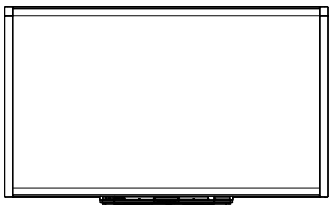
PLEASE THINK BEFORE YOU PRINT



SMART Board™ X800 Series Interactive Whiteboard

User Guide

Extraordinary made simple™

Product registration

If you register your SMART product, we will notify you of new features and software upgrades.

Register online at www.smarttech.com/registration.

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

Serial number: _____

Date of purchase: _____

FCC warning
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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Patent No. US5448263; US6141000; US6337681; US6421042; US6563491; US6674424; US6747636; US6760009; US6803906; US6829372; US6919880; US6954197; US7184030; US7236162; US7289113; US7342574; US7379622; US7411575; US7532206; US7619617; US7626577; US7643006; US7692625; CA2058219; CA2386094; EP1297488; EP1739528; JP4033582; JP4052498; JP4057200; ZL0181236.0; DE60124549. Other patents pending. 02/2011.

Important information

Before you install and use your SMART Board™ X800 series interactive whiteboard, read the following warnings carefully. Failure to read the warnings below or to follow the installation instructions included with your SMART product could result in personal injury or product damage.

NOTE

In this document, the term “interactive whiteboard” refers to your interactive whiteboard and its accessories and options.

WARNINGS

- Ensure that any cables extending across the floor to your SMART product are properly fastened together and marked to avoid a trip hazard.
- To reduce the risk of fire or electric shock, do not expose your SMART product to rain or moisture.
- Refer to the safety warnings and precautions published by the projector manufacturer. Do not stare (or allow children to stare) directly into the projector’s beam of light.
- Do not touch (or allow children to touch) your projector because it can become extremely hot during normal operation.
- Do not stand (or allow children to stand) on a chair to touch the surface of your SMART product. Instead, safely fix the product at the appropriate height on a wall or use a SMART height-adjustable floor stand.
- Do not climb (or allow children to climb) on a wall or stand-supported SMART Board interactive whiteboard.

- Two people are required to safely mount your interactive whiteboard because it is too heavy for one person to manoeuvre safely. When you and your assistant lift your interactive whiteboard, support its weight at the bottom, avoiding the corner cameras and balance the top with your other hands.

- To prevent injury or product and property damage, use only the mounting hardware supplied with your SMART Board X800 series interactive whiteboard when you install your product on drywall. The mounting hardware provided with other interactive whiteboards may not be strong enough to support the weight of SMART Board X800 series interactive whiteboards.
- Use two wall-mounting brackets to install SMART Board interactive whiteboards with a diagonal width of 87" (221 cm) or more.
- For operating safety and to prevent damage to your interactive whiteboard, connect its USB connector, or SMART connection extenders, only to a computer that has a USB compliant interface and that bears the USB logo. In addition, the USB source computer must be compliant with CSA/UL/EN 60950 and bear the CE mark and CSA and/or UL mark(s) for CSA/UL 60950.
- To prevent injury or product damage as a result of tipping, mount your interactive whiteboard only on a floor stand that is certified for use with SMART Board X800 series interactive whiteboards, such as the SMART FS670 Mobile Floor Stand or SMART HAWM FS-UX Mobile Floor Stand. Do not modify your interactive whiteboard or your floor stand to make them compatible.
- Move a floor stand-supported SMART Board interactive whiteboard with care. Sudden stops, excessive force and uneven surfaces may cause the product to overturn.

CAUTIONS

- If you need to lean your interactive whiteboard against a wall, make sure that it remains in an upright position, resting on its pen tray brackets, which are designed to sustain your interactive whiteboard's weight. Do not rest your interactive whiteboard on its side, on the top of its frame or on the corners of the frame where the cameras are located.
- Do not add any extra weight or excessive pressure to a wall-mounted interactive whiteboard or its pen tray. SMART designed the brackets to support only the weight of your interactive whiteboard and its accessories during normal use.
- There are no user-serviceable parts inside the pen tray. Only qualified individuals should disassemble the pen tray's printed circuit boards, using proper electrostatic discharge (ESD) protection.
- When transporting your SMART Board interactive whiteboard, repack it with as much of the original packaging as possible. This packaging was designed for optimal shock and vibration protection.
- Do not use compressed air to clean the interactive whiteboard's cameras because the force of the air could damage them.

- Do not allow cleaner to flow onto the reflective strips at the edges of the interactive whiteboard's frame or into the pen tray slots.
- Do not set up and use your interactive whiteboard in an area with excessive levels of dust, humidity or smoke.
- If your SMART Board interactive whiteboard requires replacement parts, make sure that the service technician uses replacement parts specified by SMART Technologies or parts with the same characteristics as the original.

Other precautions

If you own a SMART product other than a SMART Board X800 series interactive whiteboard, refer to the installation manual for your product for relevant warnings and maintenance instructions.

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Chapter 1

About your SMART Board X800 series interactive whiteboard

Your SMART Board X800 series interactive whiteboard is the most advanced and intuitive touch-sensitive, front-projection interactive whiteboard in the world, featuring SMART's proprietary DViT™ (Digital Vision Touch) technology. Its modular and expandable hardware and software architecture enables you to do everything you can do at your computer – open and close applications, conference with others, create new documents or edit existing ones, visit websites, play and manipulate video clips and more – simply by touching the interactive surface. Two users can also draw on the interactive surface at the same time and you can use an array of gestures within applications.

You can also write over any application in digital ink using a pen tray pen or your finger and then save these notes for future reference and distribution.

In this chapter

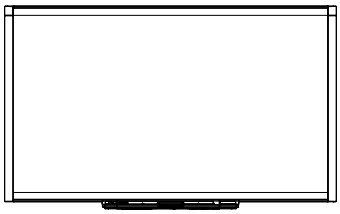
Refer to these topics to learn more about your SMART Board X800 series interactive whiteboard and for information about product parts and accessories.

Features..... page 2

Understanding how your SMART Board interactive whiteboard works..... page 4

Included parts and accessories..... page 5

Features



Your SMART Board X800 series interactive whiteboard includes the familiar features of other SMART Board interactive whiteboard series. In addition, it features the ability for two users to draw simultaneously over the entire interactive surface, enabling improved collaboration. The X800 series also features a modular pen tray design that makes it easy to add accessories.

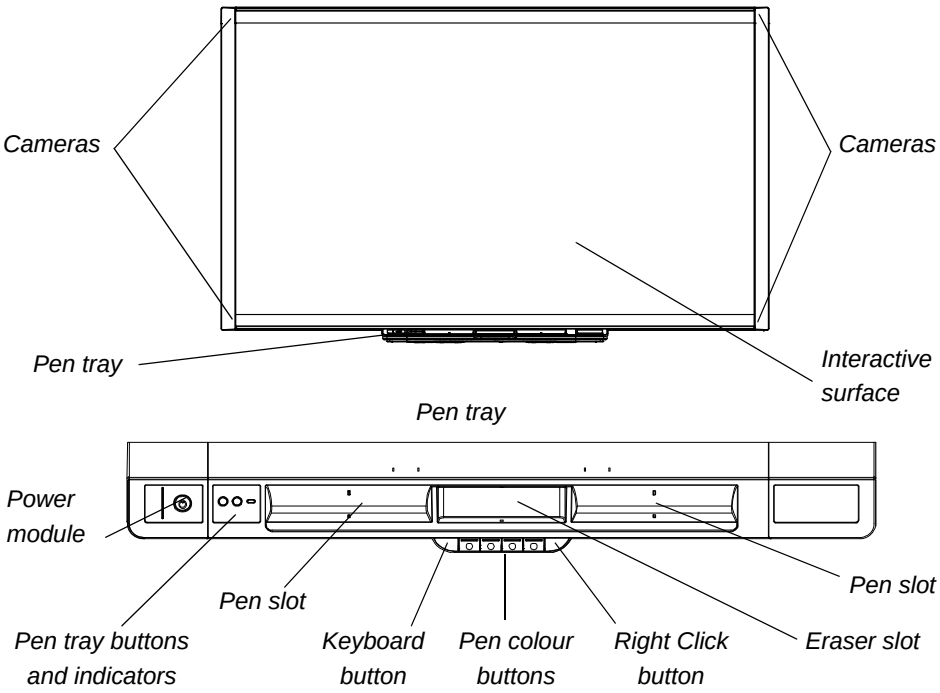
The following models are available:

- SBX880 and SBX880-MP – 77" (195.6 cm) diagonal
- SBX885 and SBX885-MP – 87" (221 cm) diagonal

Refer to the product specification sheets for specific product dimensions.

Your SMART Board X800 series interactive whiteboard

Use the illustration below to familiarise yourself with the components of your interactive whiteboard.



Feature highlights

Software
To use all the features of your interactive whiteboard described in this guide, go to smarttech.com/downloads and ensure that you have the latest version of SMART software and SMART Product Drivers installed on your computer.

Dual sketch capabilities
Two people can each pick up a pen and draw on the interactive surface at the same time, providing a higher degree of interactivity.

SMART Ink™
The SMART Ink feature smoothes out the appearance of the digital ink, which improves the legibility of your handwriting as you write over applications, websites and videos. The ink becomes an object that you can move and manipulate.

Touch and gestures
You can perform mouse functions with your finger and write and erase digital ink with a pen tray pen or the eraser. The object awareness feature enables you to pick up a pen and then write, select or erase without replacing the pen.

Pen tray
The SMART Board X800 series interactive whiteboard features a modular pen tray with an intuitive new design. As well as two pens and an eraser, pen tray buttons activate the pen's colour, the on-screen keyboard, right click, Orientation and Help functions.

Durable surface and dry erase
The hard-coated surface is scratch resistant, optimised for projection, compatible with dry-erase markers and easily cleaned.

Wall-mount bracket
Wall mount brackets enable you to install your SMART Board interactive whiteboard simply and securely.

Cables
Connect your SMART Board interactive whiteboard to your computer with the included, standard USB cable and to a wall outlet with the included power supply.

Security cable lock
Lock your interactive whiteboard with a security cable (not included) to help safeguard it from theft.

