

Last revised: July 15, 2014

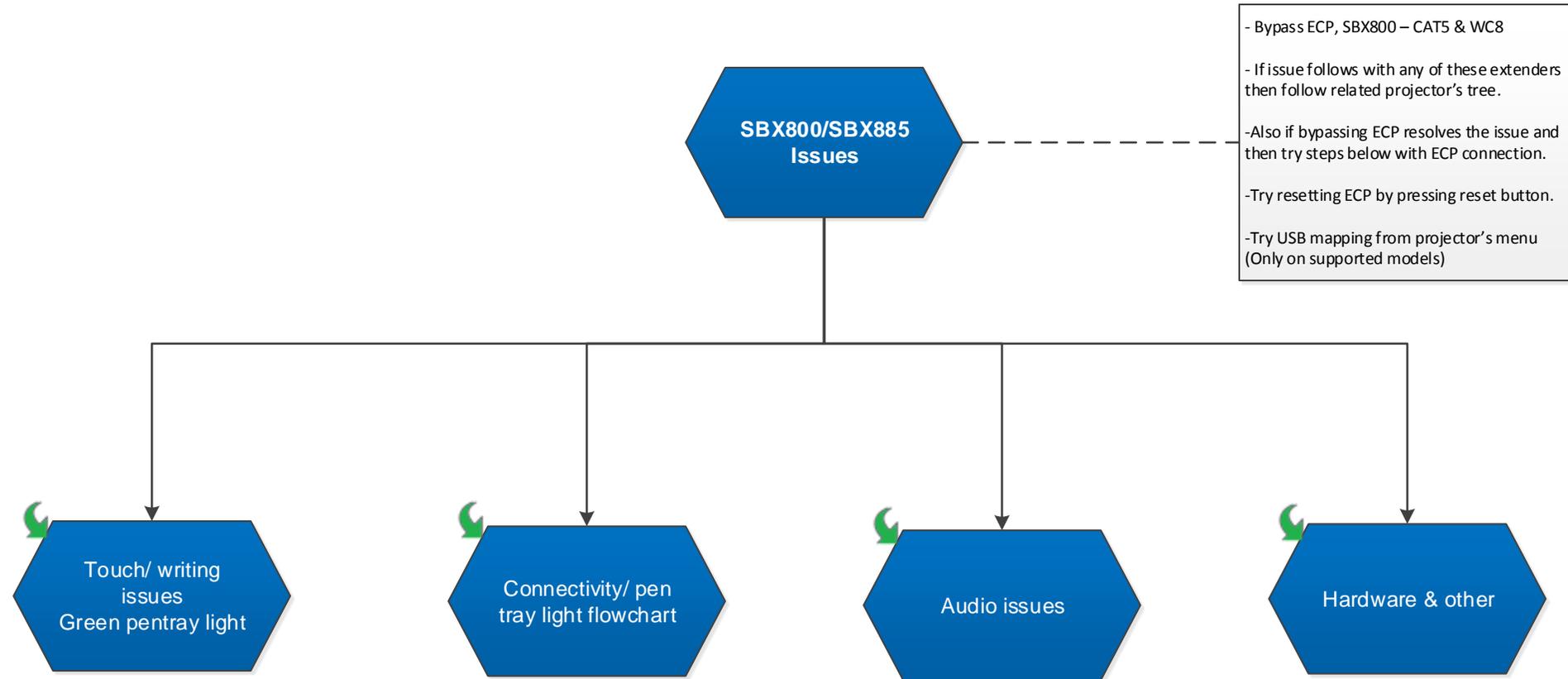
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# SMART Board 800

Legend	
	Troubleshooting steps.
	Contact Technical support for further assistance.
	Issue resolved.
	Additional information



[smarttech.com/support](http://smarttech.com/support)  
[smarttech.com/contactsupport](http://smarttech.com/contactsupport)

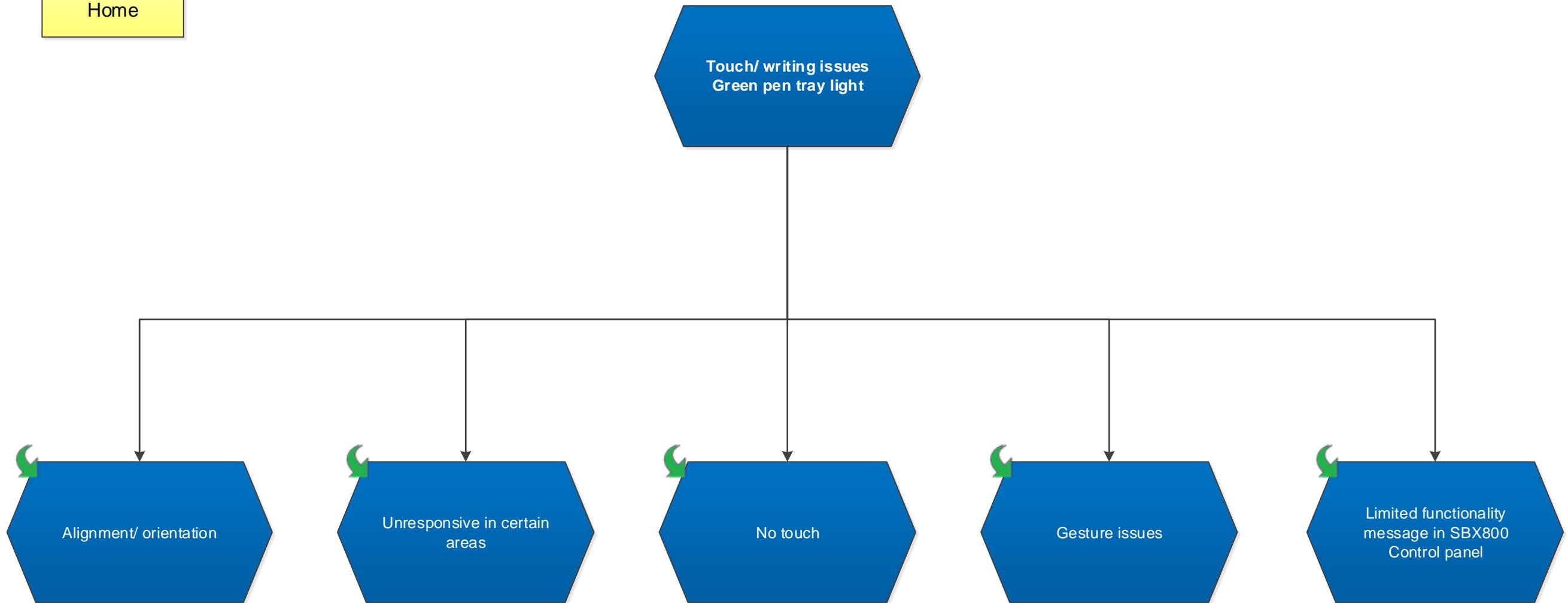
# 1. Touch/ writing issues, Green pen tray light

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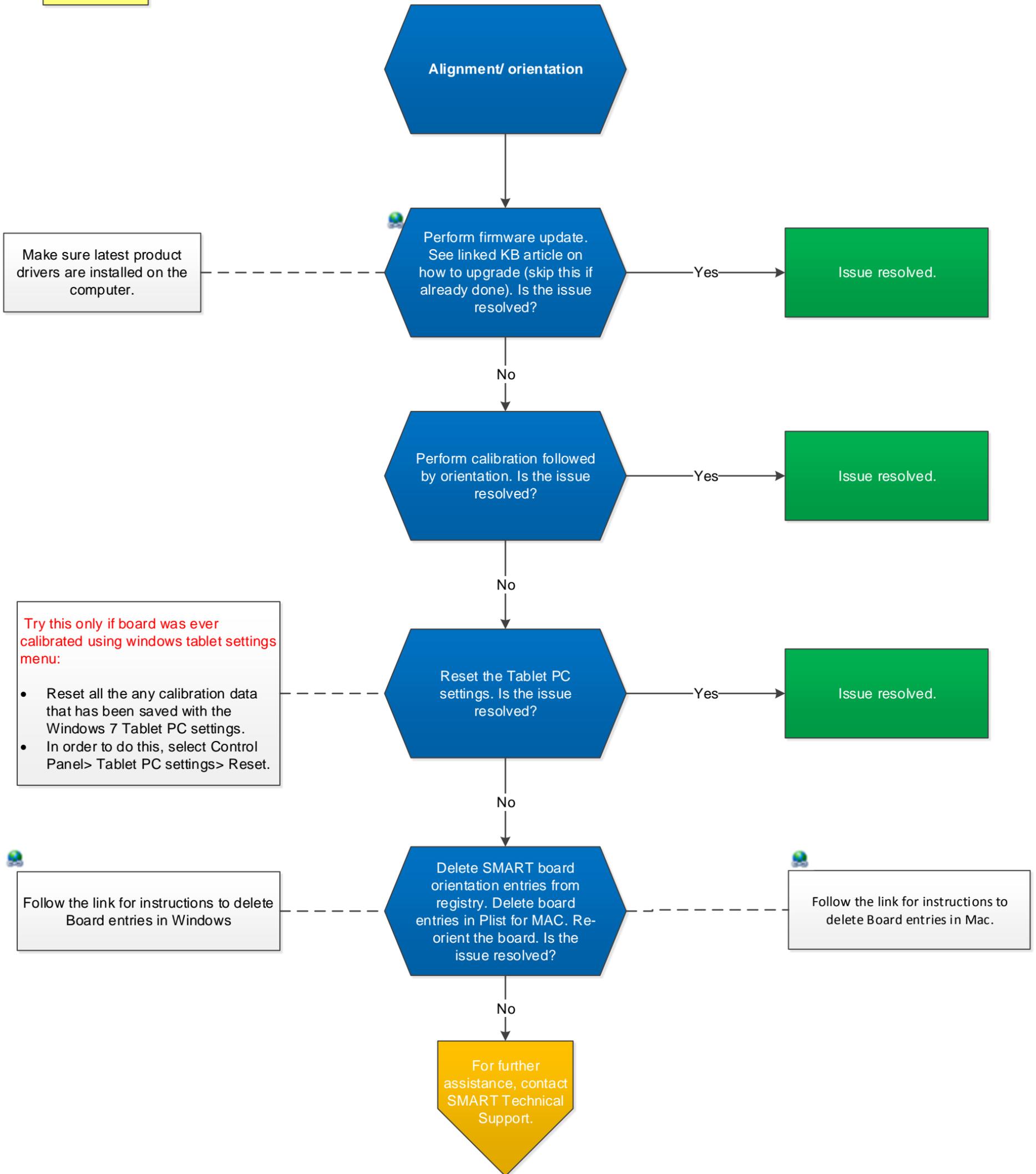


