

SMART Podium ID350/ID370 Installation Guide

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Keep the following information available in case you need to contact SMART Technical Support.

Serial Number: _____

Date of Purchase: _____

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This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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Important Information

Please read this guide carefully before setting up and using your SMART Podium interactive pen display.

WARNING

- If the screen is damaged, don't touch any liquid that leaks from it. This liquid is an irritant. If the liquid makes contact with your skin, eyes or mouth, immediately rinse the area with running water for at least 15 minutes. Consult a physician if the liquid makes contact with your eyes or mouth.
- Don't open or disassemble the Podium interactive pen display. You risk electrical shock from the high voltage inside the casing. Also, if you open the casing, you'll void the warranty.
- Don't let children play with the pen. They may accidentally remove the small tip, which can be a choking hazard.
- The screen is extremely sensitive to liquids. Don't apply glass cleaner, an organic solvent (such as alcohol), or even a mild detergent to the screen. If you use these cleaners, you may damage the screen's finish or the unit's electronics. Also, you'll void the warranty.
- Don't use the interactive pen display in a facility control system or any other environment that requires extremely high reliability; the interactive pen display can interfere with or cause other electronic devices to malfunction, or other devices can interfere with or cause the interactive pen display to malfunction. Where use is prohibited, turn off the interactive pen display to prevent the possibility of it interfering with or causing other electronic devices to malfunction. SMART doesn't accept any liability for direct or consequential damages.
- Use only the power adapter that came with the interactive pen display. Other adapters won't work properly, can damage the interactive pen display, and can create a fire hazard. If you use a different power adapter, you'll void the warranty.

Other Precautions

For proper installation, read this guide carefully and observe the following precautions.

The Interactive Pen Display

- Don't place sharp or heavy objects on the interactive pen display.
- Don't connect or disconnect the video or power cable if the interactive pen display or your computer is on. If you do, you can damage the LCD screen and/or the computer video card.
- Connect the interactive pen display to a computer with an appropriate video card as an inappropriate video card may damage the screen:
- If you're using an ID350, connect it to a computer with a video card that can support XGA resolution and a refresh rate no higher than 70 Hz.
- If you're using an ID370, connect it to a computer with a video card that can support SXGA resolution and a refresh rate of 75 Hz.
- Don't block the interactive pen display's ventilation holes, as this can cause it to overheat.
- If you move the interactive pen display, hold it on the sides or the back. Don't apply pressure to the screen.

The Tethered Pen

- The tethered pen is a sealed unit that contains electronics but no batteries. If you attempt to open the tethered pen, you'll damage these electronics. This will make the tethered pen unusable and void the warranty.
- Don't touch the screen with any instrument other than the supplied pen because other instruments may damage the screen's coating.
- Don't use a pen that has worn down to a sharp or angular tip, as it may damage the screen.
- Don't immerse the pen in water.

The Environment

- Avoid setting up and using the interactive pen display in an area with excessive levels of dust, humidity and smoke or where it's exposed to direct sunlight, severe temperature changes, heat from other appliances, water or any other liquid. Operate the interactive pen display within a temperature range of 41°F and 95°F (5°C to 35°C) and a humidity range of 20% to 80% (non-condensing). However, you can store the interactive pen display within a temperature range of 14°F to 140°F (-10°C to 60°C) and a humidity range of 20% to 90% (non-condensing).

- Don't modify the power cord. Handle it carefully and avoid bending it excessively. Don't place the power cord in an area where it's likely to be stepped on or pinched by items placed on or against it. If you must run a cable over the floor, lay it in a flat, straight line, and secure it to the floor with tape or a cable management strip of contrasting color.
- The interactive pen display comes with a three-prong, grounding-type power plug (designed to fit into a grounding-type power outlet). If you can't insert the plug into a power outlet, contact an electrician to replace the power outlet. Don't modify the power plug.
- Place the interactive pen display in a location where users will have clear and direct access to the main power plug, as they must be able to unplug the unit at all times. Always disconnect the interactive pen display before you install any devices or perform any maintenance.
- If possible, unplug the interactive pen display before any thunderstorms. However, don't touch the unit or the unit's power plug during a thunderstorm, as there is a risk of electrical shock.
- Unplug the interactive pen display if you won't use it for an extended period.
- Don't hit or drop the interactive pen display or subject it to intense shock or vibration.
- If the interactive pen display requires replacement parts, use parts that are specified by SMART Technologies.

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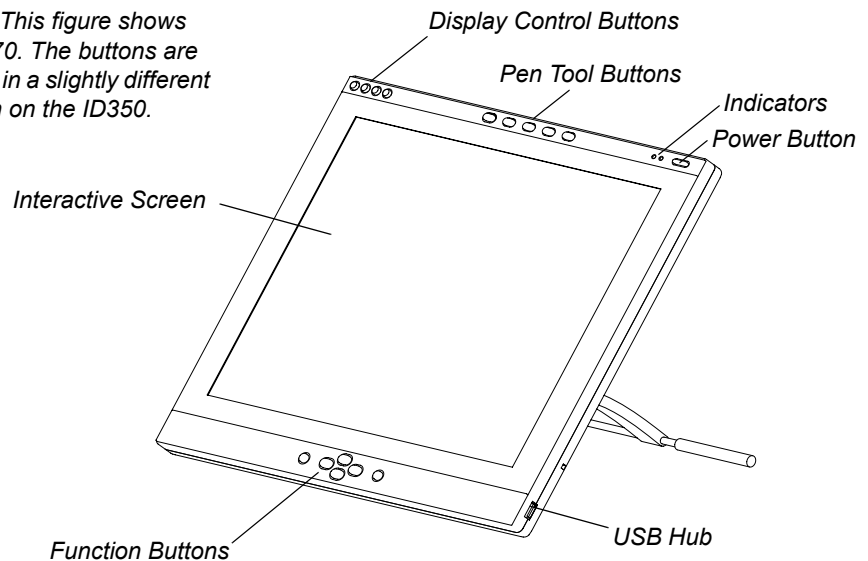
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Chapter 1