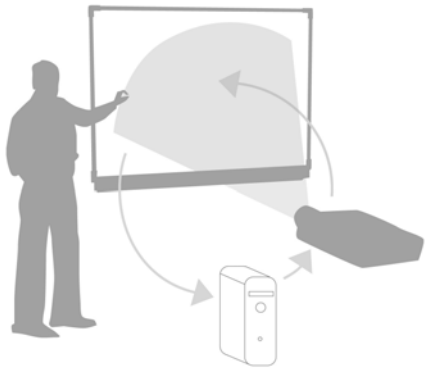
Understanding how your SMART Board interactive whiteboard works

Your interactive whiteboard functions as an input device for your computer, just like a mouse, enabling you to work in any application on your computer from your interactive whiteboard.

When you touch your interactive whiteboard's surface, the four cameras located in the interactive whiteboard's corners detect the contact's horizontal and vertical (or x,y) coordinates. Your computer interprets these coordinates and moves the pointer to the corresponding location on the interactive whiteboard's surface.

Other components

Using your interactive whiteboard requires two additional components: a computer and a digital projector.



These components work together as follows:

- Your computer runs an application and sends the image to your projector.
- Your projector casts the image onto your interactive whiteboard.
- Your interactive whiteboard acts both as your computer's monitor and its input devices, that is, its mouse and keyboard, enabling you to control any application by touching the interactive surface.

When you install SMART Product Drivers on your computer, the touch of your finger on the interactive surface becomes a mouse click, enabling you to control your computer from your interactive whiteboard. When you use a pen from the pen tray, the system detects which tool you're using. SMART Product Drivers then interacts with the computer's mouse driver to change the pointer to a coloured pen, enabling you to write in digital ink on your desktop or any open application. When you use the eraser, you can erase the digital ink. You can even use your finger on the interactive whiteboard's surface without returning the pen tray tools – automatic object awareness determines the tool that you're using on the interactive surface. You can also save your notes to a .notebook file, or directly into any Ink Aware application.

Included parts and accessories

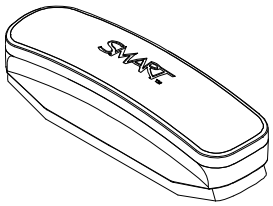
Your SMART Board X800 series interactive whiteboard includes the following accessories.

Pens

There are two pens included with your interactive whiteboard. Pick up a pen and press one of the four colour buttons on the pen tray (black, red, green or blue) to change the colour of digital ink that you write with on the interactive whiteboard.

Eraser

The eraser is rectangular like a traditional blackboard eraser.

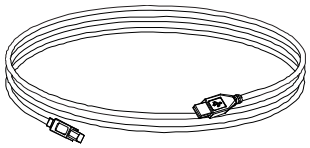


SMART Board interactive whiteboard wall-mounting kit

The 32" (81.3 cm) wall-mount bracket comes with five screws and toggle bolts, enabling you to mount your interactive whiteboard simply and securely on the wall. Model SBX885 comes with two wall-mounting kits.

SMART USB cable

A 16' 5" (5 m) USB cable enables you to connect your SMART Board X800 series interactive whiteboard to a USB receptacle on your computer.



Power supply

The SMART Board X800 series interactive whiteboard receives power from a wall outlet through the included country-specific power supply and cable.

Optional accessories

You can add a variety of optional accessories to your SMART Board X800 series to best meet your specific needs. You can purchase these items when you order your interactive whiteboard or later from your authorised SMART reseller.
For more information about accessories, go to the SMART Board interactive whiteboard accessories page.

Chapter 2

Installing and securing your SMART Board interactive whiteboard

In this chapter

Refer to these topics for information about mounting your SMART Board X800 series interactive whiteboard on a floor stand or on a wall.

Environmental requirements ..... page 7

Installing your SMART Board interactive whiteboard ..... page 8

Securing the pen tray and interactive whiteboard ..... page 10

Environmental requirements

Before installing your interactive whiteboard, review the following environmental requirements.

Environmental requirements	Parameter
Operating temperature	41°F to 95°F (5°C to 35°C)
Storage temperature	-40°F to 120°F (-40°C to 50°C)
Humidity	5% to 80% relative humidity, non-condensing
Water and fluid resistance	• Intended for indoor use only. Doesn't meet any salt-spray or water ingress requirements. • Don't pour or spray liquids directly onto the interactive whiteboard or any of its sub-components. These liquids might get into areas where they could damage sensitive electronic components. Refer to page 31 for detailed instructions on cleaning your interactive whiteboard.

Environmental requirements	**Parameter**
Dust	• Moderate dust. Intended for use in office and classroom environments. Not for industrial use where heavy dust and pollutants can cause malfunctions or impaired operation. • Designed for pollution degree 1 (P1) as per EN61558-1, which is defined as “No pollution or only dry non-conductive pollution”.
Conducted and radiated emissions	EN55022/CISPR 22, Class A

Installing your SMART Board interactive whiteboard

Follow the procedure outlined in the installation document included in your interactive whiteboard’s box to install your interactive whiteboard. If you purchased a floor stand, wall mount or an interactive whiteboard system that includes a projector or other components, refer to the installation documents included with these components.

The optimal mounting height is 77" (196 cm) from the floor to the centre of the installation brackets. However, consider the general height of your user community when you choose a location for wall-mounting your interactive whiteboard. If you mount your interactive whiteboard too low, it might force tall people to bend over uncomfortably. If it’s too high, other people might need to reach up too far.
Also remember to leave enough room on either side of the interactive whiteboard so that you can stand beside it.

WARNINGS

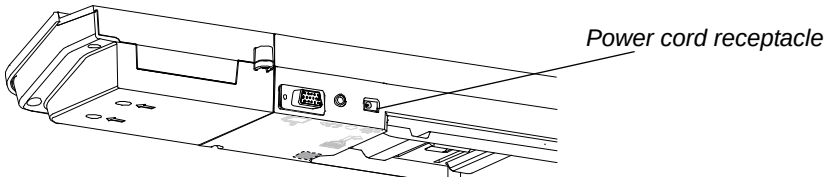
- Two people are required to safely mount your interactive whiteboard because it is too heavy for one person to manoeuvre safely. When you and your assistant lift your interactive whiteboard, support its weight at the bottom, avoiding the corner cameras and balance the top with your other hands.
- The weight of the interactive whiteboard is approximately 52 lb. (23.7 kg) for the SBX880 model and 61 lb. (27.5 kg) for the SBX885 model. Check your local building codes to ensure that your wall can support this weight and use appropriate mounting hardware for your wall type.

CAUTIONS

- If you need to lean your interactive whiteboard against a wall before you mount it, make sure that it remains in an upright position, resting on its pen tray brackets, which are designed to sustain your interactive whiteboard's weight.
- Do not rest your interactive whiteboard on its side, on the top of its frame or on the corners where the cameras are located.

Installation Tips

- Ensure that the bottom of the pen tray is unobstructed at all times because you will need to access it if the interactive whiteboard requires service.
- Install your interactive whiteboard on a flat, plumb wall.
- If you're installing the interactive whiteboard on drywall, use all the toggle bolts supplied. If one of the bracket holes aligns with a wall stud, use appropriate hardware in that hole instead of a toggle bolt.
- Ensure that the power cord is connected to the correct receptacle in the pen tray, as shown below.

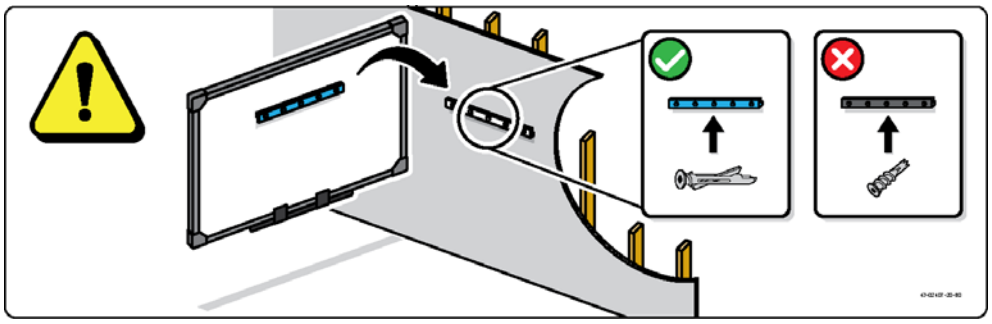


Replacing a SMART Board interactive whiteboard on drywall

If you're replacing a SMART Board 500 or 600 series interactive whiteboard with the heavier X800 series on drywall, you must remove the wall-mount bracket and mounting hardware, and then install all the mounting hardware and brackets supplied with your X800 series interactive whiteboard instead.

CAUTION

To help ensure that your interactive whiteboard is mounted correctly, make sure that the colour of the wall-mount hanger on the back of the interactive whiteboard and the wall-mount bracket are the same.

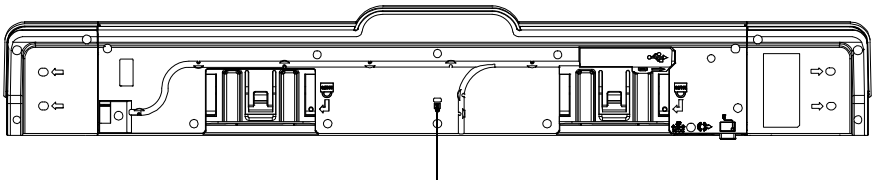


Securing the pen tray and interactive whiteboard

Because your SMART Board interactive whiteboard's pen tray is detachable, you might want to safeguard it – and your interactive whiteboard – by anchoring it with a security cable (not included). Underneath the pen tray, you'll find a lock slot that accommodates a security cable, such as a Kensington® lock.

IMPORTANT

Securing the pen tray can provide theft deterrence for your interactive whiteboard because the screws that secure your interactive whiteboard to the wall are located directly behind the pen tray, and cannot be removed without first detaching the pen tray. In effect, when you secure the pen tray, you also secure your interactive whiteboard if the security cable is tight.

