

Last revised: July 15, 2014

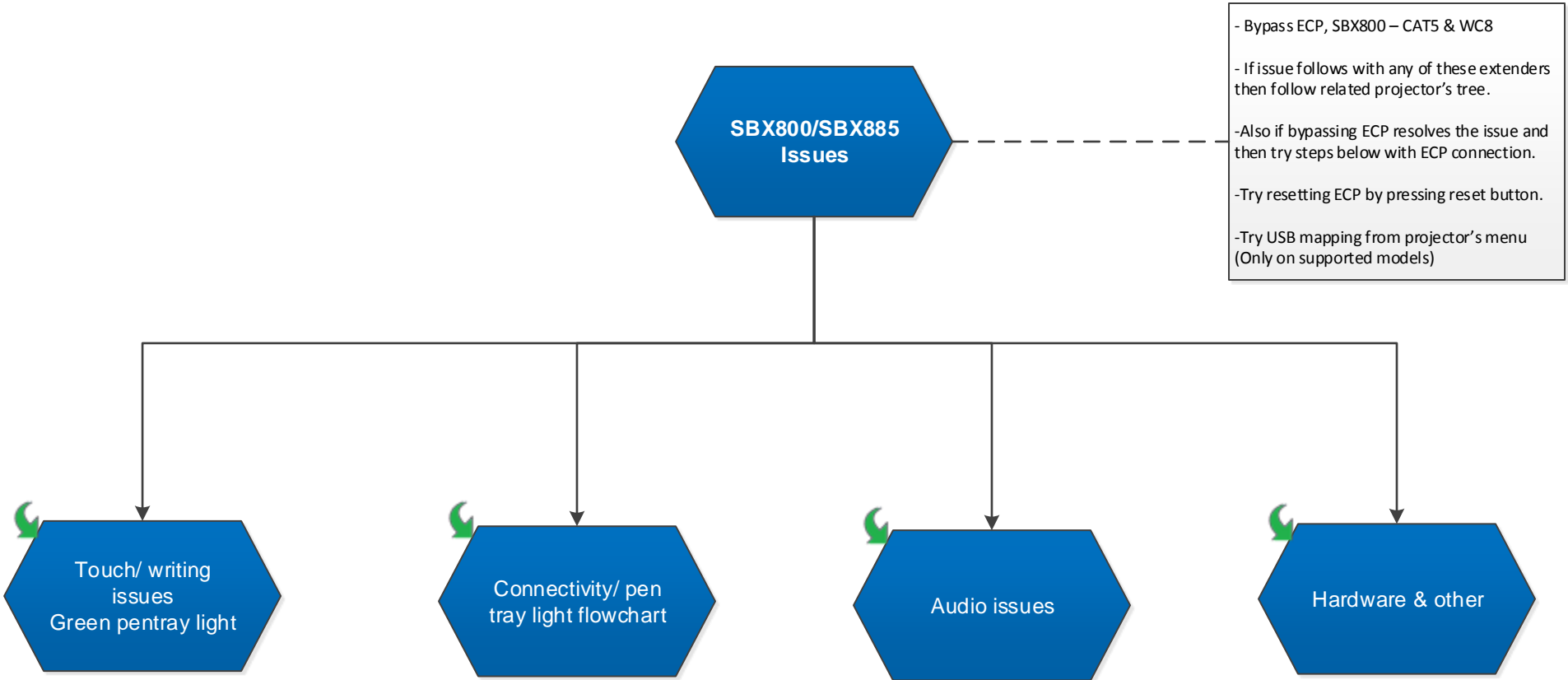
[Glossary of Terms](#)

[Revision History](#)

[Contact Support](#)