# 1.1 Alignment/ Orientation

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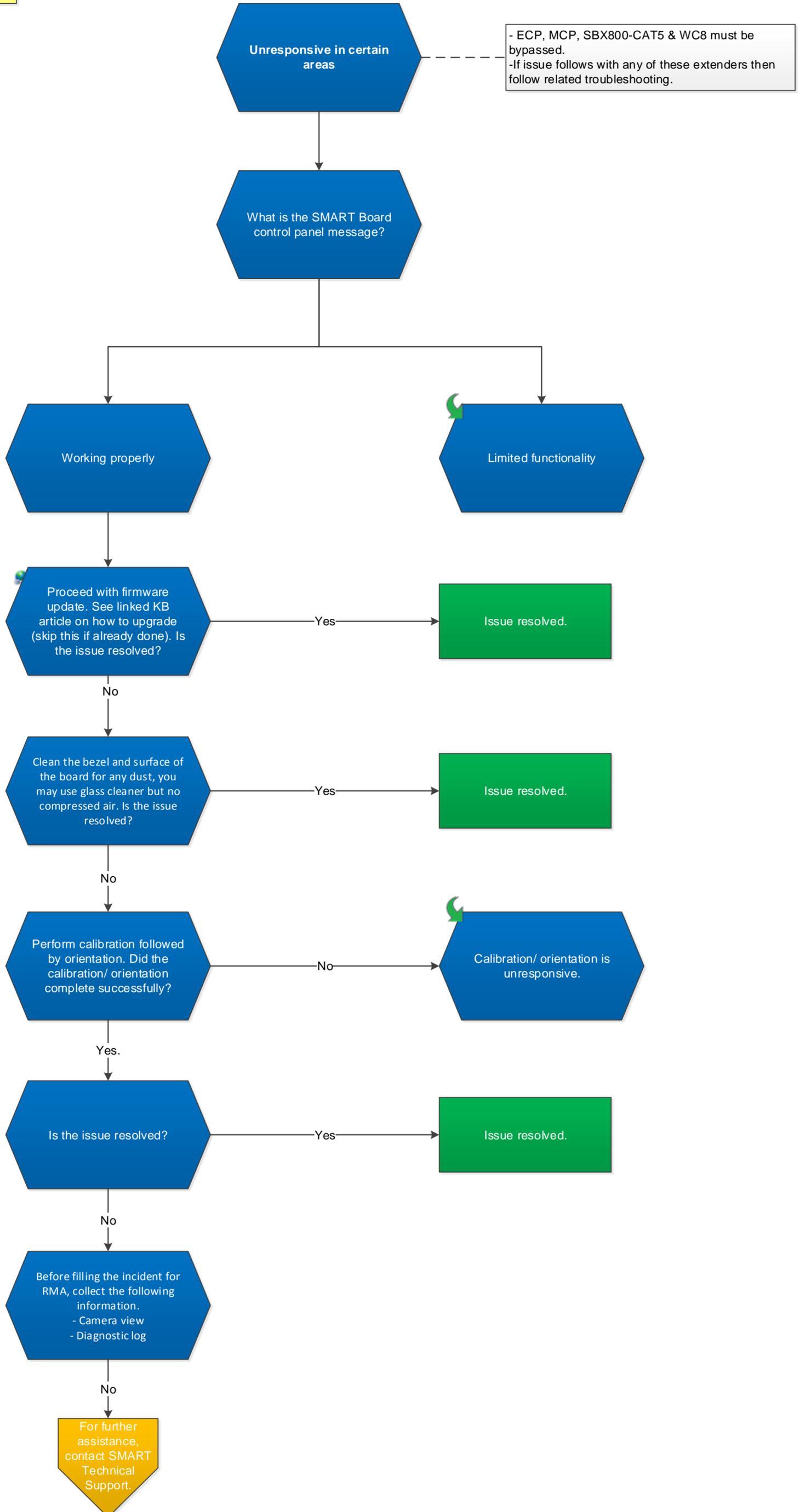


## 1.2 Unresponsive in certain areas

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## 1.2.1 Limited functionality

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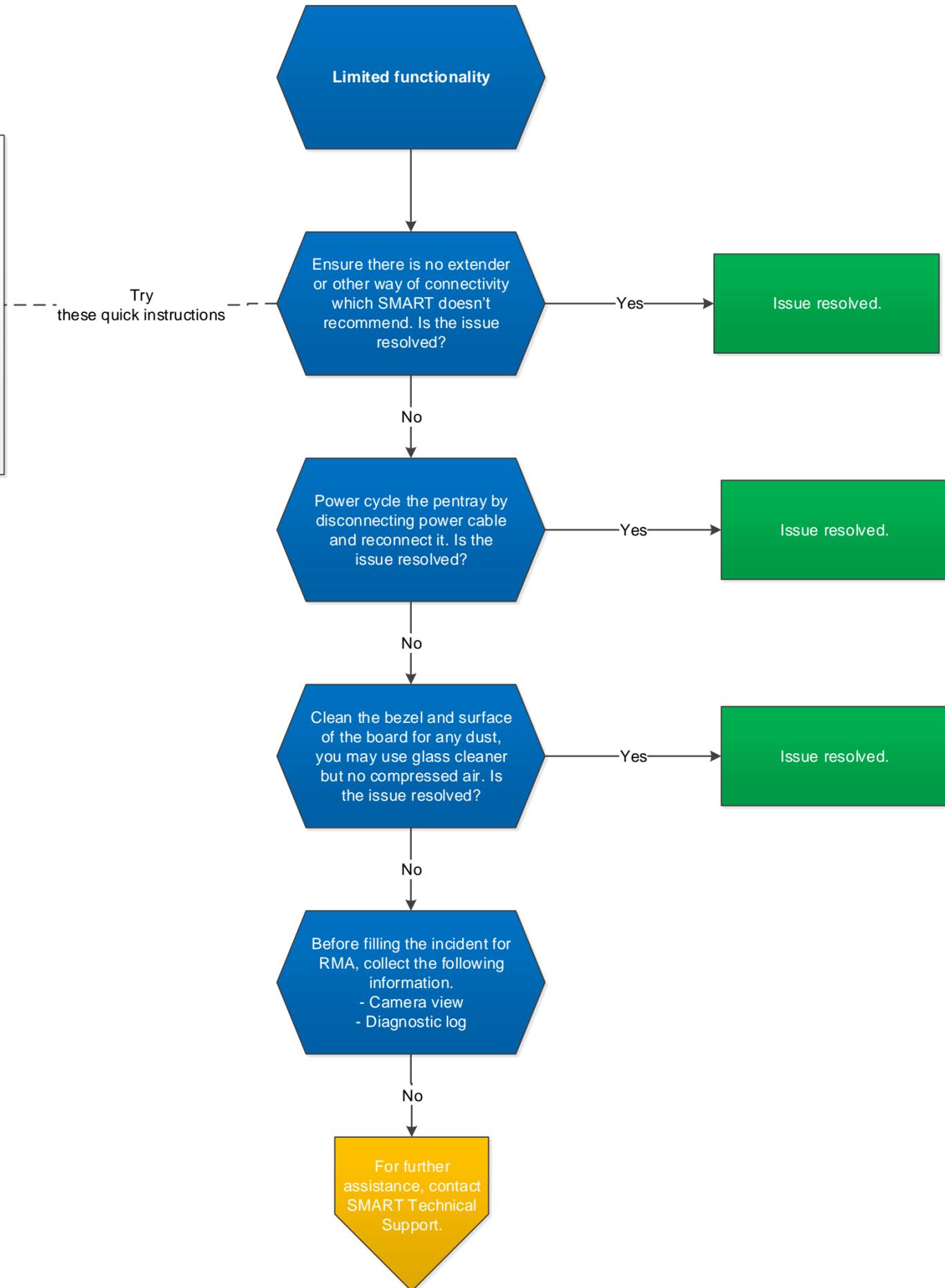
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Quick instructions

- Power cycle the pen tray by disconnecting and reconnecting the power cable.
- Clean the bezels and the surface of the board from any dust and/or debris. You may use glass cleaner to clean the cameras but do not use compressed air to clean the cameras as it may affect the camera sensor.
- Reset cameras in diagnostics.
- Reseat the camera cable and inspect it for any damaged pins.
- Confirm software and drivers are up-to-date.
- Upgrade firmware.
- Swap USB cable.
- Swap the pen tray.
- Try a known working computer.