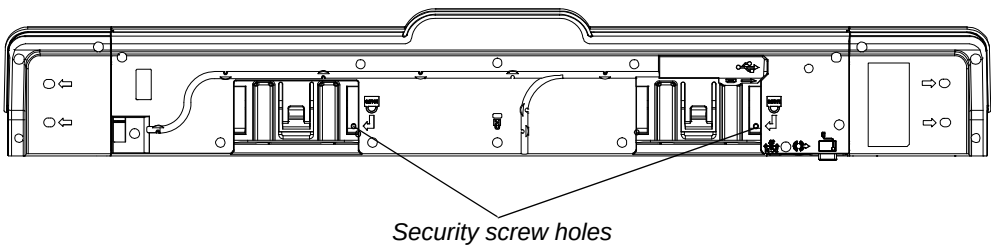


To lock the pen tray to your interactive whiteboard

1. Loop your security cable behind the pen tray brackets before you secure them to the wall.
2. Thread the lock end of the cable through the loop end of the cable.
3. Verify that the cable is tight enough that you can't remove the pen tray while the lock is in place and then install the pen tray.
4. Insert the prong end of the security cable into the lock slot and then complete the pen tray installation by locking it.

Securing the pen tray to the pen tray brackets

Since you can remove the pen tray without tools, you might want to securely attach it to its brackets. To do this, insert two No. 8/M4 screws (not included) into the holes indicated by a lock symbol on the bottom of the pen tray.



Chapter 3

Connecting your interactive whiteboard to your computer

In this chapter

Refer to these topics for information about connecting your SMART Board X800 series interactive whiteboard to your computer.

Connecting the USB cable ..... page 12

Installing SMART Product Drivers ..... page 13

Configuring your computer settings ..... page 14

Calibrating your interactive whiteboard ..... page 15

Orientating your interactive whiteboard ..... page 16

Connecting a guest laptop ..... page 18

Your interactive whiteboard will be touch sensitive after you install SMART Product Drivers on your connected computer. Perform the brief calibration and user-orientation procedures (see page 16) to ensure that the interactive whiteboard interprets the location of your touch accurately.

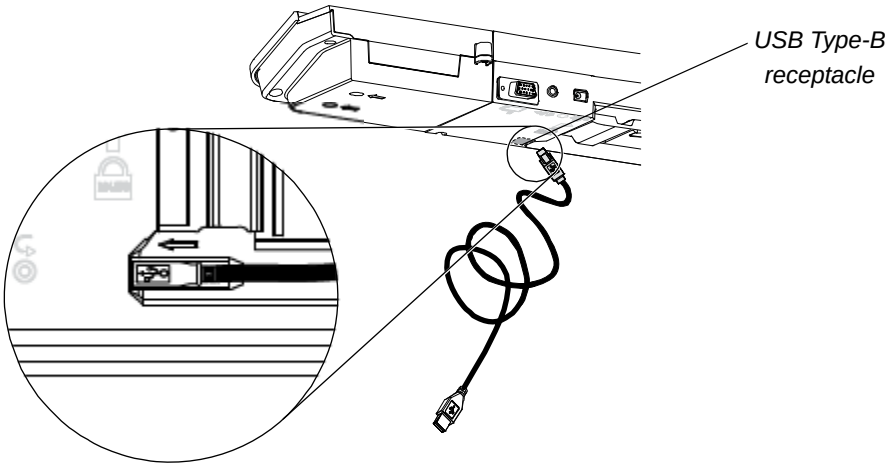
Connecting the USB cable

Your SMART Board interactive whiteboard has a USB 2.0 interface that runs at speeds of up to 12 Mbps. Your interactive whiteboard's main USB connection is located on the bottom of the pen tray. The connector is a USB Type-B receptacle. The unit works with full-speed USB 2.0- and USB 1.1-compliant interfaces.

WARNING

For operating safety and to prevent damage to your interactive whiteboard, connect its USB connector, or SMART connection extenders, only to a computer that has a USB compliant interface and that bears the USB logo. In addition, the USB source computer must be compliant with CSA/UL/EN 60950 and bear the CE mark and CSA and/or UL marks for CSA/UL 60950.

This location provides access to the USB receptacle without having to remove your interactive whiteboard from the wall.



To connect the USB cable

1. Connect one end of the included USB cable to a USB A receptacle on your computer.
2. Connect the other end of the USB cable to your interactive whiteboard's USB receptacle. Tuck the cable into the cable management slot on the bottom of the pen tray to prevent a tripping hazard.
3. Turn on your computer.
4. Install SMART Product Drivers.

Installing SMART Product Drivers

After you install SMART Product Drivers on your computer, your SMART Board interactive whiteboard's surface will respond to the touch of your finger or a pen tray pen. SMART Product Drivers include the tools you need to control computer applications with your finger or a pen and to write over them in digital ink.

NOTE

If you don't install SMART Product Drivers, interactive whiteboard tools such as the pens and the eraser don't work, but you can move the mouse pointer and perform mouse functions by touching the interactive surface.

To install SMART Product Drivers

1. Download the SMART Product Drivers .exe (Windows) or .dmg (Mac) file to your computer from the disc or link included with your interactive whiteboard, or from smarttech.com/downloads.

   NOTE

   In most cases, SMART Product Drivers is downloaded automatically when you install SMART Notebook™ or SMART Meeting Pro™ software.

2. If it's not already on, turn on your projector to see the projected computer image on your interactive whiteboard.
3. Locate the installation programme and follow the on-screen instructions to complete the installation.

   SMART Board Tools opens automatically.

4. If SMART Board Tools doesn't open:

   – If you have a Windows® computer, select **Start > All Programs > SMART Technologies > SMART Product Drivers > SMART Board Tools**.

   – If you have a Mac computer, open **Mac HD** and then select **Applications > SMART Product Drivers > SMART Board Tools.app**.

   The Ready light in your interactive whiteboard's pen tray turns from flashing green to solid green and the SMART software icon appears in the Windows notification area or Mac Dock, indicating that your interactive whiteboard is communicating successfully with SMART Product Drivers.

You can now pick up a pen from the pen tray and write over your desktop or any projected application as well as use all the other features of your SMART software. For more information on using your SMART software, press the SMART software icon and select **Help**.

Configuring your computer settings

For optimal configuration, use the following settings for the computer connected to your interactive whiteboard.

Recommended settings

Configure your computer's power management settings to turn off the monitor after one hour of inactivity and to put the hard disks into standby mode after two hours. This extended period prevents the computer from shutting down unexpectedly (for example, during presentations or meetings that have gaps in computer activity).

Your computer will stop sending a video signal to your projector after a period of idle time, which may trigger the projector to go into standby mode. Similarly, you can put your projector in standby mode by following the manufacturer's instructions included with your projector. To change the settings, see the instructions included with your operating system.

Matching your computer's resolution to your projector's resolution

Ensure that the resolution settings for your projector and computer match. If your computer's resolution doesn't match the projector's native resolution, the image won't appear correctly or will be distorted. See *Getting the Best Image Quality on Your SMART Board Interactive Whiteboard* (smarttech.com/kb/127199) for more information.

Determine your projector's native resolution, indicated in your projector's user's guide and then set your computer's resolution to match. You can change your computer's resolution in Windows Control Panel or in the Mac System Preferences. If you need further help changing your computer's resolution, see the instructions included with your operating system.

You might also need to adjust your computer's refresh rate to obtain the best results. Set the computer to an initial refresh rate of 60 Hz and then adjust this rate up or down until you determine the ideal refresh rate. For more information on changing your computer's refresh rate, see the instructions included with your operating system.

Calibrating your interactive whiteboard

Digital cameras in the corners of the interactive whiteboard track the position of the pens, eraser and your finger on the interactive surface and then send the information to the SMART software, which interprets this information as mouse clicks, digital ink or ink removal in the appropriate location.

The first time that you connect your SMART Board interactive whiteboard, if you don't see a pop-up bubble telling you to calibrate the interactive whiteboard, press the **Help** button on the pen tray to start the calibration process as described below. This process ensures that the cameras accurately track your finger and the pens on the interactive surface.

IMPORTANT

If you have not used your interactive whiteboard before, you must perform a calibration. If the system detects incorrect calibration parameters, a warning bubble may also appear recommending that you perform a calibration.

To calibrate the interactive whiteboard

1. Click the SMART software icon in the Windows notification area or Mac Dock and then click **Control Panel**.
2. Select **SMART Hardware Settings**.
3. If you have more than one SMART product connected, select the appropriate interactive whiteboard.
4. Click **Advanced Settings** and then click **Calibrate**.

   The *Calibration* window opens. This may take a few moments while your system sets up.

5. Use the tip of a pen tray pen to press the red targets as they appear. Move the tip to the centre of each target until the target turns green and then lift the pen. When you remove the pen, the target moves to the next calibration point.

   NOTE

   You can recalibrate a target by pressing the left-arrow key on your keyboard or the **Keyboard** or **Right Click** buttons on the pen tray.

6. Continue until you have pressed all the targets.

   When you've pressed all the targets, a message appears saying that the calibration was successful and then the orientation screen appears.

Orientating your interactive whiteboard

After you install SMART Product Drivers on your computer and calibrate your interactive whiteboard, an orientation screen appears. The 4-point orientation process ensures that the calibration coordinates are accurately associated with the relative location of your projected image on the interactive surface. The orientation data is saved in your interactive whiteboard. If you connect a different computer, the orientation data for your interactive whiteboard remains unchanged.

Orient your interactive whiteboard if your projector or interactive whiteboard has moved since you last used it or whenever the mouse pointer isn't properly aligned with your finger or a pen tray pen when you touch the interactive whiteboard's surface.

To orientate your interactive whiteboard

1. Press the **Orientation** button on the pen tray (see page 20).

   The orientation screen opens.

2. Pick up a pen from the pen tray.

3. Beginning at the upper-left corner of the screen, touch the centre of the target firmly with the tip of the pen. When you remove the pen, the target moves to the next orientation point. Try not to flick the pen when you lift it from the interactive surface and make sure that you lift it from the screen at a 90° angle.

NOTE

Although you can use your finger to orient your interactive whiteboard, a fine-point tool such as a pen tray pen provides greater precision when touching the targets. The more precisely you touch the targets, the more accurately your finger or pen tray pen appears on the interactive screen.

Good orientation point

The pen touches the centre of the target.

Poor orientation point

4. Repeat step 3 until you complete the orientation process.

   The orientation screen closes.

NOTE

You can re-orient a target by pressing the left arrow key on your keyboard, or the **Keyboard** or **Right Click** buttons on the pen tray.

Connecting a guest laptop

If you want to connect a guest laptop without installing SMART Product Drivers on it, disconnect the USB cable from your resident computer and then connect it to the laptop. You'll immediately have touch control of the interactive whiteboard, but won't be able to use digital ink. You'll also need to connect a video cable between the laptop and projector.

