Chapter 6
Troubleshooting your SMART Podium interactive pen display

This chapter provides you with the information necessary to solve simple issues that could occur with your interactive pen display.

Checking the power on your interactive pen display

The Power button lights up to indicate whether power is reaching the interactive pen display.
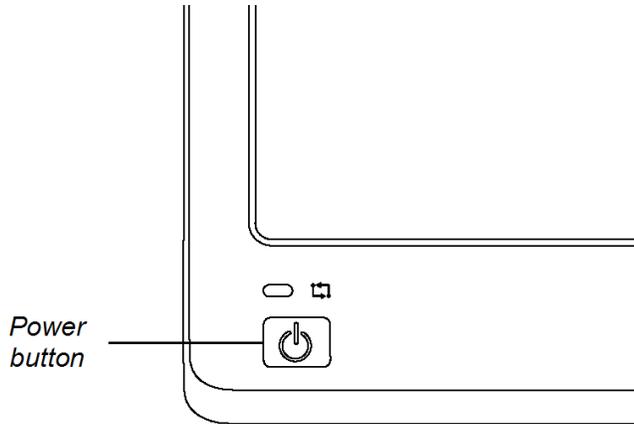
Power
button

If the power button indicator is...	The interactive pen display is...
solid green	turned on and operating normally
flashing green	warming up
solid amber	idle
off	not receiving power

Power button indicator issues

If you encounter issues with the Power button indicator, refer to the following table.

Symptom	Solution
The Power button indicator is green but you're unable to see an image on the display.	See *Image issues* on page 48.

| Symptom	Solution

The Power button indicator turns amber after being green for a time with no video output.	• Make sure the length of the video cable doesn't exceed 50' (15 m).
	 • Turn off your computer and make sure:
	     o the video cable is correctly connected to the interactive pen display and the computer;.
	     o the video cable isn't bent or broken and doesn't have bent or broken pins in either connector; and
	
	 ℹ NOTE
	 If you're using a video cable adapter, check those connections as well.
	
	     o the video card in your computer is installed correctly, and is operating properly.
	 • If the problem persists, see *Image Problems* on page 42.

The Power button indicator is off.	• Make sure the power cable is connected properly. • If the Power button indicator still doesn't turn on, contact SMART Technical Support.

Checking the status on your interactive pen display

The Status indicator shows whether the pen is interacting with the display.
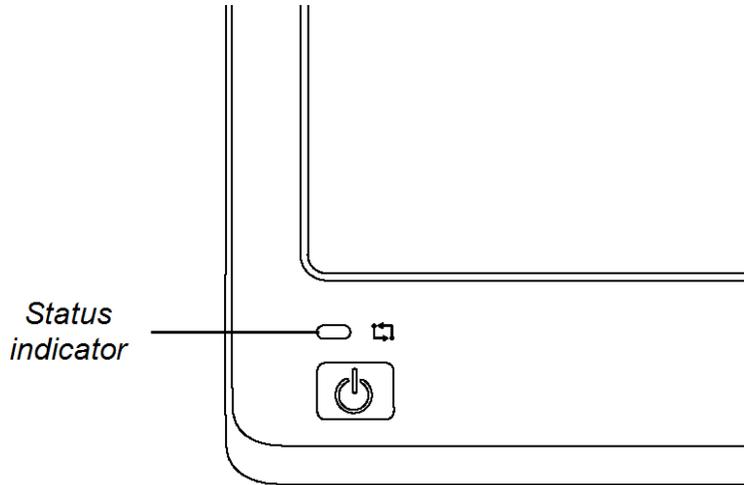
If the Status indicator is...	The interactive pen display is...
solid green	communicating with SMART Product Drivers and operating normally
flashing green	not communicating with SMART Product Drivers
solid red	not communicating with your computer
solid amber	receiving power but not turned on
off	not receiving power

Status indicator issues

If you encounter issues with the Status indicator, refer to the following table.

Symptom	Solution

The Status indicator is flashing green.	- Make sure SMART Product Drivers are installed on your computer (see *Installing SMART software* on page 21. - Make sure SMART Board service is running on your computer.
	  a. Open the SMART control panel, and then select **About Software and Product Support > Tools > Diagnostics**.
	  b. If the *Status* field contains a "SMART Board service is not running" message, click the **Service** menu, and then select **Start**.

