

# SMARTBOARD FAQ (APPLIES TO DINNEEN 326) – last updated 4/6/16

USER MANUAL AVAILABLE HERE:

<http://downloads01.smarttech.com/media/sitecore/en/support/product/smartboards-fpd/m600series/guides/guidesbm600v16jan15.pdf>

## 1. How to turn it on/connect/use the pointer?

- a. Turn on the projector with the remote control, and the VDI computer.
- b. Login to the VDI terminal (possibly to be replaced with windows 7 terminal in future?)
- c. Go to the Start Menu, and select “All Programs, then navigate to “Smart Technologies”, click “Smart Tools” and click “Smart Settings” (These can be added to your desktop or taskbar as shortcuts for easier use – just drag and drop them!)
- d. Smart Settings will launch and it will say that it isn’t available. Click the “connection wizard” and it should connect and turn the Red X to a Green Check (If this still doesn’t work, make sure that the smartboard is plugged in properly by examining the black power cord/plug directly over the top of the smartboard – make sure it has a green light in the window – and make sure the extension cord is plugged in.)
- e. Now you can use the pen/your finger to move the mouse cursor on the smartboard.
- f. Orient the input by pressing the “+” physical button under the smartboard, and touch the pen/your finger to the indicated areas of the screen when asked to do so.

## 2. Using the Smartboard’s pointer

- a. To double click a file or item, tap it twice fast.
- b. To “right click” a file or item, press the pen/your finger on it and hold for a couple of seconds, or use the “right click” physical button under the smartboard.
- c. To enter number or letters, press “keyboard” physical button under the smartboard.
- d. To move items or drag them around the screen, press and hold for a second, and then drag the pen/your finger across the screen.

## 3. How do I draw on the screen?

You can use one of two applications to do this.

- a. SMART INK – this is what almost all applications need enabled to allow drawing on-screen.
  - i. Turn on Smart Ink to enable drawing - Go to the Start Menu, and select “All Programs, then navigate to “Smart Technologies”, click “Smart Tools” and click “Smart Ink settings”.
  - ii. Click the grey button at the top to turn Smart Ink ON (you will know it is on in applications if there’s a hover box that says “Smart Ink” – if you don’t see this, it’s turned off and you need to enable it.)
  - iii. Go to the application you’d like to draw in (and make sure that the “Smart Ink” hover box appears. When select a pen tool, it’ll also be visible on that hover bar, and can be changed from there as well.
    1. NOTE – Smart Ink draws directly to a specific APPLICATION ONLY. For example, if you have PowerPoint open in windowed mode, you can draw all over the PowerPoint window, but not through to the desktop. You can draw to the desktop, however this will end up appearing in the “Smart Note” application.
- b. SMART NOTEBOOK – this is the only application that allows you to draw without having to enable Smart Ink.

- i. Smart Notebook doesn't require Smart Ink to be turned on. Navigate to this by going to the Start Menu, and select "All Programs, then navigate to "Smart Technologies", click "Smart Tools" and click "Smart Notebook", or click the shortcut icon on the desktop.
  - ii. In Smart Notebook, you have a variety of tools at the top.
- c. FOR BOTH SMART INK AND SMART NOTEBOOK:
  - i. You can toggle between mouse navigation and pen navigation by using the physical buttons under the smartboard. Press a color to enable drawing tool of that color. Press the mouse pointer to exit drawing and be able to select and move items.
  - ii. For easier access to the drawing toolbar, right click on the bottom right icon for the Smartboard on the computer's tray and select "show toolbar". This enables a drawing toolbar on the left side, which can be configured.

4. **Can I draw multiple lines at the same time?**

Yes – you can draw 2 lines at the same time, with 2 fingers or combination with a pen.

5. **What should I use on the Smartboard?**

Use your finger or a pen only – do NOT use a regular marker on it!

6. **What are the hardware specs and version? Software specs?**

The Smartboard being used in Dinneen 326 is M600. Smart Notebook is version 15.1.

7. **Should I update this if prompted? Any credentials needed?**

If you see a prompt for a software update, do not attempt this – it requires administrative privileges, reach out to [servicedesk@saintpeters.edu](mailto:servicedesk@saintpeters.edu) to administer this.

8. **TROUBLESHOOTING**

- a. **Software not found error** - Contact ITS services to install updates – need administrative access to apply.
- b. **Hardware not found (when attempting connection wizard)** – Check the Smartboard's power by making sure the plug at the top of the smartboard is connected.
- c. **Pen/finger isn't working properly (it works but it's misaligned)** – Calibrate by clicking the SMART software icon in the Windows notification area or Mac Dock and select SMART Settings > SMART Hardware Settings > Advanced > Calibrate. It will take you through calibration, and then orientation.
- d. **Touching/using the pen on the screen doesn't work at all** – make sure Smartboard Settings are on using the steps in #1.
- e. **I can use the mouse, but not draw on the screen** – make sure Smart Ink is enabled using the steps in #3.
- f. **Screen is blank/projector not working** – Contact ITS. It should turn on within 15 seconds of pressing the "On" button on the remote, and you should hear a sound. If all else fails, check the batteries in the remote!
- g. **For any other issues, "RTFM"!**  
<http://downloads01.smarttech.com/media/sitecore/en/support/product/smartboards-fpd/m600series/guides/guidesbm600v16jan15.pdf>