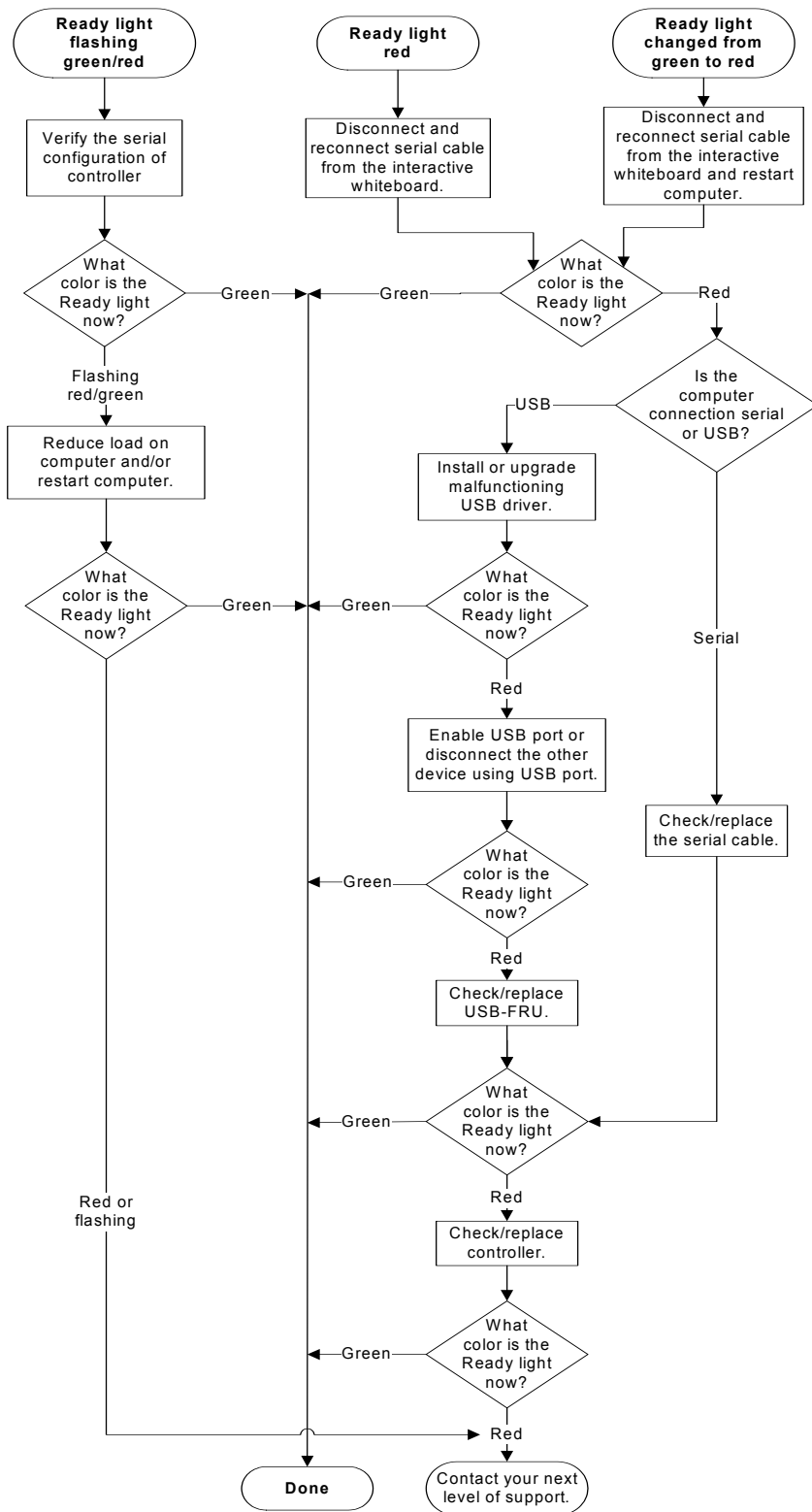


Fast Track Troubleshooting:

SMART Board™ 500 Series Interactive Whiteboard Ready Light Red or Flashing Red/Green

A red Ready light indicates that the interactive whiteboard is receiving power but isn't communicating with the computer. Pen tray LEDs won't turn on and the screen is not responsive to touch.



An alternating red/green light may indicate that your computer is running too many other applications or doesn't meet minimum specifications. Reduce the load on the computer by disabling unnecessary applications or replace it with a more powerful computer.

If the Ready light changed from green to red while the computer was running, the computer may have become unresponsive. Restart the computer.

Disconnect, and then reconnect the serial cable to the interactive whiteboard and the USB cable from the computer to the USB-FRU (if used) to reset the interactive whiteboard and re-establish the link.

If you are using a USB-FRU:

- Make sure that the operating system has all USB HID drivers and current upgrades installed. (The Windows® 98 and 98SE operating systems require the system installation disk to install the HID drivers.)
- A powered USB hub or extender may have failed or become unplugged from the computer. Check connections, or replace the failed component.
- The computer's USB port might have become disabled. Try to enable the port using your computer's device manager.

If you are using a serial connection, the computer's serial interface might be in use, configured incorrectly or disabled.

NOTE: Before substituting the controller module, contact your next level of support to ensure that all other possibilities have been checked. Replace the controller module with another that has been successfully tested on an interactive whiteboard.

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