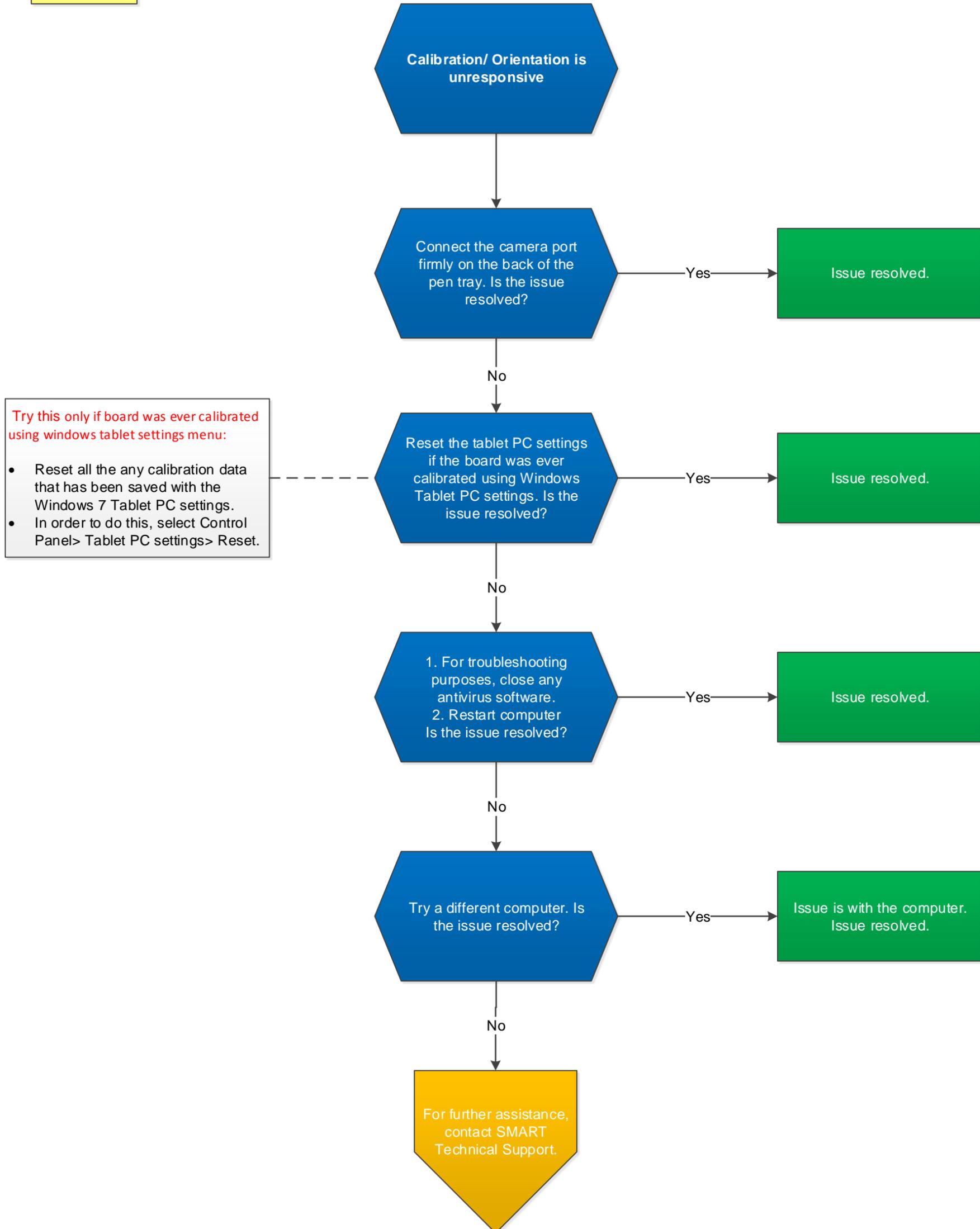
## 1.2.2 Calibration/ Orientation is unresponsive

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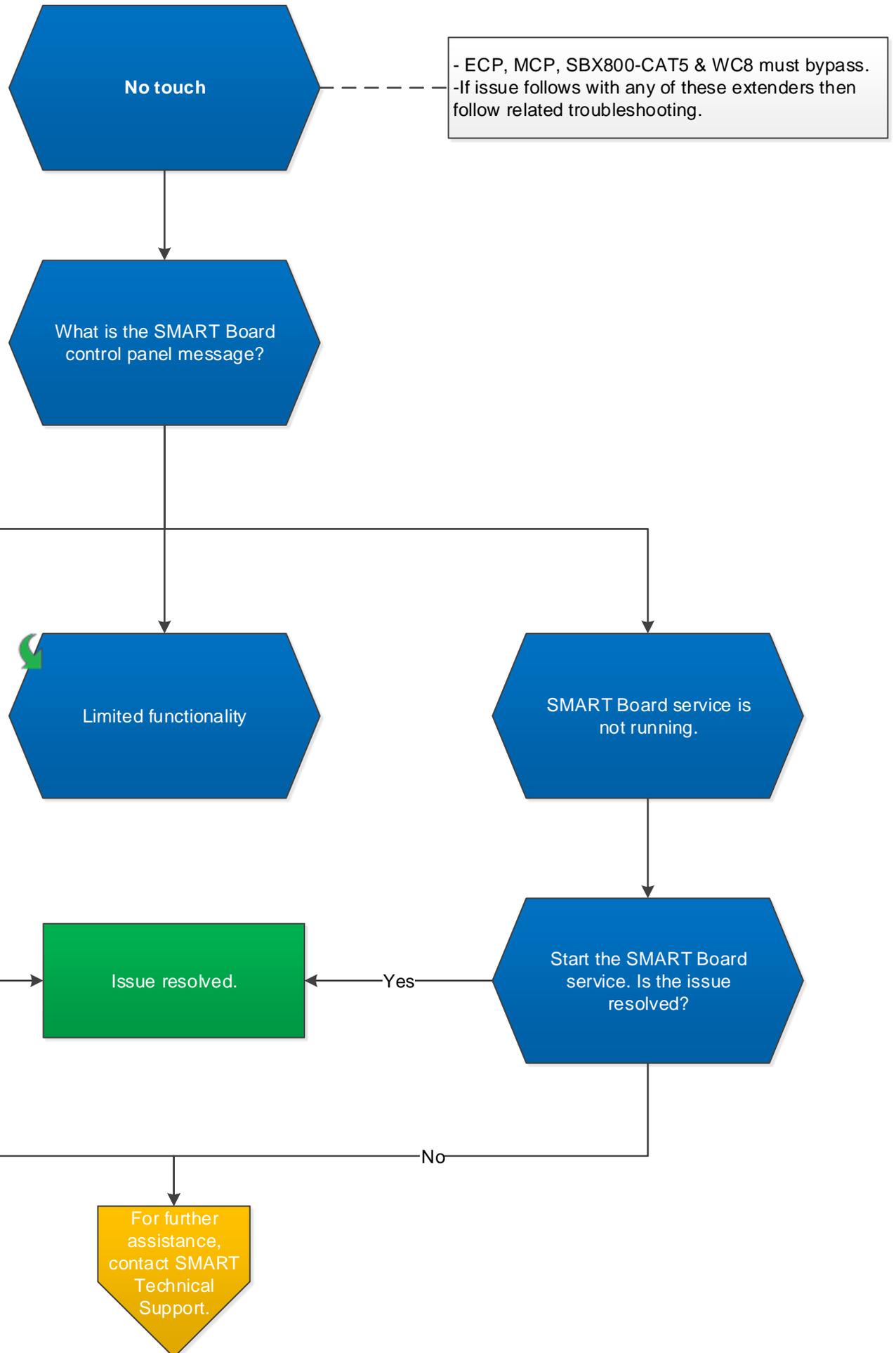
## 1.3 No touch

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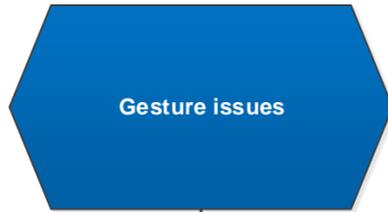


# 1.4 Gesture issues

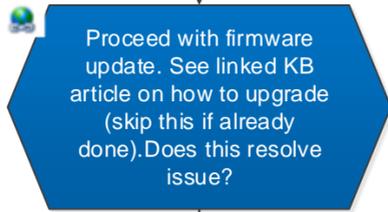
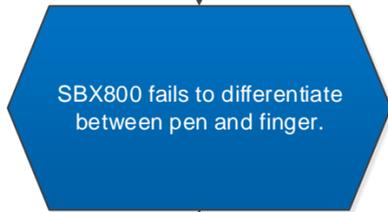
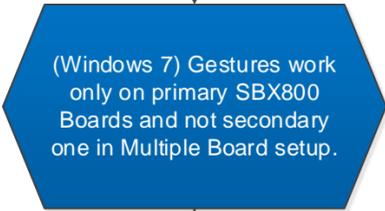
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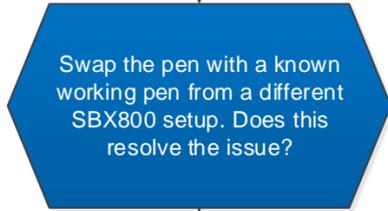
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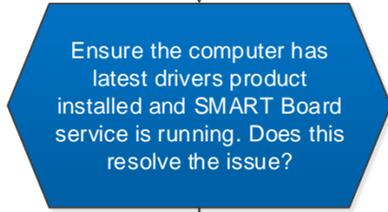
- ECP, MCP, SBX800-CAT5 & WC8 must be bypassed.  
 -If issue follows with any of these extenders then follow related troubleshooting.



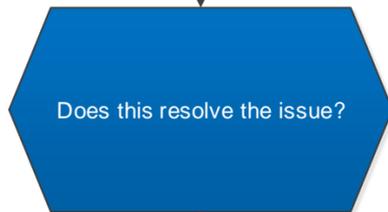
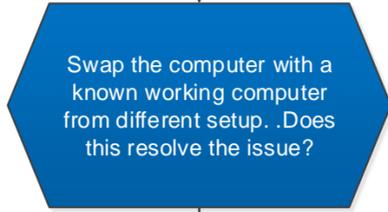
No