Overview

The SMART Podium interactive pen display works with your computer and SMART software to create an interactive presentation environment. Both the ID350 and the ID370 include dynamic and interactive tools for creating presentations and lessons. You can control applications and create notes using the tethered pen, all while facing the audience.

NOTE: This figure shows an ID370. The buttons are located in a slightly different position on the ID350.



The Interactive Screen

The ID350 interactive pen display is a 15" (38.1 cm) Liquid Crystal Display (LCD) interactive screen.

The ID370 interactive pen display is a 17" (43.2 cm) LCD interactive screen.

Both of these screens act as input devices and output devices.

i NOTE

For the interactive pen display to function properly, connect it to a computer with an appropriate video card. An inappropriate video card may damage the screen.

- If you're using an ID350, connect it to a computer with a video card that can support XGA resolution (1024 × 768) and a refresh rate no higher than 70 Hz.
- If you're using an ID370, connect it to a computer with a video card that can support SXGA resolution (1280 × 1024) and a refresh rate of 75 Hz.

The Tethered Pen

By using the tethered pen on the interactive pen display, you can control and manipulate items on your screen, and create or remove digital ink. You can store the pen in the compartment on the top of the unit.

The Pen Tool, Function and Display Control Buttons

By using the buttons on the interactive pen display, you can set the current function of the pen, instantly activate programs and configure the display settings.

- Use the pen tool buttons to control the function of the pen tool. You can select from different digital ink colors and an eraser button.
- Use the function buttons to perform a right-click and to access specific SMART tools, such as SMART Notebook software.
- Use the on-screen display control buttons to configure the display's settings.

Connection Panel

The interactive pen display connection panel has four connectors: a USB receptacle for connecting the supplied USB cable; a video input receptacle for the video cable from your computer; a video output receptacle for a video cable to a projector or a monitor; and a power receptacle for the power cable.

The interactive pen display also includes two USB connectors on its frame.

Power

The interactive pen display uses a single 12V DC power supply, which comes with the unit.

i NOTE

The interactive pen display switches to the appropriate voltage automatically.

Chapter 2

Installing the Interactive Pen Display

This chapter tells you how to:

- determine the best location for the interactive pen display (page 4)
- change the angle of the interactive pen display (page 4)
- connect the interactive pen display (page 5)
- integrate a monitor or a projector (page 5)
- attach the pen (page 6)
- install SMART Notebook software (page 7)
- match your computer's and interactive screen's resolutions (page 8)
- adjust the screen settings (page 9)
- orient the screen (page 11)
- secure the interactive pen display (page 12)
- remove the interactive pen display's stand (page 12)

Determining the Best Location for the Interactive Pen Display

Install the interactive pen display in a cool, dry location without excessive levels of dust, humidity and smoke. Operate the interactive pen display in an environment within a temperature range of 41°F to 95°F (5°C to 35°C) and within a humidity range of 20% to 80% (non-condensing). You can store the interactive pen display within a temperature range of 14°F to 140°F (-10°C to 60°C) and a humidity range of 20% to 90% (non-condensing).

Take into consideration that the interactive pen display itself will generate heat whenever it's turned on. To maintain a consistent operating temperature, don't block or cover any of the ventilation holes on the back of the unit. Other external factors can affect the interactive pen display, such as the heat generated by control systems or other electronic equipment. Make sure there is adequate airflow around the unit.

Keep the computer keyboard and the mouse close to the interactive pen display, because the pen won't function until you install the SMART software and the SMART Board™ drivers are running. You should also keep your computer within 19' 6" (6.0 m) of the unit. This distance protects against signal degradation that occurs with a longer USB cable. The video cable also has length limitations, so you shouldn't use an RGB video cable that's longer than 50' (15 m).

To alleviate glare, you can use the attached tilt stand to angle the interactive pen display. Alternatively, you can use a tilt stand that conforms to the standard sizes set by the Video Electronics Standards Association (VESA). When installing a VESA-compatible stand, use M4 screws (0.16" or 4 mm wide with a 0.03" or 0.7 mm pitch) that are no longer than 0.59" (15 mm).

Changing the Angle of the Interactive Pen Display

You can adjust the stand to change the angle of the interactive pen display.

NOTE

For information on how to remove or install the stand, see page 12.

To change the angle of the interactive pen display

1. Hold the interactive pen display to support its weight while you adjust the stand.
2. Push the stand's locking mechanism towards the top of the interactive pen display, adjust the angle of the stand and then release the locking mechanism.

Connecting the Interactive Pen Display

CAUTION

- Use only the cables provided with your interactive pen display. Other cables can damage the interactive pen display.
- Don't connect the video or power cables if the interactive pen display or your computer is on. Doing so can damage the interactive pen display or your computer.