The Status indicator is red.	- Make sure the USB cable is properly connected to an active port on the computer and to the interactive pen display. - Make sure the computer's USB interface isn't disabled.
The Status indicator is off.	- Make sure the power cable is connected properly. - If the Status indicator still doesn't turn on, contact SMART Technical Support.

Tethered pen issues

If you encounter issues with the tethered pen, refer to the following table.

Symptoms	Solution
You're unable to use the pen to select, write, erase or move the mouse.	- Check the Status indicator. If it's red, see *Status indicator issues* above for troubleshooting information. - Make sure the tethered pen is properly connected to your interactive pen display.
When you write or draw with the pen, you see a pointer instead of digital ink.	- Check the Status indicator. If it's flashing green, see *Status indicator issues* above for troubleshooting information. - Make sure you have selected an ink color from the illuminiated buttons at the top of your interactive pen display. - Make sure the SMART Board Diagnostics window isn't open. - If the tethered pen still doesn't work, contact SMART Technical Support.

Symptoms	Solution

You're unable to double-click.	• Check the Status indicator. If it's red, see *Status indicator issues* on the previous page for troubleshooting information.
	• Adjust the **Double-click Zone** setting.
	    a. Open the SMART Control panel, and then select **SMART Hardware Settings > Mouse and Gesture Settings**.
	    b. Adjust the **Double-click Zone** setting, and then select **Okay**.

Image issues

If you encounter issues with the image on your interactive pen display, refer to the following tables. For additional information about color issues, see the documentation that came with your operating system or applications.

Symptoms	Solution
The display shows no image and the Power button indicator is off.	• Make sure the power adapter is connected.
The display shows no image and the Power button indicator is green.	• Ensure the video cable is properly connected. • Use the OSD options to return the current display parameters to the factory default settings See *Adjusting video settings with the on-screen display (OSD) menu* on page 55
The display shows no image and the Power button indicator is amber.	• Press the **Power** button to turn the interactive pen display on.

Symptoms	Solution
The display shows the "NO SIGNAL" message.	- Make sure your computer is turned on. - Make sure your computer isn't in Power Management mode. To bring it out of Power Management mode, press any key on your keyboard, or touch the tethered pen to your interactive pen display. - Make sure the Analog/Digital switch on the side of your interactive pen display is set correctly (see *Connection panel* on page 9 for more information). **i NOTE** Switch to **Analog** ⬜ if you're using a VGA connection or to **Digital** ⬛ if you're using a DVI connection. Restart your computer after changing the position of the switch. - Turn your computer and the interactive pen display off, and then make sure: - the video cable's connector pins aren't bent or broken. - the video card in your computer is installed correctly, and is operating properly.
The display show the "OUT OF SCAN RANGE" message.	- Make sure the input video signal frequency setting is 60 Hz which is compatible with the interactive pen display. - Make sure the video card's resolution is 1366 × 768 or lower if you're using a SMART Podium 518 interactive pen display. - Make sure the video card's resolution is 1920 × 1080 or lower if you're using a SMART Podium 524 interactive pen display. - Make sure the refresh rate (horizontal frequency) is 30 to 80 Hz. **💡 TIP** On a single monitor system, connect a second monitor to change the refresh rate. - Make sure the refresh rate (vertical frequency) is 56 to 76 Hz. - Set the display properties to detect plug and play monitors.
The screen flashes multiple times.	- Make sure the refresh rate (vertical frequency) is 56 to 76 Hz. - If you're using an input selector switch box check your hardware connections.

Symptoms	Solution
Color quality is inaccurate	Use the OSD options to return the current display parameters to the factory default settings.
	i NOTE See *Adjusting video settings with the on-screen display (OSD) menu* on page 55
When an image appears for a long time without refreshing the screen, an after image remains.	Use a screen saver or other power management feature.

VGA display issues

If you encounter image issues with your interactive pen display with a VGA connection, refer to the following table.

