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57 | TROUBLESHOOTING YOUR SMART BOARD INTERACTIVE WHITEBOARD

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 disconnecting and then reconnecting the USB cable, or removing and replacing the power plug to the expansion module. This step turns the power off and back on, resetting all components of your product.

The Reset Button

The Reset button on the side of your interactive whiteboard's controller module lets you reset the controller. The Reset button is recessed so that it can't be triggered accidentally. Use the tip of a pen tray pen or another pointed object, such as a ball-point pen, to press this button.

Press the Reset button if the controller module stops responding or is in the wrong mode.

For example, your interactive whiteboard might be unresponsive because of an electrostatic discharge, a power fade or some other event. After you press the Reset button, the controller module resets and operates normally.



NOTE

Pressing and holding the Reset button for longer than three seconds clears any saved 4- or 9-point orientation data from the controller module's memory, and the alignment defaults to factory settings. Because 20-point orientation data is stored on your computer, however, this data is retained after a reset (see page 39).

Troubleshooting Using the Ready Light

Should you experience a problem with your interactive whiteboard, troubleshoot it by using the Ready light, in conjunction with other observable symptoms and behaviors. Before you start troubleshooting, see page 52 to locate the Ready light, and then familiarize yourself with its states during normal operation.

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

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