To connect the interactive pen display

1. If you haven't done so already, shut down your computer.
2. Connect the supplied video cable to the **Analog RGB IN** receptacle on the interactive pen display, and connect the other end of this cable to the monitor port on the computer.
3. Connect the supplied USB cable to the **USB** receptacle on the interactive pen display, and then connect the other end of this cable to an available USB receptacle on your computer.
4. Connect the power supply to the **DC IN** receptacle on the interactive pen display, and then connect the power cable to the power supply.
5. Turn on the computer and the interactive pen display.

NOTE

If you must install drivers for your computer, search for them in the operating system folders.

Integrating a Monitor or a Projector

If you want, you can connect a projector or another monitor directly to the interactive pen display. With this setup, whatever you display on the interactive pen display also appears on the other display. When you connect a projector or a monitor, the video signal from the computer is automatically sent to the projector or monitor. Other integration options are available if you amplify the video signal (page 13).

If you're connecting an external projector to an ID350, use a projector that can support XGA resolution.

If you're connecting an external projector to an ID370, use a projector that can support SXGA resolution. Alternatively, use a projector that can support XGA resolution and change the display resolution of the connected computer to 1024 × 768 pixels (XGA).

To connect a projector or monitor to the interactive pen display

1. Connect a VGA (RGB) video cable (not supplied) to the **RGB Video OUT** receptacle on the interactive pen display.
2. Connect the other end of the cable to the **Video Input** receptacle on your projector or monitor.

For details about the projector's connectors, see the instructions that came with your projector.

Attaching the Pen

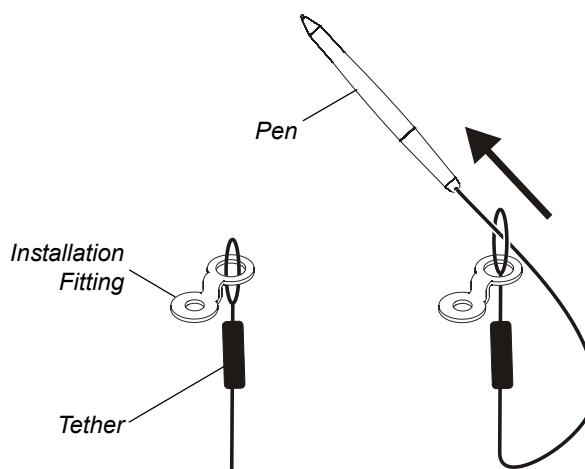
Use the tether to attach the pen to the interactive pen display, so the pen is always within reach.

i NOTE

When you're not using the pen, put it in the storage compartment that's located on the top of the unit.

To attach the tether to the pen and an ID350 interactive pen display

1. There is a loop in the cord at each end of the tether. Thread one loop through the opening at the end of the pen, and then slip the rest of the cord through the loop. Carefully pull the cord until the loop is snug.
2. Thread the other loop through the installation fitting. Then slip the pen and the rest of the tether through the loop. Carefully pull the pen until the loop is snug.

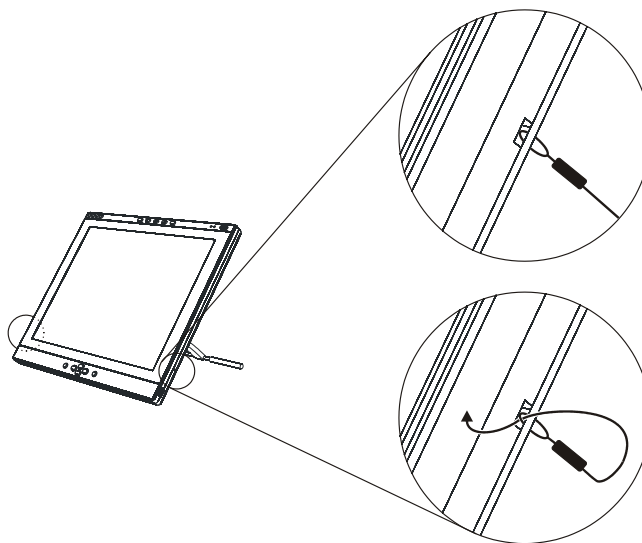


i NOTES

You can attach the installation fitting to any of the four available holes on the back of the interactive pen display. Two of these holes are on the left side (if you view the interactive pen display from the back). The other two holes are close to the connection panel on the right side (if you view the interactive pen display from the back).

To attach the tether to the pen and an ID370 interactive pen display

1. There is a loop in the cord at each end of the tether. Thread one loop through the opening at the end of the pen, and then slip the rest of the cord through the loop. Carefully pull the cord until the loop is snug.
2. Thread the other loop through the plastic loop on the back of the interactive pen display. Then slip the pen and the rest of the tether through the loop. Carefully pull the pen until the loop is snug.



Installing SMART Notebook Software

Your interactive pen display comes with a SMART Notebook software CD, which you can use to install SMART Notebook software on your computer.

i NOTE

You'll need to use the computer's keyboard or mouse to perform the installation, as your screen is not touch sensitive until you install and open the SMART Board tools.

To install SMART Notebook software

1. If you haven't done so already, turn on the computer and the interactive pen display.
2. Close all open applications on the computer.
3. Insert the SMART Notebook software CD into the CD drive.

For most systems, the CD is self-starting. If the CD doesn't start automatically:

- (Windows® operating systems) select **Start > Run**, and enter **x:\autorun.exe** (where x: is your CD drive).
 - (Mac computers) open your CD drive, and double-click the install file.
4. Follow the on-screen instructions.

i NOTE

You'll have to use the connected keyboard and mouse, because the pen doesn't work until the SMART Board drivers are running.