SMART Board 800

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



smarttech.com/support
smarttech.com/contactsupport

1. Touch/ writing issues, Green pen tray light

Back

Home

Touch/ writing issues
Green pen tray light

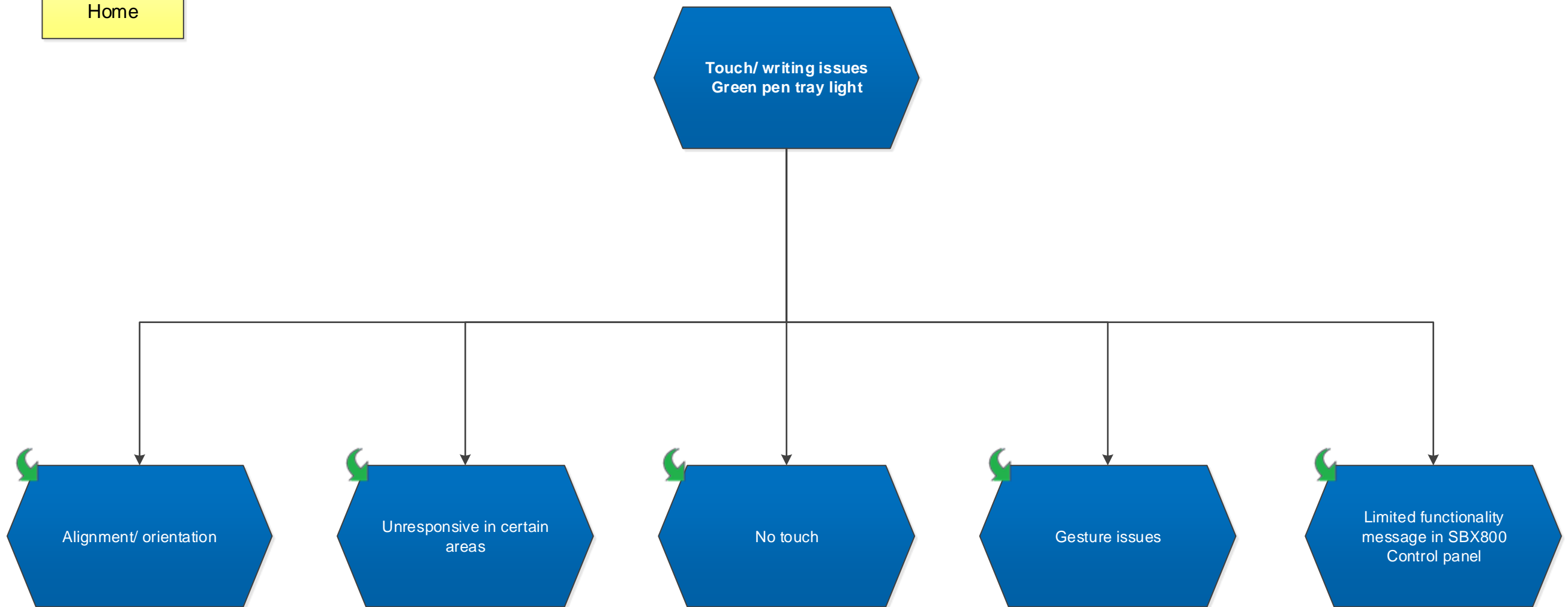
Alignment/ orientation

Unresponsive in certain
areas

No touch

Gesture issues

Limited functionality
message in SBX800
Control panel

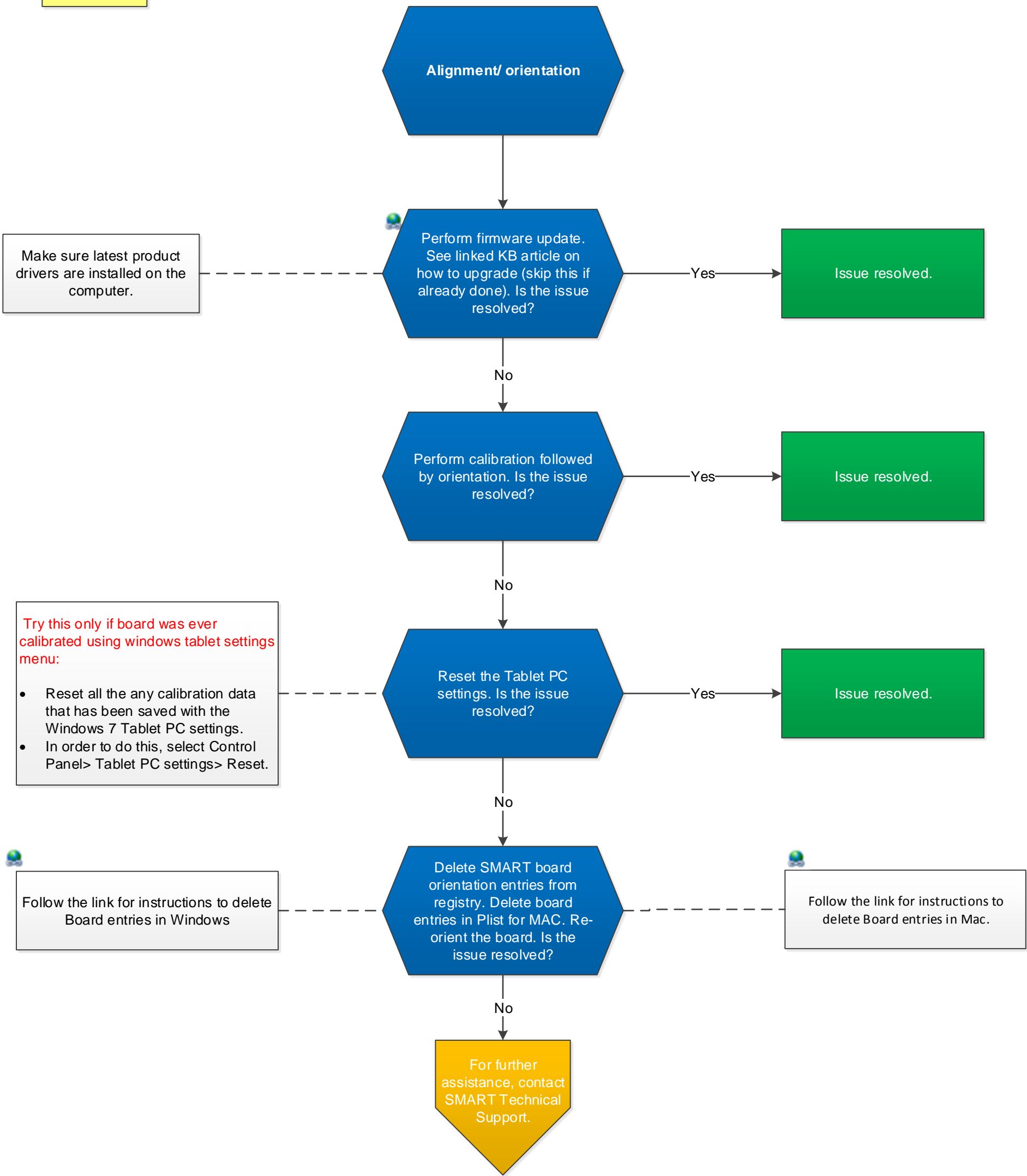


1.1 Alignment/ Orientation

[Revision History](#)
[Contact Support](#)