NOTE

With a laptop connected, the Ready light on your interactive whiteboard blinks until you install SMART Product Drivers. This is normal. See page 21 for more information about Ready light states.

You must also install SMART Product Drivers (see page 13) on your laptop if you want to use all the features of the interactive whiteboard.

Chapter 4

Using and maintaining your SMART Board interactive whiteboard

In this chapter

Refer to these topics for information about using and maintaining your SMART Board X800 series interactive whiteboard.

Getting started ..... page 20

Using the pen tray ..... page 22

Using Ink Aware ..... page 23

Updating SMART software ..... page 23

Writing, selecting and erasing using object awareness ..... page 24

Using gestures ..... page 25

Tips for trouble-free performance ..... page 30

Keeping the writing surface clean ..... page 31

Getting started

Once your SMART Board X800 series interactive whiteboard is installed, the camera system is calibrated and the interactive surface has been orientated, you can begin using the interactive whiteboard to write, erase and move objects, open applications, use Ink Aware programmes and save your notes on your computer.

Turning the interactive whiteboard on and off

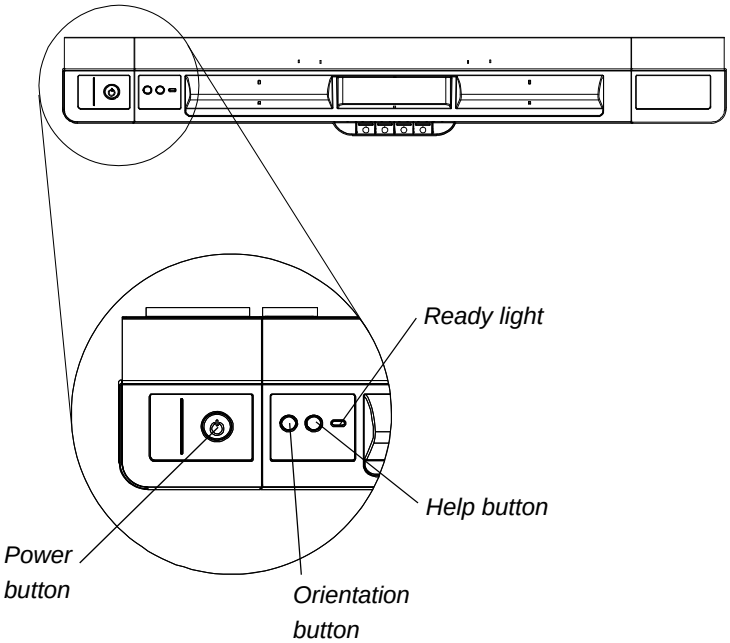
To turn on your interactive whiteboard, ensure that you've connected the USB cable between the pen tray and your computer and that the power cable is connected to a wall outlet. Then turn on your computer.

If your interactive whiteboard is in standby mode, the Power button on the pen tray is unlit. Press the Power button to wake up your interactive whiteboard. Press the Power button again to return it to standby mode.

When you turn on or reset your interactive whiteboard, the indicator lights on the pen tray cycle twice. When the system is running and SMART Product Drivers is installed, the lights come on only for the ink colour that you select. The pen tray detects the removal of the pens and the eraser using infrared sensors.

Power panel controls and indicators

Located at the pen tray's left side, the Power panel has Power, Orientation and Help buttons and the interactive whiteboard's Ready light.



Power button

Use the Power button to put your interactive whiteboard into standby mode when not in use and to restore full power to the interactive whiteboard when you need to use it. Ensure that the interactive whiteboard is connected to your computer and to a wall power outlet.

Orientation button

Press this button to start the orientation process. Orientating your interactive whiteboard ensures that the mouse pointer or digital ink appears directly below your finger or pen tray tool when you touch the interactive surface. See page 16 for information on performing an orientation procedure.

Help button

Press this button to access on-screen Help options, including links to online Help files, the SMART Connection wizard and contact information for SMART technical support.

Ready light

The Ready light is solid green when the system is operating correctly.

The following table shows the Ready light's normal states. If the indicator's behaviour doesn't match a state listed here, see *Troubleshooting tips* on page 35.

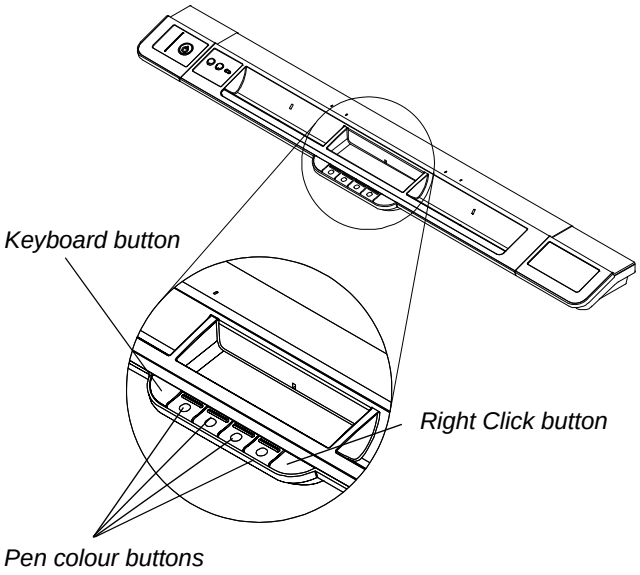
Ready Light State	Meaning
Solid red	Your interactive whiteboard is receiving power from the power cable, but isn't communicating with a computer.
Flashing green	Your interactive whiteboard is receiving power and is communicating successfully with your computer's USB HID driver. SMART Product Drivers isn't installed. **NOTE** In HID mode, interactive whiteboard tools such as the pens and the eraser don't work, but you can move the mouse pointer and perform mouse functions by touching the interactive surface. The Right Click button on the pen tray might work, depending on the version of operating system that you're using. Neither the Keyboard nor the Help button work in HID mode.
Solid green	Your interactive whiteboard is receiving power and is communicating successfully with SMART Product Drivers.
Flashing amber	The controller module is in a service mode or the firmware is being updated.

Using the pen tray

In addition to providing a convenient place to hold the pens and the eraser, the pen tray on your SMART Board X800 series interactive whiteboard has several controls, sensors and indicators.

Pen tray buttons

In the centre of the pen tray, there are six buttons. The middle four change the colour of digital ink for the two pen tools.



The buttons on either side of the pen colour buttons default to the on-screen keyboard (left button) and right click (right button) functions.

You can customise the buttons using SMART Tools to provide several other functions, including printing, changing pages, launching applications and capturing the screen.

Pressing the Keyboard and Right Click buttons simultaneously starts the orientation process.

Customising your pen tray buttons

You can use the SMART control panel to customise your SMART hardware settings, including the pen, eraser and button settings.

To customise the button settings

1. Press the SMART software icon in the Windows notification area or Mac Dock and then select **Control Panel**.

   The SMART control panel opens.

2. Press **SMART Hardware Settings**, select **Pen and button settings** from the drop-down list and then select the button that you want to customise.

For more information about customising your settings, open the online Help by pressing the Help button on the pen tray, selecting **Help Centre** and then selecting **SMART Hardware Settings**.

Using Ink Aware

Ink Aware integrates SMART software with applications including Microsoft Word, Excel® or PowerPoint®. When you use an application that is Ink Aware, whatever you write or draw on your interactive whiteboard becomes embedded in the file, rather than an external note created over the file.

To view a list of Ink Aware programmes

1. Press the SMART software icon in the Windows notification area or Mac Dock and then select **Control Panel**.

   The SMART control panel opens.

2. Press **Configure SMART Tools**.

3. Press **Ink Aware Program Settings**.

   The *Aware* dialog box appears. You can enable or disable Ink Aware for any of the programmes in the list.

Updating SMART software

After you have installed your SMART software, you can find more resources and updates at smarttech.com/support. You can also check for software updates with SMART Product Update by selecting **Help > Check for Updates** in the software.

For more information about the SMART software included with your interactive whiteboard, see the software's Help files.

To check for software updates

1. Start your SMART software programme.

2. Press **Help > Check for Updates**.

   If you don't see the *Check for Update*s option, contact your network administrator.

3. Press the **Update** button beside the software you want to update.

   SMART software updates automatically.

Writing, selecting and erasing using object awareness

Your SMART Board X800 series interactive whiteboard features object awareness, which means you can pick up a pen and write, select or erase without replacing the pen. SMART software interprets your intention when you press the interactive surface, based on both the type of tool that you're using and the size of the contact area.

- If you touch the interactive surface with the pen, SMART software identifies its reflective surface and you write or draw in digital ink on the screen.
- If you touch the interactive surface with your finger, you perform a left click.
- If you touch the interactive surface with an eraser, your palm or the side of your hand, SMART software identifies a large contact area and you erase digital ink from the screen.

Enabling the lockable pen option

If you want any touch on the interactive whiteboard's surface to register as a specific tool, such as a pen, eraser or Select tool, regardless of the size of the contact area, press one of the pen tray's pen colour buttons for at least three seconds to lock it.

NOTE

The selected pen tray light blinks to indicate that you're using the lockable pen option.

For example, if you select the pen tool, pressing the screen with either a pen tray pen, your finger, the palm of your hand or any other object creates digital ink on the interactive whiteboard. Use the lockable pen option if your users are more comfortable using a larger object, such as a tennis ball, to write on the interactive whiteboard.

To unlock the pen, press any pen tray colour button.

Using gestures

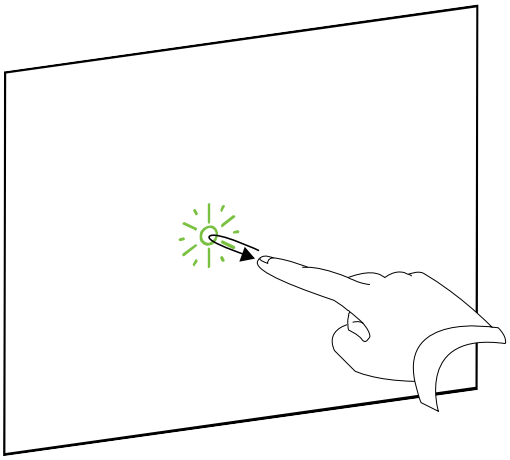
When you use SMART software, you can perform the following gestures on the interactive whiteboard's surface.

NOTE

Depending on which operating system and which application you're working in, some gestures may not work or may perform differently than described.