If your SMART software doesn't recognize the interactive pen display, you may have to activate the port manually using an attached keyboard or mouse. For further information, read your SMART software online Help. Also, if the interactive pen display is your secondary monitor, you may need to enable it in your *Display Properties Control Panel*.

The SMART Board drivers must be running before you can use the interactive pen display. You'll know that the drivers are running if you can see your SMART software icon in the system tray or the Dock.

After the software is installed and running, touch the pen to the interactive screen. The cursor should appear under the tip of the pen. If it doesn't, you may need to orient the screen (page 11) or see the *Troubleshooting* section of this guide (page 21).

Matching the Resolution

Before the image output of the computer can display properly on the interactive screen, you must set the computer's resolution to the screen's native resolution.

- If you're connecting your computer to an ID350, set the resolution of the computer to 1024 × 768 pixels (XGA) and set the refresh rate to between 45 Hz and 70 Hz.
- If you're connecting your computer to an ID370, set the resolution of the computer to 1280 × 1024 pixels (SXGA) and set the refresh rate to 75 Hz.

If you need to change the display settings on the computer, you must use the mouse.

i NOTE

Depending on your version of the Windows operating system, the dialog box labels may vary slightly. The basic procedure is described below, but the specific steps vary between operating systems.

To set the resolution (Windows operating systems)

1. Open Control Panel.
2. Double-click **Display**.
3. The *Display Properties* dialog box appears.
4. Double-click the **Settings** tab.

5. (ID350) Move the slider to change the screen resolution to **1024 × 768**.
OR
(ID370) Move the slider to change the screen resolution to **1280 × 1024**.
6. Click **OK**.

To set the resolution (Mac computers)

1. Double-click the **System Preferences** icon in the Dock.
2. Double-click **Displays**.
3. (ID350) On the Display tab, select **1024 × 768**.

i NOTE

Don't set the **Refresh Rate** to higher than 70 Hz.

OR

(ID370) On the Display tab, select **1280 × 1024**.

i NOTE

Don't set the **Refresh Rate** to higher than 75 Hz.

4. Close the dialog box.
-

Adjusting the Screen

If the interactive screen receives a signal with appropriate horizontal and vertical frequencies, it automatically adjusts the horizontal and vertical position, phase and pitch settings. However, you can fine-tune the screen display settings by using adjustment buttons on the interactive pen display.

i NOTE

Some computers and graphics cards may not allow Auto Adjust to function correctly when you first connect the screen. If the display doesn't fit within the LCD panel border or if some portion of the text appears blurred, adjust the pitch and the phase. For best results, set the computer's resolution to the screen's native resolution (page 8).












To adjust the screen

1. Press the **Menu** button on the interactive pen display to open the *On Screen Display Menu*.
2. Press the – and + buttons to select an option.

i NOTE

You can use only the interactive pen display's – and + buttons to scroll.

The available display options are described below.

Symbol	Function	Description
	Contrast	Increases or decreases image contrast.
	Brightness	Increases or decreases image brightness.
	Phase	Reduces or eliminates horizontal distortion lines. To automatically adjust, select Reset .
	Pitch	Reduces or eliminates vertical distortion lines. To automatically adjust, select Reset .
	Horizontal Center	Moves the screen image left or right.
	Vertical Center	Moves the screen image up or down.
	Color	Selects the color setting in Kelvin. User enables you to adjust the red, blue and green settings independently on the <i>User Adjustment</i> window.
	Menu Position	Moves the <i>On Screen Display Menu</i> around the screen.
	Reset	Auto Adjust resets the image parameters. Recall resets all screen options to the factory default settings. Exit leaves the current screen without resetting anything.
	Backlight	Increases or decreases the backlight brightness level.
	Language	Selects a language for the <i>On Screen Display Menu</i> .

3. With the option highlighted, press the **Enter** button.
4. Use the – and + buttons to alter the settings for the chosen option.
5. Press the **Enter** button to save your changes.
6. Repeat steps 2 through 5 to perform more adjustments.
7. Press the **Menu** button to exit the *On Screen Display Menu*.

To adjust the pitch and phase

1. Press the **Menu** button.
The *On Screen Display Menu* appears.
2. Use the – and + buttons to select the **Pitch** option, and then press the **Enter** button.
The *Pitch* screen appears.
3. Use the – and + buttons to evenly display the pattern of vertical stripes on the screen.
4. Press the **Enter** button.
5. Use the – and + buttons to select the **Phase** option, and press the **Enter** button.
The *Phase* screen appears.
6. Use the – and + buttons to make the adjustment pattern show clearly.
7. Press the **Menu** button to exit the *On Screen Display Menu*.


Orienting the Screen

To ensure that the pointer appears directly beneath the tethered pen when you touch the interactive screen, the computer needs to know the exact location of the image on the screen. You can ensure the accuracy of the pointer by orienting the screen, a procedure in which you use the tethered pen to touch a grid of red targets.

i NOTE

If the image on the screen is distorted, match the resolution (page 8) and adjust the screen (page 9) before you orient the screen.

To orient the screen

1. (Windows operating systems) Press the **SMART Notebook** icon  in the system tray, and press **Orient**.
(Mac computers) Press and hold the **SMART Notebook** icon in the Dock, and press **Open Orient**.
2. Follow the on-screen instructions.
For more details, see the SMART Notebook software online Help.