Back

Home

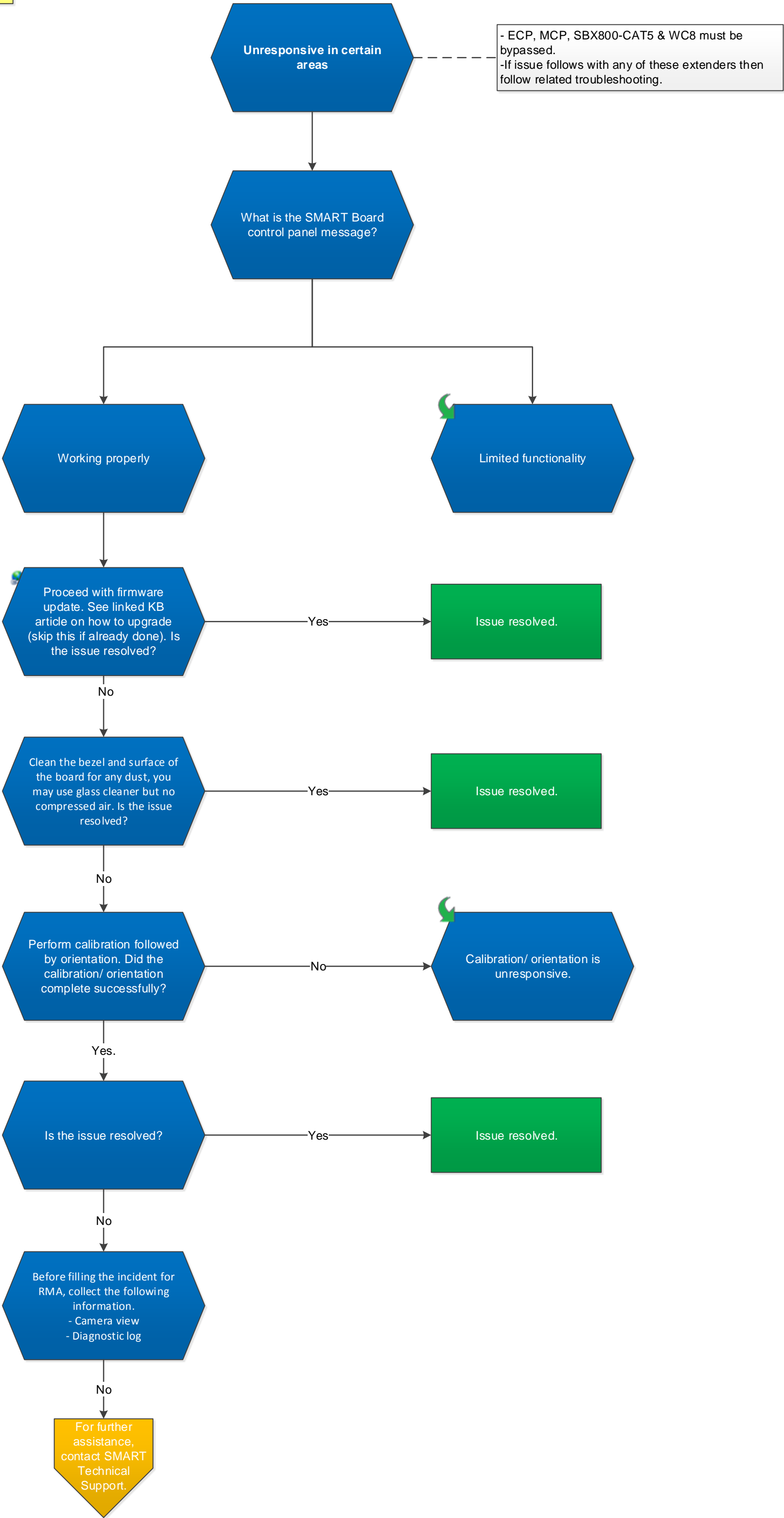


1.2 Unresponsive in certain areas

[Revision History](#)
[Contact Support](#)

Back

Home



1.2.1 Limited functionality

[Revision History](#)
[Contact Support](#)

Back

Home

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.

Try
these quick instructions

Limited functionality

Ensure there is no extender or other way of connectivity which SMART doesn't recommend. Is the issue resolved?

Yes

Issue resolved.

No

Power cycle the pen tray by disconnecting power cable and reconnect it. Is the issue resolved?

Yes

Issue resolved.

No

Clean the bezel and surface of the board for any dust, you may use glass cleaner but no compressed air. Is the issue resolved?

Yes

Issue resolved.

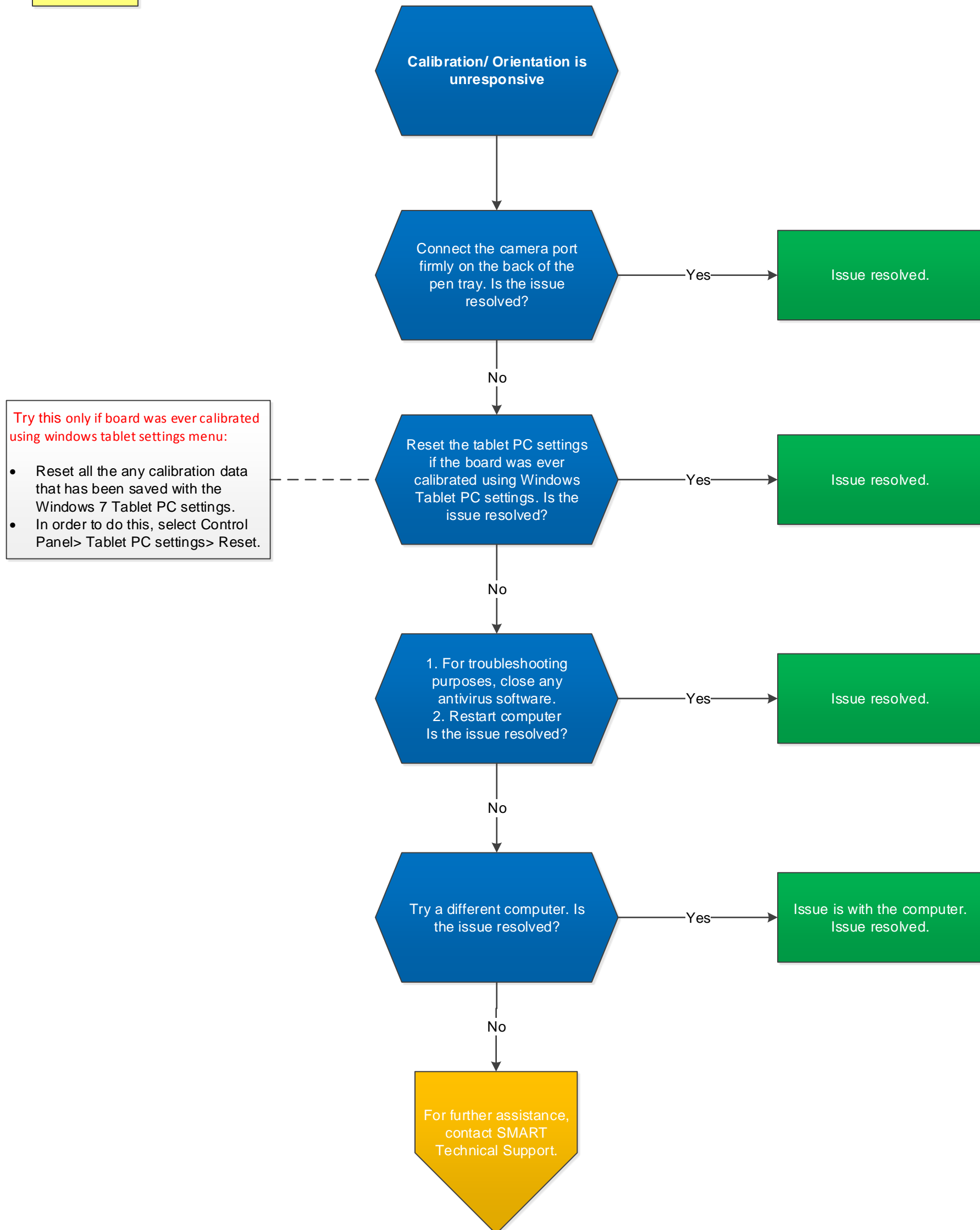
No

Before filling the incident for RMA, collect the following information.
- Camera view
- Diagnostic log

No

For further assistance, contact SMART Technical Support.