Selecting and deselecting an object (clicking)

Quickly press and release the interactive surface to select or deselect an object or option. This performs a standard mouse click.

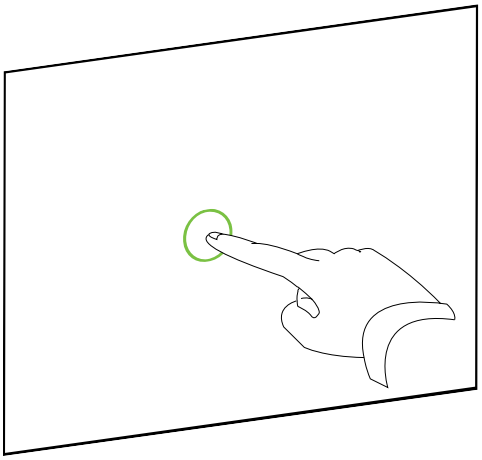


NOTE

This gesture starts programmes if your operating system is set to start applications on a single click.

Displaying menu options (right-clicking or Control-clicking)

Press your finger to the screen for a few seconds to perform a right click.

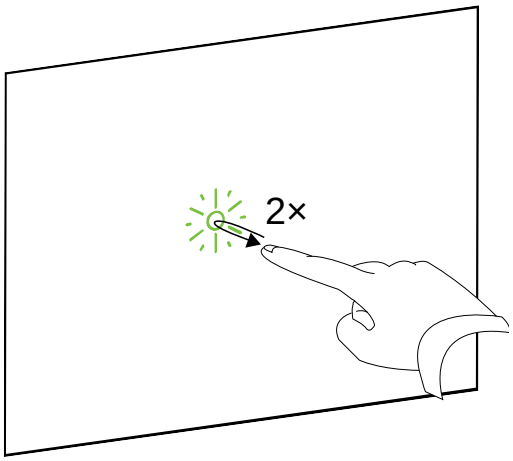


Double-clicking

Quickly press and release the interactive surface twice in the same spot. This performs a standard double-click.

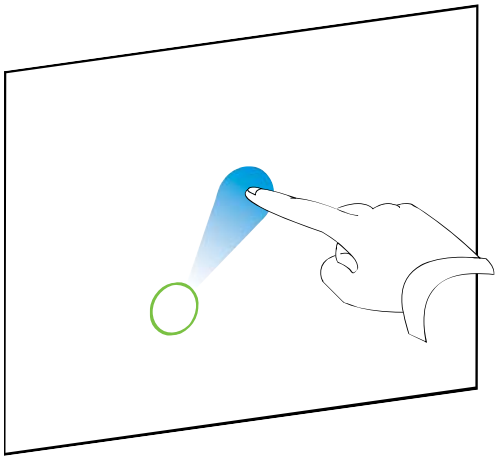
NOTE

This gesture starts programmes if your operating system is set to start applications on a double click.



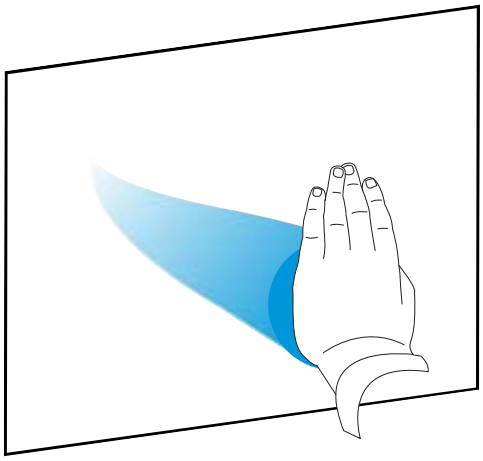
Dragging an object, scroll bar or window

Press the object, scroll bar or window on the interactive surface. Keep your finger on the object and slowly move it to its new position. When you reach the position that you want, release your finger.

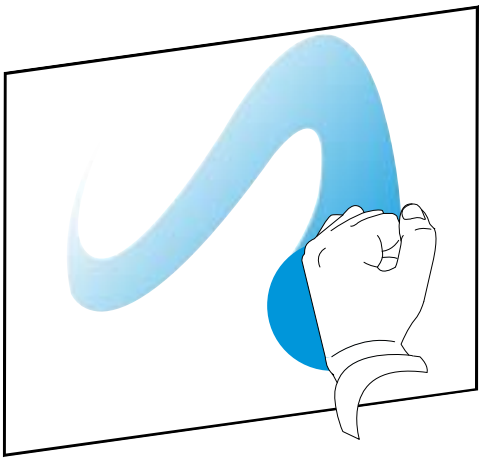


Erasing digital ink

Using your flattened hand, palm or fist, press the interactive surface and move your hand across the area you want to erase.



Use a scrubbing motion to erase entire areas of digital ink.



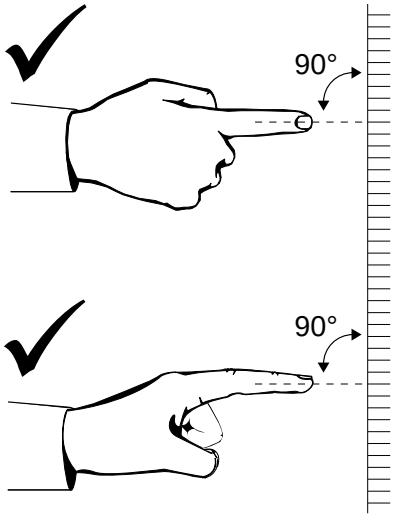
NOTE

To erase a large area of ink, move your hand in a circle around the area that you want to erase and then tap the middle of the circle with your hand, palm or fist.

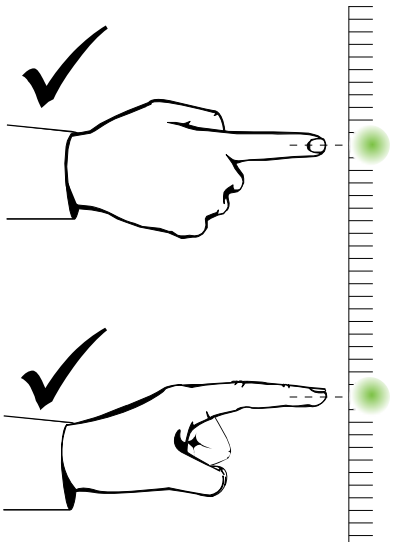
Best practices for gestures and tools

Follow these guidelines when you use gestures and tools with your interactive product.

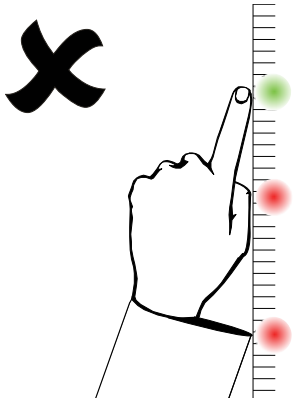
- Hold your fingers perpendicular (90°) to the interactive surface at the contact point.



- Keep your thumb and other fingers away from the interactive surface. They can generate unintentional commands.

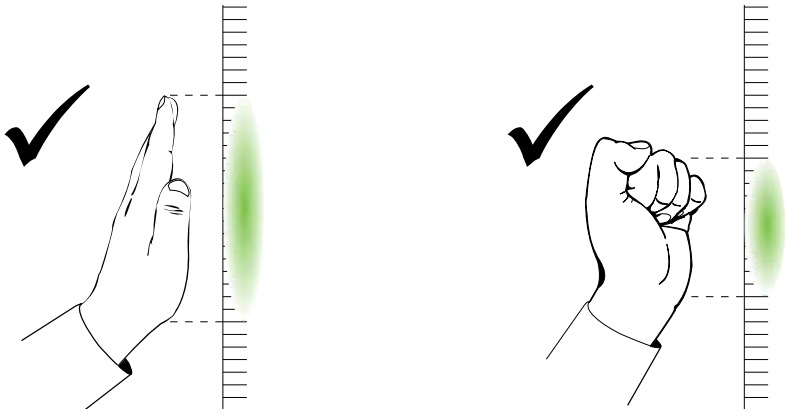


- Keep your other hand, elbows and loose clothing away from the interactive surface. They can generate unintentional commands.

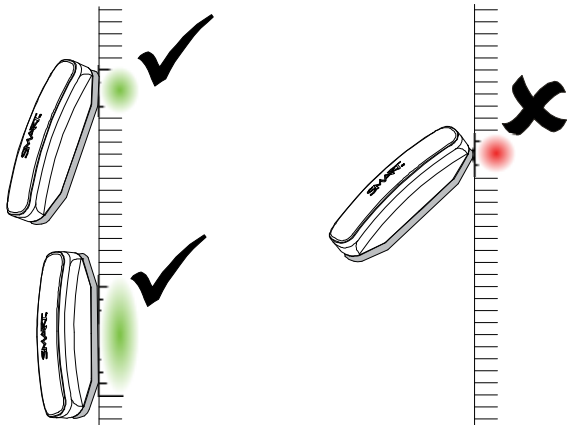


- For “click” commands, quickly tap your finger on the interactive surface. Also, make sure that you lift your finger far enough away from the interactive surface between presses so that your finger is out of the interactive whiteboard cameras’ view.

- For “erase” commands, use your flattened hand, palm or the bottom of your fist.

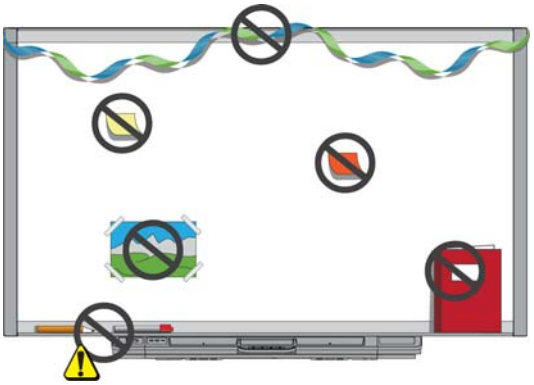


- When using the pen tray’s eraser, use the wide surface for large areas and the smaller, angled surface for smaller areas. Don’t use the edge of the eraser because this could be interpreted incorrectly.



Tips for trouble-free performance

- Connect your interactive whiteboard to a USB interface that's recognised by the operating system.
- Don't obstruct the cameras' view of the interactive whiteboard's surface or edges. For example, don't place magnets, stickers or adhesive tape on the interactive surface or rest any objects, including the pens, in the recess at the bottom of the interactive surface because this interferes with the corner cameras' ability to detect your finger or pen tray tools.