No

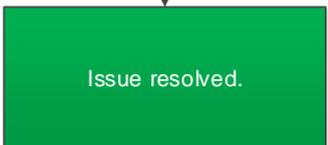


No



Yes

No



# 1.5 Limited functionality

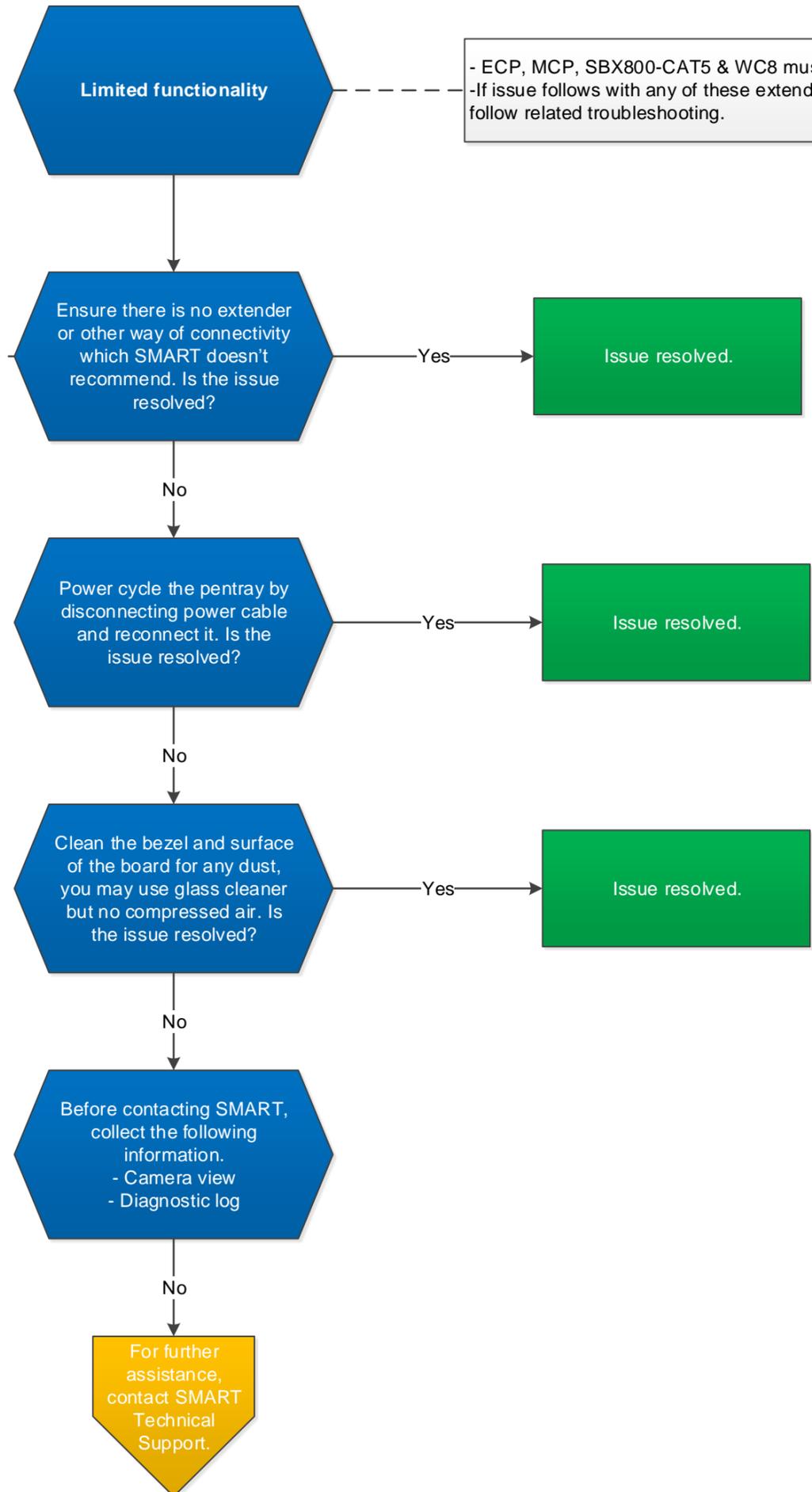
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- Quick instructions**
- Power cycle the pen tray by disconnecting and reconnecting the power cable.
  - Clean the bezels and the surface of the board from any dust and/or debris. You may use glass cleaner to clean the cameras but do not use compressed air to clean the cameras as it may affect the camera sensor.
  - Reset cameras in diagnostics.
  - Reseat the camera cable and inspect it for any damaged pins.
  - Confirm software and drivers are up-to-date.
  - Flash firmware.
  - Swap USB cable.
  - Swap the pen tray.
  - Try a known working computer.

Try these quick instructions

- ECP, MCP, SBX800-CAT5 & WC8 must bypass.  
 -If issue follows with any of these extenders then follow related troubleshooting.



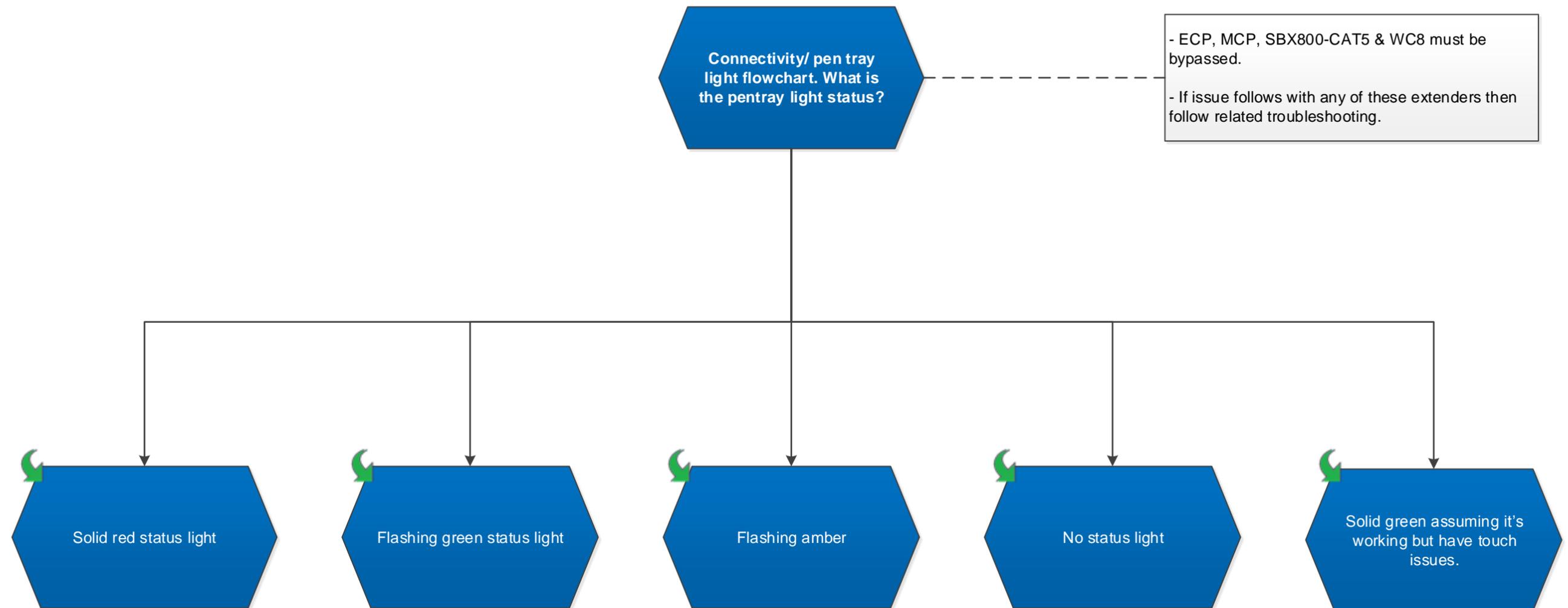
## 2. Connectivity/ Pentray light flowchart

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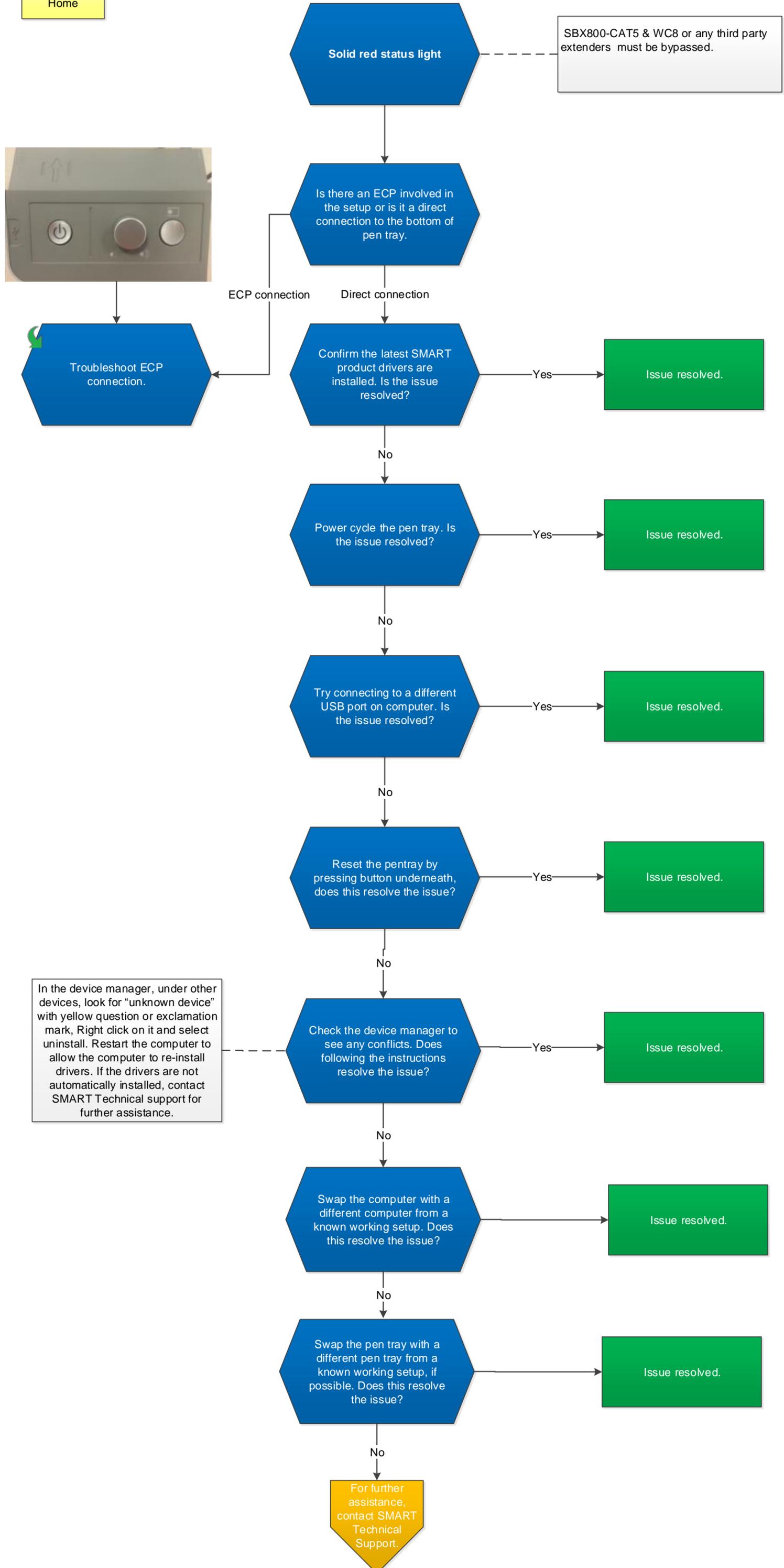
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## 2.1 Solid red status light