1.2.2 Calibration/ Orientation is unresponsive

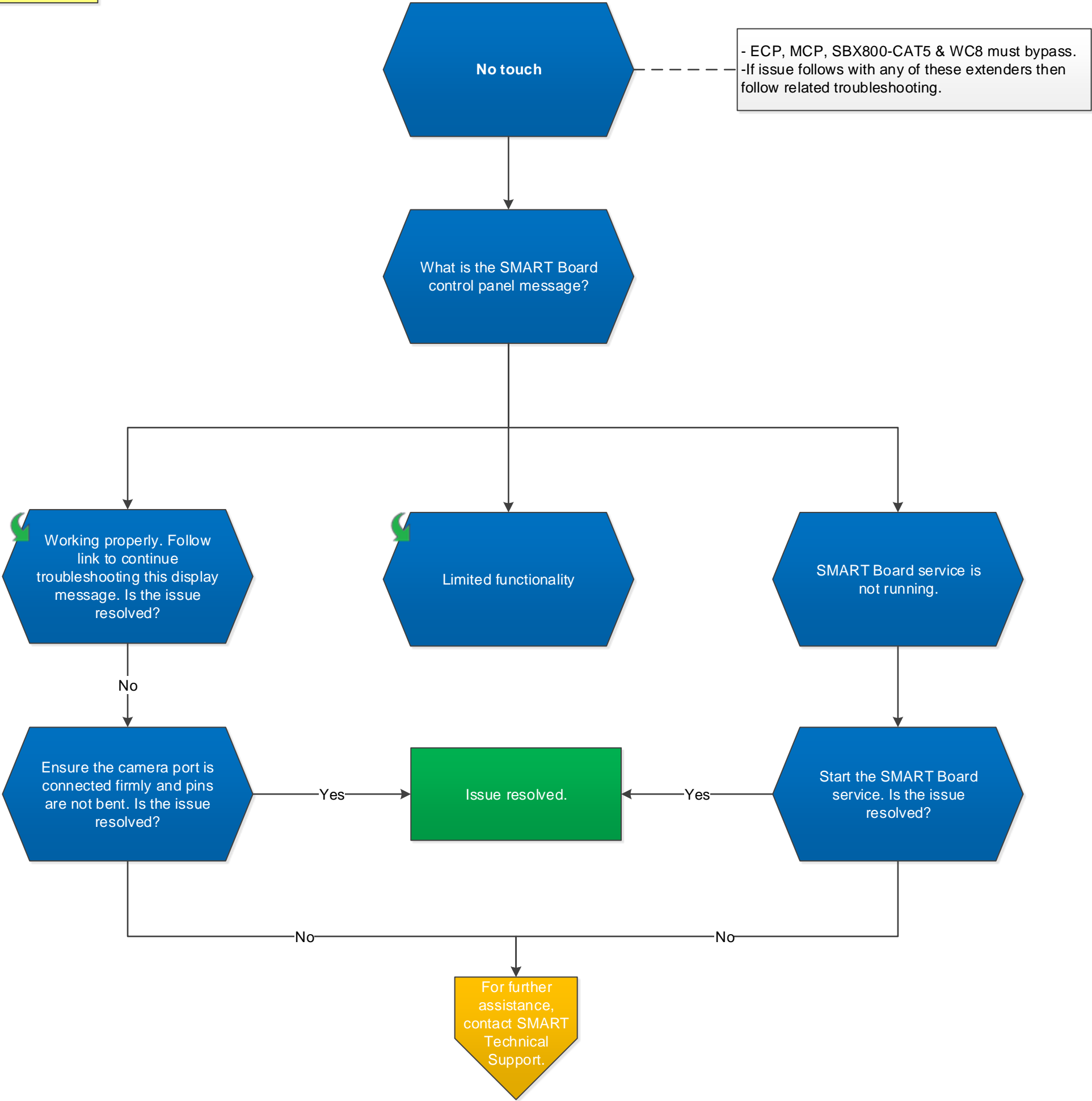
[Revision History](#)
[Contact Support](#)
[Back](#)
[Home](#)


1.3 No touch

[Revision History](#)
[Contact Support](#)