Safety tips for teachers

- Tell students not to look directly at the light beam from the projector. Instead, encourage them to keep their backs to the projector when working at the interactive whiteboard. Before students turn to face the class, they should take a step sideways, out of the projector's beam.
- Make sure that you don't look directly into the projector's beam. Keep your back to the class when you write over a projected image. Step to the side of your interactive whiteboard before you turn to face the class.
- Tell your students not to touch the projector because it can become extremely hot during normal operation.
- Don't use a chair to increase a student's reach. If your students are unable to reach the top of the interactive whiteboard, you might need to remount a wallmounted unit at a lower position.

Preventing damage to your interactive whiteboard

Although your SMART Board interactive whiteboard's surface is very durable, take the following precautions to prevent damage to the interactive surface and other components.

- Don't use sharp or pointed objects, such as ballpoint pens or pointers, as writing tools.
- Don't use abrasive erasers or harsh chemicals to clean your product.
- Don't set up and use your interactive whiteboard in an area with high levels of dust, humidity or smoke.
- Don't use compressed air to clean the interactive whiteboard's cameras because the force of the air could damage them.

Keeping the writing surface clean

With proper care, your SMART Board interactive whiteboard will provide years of trouble-free service. Follow these tips to keep the interactive whiteboard's surface clean:

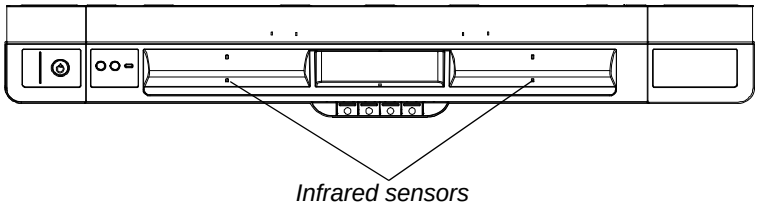
- Don't spray cleaner directly onto the interactive whiteboard's surface. Instead, spray a light amount of cleaner on a cloth and then gently wipe the interactive surface.
- Clean your interactive whiteboard at least once every six months.
- Don't allow excess cleaner to flow onto the frame's reflective surfaces or into the pen tray slots.
- The digital cameras located in the corners of the frame are protected from dust and dirt by windows. In extremely dusty environments, spray a household, alcohol-free glass cleaner such as Windex® cleaner, on a cotton swab and rub it gently on the windows. Don't use compressed air to clean the cameras.

IMPORTANT

- Turn your interactive whiteboard off before you clean it so that you do not scramble the desktop icons or inadvertently activate applications when you wipe the interactive surface.
- To view dirt or streaks more easily, set your projector to standby (lamp off) mode.

Cleaning the pen tray's sensors

If the infrared sensors in the sides of the pen tools' recesses become obstructed by dirt, moisten a cotton swab with a household glass cleaner, such as Windex and then carefully clean the infrared transmitter and receiver.



Infrared sensors

Troubleshooting your SMART Board interactive whiteboard

In this chapter

Refer to these topics for information about troubleshooting your SMART Board X800 series interactive whiteboard.

Adjusting the projected image ..... page 33

Resetting your interactive whiteboard..... page 34

Troubleshooting tips ..... page 35

Troubleshooting using SMART Diagnostics ..... page 43

Where to find more information ..... page 44

Contacting SMART Technical Support ..... page 45

Transporting your interactive whiteboard..... page 45

Removing the pen tray..... page 46

Adjusting the projected image

If your projector isn't installed in a fixed location, you can correct many image problems by shifting your projector or adjusting its zoom lens.

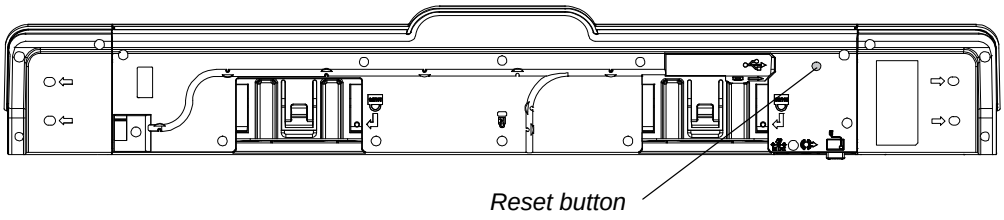
NOTES

- Adjust the image size and shape based on your projector's splash screen, unless the splash screen image is much smaller than the computer's projected image. Before you adjust the projected image, set the computer's resolution and refresh rate (see page 14).
- Refer to your projector's user guide for information on adjusting the projected image.

Resetting your interactive whiteboard

If your interactive whiteboard behaves erratically or becomes unresponsive, possibly because of an electrostatic discharge, a power interruption or some other event, you might be able to restore normal operation by resetting your interactive whiteboard.

Reset your interactive whiteboard by pressing the Reset button on the bottom of the pen tray. The Reset button is recessed so that it can't be triggered accidentally. Use a long, narrow object, such as a ball-point pen, to press this button.



You can also reset the interactive whiteboard by disconnecting the power cable from the wall and then reconnecting it.

Using the Connection Wizard

You can resolve many troubleshooting issues using the SMART Connection Wizard found in the SMART control panel.

To start the SMART Connection wizard

1. Press the **Help** button on the pen tray.

   The *Help and Support for Your SMART Board Interactive Whiteboard* window opens.

2. Press **Connection Wizard**.

   The *SMART Connection Wizard* opens.

   TIP
   You can also access the SMART Connection Wizard by selecting the SMART software icon in the Windows notification area or Mac Dock, selecting **Control Panel** and then selecting **Connection Wizard**.

3. Select **SMART Board X800 series interactive whiteboard**, and then press **Next**.

4. Select the option that best describes the issue that you're encountering and follow the on-screen instructions to troubleshoot your interactive whiteboard.

Troubleshooting tips

Try the troubleshooting tips in this table if the Ready light indicates that your interactive whiteboard is operating normally, but you're still encountering problems.

Symptom/observation	Cause	Solution
There is no image projected on your interactive whiteboard or a "No Input" message appears.	Your projector isn't receiving a video signal.	• Check the video cable connections. • Check that the correct video input is selected on your projector. • Make sure that your projector is on and that it's connected to a power source and your computer. • If you're using a laptop computer, switch the external video connection on. 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 or restart your computer.
The orientation screen doesn't appear when you press the Orientation button.	The orientation screen is appearing on a different display.	Press the **Orientation** button again or press the SPACEBAR on your keyboard until the Orientation screen appears.
The projected image is blurry, too large or doesn't completely fill the whiteboard's interactive surface.	Your projector's position, zoom and focus settings aren't adjusted.	Adjust your 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 video resolution and then go to Windows Control Panel or the Mac System Preferences to change the video resolution to match your projector.

Symptom/observation	Cause	Solution
The SMART software icon doesn't appear in the Windows notification area or Mac Dock.	SMART Board Tools isn't running.	Start SMART Board Tools. For Windows computers, select **Start > All Programs > SMART Technologies > SMART Product Drivers > SMART Board Tools**. For Mac computers, select **Finder > Applications > SMART Product Drivers > SMART Board Tools**.
	SMART Product Drivers isn't installed.	Install SMART Product Drivers on your computer. For details about installing SMART Product Drivers, see page 13.
Touch isn't accurate. The pointer doesn't appear directly below your finger. When you write on the interactive surface, your writing appears at a slight distance from the pen.	Your interactive whiteboard isn't oriented properly.	Orient your interactive whiteboard. To start the orientation, press the **Orientation** button on the pen tray (see page 16). If the Orientation screen doesn't appear, perform a calibration procedure as described on page 15.
Digital ink doesn't appear on the interactive whiteboard or appears intermittently.	The interactive whiteboard isn't calibrated properly.	Use SMART Board Diagnostics to confirm the issue and then perform a calibration procedure. See page 43 for information.
Nothing happens when you touch the interactive whiteboard, even though the computer and projector are on.	A camera is obscured.	Remove any object attached to the interactive surface or resting in the bottom bezel behind the pen tray. Use SMART Board Diagnostics to confirm the issue and then clear the affected camera. See page 43 for information.
	The interactive whiteboard is off.	Press the Power button on the interactive whiteboard's pen tray to turn it on.
One of the pen colour buttons is flashing.	You have selected the lockable pen option. See page 24 for information.	Press any pen tray colour button to exit the lockable pen option.

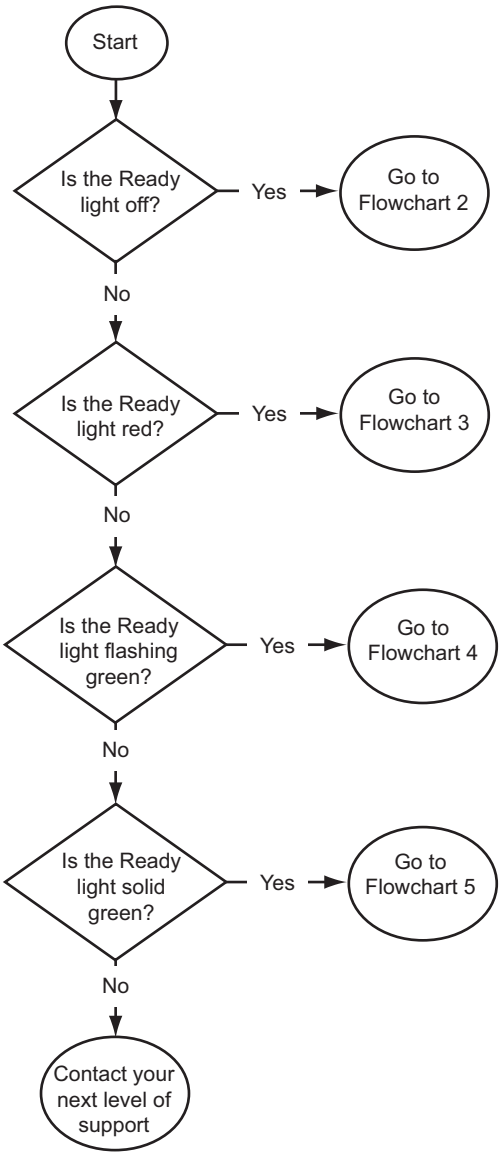
Symptom/observation	Cause	Solution
Ink always appears on the screen, even when you touch the interactive surface with a finger or the palm of your hand.	A pen is missing from the pen tray and Touch Recognition has been disabled.	Place all the pen tray tools in their slots and press the **Help** button on the pen tray. Select **Touch Recognition Settings** and ensure that the **Enable Touch Recognition** box is selected.
	You have selected the lockable pen option. See page 24 for information.	Press any pen tray colour button to exit the lockable pen option.
An error message appears when you try to calibrate your interactive whiteboard.	A camera isn't properly connected or isn't functioning correctly.	Contact SMART Technical Support (page 49).