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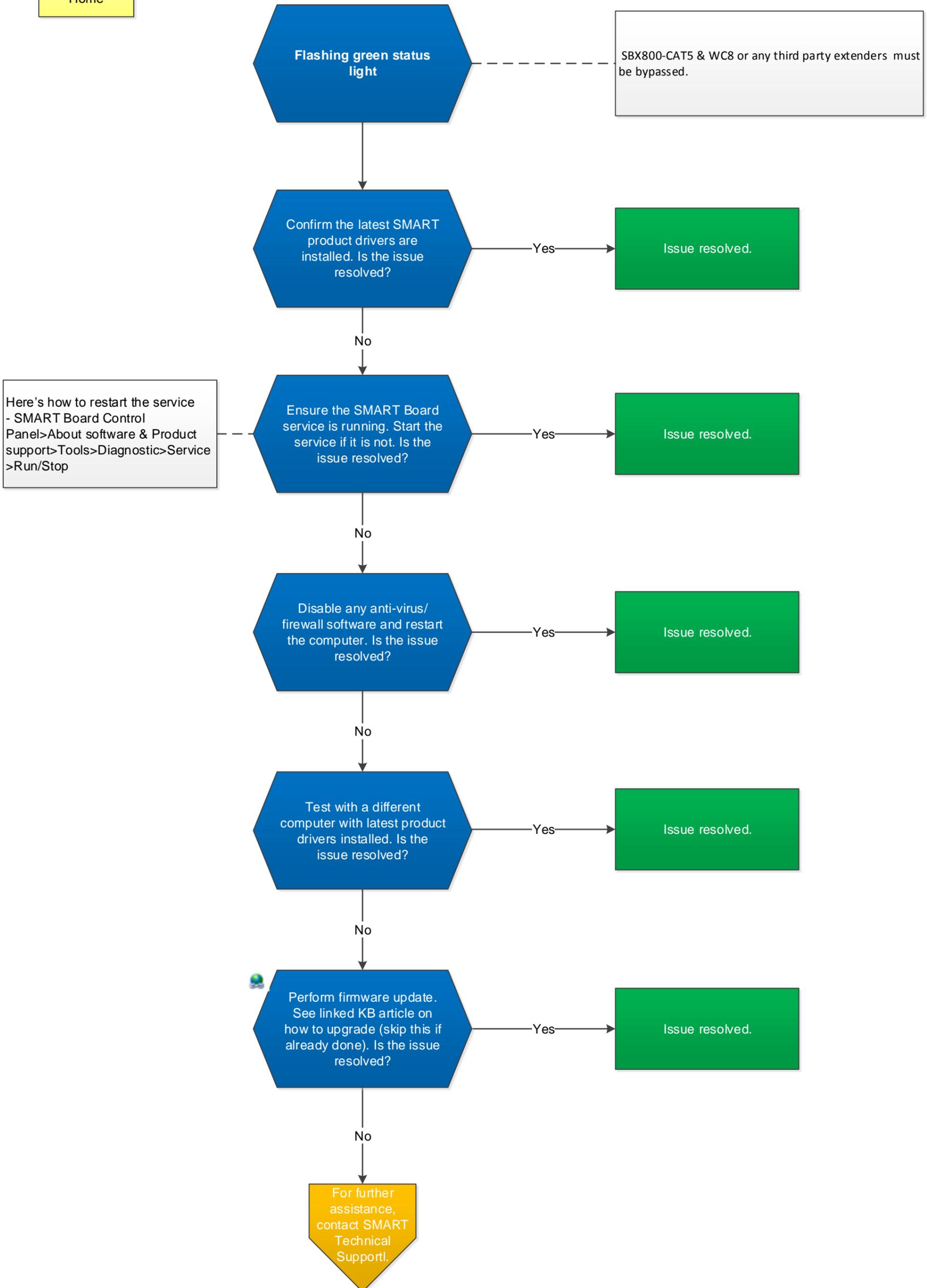
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## 2.2 Flashing green status light

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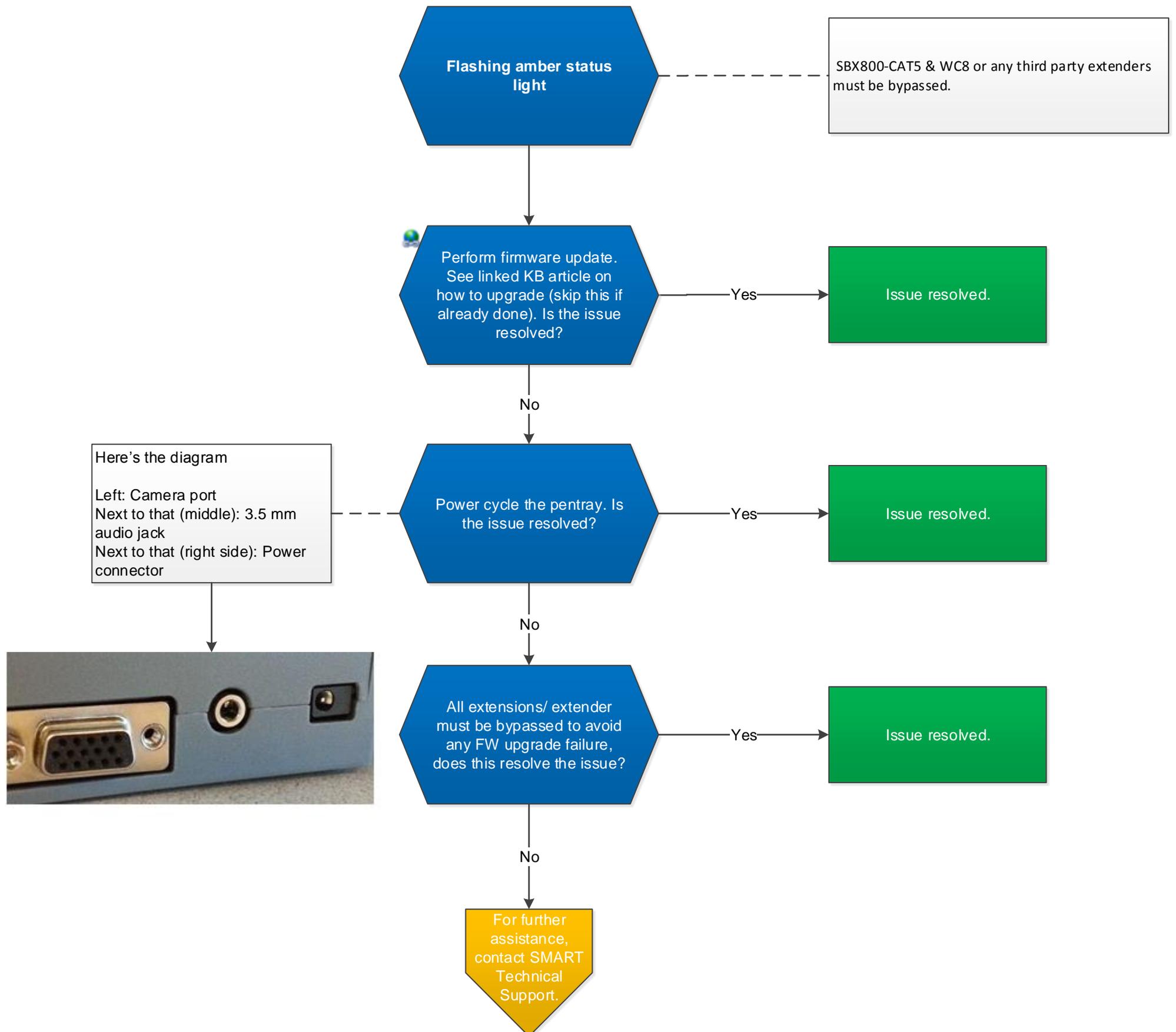
## 2.3 Flashing amber status light

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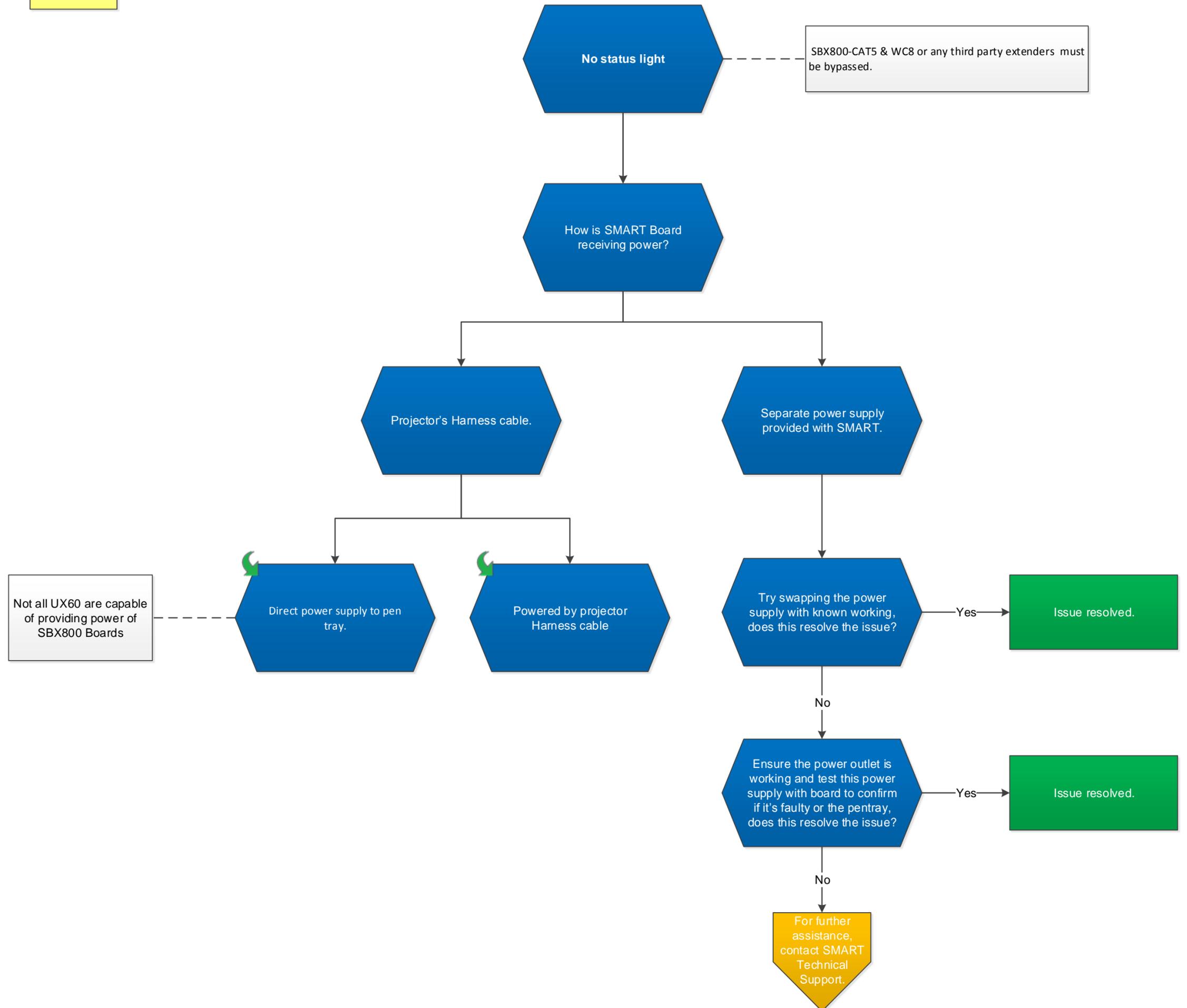
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## 2.4 No status light