Back

Home

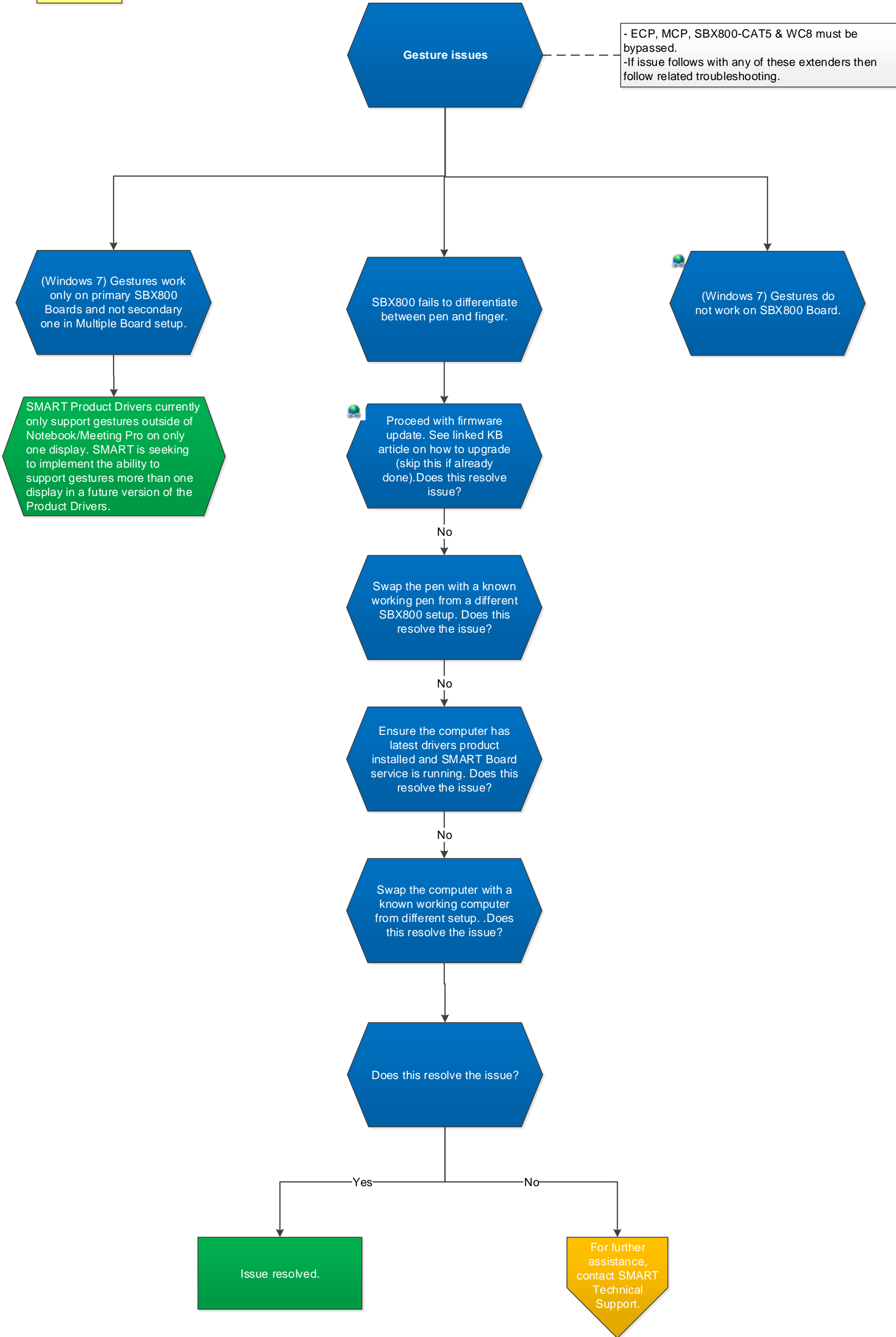


1.4 Gesture issues

[Revision History](#)
[Contact Support](#)

Back

Home



1.5 Limited functionality

[Revision History](#)
[Contact Support](#)

Back

Home

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

Limited functionality

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

Ensure there is no extender or other way of connectivity which SMART doesn't recommend. Is the issue resolved?

Yes

Issue resolved.

No

Power cycle the pentray by disconnecting power cable and reconnect it. Is the issue resolved?

Yes

Issue resolved.

No

Clean the bezel and surface of the board for any dust, you may use glass cleaner but no compressed air. Is the issue resolved?

Yes

Issue resolved.

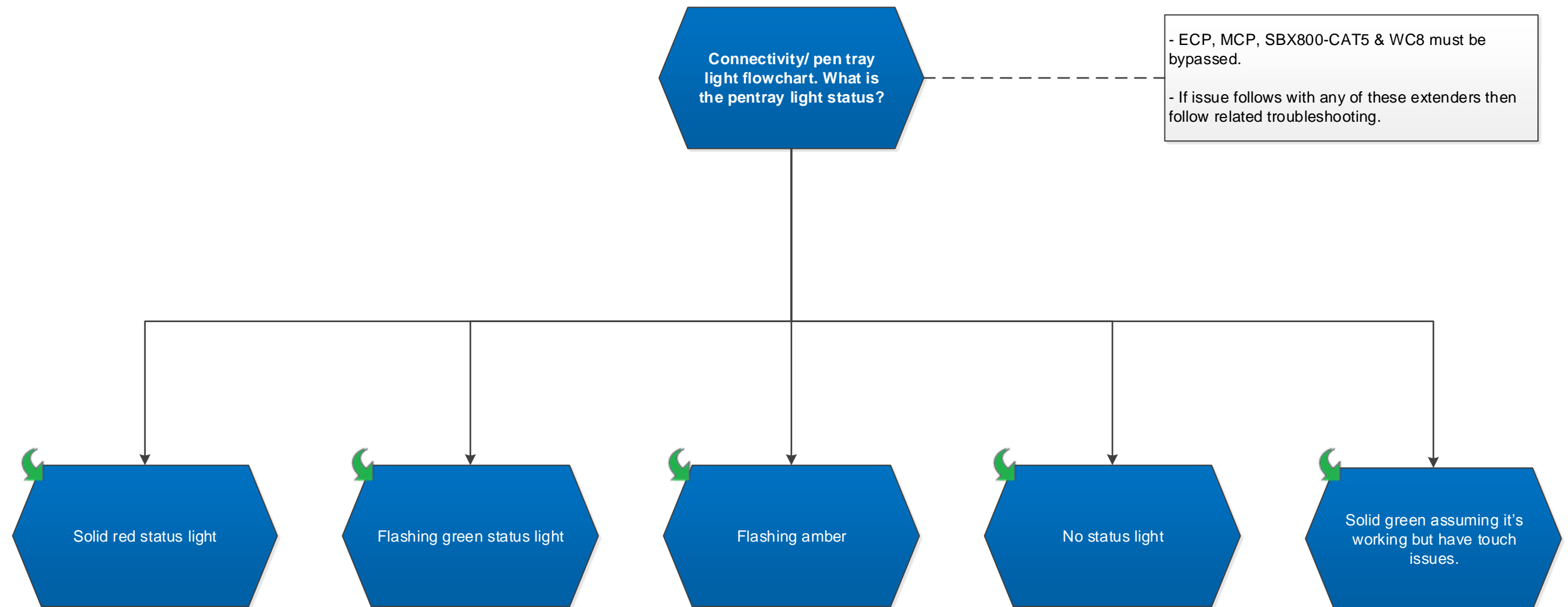
No

Before contacting SMART, collect the following information.
- Camera view
- Diagnostic log

No

For further assistance, contact SMART Technical Support.

