Knowledge Base

# Troubleshooting Tips for Your SMART Board™ V280 Interactive Whiteboard

SMART Hardware SMART Board™ V280 interactive whiteboards

## Overview

This document describes the symptoms, causes and solutions for problems that you could experience with your SMART Board V280 interactive whiteboard.

Try the troubleshooting tips on the following pages to quickly resolve most issues with your product.

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# Symptoms, Causes and Solutions

| Symptoms | Cause | Solution |
|---|---|---|
| Your computer slows down or stops responding when you connect it to your interactive whiteboard. | Your computer doesn't meet the minimum system requirements for your interactive whiteboard. | Ensure that your computer meets or exceeds the minimum system requirements for your interactive whiteboard.<br><br>For your interactive whiteboard's system requirements, see document 121618. |
| | There are too many external peripheral devices connected to your computer, increasing demand on its CPU. | Disconnect any external peripheral devices that you aren't using. |
| There is no image projected on your interactive whiteboard's screen, or a "No Input" message appears. | Your projector isn't receiving a video signal. | • Check the video cable connections.<br>• Check that the correct video input is selected on your projector.<br>• Make sure that your projector is on, and that it's connected to a power source.<br>• If you're using a laptop computer, turn on the external video connection. Refer to your laptop's user guide for more information. |
| | Your computer is in standby mode. | Move the mouse or touch any key on your keyboard to bring your computer out of standby mode. |
| | Your computer is off. | Turn on your computer (or press your computer's reset button), and then log on as usual. |
| The projected image is blurry, too large or doesn't completely fill your interactive whiteboard's screen. | Your projector's position, zoom and focus settings aren't adjusted. | Adjust the projector's position, zoom and focus settings. Refer to your projector's manual for more information. |
| | Your computer's video resolution settings don't match your projector's native resolution. | Consult your projector's manual for the correct computer video resolution, and then select **Start > Control Panel > Display** and change the video resolution to match your projector.<br><br>**ℹ NOTE**<br>This procedure might vary, depending on your version of Windows® operating system and your system preferences. |

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| You see a message telling you that your interactive whiteboard requires a high speed, USB 2.0 compliant computer. | Your computer isn't high speed, USB 2.0 compliant.<br><br>ℹ️ **NOTE**<br>Your computer likely doesn't meet the minimum system requirements for your interactive whiteboard. | Replace your computer with a newer, high speed, USB 2.0 compliant model.<br><br>For your interactive whiteboard's system requirements, see document 121618.<br><br>ℹ️ **NOTE**<br>This procedure might vary, depending on your version of Windows operating system and your system preferences.<br><br>To check if your computer is high speed, USB 2.0 compliant:<br><br>1. Select **Start** > **Control Panel**.<br><br>    The *Control Panel* window opens.<br><br>2. Double-click **System**.<br><br>    The *System Properties* window opens.<br><br>3. Select the **Hardware** tab, and then select **Device Manager**.<br><br>    The *Device Manager* window opens.<br><br>4. Expand **Universal Serial Bus controllers**.<br><br>    If you see a listed controller with the word "Enhanced" in its name, for example, Intel® ICH8 Family USB2 Enhanced Host Controller, your computer is high speed, USB 2.0 compliant. |
| You see a message telling you that a connected device could operate faster. If you click this message, another message instructs you to connect your interactive whiteboard to a USB 2.0 compliant port. | There are too many devices connected to your computer. As a result, your operating system must use a non-enhanced controller to connect your interactive whiteboard. | Disconnect the additional USB devices to ensure that your interactive whiteboard connects to an enhanced host controller. |
| | The included USB cable isn't connected to a high speed, USB 2.0 compliant port on your computer. On some computers, the front USB ports aren't high speed, USB 2.0 compliant. | Try a different USB port. |

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| The SMART Board icon  doesn't appear in the notification area at the bottom right of your screen. | SMART Board Tools isn't running. | Start SMART Board Tools by selecting **Start > Programs > SMART Technologies > SMART Board Drivers > SMART Board Tools.** |
| | SMART Notebook software isn't installed. | Install SMART Notebook software on your computer. For details about installing SMART Notebook, see document 122239. |
| The orientation procedure stops at the first point and won't proceed to the next point. | The projected image doesn't completely fill the writing surface of your interactive whiteboard. SMART Board drivers orientation software is optimized for the field of view of each camera when the projected image fills the entire writing surface. If your projected image is too small, the field of view of the cameras won't include the first orientation point. Therefore, the software won't detect your touch point, and the orientation procedure stalls. | Move your projector away from your interactive whiteboard or adjust the projector's zoom feature so that the projected image fills the entire writing surface, and then repeat the orientation procedure. OR If you can't adjust the projected image to fill the entire writing surface of your interactive whiteboard, perform the following steps: 1. In the Windows notification area, press the **SMART Board** icon , and then press **Control Panel**. The SMART notebook control panel opens. 2. Press **SMART Hardware Settings**. 3. From the drop-down menu, select **Orientation/Alignment Settings**. 4. Clear the **Projected image fills the entire display area** option. 5. Press **Apply**. 6. Press **Orient/Align the SMART Product**. The orientation screen appears. 7. Perform the orientation procedure. |