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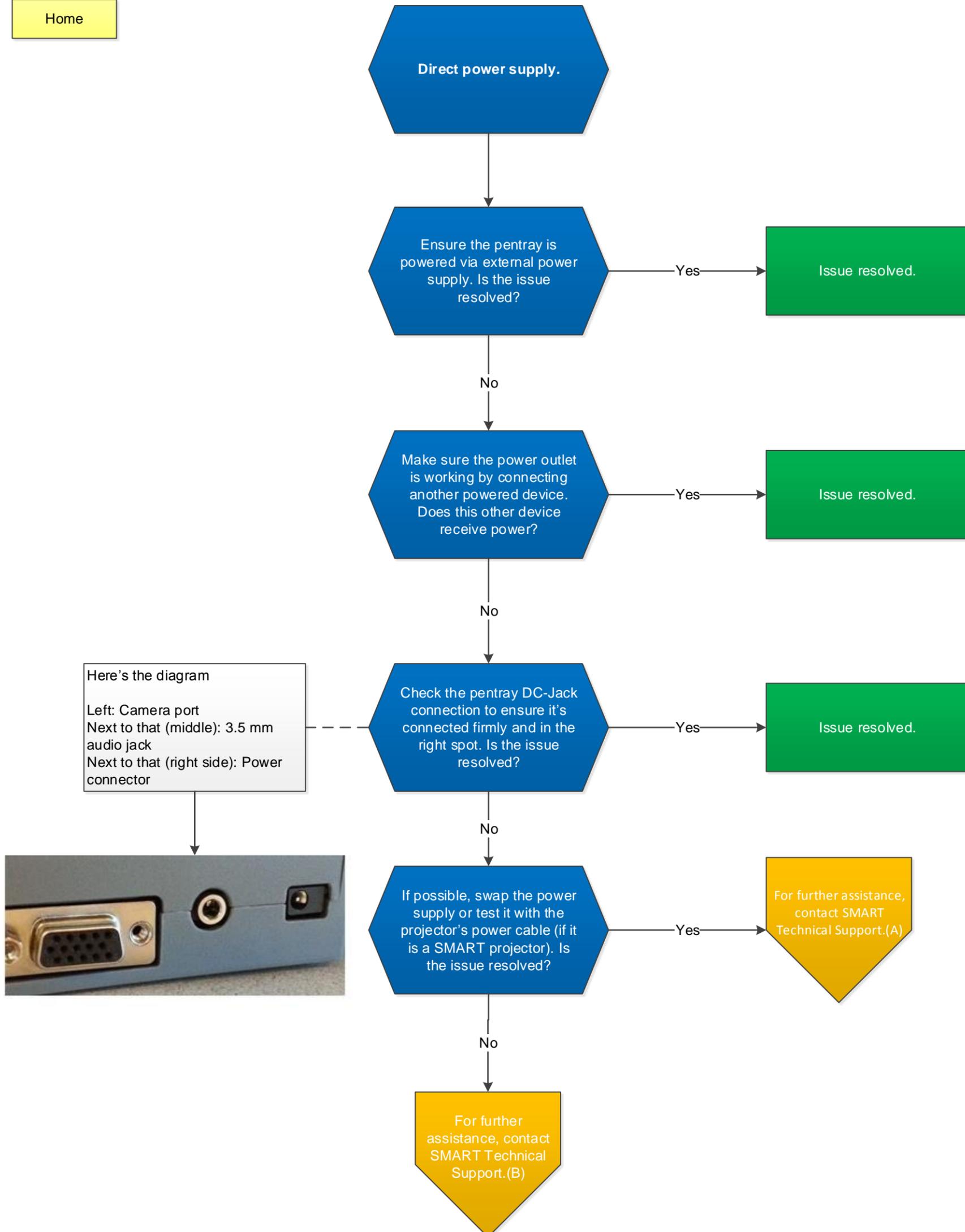
## 2.4.1 Direct power supply to pen tray.

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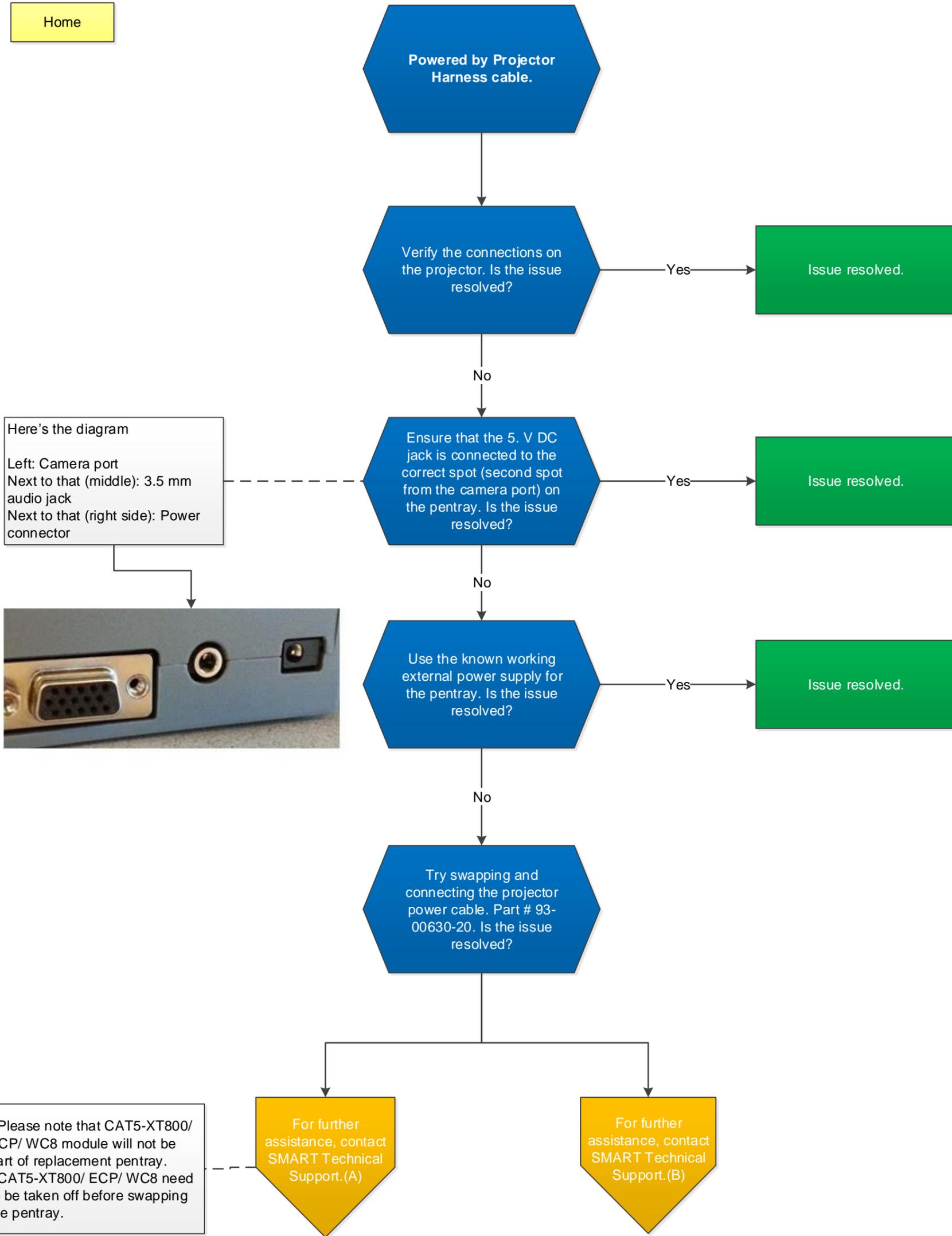
## 2.4.2 Powered by projector Harness Cable.

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Here's the diagram  
 Left: Camera port  
 Next to that (middle): 3.5 mm audio jack  
 Next to that (right side): Power connector



- Please note that CAT5-XT800/ ECP/ WC8 module will not be part of replacement pentray.  
 - CAT5-XT800/ ECP/ WC8 need to be taken off before swapping the pentray.