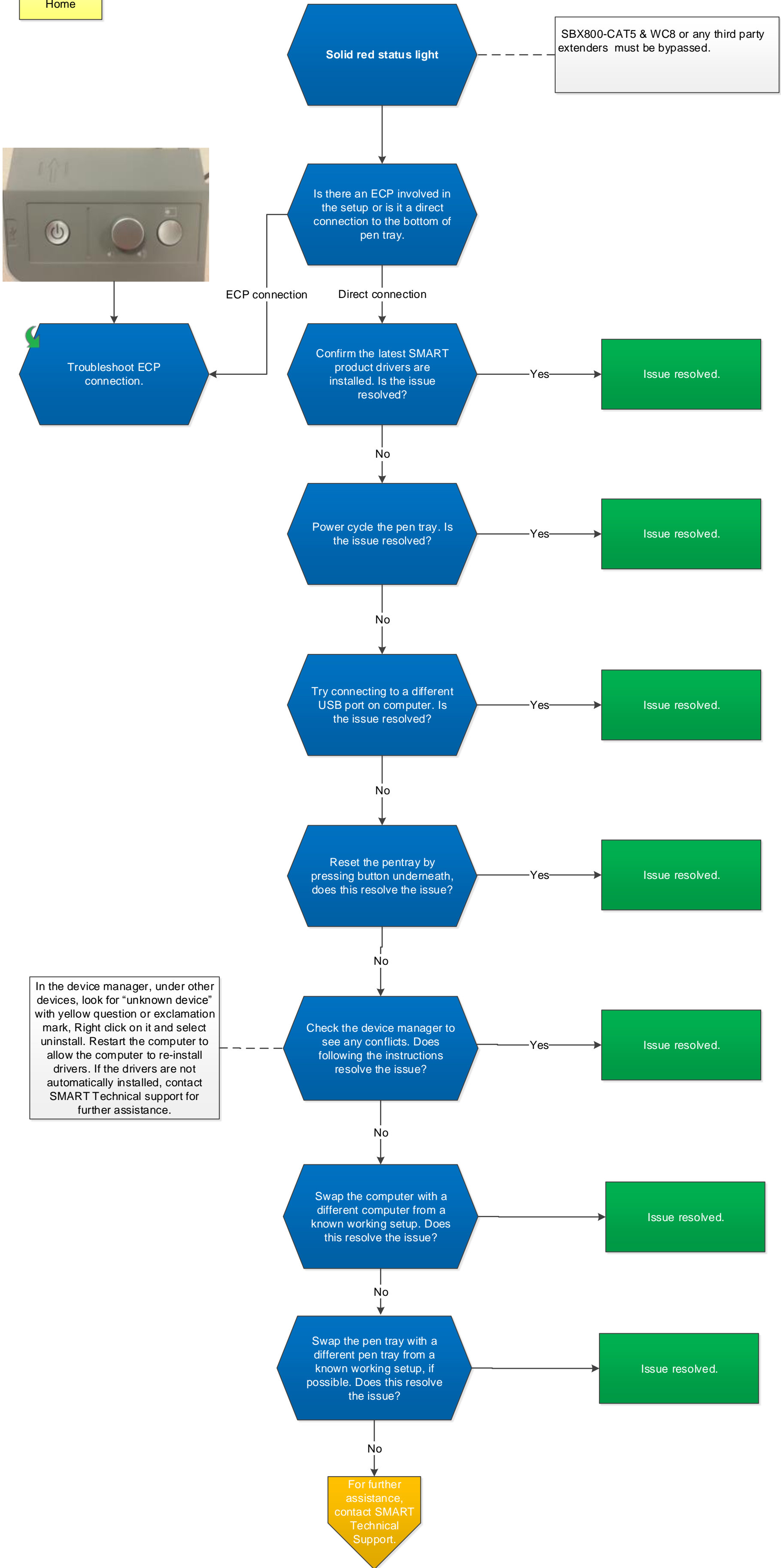
2. Connectivity/ Pentray light flowchart

[Back](#)
[Home](#)


2.1 Solid red status light

Back

Home

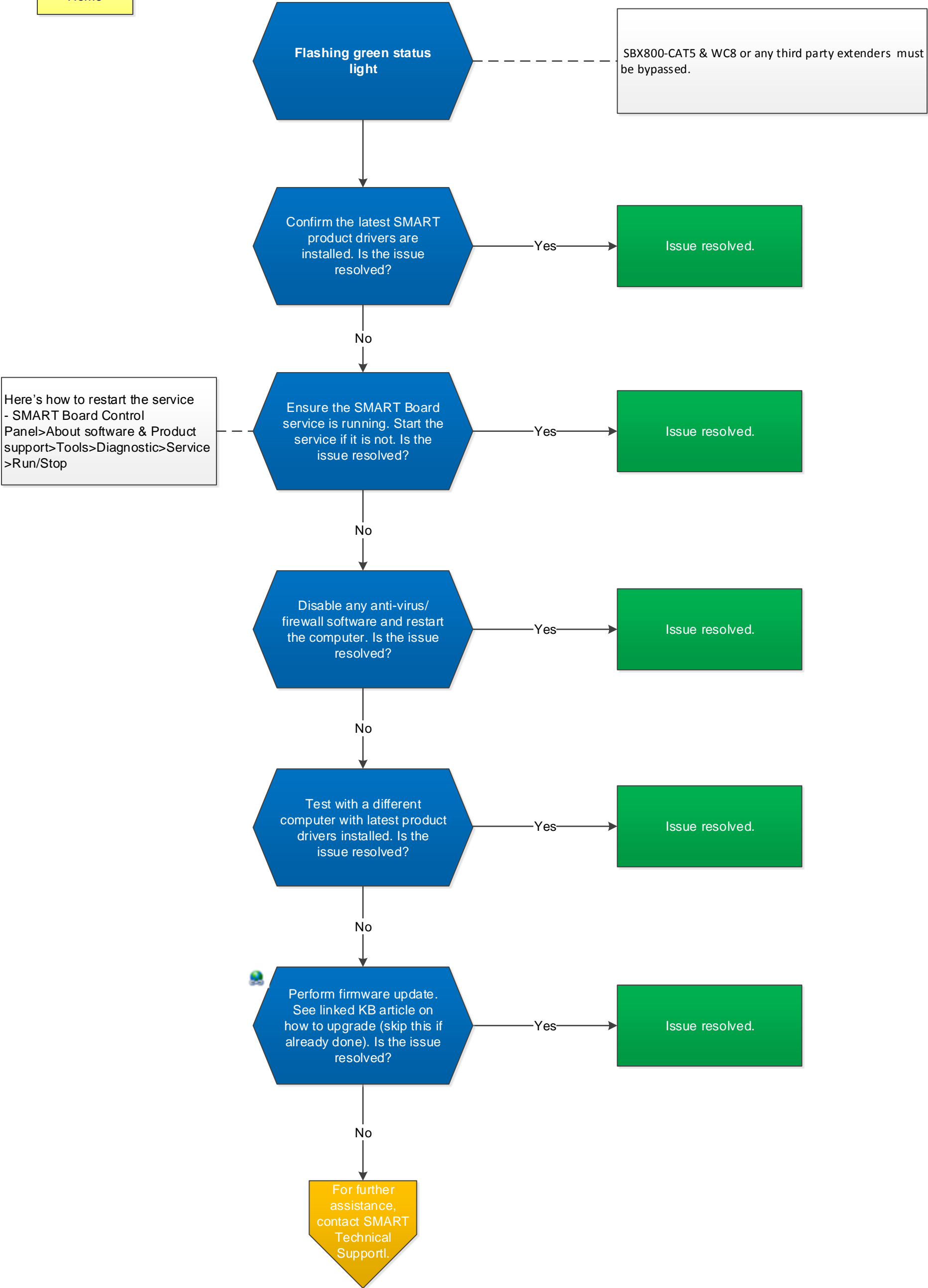


2.2 Flashing green status light

[Revision History](#)
[Contact Support](#)