| Symptoms | Cause | Solution |
|---|---|---|
| Your interactive whiteboard's screen doesn't respond when you touch it with your pen, the pointer moves erratically, gaps appear when you draw or write, or your pen doesn't work reliably near the bottom of the screen. | Your interactive whiteboard isn't oriented properly. | Orient your interactive whiteboard. For details about orienting your interactive whiteboard, see document 122239. |
| | Extra light in the room is affecting your interactive whiteboard's performance. | Close any blinds and shades, or turn off all halogen and LED lights. |
| | SMART Board Tools isn't running. | Start SMART Board Tools by selecting **Start > Programs > SMART Technologies > SMART Board Drivers > SMART Board Tools**. |
| | SMART Notebook software isn't installed. | Install SMART Notebook software on your computer. For details about installing SMART Notebook, see document 122239. |
| | Your interactive whiteboard's screen surface is curved, obstructing the line of sight from your interactive whiteboard's digital cameras to the tip of your pen. | Ensure that you secured your interactive whiteboard to the wall to hold it flat. For details about correctly installing your interactive whiteboard, see document 122239. For more information about checking for surface curvature, see document 135276. |
| | Your computer is running too many applications. | Close some open applications. |
| | The USB power from your laptop, computer or USB extender is too low to power your interactive whiteboard. | Connect your laptop or computer to an AC power receptacle. OR Eliminate or substitute the USB extender. OR Install a powered USB hub. |
| | Your computer doesn't meet minimum specifications. | Upgrade your computer or replace it with a more powerful one. For your interactive whiteboard's system requirements, see document 121618. |

| Symptoms | Cause | Solution |
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| Pen strokes or parts of letters appear to be missing when you write quickly on your interactive whiteboard.<br><br>ℹ️ **NOTE**<br>　This issue doesn't occur when you use handwriting. | Your interactive whiteboard's frame rate is set too low. | Increase your interactive whiteboard's frame rate if it's set too low.<br><br>To determine whether your interactive whiteboard's frame rate is set too low, write the same word twice: once slowly, and once quickly. If your strokes are complete in the slow version but not in the quick version, the frame rate is set too low.<br><br>To increase your interactive whiteboard's frame rate:<br><br>1. In the Windows notification area, press the **SMART Board** icon 🔘, and then select **Control Panel**.<br><br>　The SMART Notebook control panel opens.<br><br>2. Select **About Software and Product Support > Tools > Diagnostics**.<br><br>　The *SMART Board Diagnostics* window opens.<br><br>3. Select **View > V200 Bar**, and then select **Frame Rate**.<br><br>　The *Frame Rate* window opens.<br><br>4. Move the slider to 60, and then select **OK**.<br><br>　The *Frame Rate* window and the V200 bar close automatically.<br><br>5. Close the *SMART Board Diagnostics* window, and then close the SMART Notebook control panel. |

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| Unwanted connection lines appear between printed letters when you write quickly on your interactive whiteboard. | The double-click zone might be too large for your style of printing. Your interactive whiteboard is incorrectly reading your printing strokes as double-clicks. | Decrease the size of the double-click zone.<br><br>To decrease the size of the double-click zone:<br><br>1. In the Windows notification area, select the **SMART Board icon** , and then press **Control Panel**.<br><br>The SMART Notebook control panel opens.<br><br>2. Press **SMART Hardware Settings**.<br><br>3. From the drop-down menu, select **Mouse Settings**.<br><br>4. In the double-click zone, move the slider to the second square from the right.<br><br>Press **Apply**, and then press **OK**.<br><br>ℹ️ **NOTE**<br>If the lines still drag, decrease the size of the double-click zone again. Repeat steps 1 to 3, and then move the slider farther to the right. |
| The pen's LED status light doesn't illuminate green when you press the tip switch on the nib with your finger or against your interactive whiteboard. The screen also doesn't respond when you touch it with your pen, and you're unable to write in digital ink. | The pen's battery is weak or dead. | Replace the old battery with a new or recharged one.<br>For more information about checking your pen's battery charge, see document 129600. |
| | The pen nib is worn down. It isn't long enough to press the switch inside the pen. | Replace the pen nib and tip (cone). You received four replacement pen nibs and tips with your interactive whiteboard.<br>For more information about checking and replacing your pen's nib, see document 129600. |
| | The battery orientation is backwards. | Remove the battery, and then insert it as illustrated inside the battery compartment. |