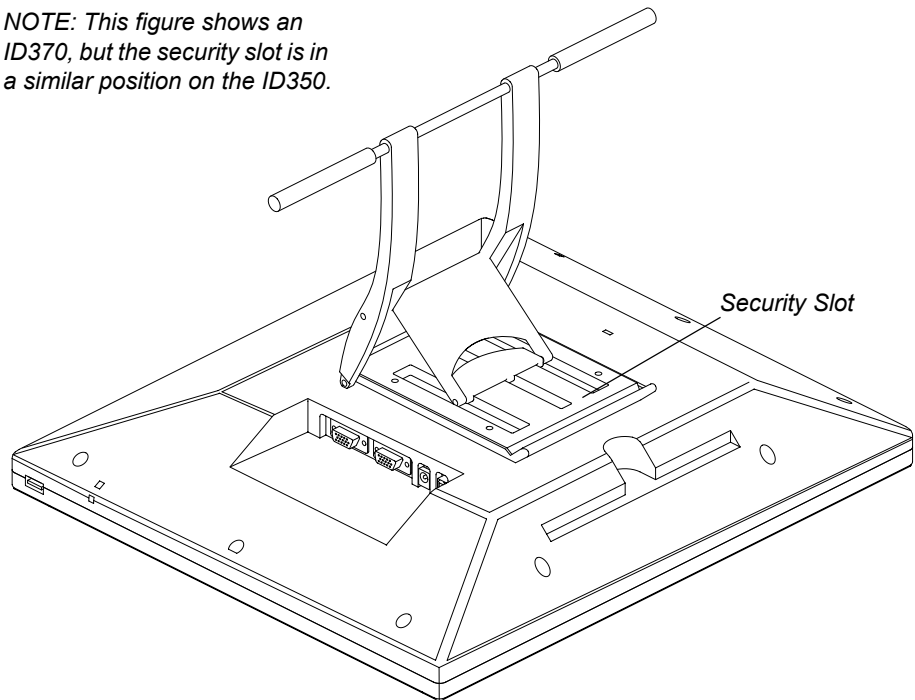
i NOTE

You can also open the orientation screen by pressing and holding the **Keyboard** and **Right-Click** buttons for several seconds.

Securing the Interactive Pen Display

You can secure the interactive pen display by attaching a cable (not supplied) between the security slot that's built into the back of the unit and an immovable object.

NOTE: This figure shows an ID370, but the security slot is in a similar position on the ID350.



Removing the Interactive Pen Display's Stand

If you want, you can remove the interactive pen display from its stand.

To remove the interactive pen display's stand

1. Place the interactive pen display facedown on a flat surface.

CAUTION

- Place the interactive pen display down slowly and carefully to ensure you don't damage the buttons.
 - Don't place the interactive pen display on a surface that will mark, scratch or damage the screen.
2. Remove the four screws that attach the stand to the interactive pen display.

To install the interactive pen display on the stand

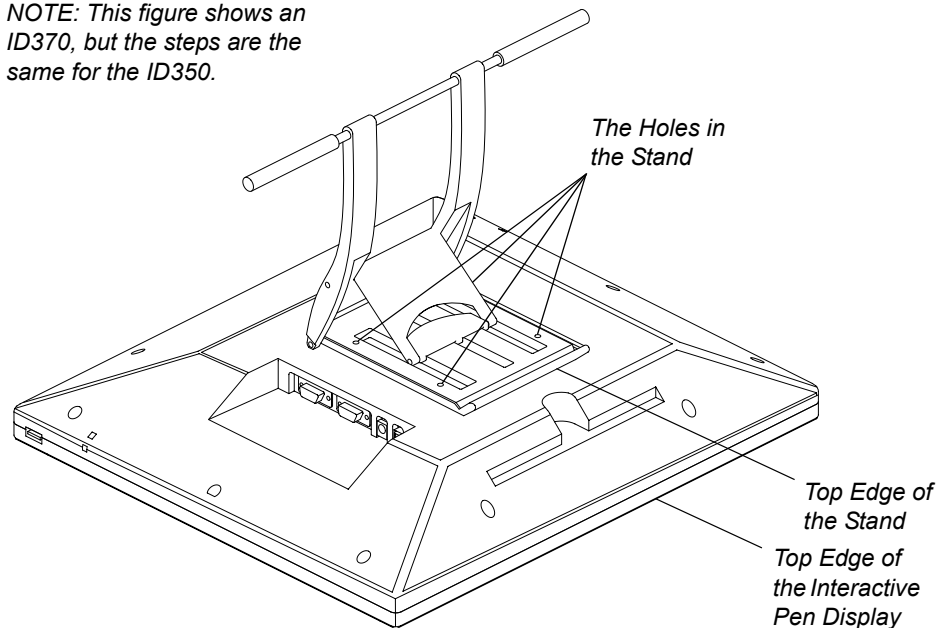
1. Place the interactive pen display facedown on a flat surface.

CAUTION

- Place the interactive pen display down slowly and carefully to ensure you don't damage the buttons.
- Don't place the interactive pen display on a surface that will mark, scratch or damage the screen.

2. Align the holes in the stand with the four holes in the back of the interactive pen display.

NOTE: This figure shows an ID370, but the steps are the same for the ID350.



3. Insert and tighten the four screws.
4. Place the interactive pen display face up, with its weight on the stand and the bottom edge of the interactive pen display.

Other Integrations

Depending on the equipment and your expertise, you may want to integrate the interactive pen display with other devices. You can easily adapt the interactive pen display to expand the multimedia capabilities of the equipment in the room. For example, you can integrate your interactive pen display with a projector and a SMART Board interactive whiteboard.