Back

Home

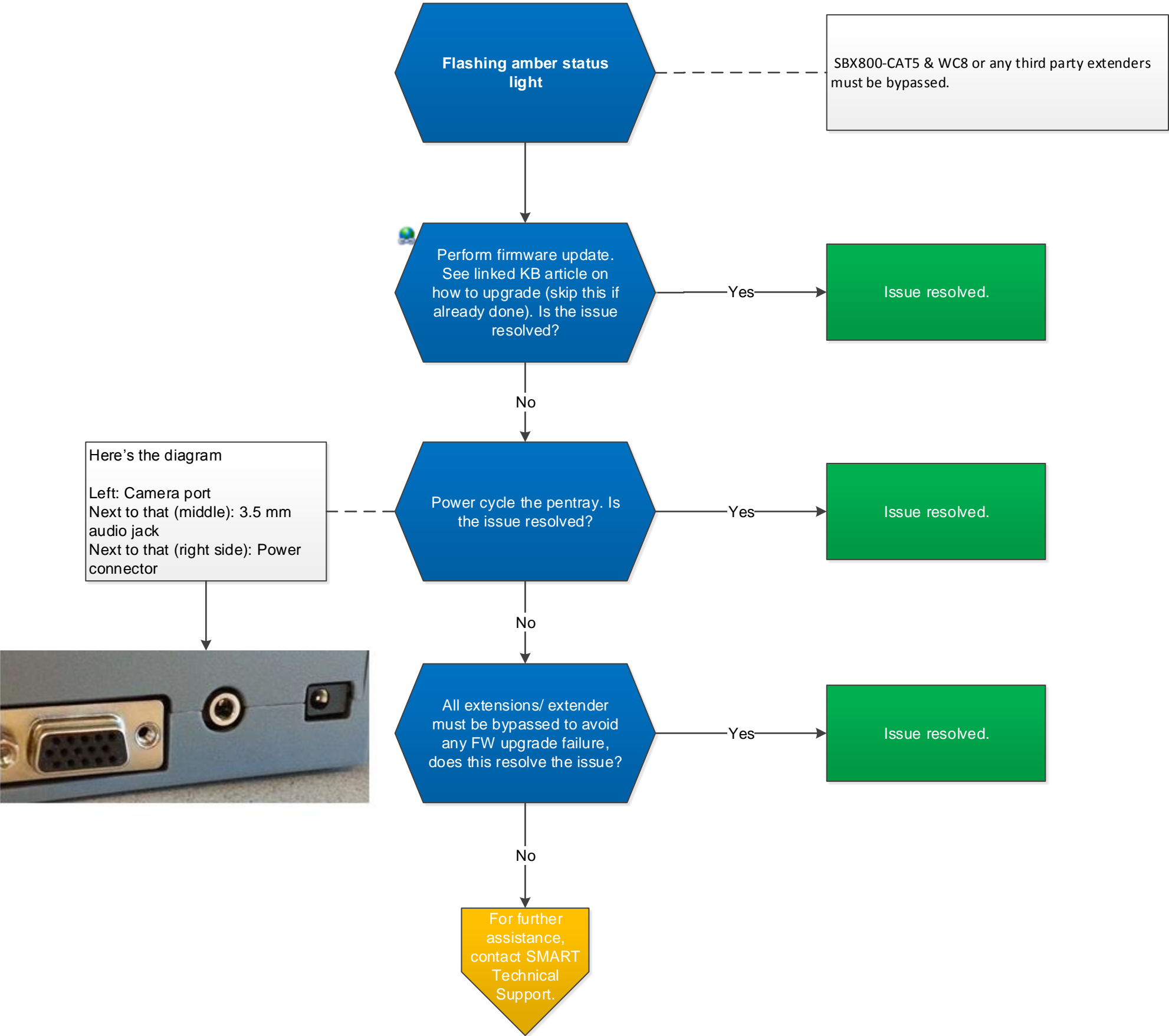


2.3 Flashing amber status light

[Revision History](#)
[Contact Support](#)

