

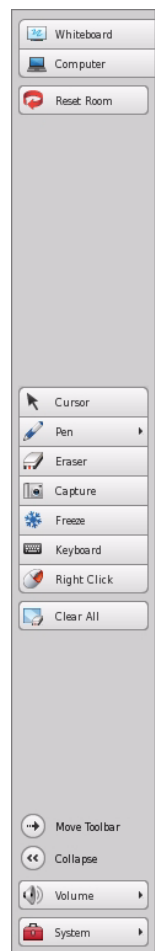
Page Sorter

Whiteboard toolbar:

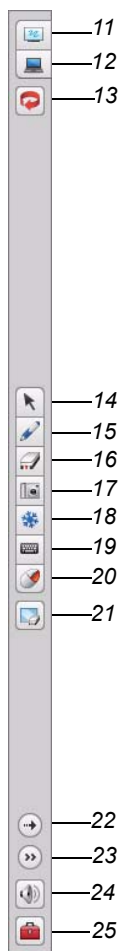


No.	Description	No.	Description
1	Creates a new Whiteboard file.	6	Attaches the Whiteboard file to an email message.
2	Opens an existing file from a USB storage device.	7	Goes to the previous page.
3	Deletes a page.	8	Goes to the next page.
4	Inserts a page.	9	Scrolls back four pages.
5	Saves the Whiteboard file to a USB storage device.	10	Scrolls forward four pages.

Sidebar (Expanded)



Sidebar (Collapsed)



No.	Description
11	Switches to Whiteboard mode.
12	Switches to Computer mode.
13	Resets the room and starts a new session.
14	Switches to cursor.
15	Writes in digital ink.
16	Erases digital ink.
17	Captures and places images in a Whiteboard file.
18	Freezes the video on your display.
19	Opens SMART Keyboard.
20	Sets the next press to a right-click.
21	Clears the digital ink from your display.
22	Moves the sidebar to the right or left.
23	Collapses and expands the sidebar.
24	Adjusts the volume.
25	Accesses the SMART VE220's Help, Orientation and System Settings.

IMPORTANT:

- To access your hub's audio feature, upgrade your firmware and then remove the hub's cover plate as per the instructions in the *SMART Hub VE220 Installation and User Guide*, [document 135648](#).
- To get the most out of your SMART Hub VE220, upgrade your firmware to [Version 3.0.X](#). Also upgrade your firmware if the sidebar doesn't appear like the one to the left.

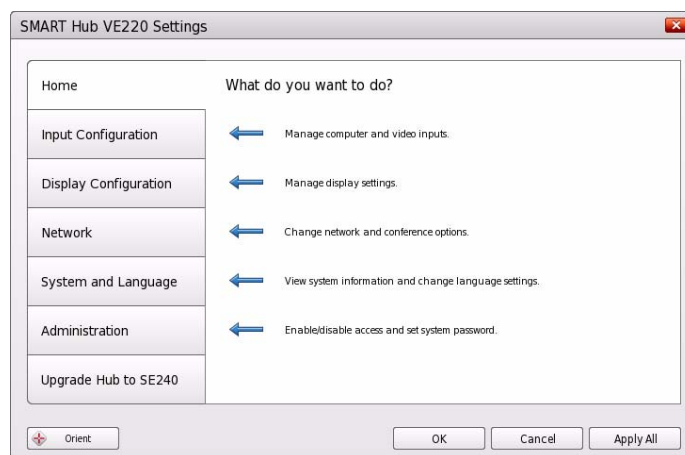
System Help

- See [document 135648](#) for more information on how to install and use the SMART Hub VE220.
- Click **Computer** to expand the sidebar.
- The SMART Hub VE220 includes System Help. To view System Help, press **System** on the sidebar and then select **Help**.

# Settings

To view the settings dialog box, press **System > Settings** on the sidebar.