Troubleshooting using the Ready light

You can troubleshoot your interactive whiteboard using the Ready light, together with other observable symptoms and behaviours. Before you start troubleshooting, see page 20 to locate the Ready light and then familiarise yourself with its states during normal operation.

The following flowchart directs you to the next stage in your troubleshooting process.

Flowchart 1: Getting started



Your interactive whiteboard isn't receiving power.

Your interactive whiteboard is receiving power but isn't communicating correctly with your computer.

A flashing green Ready light might be normal if you want touch-only operation of your interactive whiteboard. If you want to use the SMART Board tools or pen tray pens, go to *Flowchart 4*.

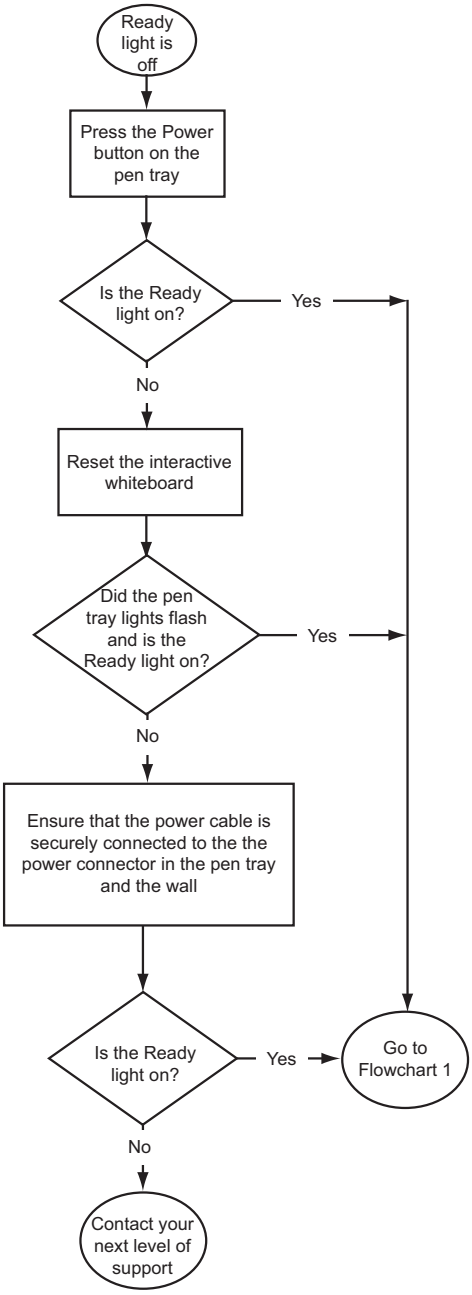
A solid green Ready light indicates normal operation. To diagnose problems that might occur in other components of your interactive whiteboard, see *Flowchart 5.*

If the Ready light is flashing or is a steady amber, the firmware might be in the process of updating. Wait until it has finished.

If none of these descriptions apply to the Ready light, contact your next level of support.

Flowchart 2: Diagnosing power issues

If the Ready light is off, the interactive whiteboard is not receiving power.

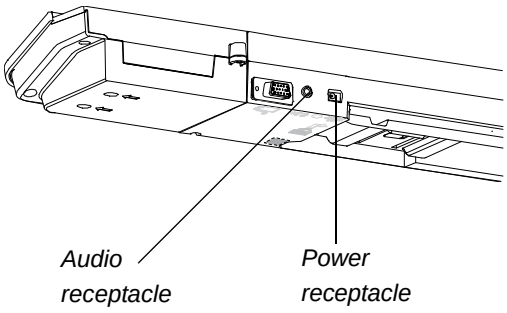


If the computer is in standby mode, the Power button on the pen tray is off. Press the Power button or touch the interactive surface to wake up the computer.

To reset the interactive whiteboard, use a long, narrow object, such as a ballpoint pen, to press the recessed Reset button briefly (less than three seconds). Alternatively, disconnect the power cable from the wall and then reconnect it.

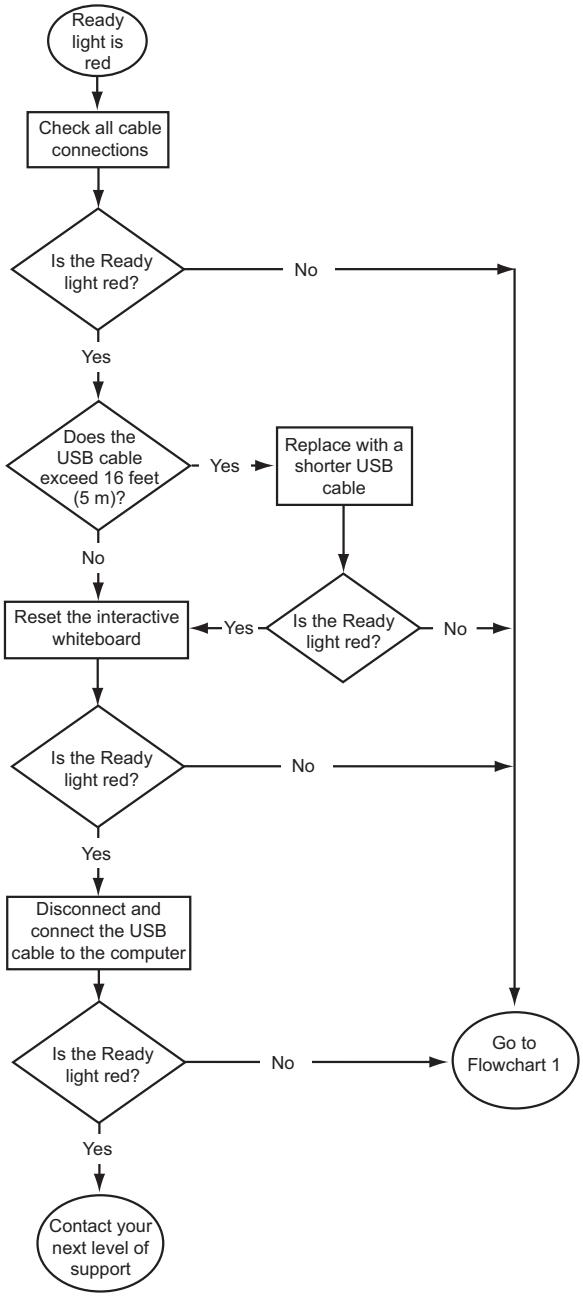
When you reset the interactive whiteboard, all the pen tray lights will flash in sequence twice, indicating successful communication with the controller. If they flash continuously, contact SMART Technical Support.

Make sure that the power cable is connected to the correct receptacle. The audio and power receptacles are located beside each other on the back of the pen tray.



Flowchart 3: Ready light red

A red Ready light indicates that your interactive whiteboard is receiving power, but is not communicating successfully with your computer. In most cases, pen tray lights don't turn on and the screen isn't responsive to touch.



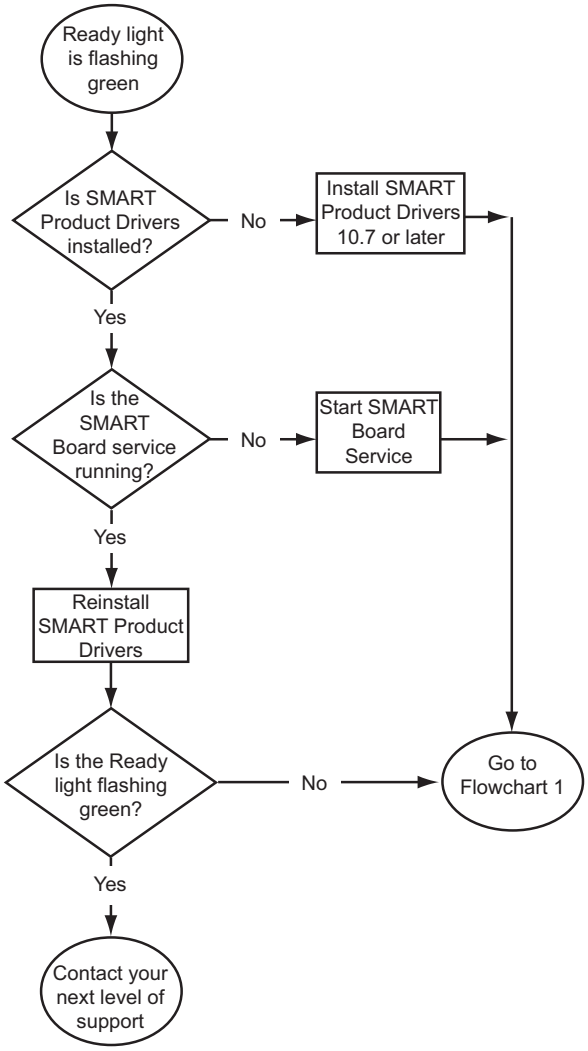
The interactive whiteboard is connected to your computer with a USB cable and to the wall outlet with a power cable. You can access these cables by reaching under the pen tray.

If the Ready light changes from green to red while your computer is running, the computer can become unresponsive. Restart your computer.

To reset the interactive whiteboard, use a long, narrow object, such as a ballpoint pen, to press the recessed Reset button briefly (less than three seconds). Alternatively, disconnect the power cable from the wall and then reconnect it.

Flowchart 4: Ready light is flashing green

This is the normal mouse mode state when SMART Product Drivers isn't installed on your computer. This mode might be desirable for occasional or guest users who don't require the use of SMART Board Tools or pen tray functions.



Install SMART Product Drivers from the disc or link included with your interactive whiteboard, or download it from smarttech.com/downloads.

To determine whether the SMART Board software service is running, open the SMART control panel and check the message that appears at the bottom. Start SMART Board software service if it isn't running.