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## 2.5 Solid Green with Touch issues

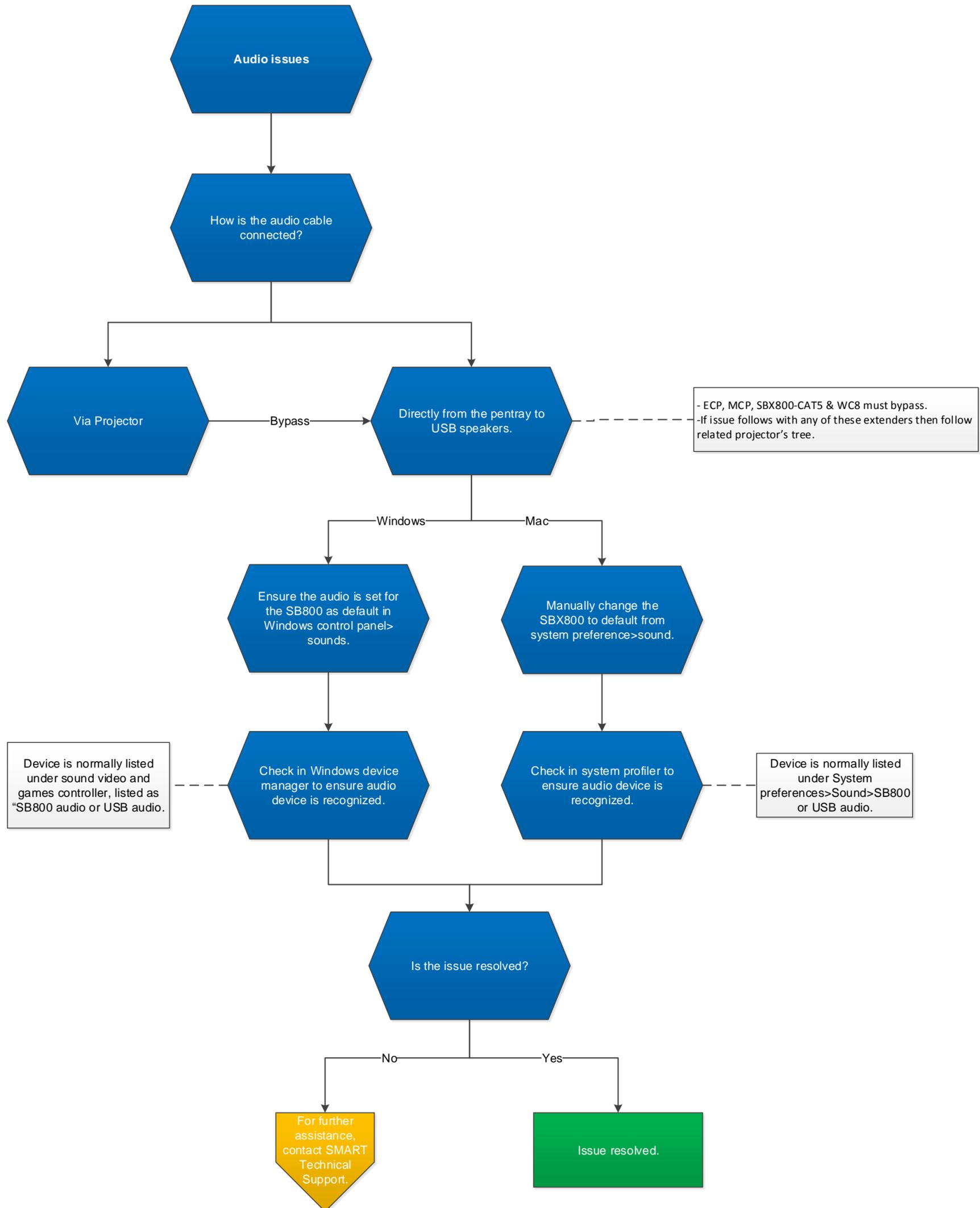
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### 3. Audio issues

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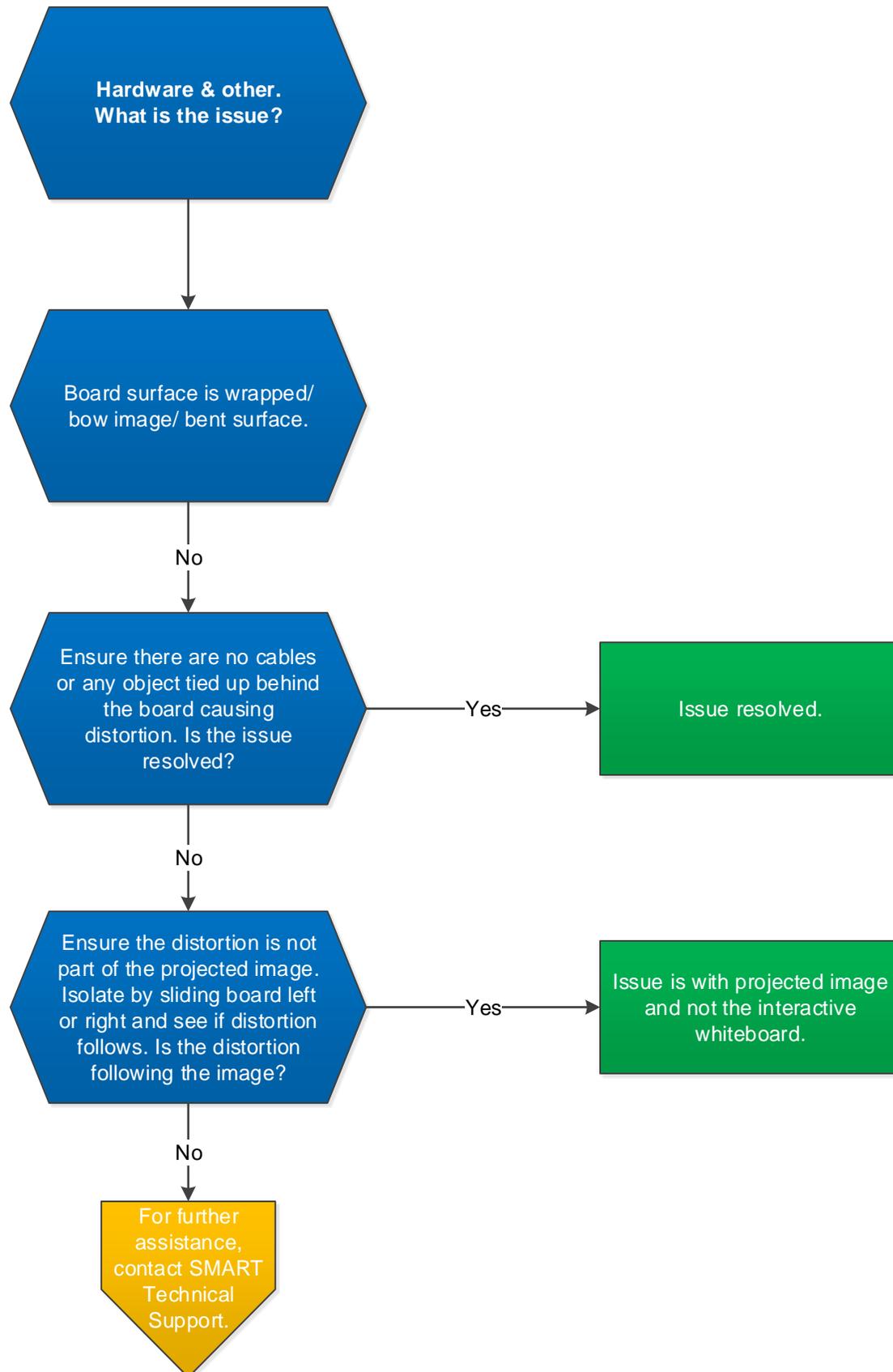
# 4. Hardware & other

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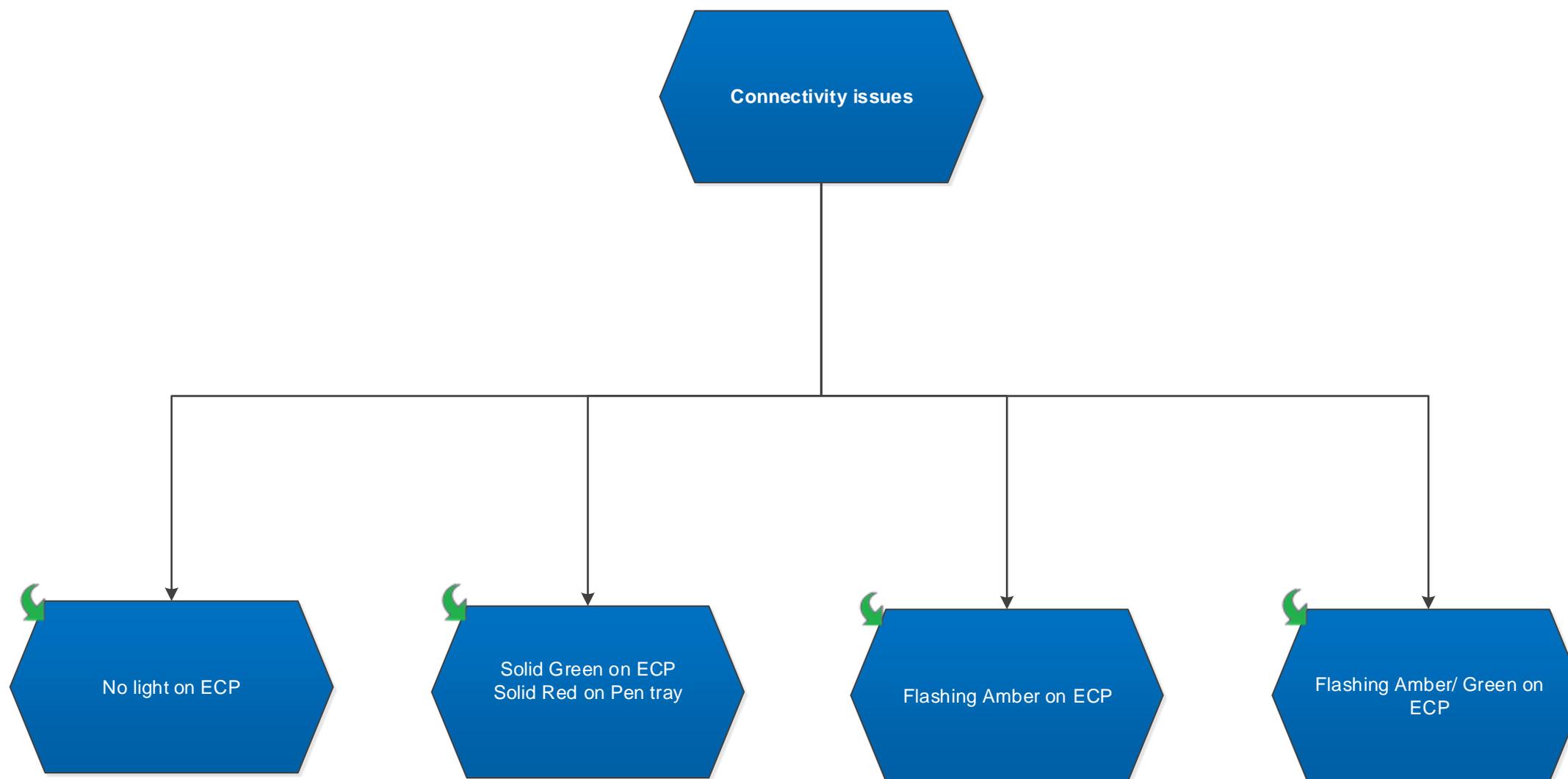
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## 5. ECP issues