NOTE

If you want to use a video cable longer than 50' (15 m), you must boost the video signal with a video distribution amplifier.

Chapter 3

Using the Interactive Pen Display

The interactive pen display is as easy to use as a pen on paper. By touching the tethered pen to the screen, you can interact with computer applications intuitively. You can also access additional tools and features using the pen tool buttons and function buttons. This chapter tells you how to interact with the screen using the pen, as well as how to use the pen tool and function buttons.

CAUTION

Use only the pen that came with the interactive pen display. Pens or styluses from other products can damage the protective coating of the display.

NOTE

You can use SMART Notebook software to make your presentations interactive and dynamic. For further information on what you can accomplish with SMART Notebook software, see the SMART Notebook software online Help. While reading the online Help, keep in mind that:

- a pen touch on the interactive pen display is equivalent to a touch on the interactive whiteboard surface with a finger
- the tethered pen and pen tool buttons function like the SMART pen tray tools on the interactive whiteboard


Touching the Interactive Screen

You can manipulate objects, select items, and create and remove digital ink by touching the screen with the tethered pen.

Using the Pen Tool Buttons

Use the pen tool buttons to control how the interactive pen display responds to your screen presses. You can use the pen tool buttons to left-click, right-click, write digital ink (in black, blue or red) or erase when you press the screen.

Clicking and Mouse Mode

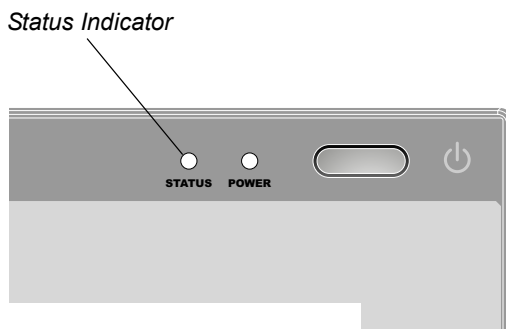
When you press the **Select**  pen tool button, each screen press is interpreted as a left-click until you press a different pen tool button.

Press the **Select** button and then press the tip of the tethered pen to the interactive screen. To double-click, press twice with the pen. To drag an object, press and hold the object with the tip of the pen, and drag it to its new location.

TIP


If the pointer doesn't appear directly under the tip of the tethered pen, orient the interactive pen display to improve the accuracy (page 11).

The interactive pen display's Status indicator glows blue when the pen touches the screen.



NOTE: This figure shows an ID370, but the indicators are in a similar location on the ID350.

Right-Clicking

When you press the **Right-Click**  pen tool button, the next contact with the interactive screen is interpreted as a right-click.

NOTE

You can reconfigure the **Right-Click** button to perform other functions. For details on customizing this button, see the SMART Board software online Help.

Writing on the Screen and Saving Your Notes

When the SMART Board drivers are running on a connected computer, you can use the interactive pen display's **Digital Ink**  pen tool buttons to create notes over any computer application.

To create notes, press one of the **Digital Ink** pen tool buttons and write or draw on the screen, just as you would write or draw on paper. As you do so, a stream of digital ink follows the tethered pen.

i NOTE

You can write notes over computer applications only if the SMART Board drivers are running on the computer. You'll know the SMART Board drivers are running if you can see the SMART software icon in the system tray (Windows operating systems) or the Dock (Mac computers).


When you write over an application, you can save your notes. However, the available save options depend on whether that program is Aware (sometimes referred to as Ink Aware). An Aware application recognizes a note as a program component, but a non-Aware application doesn't.

To save your note as part of the file in an Aware application, save the file as you normally would. In some Windows applications, such as Microsoft Word and Excel, you can select additional toolbar options, such as saving your note into a SMART Notebook file or saving your note as text.

If the interactive pen display is connected to a Windows computer, you can capture your note and the application background, and then you can save them into a SMART Notebook file for both Aware and non-Aware applications. For more information, see the SMART software online Help.

If your interactive pen display is connected to a Mac computer, you can capture the entire screen. For more information, see the SMART Notebook software online help.

Using the Eraser

When you press the **Eraser**  button, you can use the tethered pen to erase your notes from the screen.

To erase a note



1. Press the **Eraser** button.
2. Drag the pen over the note you want to erase.

💡 TIP

You can change the size of the eraser. For more information, see the SMART software online Help.



Using the Function Buttons

You can press the function buttons to launch:

-  SMART Notebook software – an application that helps you organize, save and share your notes.
-  SMART Keyboard – a virtual keyboard that floats over your active application and lets you enter typed text at the cursor location.

i NOTE

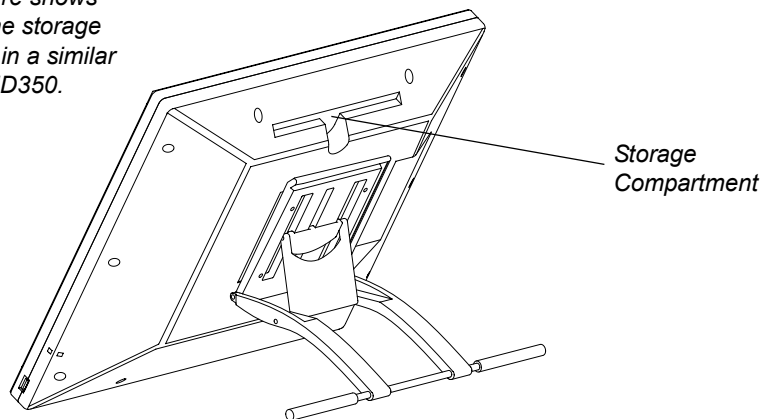
You can reconfigure the Keyboard button. For details on customizing this button, see the SMART software online Help.