To start SMART Board Service

1. Press the SMART software icon in the Windows notification area or Mac Dock and then press **Control Panel**.

   The SMART control panel opens.

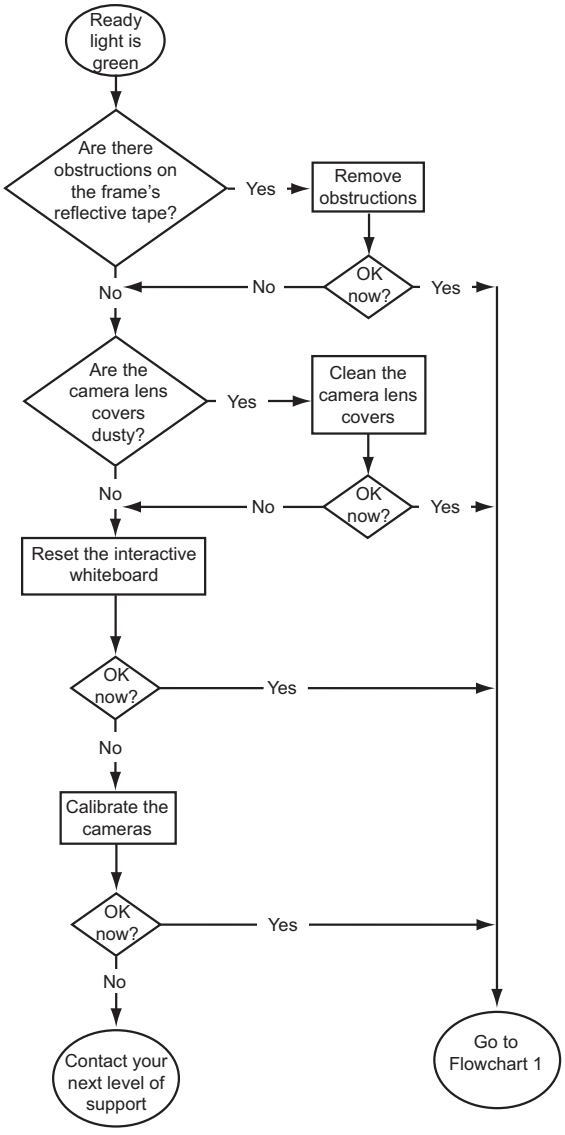
2. Select **About Software and Product Support > Tools > Diagnostics**.

   The *SMART Board Diagnostics* window opens.

3. In the *Service* menu, select **Start**.

Flowchart 5: Ready light is green

A solid green light indicates that the interactive whiteboard is working correctly. However, if the pen tray tools don't work as expected, or if the interactive whiteboard isn't sensitive to touch, use the following flowchart to troubleshoot your interactive whiteboard. Use the SMART Board Diagnostics to further troubleshoot these issues (next page).



If another user has reassigned the pen, eraser or pen tray button functions, the tools might not work as expected. You can return them to normal operation by using the SMART control panel to change SMART hardware settings.

Use a soft cloth to dust the camera lens covers. Don't use compressed air to clean the cameras or lens covers.

To reset the interactive whiteboard, use a long, narrow object, such as a ballpoint pen, to press the recessed Reset button briefly (less than three seconds). Alternatively, disconnect the power cable from the wall and then reconnect it.

Calibrate the cameras to ensure that they accurately track your finger and the pens. To calibrate the cameras, make sure that your projector's image fills as much of the interactive surface as possible, and then select **View > SBX800/SBID8070i Bar > Calibrate**.

Troubleshooting using SMART Board Diagnostics

If you touch the interactive whiteboard's surface and nothing happens or if there is no digital ink or the ink appears in some locations and not in others, use SMART Board Diagnostics to help identify and resolve these issues.

IMPORTANT

Do not change diagnostic settings unless asked to do so by SMART Technical Support.

Checking the camera view

If nothing happens when you touch the interactive whiteboard's surface, check to make sure that nothing is obscuring one of the cameras' views.

To check camera views

1. Press the SMART software icon in the Windows notification area or Mac Dock and then press **Control Panel**.

   The SMART control panel opens.

2. Select **About Software and Product Support > Tools > Diagnostics**.

   The *SMART Board Diagnostics* screen opens.

3. In the *View* menu, select **SBX800/SBID8070i Bar**.

   The *SBX800* group box appears in the *SMART Board Diagnostics* screen.

4. Press **View**.

   The camera view screen appears.

5. Click **Update** to display the four cameras views. This may take a few moments.

   If one of the camera's views remains black, the camera is obstructed or can't locate the reflective surface on the interactive whiteboard's inner frame.

Normal camera views

Image when a pen or other object obscures the camera's view

6. Check the camera lens and ensure that nothing is obscuring the view and that nothing is affixed to the interactive surface.

Checking the interactive whiteboard's calibration

If digital ink appears only in certain areas when you write on the interactive whiteboard or no ink appears, the interactive whiteboard could be incorrectly calibrated. You can test the calibration using SMART Board Diagnostics.

To check the interactive whiteboard's calibration

1. Press the SMART software icon in the Windows notification area or Mac Dock and then press **Control Panel**.

   The SMART control panel opens.

2. Select **About Software and Product Support > Tools > Diagnostics**.

   The *SMART Board Diagnostics* screen opens.

3. In the *View* menu, select **SBX800/SBID8070i Bar**.

   The *SBX800* group box appears in the *SMART Board Diagnostics* screen.

4. Press **Tracker**.

   The screen becomes white.

5. Move your finger around the interactive surface and watch the four pairs of coloured lines. If the lines don't converge on a single point, this indicates that the interactive whiteboard needs to be recalibrated.

   NOTE
   If one or more of the lines doesn't move or doesn't appear, this indicates that a camera is obstructed or isn't working properly.

6. Press the ESC key to close the *Tracker* screen and then press **Calibration**.

7. Perform a calibration procedure (see page 15).

Finding more information

The Help Centre contains links to a wide range of information, including procedures, concepts, help with applications, SMART software tool descriptions, troubleshooting hints and more.

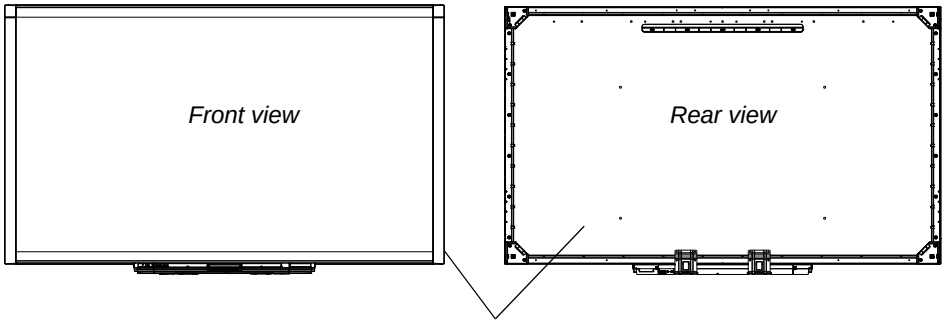
Access the Help Centre by pressing the **Help** button on the pen tray. The Help button also provides access to the orientation screen and SMART contact information. For more information on the pen tray buttons, see page 22. Alternatively, you can access the Help Centre from the SMART software icon in the Windows notification area or Mac Dock.

Contacting SMART Technical Support

SMART Technical Support welcomes your call. Before contacting SMART Technical Support, make note of your SMART Board interactive whiteboard's serial number and then note it in the inside cover of this manual (if you printed it).

To determine your interactive whiteboard's serial number

You can find the serial number in two places: on the back of your SMART Board interactive whiteboard and on the bottom right-hand edge of your interactive whiteboard's frame (the side).



Serial number locations

The serial number on your SMART Board interactive whiteboard always begins with the letters SBX, followed by the interactive whiteboard's model number, for example, SBX880-xx-xxxxxx. The serial number can include numbers, letters and hyphens.

NOTE

Make sure that you include all the numbers, letters and hyphens in your serial number when contacting technical support.

Transporting your interactive whiteboard

Save your original SMART Board interactive whiteboard packaging so that it's available if you need to transport your interactive whiteboard. When required, repack your interactive whiteboard with as much of the original packaging as possible. This packaging was designed with optimal shock and vibration protection.

If you prefer to use your own packaging materials, make sure that you adequately protect your interactive whiteboard. Ship the unit in an upright position to deter shippers from placing heavy objects on it.

Removing the pen tray

It might be necessary to remove the pen tray when you transport or service your interactive whiteboard.

WARNING

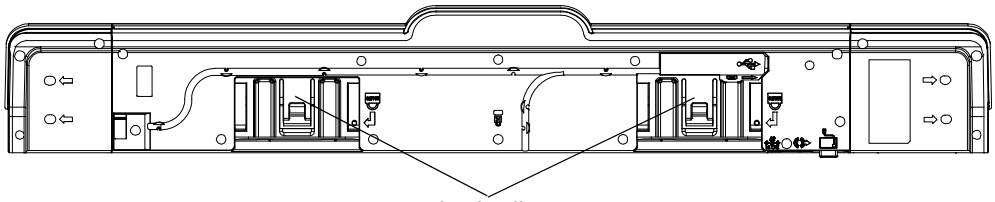
There are no user-serviceable parts inside the pen tray. Do not disassemble the pen tray.

NOTE

You don't need to wear ESD protection when performing the following procedure.

To remove the pen tray

1. Turn off your interactive whiteboard by disconnecting the power cable from the wall and unplugging the USB cable from your computer.
2. Remove the pens and the eraser from the pen tray.
3. Reach under the pen tray and disconnect the USB cable.
4. If you secured the pen tray to its brackets using two security screws as described on page 10, remove these screws.
5. If you secured the pen tray using a Kensington lock or similar device, unlock and remove the lock.
6. Reach under the pen tray and pull down on the two large plastic clips. Because the ends of these clips project slightly downwards, they're easy to locate.



7. While applying downward pressure to the clips, gently slide the pen tray toward you until you can access the cables attached to the back of the pen tray.
8. Carefully disconnect all cables before completely removing the pen tray from the two L-shaped metal brackets.

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 authorised SMART 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 make reference to 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 dispatch products complies with applicable packaging laws.

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 used by children. 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 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 www.smarttech.com/where.

All SMART products include online, telephone, fax and email support:

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

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