SmartBoard 102

Steps to reset the SmartBoard

1.) When the SmartBoard becomes unresponsive, restart the SmartBoard.
   a. Press the power button to shut down the SmartBoard.
   b. Press the power button again to confirm you want to shut down the SmartBoard.
   c. If the power button on the SmartBoard tray is not responding, use the power button on the SmartBoard remote control located on the left side of the SmartBoard screen under the speaker, about eye level. The remote must be removed from where it is and pointed at the projector.
   d. When the SmartBoard has finished the shutdown procedure and the lights on the projection camera have turned off, press the power button on the SmartBoard tray once, and wait for the SmartBoard to show the MQC computer desktop.

2.) If the SmartBoard does not display what is on the MQC computer screen after restarting, check the video input type again as instructed in SmartBoard 101 training.

Steps to orient the SmartBoard

1.) If the pen strokes do not line up with the marks made on the SmartBoard screen, the SmartBoard needs to be reoriented. Click the Orientation button on the SmartBoard tray. The Orientation button is the 4th button from the left with the diamond shaped symbol above it.
   a. Using the pen follow the prompts on the SmartBoard screen to touch the center of the target. The target is a diamond shape with red crosshairs on it.
   b. For this method of orientation, place the pen on the SmartBoard screen outside the target area and drag the pen to the center of the target then lift the pen off of the SmartBoard screen.
   c. Continue the process with the other targets until all targets have been oriented.

2.) If the orientation is still off, restart the SmartBoard and reorient again. If this second reorientation doesn't align the pen strokes with the SmartBoard screen, additional maintenance is required. Please contact Kim Manzer at Kim.Manzer@unt.edu for assistance using the methods suggested in the How to get help section below.
Steps to adjust the computer screen

1.) Sometimes, the SmartBoard displays a portion of the MQC computer screen, but not all of it. If the SmartBoard does not display exactly what is on the MQC computer screen in the correct proportions, complete the following steps.

   a. On the MQC computer desktop, right click and select ‘Screen resolution.’

   b. Under Multiple displays, change ‘Extend these displays’ to ‘Duplicate these displays.’

   c. Click ‘Apply’ and ‘Ok’ then click ‘Keep Changes.’

   d. At this point if the image projected by the SmartBoard is not “lined up” with the screen, turn off the SmartBoard and turn it on again.

How to get help

1.) If the steps above do not resolve your issue or the SmartBoard is not responding correctly, you may need additional help. Please contact Kim Manzer using one of the following methods.

   a. By email at kim.manzer@unt.edu

   b. By telephone at 940-565-3592

   c. By instant messenger; use the monitor’s computer (not the MQC instructor’s computer).