-  Floating Tools – a virtual palette of tools.
-  Screen Capture tools – a set of tools you can use to capture an on-screen image and insert it into SMART Notebook software.

Storing the Pen

When you're not using the pen, put it in the storage compartment that's located on the top of the unit.

NOTE: This figure shows an ID370, but the storage compartment is in a similar location on the ID350.



Chapter 4

Maintaining the Interactive Pen Display

This chapter tells you how to keep the SMART Podium interactive pen display clean and replace the pen tip when it wears down.

Cleaning the Screen

You should clean the interactive screen once a week because dirt and dust can stick to the screen.

To clean the screen, use an antistatic cloth. If necessary, slightly moisten the cloth with water. Apply only light pressure, and avoid making the surface wet.

CAUTION

The screen is extremely sensitive to liquids. Don't apply glass cleaner, any organic solvent (such as alcohol), or even a mild detergent to the screen. If you use these cleaners, you may damage the screen's finish or the unit's electronics. Also, you'll void the warranty.

Cleaning the Pen

To clean the pen, use a soft cloth with a mild detergent.

The tethered pen is a sealed unit that contains electronics but no batteries. If you attempt to open the tethered pen, you'll damage these electronics. This will make the tethered pen unusable and void the warranty.

Don't immerse the pen in liquid.

Don't use a pen if the tip has worn down to become sharp or angular, as it may damage the screen. Replace the tip when you notice it becoming short or angular.

Replacing the Pen Tip

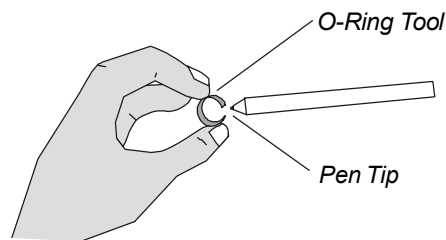
Your interactive pen display comes with five replacement pen tips and an o-ring tool to assist in tip replacement. If you require more replacement tips, contact your local SMART Reseller (page 27).

i NOTE

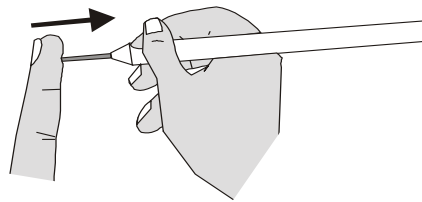
If you misplace your o-ring tool, you can use a pair of tweezers or pliers to remove the old tip.

To replace the pen tip

1. Using the o-ring tool, grab the pen tip, and slide it straight out of the pen.



2. Insert a new tip straight into the barrel of the pen. Push the tip firmly until it stops.



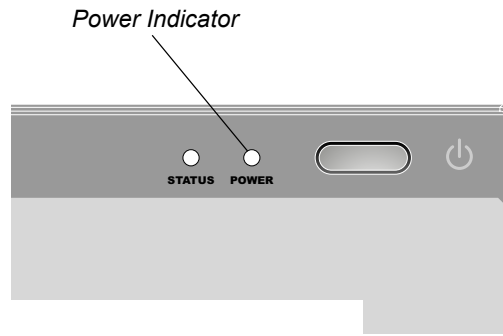
Chapter 5

Troubleshooting

This chapter offers suggestions for troubleshooting your interactive pen display.

Checking the Power of the Interactive Pen Display

The power indicator shows whether power is reaching the interactive pen display.



NOTE: This figure shows an ID370 but the indicators are in a similar location on the ID350.

If the Power Indicator is...	the interactive pen display is...
illuminated blue	turned on and receiving a video signal from your computer.
illuminated orange	turned on but isn't receiving a video signal from your computer.
off	turned off.

If the power indicator is illuminated blue, but you can't see an image on the display, read the section entitled *Image Problems* on page 23.

If the power indicator is illuminated orange, make sure that:

- the video cable is correctly connected to the interactive pen display and the computer.
- the video cable isn't bent or broken and doesn't have bent or broken pins in either connector.

i NOTE

If you're using a video cable adapter, check those connections as well.

- the computer is on and not in Sleep or Power Management mode.

If the problem persists after you check these things, read the section entitled *Image Problems* on page 23.

If the power indicator is off, make sure that:

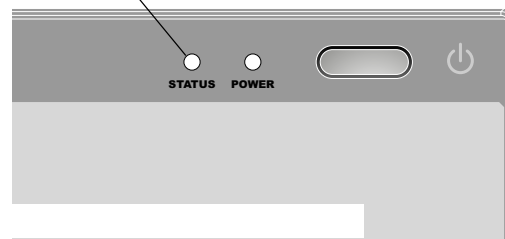
- the interactive pen display's power cable is connected properly.
- the interactive pen display is turned on.

If the power indicator still doesn't illuminate, contact your SMART Reseller (page 27).

Checking the Status of the Interactive Pen Display

The Status indicator shows whether the pen is interacting with the display.

Status Indicator



NOTE: This figure shows an ID370, but the indicators are in a similar location on the ID350.

If the Status Indicator is... this indicates that...

illuminated blue	the tethered pen is touching the interactive screen and the interactive pen display is communicating correctly with your computer.
off	either the tethered pen isn't touching the interactive screen or the interactive pen display isn't communicating correctly with your computer.