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|---|---|---|
| There is a small red ✖ on the SMART Board icon. | SMART Notebook software is unable to detect your interactive whiteboard. | Check that the cable extending from each camera to the USB hub behind your interactive whiteboard is securely connected, and that the USB 2.0 cable is connected to both the USB hub (on the back of your interactive whiteboard) and your computer. |
| | The included USB cable isn't connected to a high speed, USB 2.0 compliant port on your computer. On some computers, the front USB ports aren't high speed, USB 2.0 compliant. | Try a different USB port. |
| | SMART Board Service isn't running. | Start SMART Board software service.<br><br>To start SMART Board software service:<br><br>1. In the Windows notification area, press the **SMART Board** icon, and then select **Control Panel**.<br><br>The SMART Notebook control panel opens.<br><br>2. Select **About Software and Product Support > Tools > Diagnostics**.<br><br>The *SMART Board Diagnostics* window opens.<br><br>3. Select the **Service menu**, and then select **Start**.<br><br>4. Close the *SMART Board Diagnostics* window, and then close the SMART Notebook control panel. |
| | There are too many high speed USB devices connected to your computer. | Disconnect any webcams or other high speed USB devices. |

| Symptoms | Cause | Solution |
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| There is a small red ✖ on the SMART Board icon 🖥. (continued) | The USB CCID smart card driver installed on your computer failed to access the smart card reader on your interactive whiteboard's USB hub. <br><br> ℹ **NOTE** <br> The USB CCID smart card driver encrypts data from each of your interactive whiteboard's cameras, which connect to the USB hub. | Check the SMART Board software service log to see if there is an error indicating that the USB CCID smart card driver failed to access the smart card reader. If there is an error, disconnect and reconnect the USB cable. <br><br> To check the SMART Board software service log: <br><br> 1. In the Windows notification area, press the **SMART Board** icon 🖥, and then select **Control Panel**. <br><br> The SMART Notebook control panel opens. <br><br> 2. Select **About Software and Product Support > Tools > Diagnostics**. <br><br> The *SMART Board Diagnostics* window opens. <br><br> 3. Check the SMART Board software service log file. The following error message indicates that the USB CCID smart card driver failed to access the smart card reader: <br><br> `22: (4/22 10:13:23.114) - Error: The data necessary to complete this operation is not yet available. (0x8000000a). SBV280 init failed due to Smart Card not connected. Unplug and replug of usb cable might fix the error.` <br><br> 4. Close the *SMART Board Diagnostics* window, and then close the SMART Notebook control panel. |

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| There is a small red ✕ on the SMART Board icon. (continued) | The camera calibration data is lost. | Restore the back-up camera data from the registry.<br><br>To restore the back-up camera data:<br><br>1. In the Windows notification area, press the **SMART Board** icon, and then select **Control Panel**.<br><br>   The SMART Notebook control panel opens.<br><br>2. Select **About Software and Product Support > Tools > Diagnostics**.<br><br>   The *SMART Board Diagnostics* window opens.<br><br>3. Press **Default** (or **Restore Camera Defaults**) to restore the camera data.<br><br>4. Close the *SMART Board Diagnostics* window, and then close the SMART Notebook control panel.<br><br>**NOTE**<br>The Connection Wizard enables the **Restore Camera Defaults** button if both cameras are detected but your interactive whiteboard isn't detected. |

| Symptoms | Cause | Solution |
|---|---|---|
| There is a small red ✖ on the SMART Board icon 🟦. (continued) | | Stop and then start SMART Board software service.<br><br>To stop SMART Board software service:<br><br>1. In the Windows notification area, press the **SMART Board** icon 🟦, and then select **Control Panel**.<br><br>   The SMART Notebook control panel opens.<br><br>2. Select **About Software and Product Support > Tools > Diagnostics**.<br><br>   The *SMART Board Diagnostics* window opens.<br><br>3. Select **Service > Stop**.<br><br>4. Close the *SMART Board Diagnostics* window, and then close the SMART Notebook control panel.<br><br>To start SMART Board software service:<br><br>1. Repeat steps 1 and 2, above.<br><br>2. Select **Service > Start**.<br><br>3. Close the *SMART Board Diagnostics* window, and then close the SMART Notebook Control Panel.<br><br>4. Restart your computer. |

ℹ️ **NOTE**

If the previous procedures don't resolve the issue, contact
SMART Technical Support.

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