

Using SMART Board Diagnostics



Introduction

If your SMART interactive product isn't working properly, you can use SMART Board Diagnostics to help SMART Technical Support quickly identify and resolve your issue.

What is SMART Board Diagnostics?

SMART Board Diagnostics is a powerful troubleshooting tool for your SMART interactive product. If you experience issues with your interactive product, SMART Technical Support will often direct you to use SMART Board Diagnostics to easily diagnose and troubleshoot your issues.

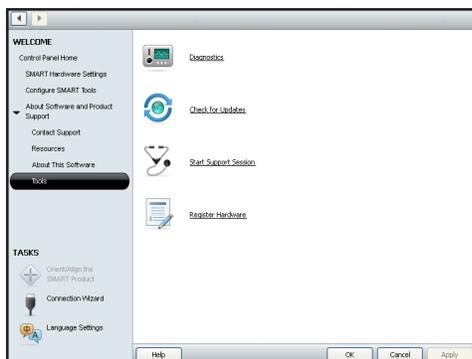
NOTE: Do not change diagnostics settings unless asked to do so by SMART Technical Support.

Touch sensitivity could disable (or may already be disabled) when troubleshooting your interactive product. Connect a mouse and keyboard to your interactive product before using SMART Board Diagnostics.

Opening SMART Board Diagnostics

To open SMART Board Diagnostics:

1. Click the **SMART Board** icon in the Windows notification area or Mac Dock, and then select **Control Panel**. The Control Panel appears.
2. Click **About Software and Product Support**, and then click **Tools**
3. Click **Diagnostics**. SMART Board Diagnostics appears.



Stopping and starting SMART Board service

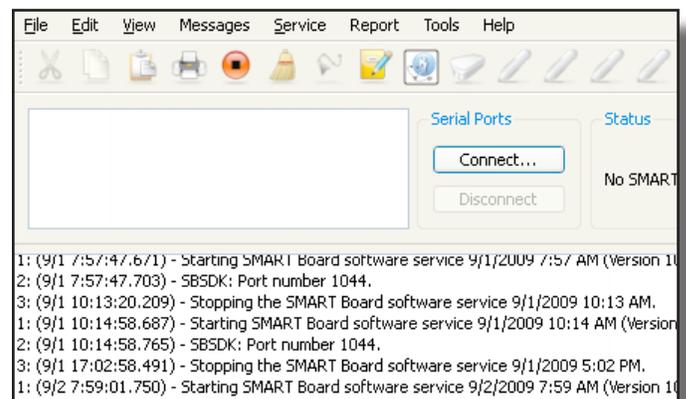
SMART Board service translates contact with the interactive screen into mouse behavior. By default, the service starts automatically each time you start your computer. The most common troubleshooting step to resolve various issues with your SMART interactive product, is to stop and restart SMART Board service. If your interactive product loses touch sensitivity, you should restart SMART Board service to re-establish the connection. You can stop and start SMART Board service using SMART Board Diagnostics.

To stop and start SMART Board service:

1. Click **Service > Stop**
2. To restart the service, select **Service > Start**



Identify information in the log window



You can find important diagnostic information in the log window. The log registers all of the information that is sent to and from the interactive product. This includes hardware information such as the detection of the pen tray, and software information – such as the firmware version number. SMART Technical Support will often ask you for this information when diagnosing and troubleshooting your interactive product issues.

Using SMART Board Diagnostics

Viewing, Saving and Sending the log report

The log report contains a summary of the log information for your interactive product.

To view the log report:

Click **Report > Local > View**.

The log report appears.

You can save the log to your computer or a USB storage device for future reference.

To save the log report:

1. Click **Report > Local > Save as**
2. Select a location and filename for the log report, and then click **Save**

If SMART Technical Support requests a copy of your log report, you can send it to them via e-mail.

To e-mail your log report:

1. Click **Report > Local > Send**. Your default e-mail application opens an addressed e-mail.
2. Type the required information
3. Click **Send**. A copy of the log report is sent to SMART Technical Support.



Conclusion



You have learned:

- What SMART Board Diagnostics is, and when to use it
- How to stop and start SMART Board service using SMART Board Diagnostics
- How to identify key information in the SMART Board Diagnostics log window
- How to view, save and e-mail a diagnostics log report

You can now use SMART Board Diagnostics to communicate effectively with SMART Technical Support and they can quickly troubleshoot your issues.

Visit the SMART Training Center for additional tutorials about SMART Board Diagnostics.

<http://smarttech.com/trainingcenter>

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