If you touch the pen to the interactive screen and the Status indicator doesn't turn blue, make sure that:

- the Power indicator is on.
- the USB cable is properly connected to an active port on the computer and to the interactive pen display.
- you're using the correct pen (not one from another display).

If you touch the pen to the interactive screen and the Status indicator still isn't blue, contact your local SMART Reseller (page 27).

Image Problems

If you don't see an image on the interactive pen display, check that the interactive pen display is turned on and that you have properly connected the power, video and USB cables. If this doesn't resolve the problem:

- Ensure that the display resolution isn't larger than 1024 × 768 pixels (ID350) or 1280 × 1024 (ID370).
- Ensure the computer's refresh rate isn't higher than 70 Hz (ID350) or 75 Hz (ID370).
- Adjust the interactive screen's contrast, brightness and backlight settings (page 9).
- Check that the computer's video card is compatible with the interactive pen display by connecting the computer to another monitor and verifying that the image is properly displayed. For further information, refer to the instructions that came with your video card or your computer.

When you use the screen, there may be some anomalies in the image appearance. The following irregularities aren't necessarily indications that the screen is defective:

- A very small number of pixels are permanently illuminated, not illuminated at all or show an incorrect color.
- The image flickers or appears striped.
- A moiré or pooling pattern (an irregular geometric pattern) appears temporarily when you're writing on the screen. This pattern is the result of hard pressure on the screen surface.
- An afterimage remains for a short time. This happens when a still image is displayed on the screen for a long time without the screen being refreshed. The longer the still image remains on the screen, the longer the afterimage will last and the darker it will be. This is normal and won't damage the screen. However, you should use your computer's power management tools to preserve the life of your screen. Set the power management options so the screen turns off when it's not in use. If power management isn't available, install a screen saver that uses a blank screen.

Control and Writing Problems

If the pointer doesn't accurately follow the movement of the pen, orient the interactive pen display (page 11).

Before you can write on the screen in digital ink, the SMART Board drivers must be running on the attached computer. You'll know that the SMART Board drivers are running if you can see the SMART software icon in the system tray (Windows operating systems) or the Dock (Mac computers)

If the digital ink doesn't appear as you expect, check the customizable pen settings within SMART Notebook. For more information on setting digital ink properties (such as color, line thickness, line style and transparency) refer to the SMART Notebook online Help.

Appendix A

Hardware Environmental Compliance

SMART Technologies supports global efforts to ensure that electronic equipment is manufactured, sold and disposed of in a safe and environmentally friendly manner.

Waste Electrical and Electronic Equipment Regulations (WEEE Directive)

Waste Electrical and Electronic Equipment regulations apply to all electrical and electronic equipment sold within the European Union.

When you dispose of any electrical or electronic equipment, including SMART Technologies products, we strongly encourage you to properly recycle the electronic product when it has reached end of its life. If you require further information, please contact your reseller or SMART Technologies for information on which recycling agency to contact.

Restriction of Certain Hazardous Substances (RoHS Directive)

This product meets the requirements of the European Union's Restriction of Certain Hazardous Substances (RoHS) Directive 2002/95/EC.

Consequently, this product also complies with other regulations that have arisen in various geographical areas, and that reference the European Union's RoHS directive.

Packaging

Many countries have regulations restricting the use of certain heavy metals in product packaging. The packaging used by SMART Technologies to ship products complies with applicable packaging laws.

Covered Electronics Devices

Many U.S. states classify monitors as Covered Electronic Devices and regulate their disposal. Applicable SMART Technologies products meet the requirements of the Covered Electronic Devices regulations.

China's Electronic Information Products Regulations

China regulates products that are classified as EIP (Electronic Information Products). SMART Technologies products fall under this classification and meet the requirements for China's EIP regulations.

U.S. Consumer Product Safety Improvement Act

The United States has enacted the *Consumer Product Safety Improvement Act* which limits the lead (Pb) content in products. SMART Technologies is committed to complying with this initiative.

Appendix B

Customer Support

Online Information and Support

Visit www.smarttech.com/support to view and download user's guides, how-to and troubleshooting articles, software and more.

Training

Visit www.smarttech.com/trainingcenter for training materials and information about our training services.

Technical Support

If you experience difficulty with your SMART product, please contact your local reseller before contacting SMART Technical Support. Your local reseller can resolve most issues without delay.

NOTE

To locate your local reseller, visit www2.smarttech.com/st/en-US/Where+to+Buy.

All SMART products include online, telephone, fax and e-mail support:

Online	www.smarttech.com/contactsupport
Telephone	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada) (Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)
Fax	+1.403.806.1256
E-mail	support@smarttech.com

Shipping and Repair Status

Contact SMART's Return of Merchandise Authorization (RMA) group, Option 5, +1.866.518.6791, for shipping damage, missing part and repair status issues.

General Inquiries

Address SMART Technologies
3636 Research Road NW
Calgary, AB T2L 1Y1
CANADA

Switchboard +1.403.245.0333 or
Toll Free 1.888.42.SMART (U.S./Canada)

Fax +1.403.228.2500

E-mail info@smarttech.com

Warranty

Product warranty is governed by the terms and conditions of SMART's "Limited Equipment Warranty" that shipped with the SMART product at the time of purchase.

Registration

To help us serve you, register online at www.smarttech.com/registration.



Toll Free 1.866.518.6791 (U.S./Canada)
or +1.403.228.5940
www.smarttech.com

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