Symptom	Solution
The display ripples or flickers.	• Use the OSD options to return the display parameters to the factory default settings. • Use OSD options to adjust the phase and pitch (VGA only). • Make sure the display adapter or video card matches the specifications for the interactive pen display. • Adjust the refresh rate in the *Display Properties* control panel.
	i NOTE See *Adjusting video settings with the on-screen display (OSD) menu* on page 55
	i NOTE Some video cards might not show the size of the display correctly.
The display ripples or shows a wavy pattern. OR The display color isn't even.	• Select **Auto Adjust** in the OSD options to automatically optimize the display screen image (VGA only). If necessary, use the OSD options to adjust the phase and pitch (VGA only). • Use the OSD options to return the display parameters to the factory default settings.
	i NOTE See *Adjusting video settings with the on-screen display (OSD) menu* on page 55

Symptom	Solution
The display isn't clear, and text or other portions of the screen appear blurred.	• Make sure the video card's resolution is 1366 × 768 if you're using a SMART Podium 518 interactive pen display. • Make sure the video card's resolution is 1920 × 1080 if you're using a SMART Podium 524 interactive pen display. • Select **1:1** in the *Scaling* OSD option to display the image at the actual resolution. • Select **Auto Adjust** in the OSD options to automatically optimize the display screen image (VGA only). If necessary, use the OSD options to adjust the phase and pitch (VGA only). • Turn off the interactive pen display, and then turn it on.
The display and LCD panel aren't lined up. OR The display size isn't correct.	• Select **1:1** in the *Scaling* OSD option to display the image at the actual resolution. • Select **Auto Adjust** in the OSD options to automatically optimize the display screen image (VGA only). If necessary, use the **Other** OSD option to adjust the phase and pitch, and the vertical and horizontal positions (VGA only). **ℹ️ NOTE** See *Adjusting video settings with the on-screen display (OSD) menu* on page 55

Control and writing issues

If you encounter issues with writing and drawing on your interactive pen display, refer to the following table.

Symptom	Solution
The pointer doesn't accurately follow the movement of the pen.	Orient the interactive pen display (see *Orienting your interactive pen display* on page 16).
You're unable to write in digital ink.	• Make sure SMART Product Drivers is installed. • Make sure SMART Board tools is running. **☞ IMPORTANT** You can write notes over applications and your desktop only if SMART Product Drivers are running on your computer. If you see the 🖥 or 🖥 icon in the Windows notification area or Mac Dock, SMART Product Drivers is not running on your computer or your product is not properly connected.

Symptom	Solution
Digital ink doesn't appear as you expect.	Check the customized pen settings in SMART Notebook software or SMART Meeting Pro software. For more information on setting digital ink properties, for example, color, line thickness, line style and transparency, refer to your SMART software's online Help.

Mac-specific issues

If you encounter issues with your Mac operating system software, refer to the following table.

Symptom	Solution
At startup, a message states that SMART Product Drivers failed to load or the interactive pen display preferences aren't created.	• Make sure the Power button indicator is on and the USB cable is securely connected to an active USB receptacle on your computer or to a USB hub. • Connect the interactive pen display to a different USB port. Select **Finder > Utilities > System Profiles > Content > Hardware > USB**, and then make sure your USB pen display model is listed. Select **Finder > Utilities.** Start the **Disk Utility** program, and then run **Repair Disk Permissions** from the *First Aid* tab. If this doesn't resolve the problem, contact SMART Technical Support.
Handwriting Recognition doesn't work correctly.	• Ink preference files may be damaged. Remove the damaged Ink preference files (see *Removing ink preference files on Mac computers* on the next page).

Removing ink preference files on Mac computers

You can remove damaged ink preference files from your Mac computer to resolve some issues with handwriting recognition and digital ink.

To remove ink preference files from your Mac computer

1. Start your computer in Administration mode.

2. Select **Apple menu > System Preferences > Ink**, and then select **to disable handwriting recognition**.

3. Select **Finder > Home > Library > Preferences**, and then remove the following files:

   - **com.apple.ink.framework.plist**

   - **com.apple.ink.inkpad.plist**

   - **com.apple.ink.inkpad.sketch**

     > **i   N O T E**
     >
     > The files are automatically recreated when you enable handwriting recognition in the next step.

4. Select **Apple menu > System Preferences > Ink**, and then enable handwriting recognition.

   Contact Apple Support if the handwriting recognition and digital ink issues persist.