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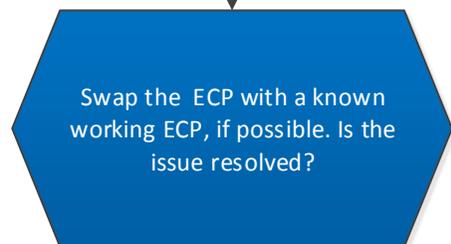
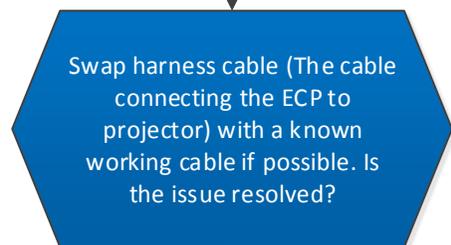
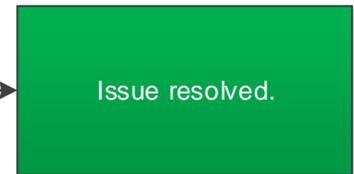
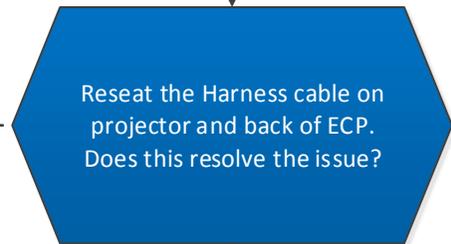
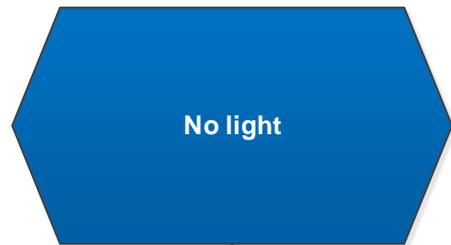
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### 5.1. No light on ECP.

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No

No

No

Yes

Yes

Yes

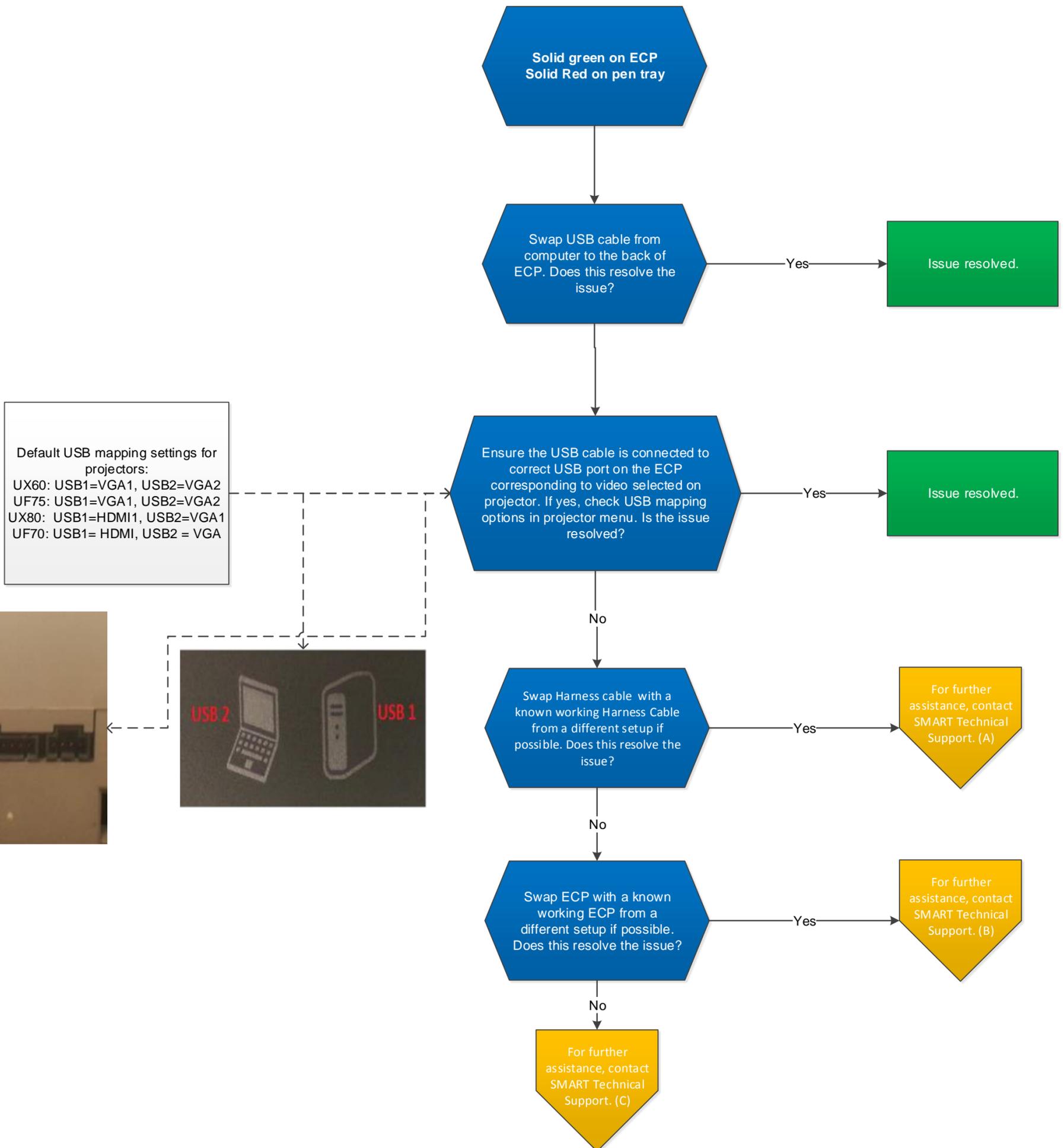
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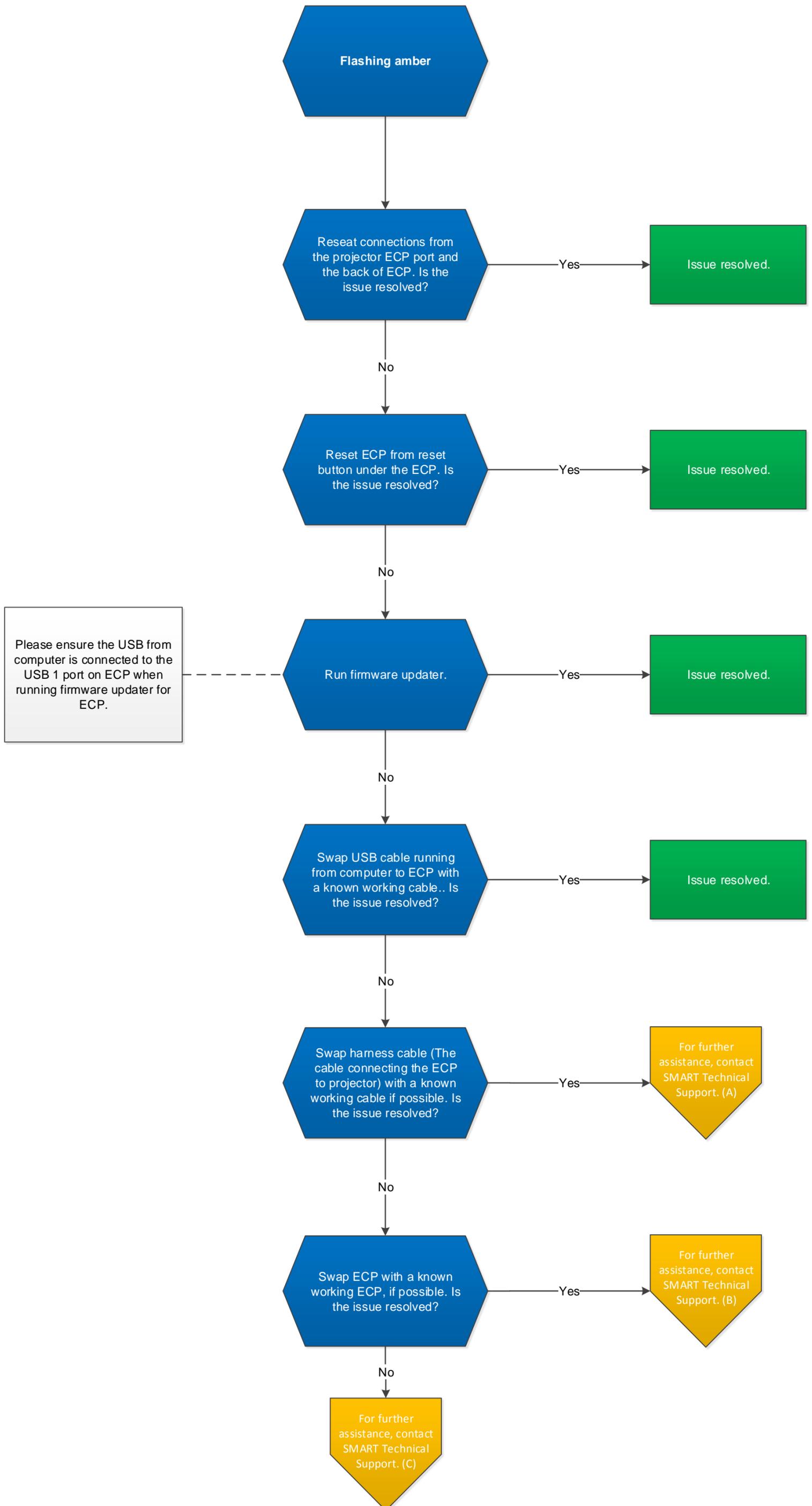
## 5.2. Solid green on ECP, solid Red on pen tray.



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### 5.3. Flashing amber ECP light



### 5.4. Flashing amber/ green on ECP

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