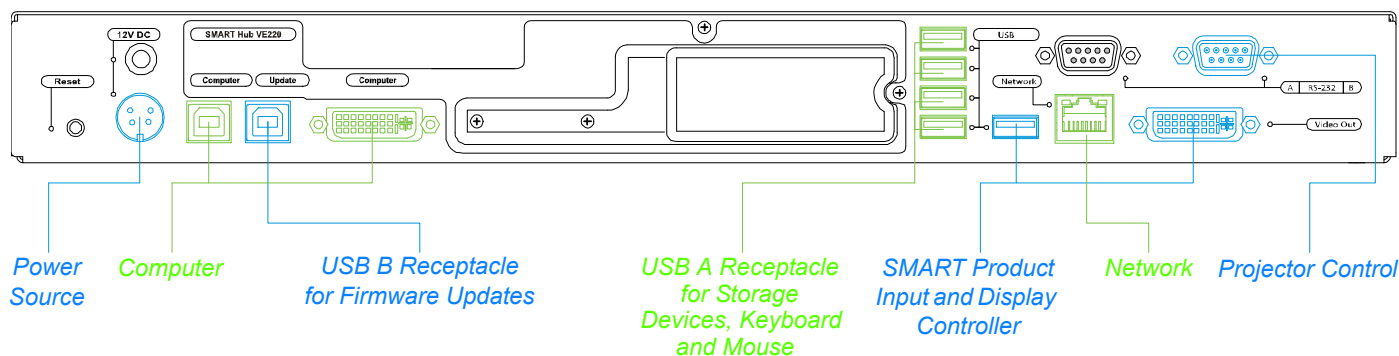
- **Input Configuration** – manage computer input appearance
- **Display Configuration** – manage display settings
- **Network** – manage network options
- **System and Language** – display system information and manage language settings
- **Administration** – manage user access and password settings, upgrade firmware and access import/export settings
- **Upgrade Hub to SE240** – for online activation of the hub's upgrade



## Troubleshooting

Symptom/Observation	Action/Solution
Your SMART Board™ interactive whiteboard or other hardware product doesn't respond to touch.	<ul style="list-style-type: none"> <li>• Ensure that your hub is connected to your compatible SMART hardware product. See the <i>connection diagram</i> below.</li> <li>• If you use a mouse and keyboard with your hub, ensure that they're properly connected and working.</li> <li>• Reset your hub using the instructions below.</li> </ul>
You're unable to connect your SMART Hub to a computer.	<ul style="list-style-type: none"> <li>• Ensure that your SMART Hub is connected to your computer and that you select the correct input type (analogue or digital) from the <i>Input Configurations</i> tab under <i>Settings</i>.</li> <li>• If you connect a laptop, ensure that your laptop is in presentation mode. See your laptop's Help or user guide for instructions.</li> </ul>
You're unable to save Whiteboard files on your USB storage device.	<ul style="list-style-type: none"> <li>• Ensure that there is enough space on your USB storage device to save your files.</li> <li>• Ensure that your USB storage device is compatible with your hub. Visit <i>USB Storage Device and Compatibility</i>, <a href="#">document 124102</a> for a list of compatible USB storage devices.</li> </ul>
Your SMART Hub stops responding or behaves unexpectedly.	<ul style="list-style-type: none"> <li>• Reset your hub. Press and release <b>Reset</b> using the red button on the back of your hub and then wait for the hub to start. If this doesn't resolve the issue, disconnect the power cable, then reconnect it and wait for the hub to turn on. If the issue persists, contact <a href="#">SMART Technical Support</a>.</li> </ul>
There's no sound from the speakers connected to the SMART Hub VE220.	<ul style="list-style-type: none"> <li>• Turn on the speakers and then ensure that the volume is not muted.</li> </ul>

## Connections



**NOTE:** You can connect your compatible SMART hardware product to any of the USB A receptacles.

www.smarttech.com/support    www.smarttech.com/contactsupport  
Support +1 403 228 5940 or Freephone +1 866 518 6791 (US/Canada)

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