Back

Home



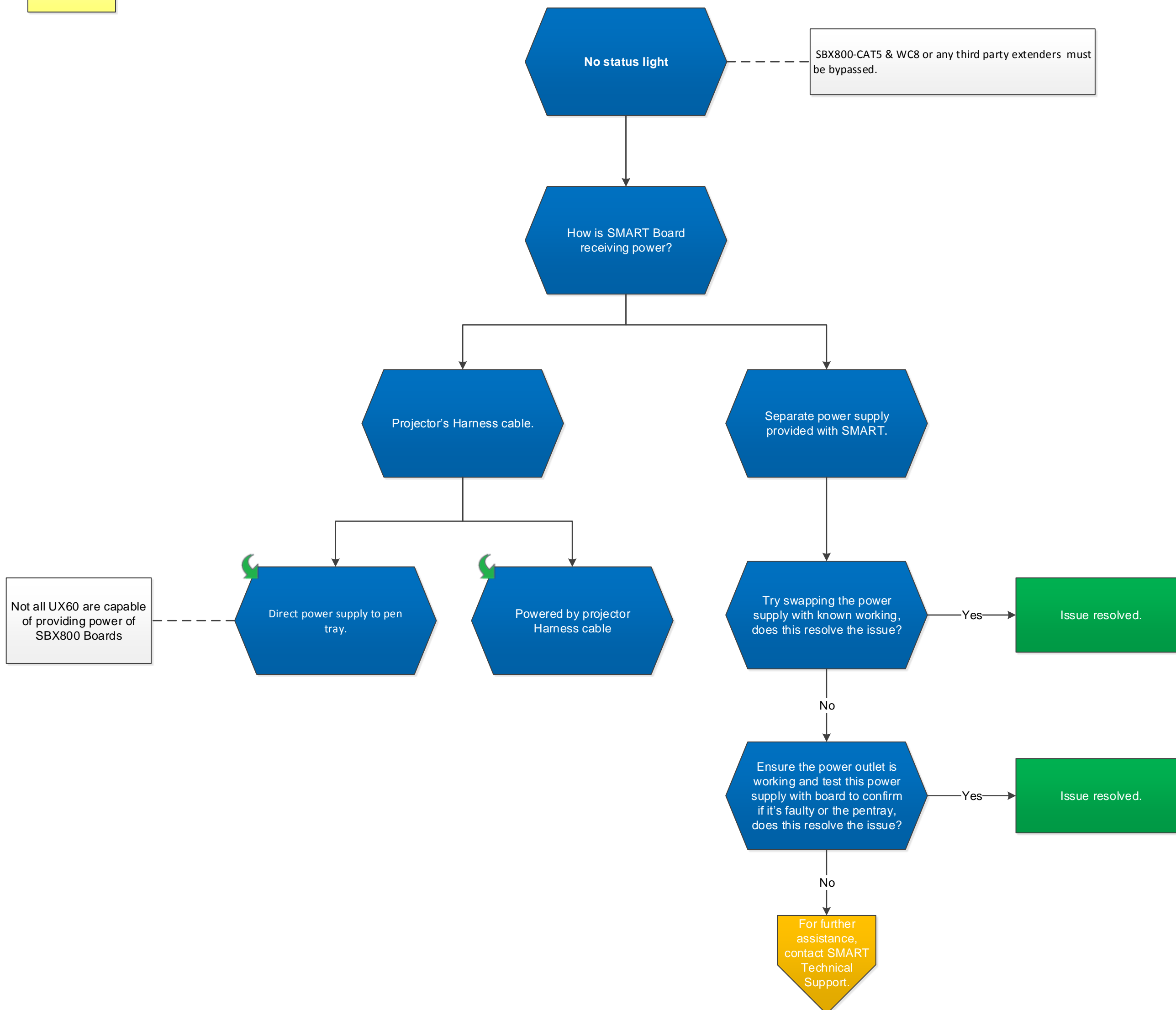
2.4 No status light

[Revision History](#)

[Contact Support](#)

Back

Home

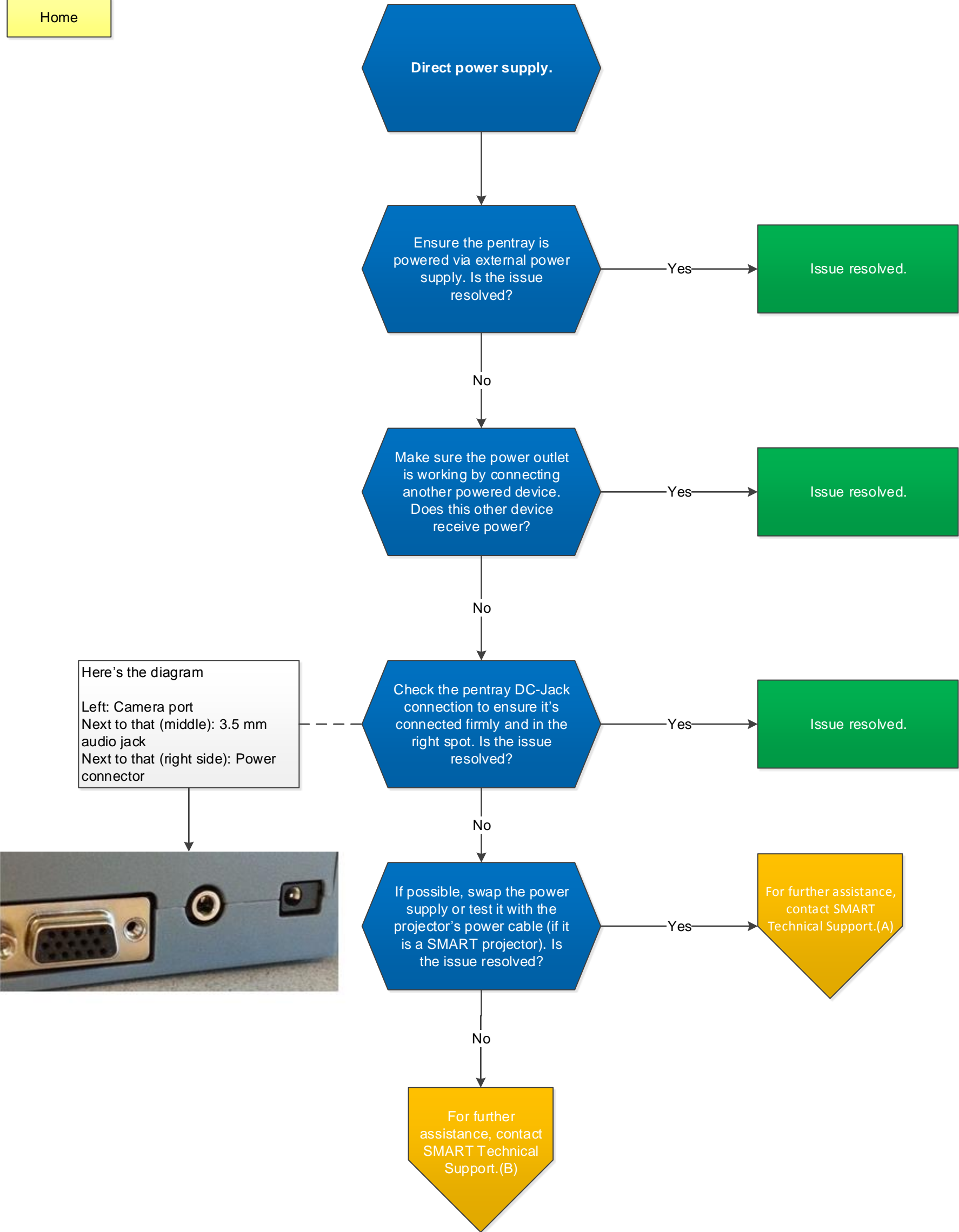


2.4.1 Direct power supply to pen tray.

[Revision History](#)
[Contact Support](#)

Back

Home



2.4.2 Powered by projector Harness Cable.

[Revision History](#)

[Contact Support](#)

Back

Home

Here's the diagram

Left: Camera port
Next to that (middle): 3.5 mm
audio jack
Next to that (right side): Power
connector



Powered by Projector
Harness cable.

Verify the connections on
the projector. Is the issue
resolved?

Yes

Issue resolved.

No

Ensure that the 5. V DC
jack is connected to the
correct spot (second spot
from the camera port) on
the pentray. Is the issue
resolved?

Yes

Issue resolved.

No

Use the known working
external power supply for
the pentray. Is the issue
resolved?

Yes

Issue resolved.

No

Try swapping and
connecting the projector
power cable. Part # 93-
00630-20. Is the issue
resolved?

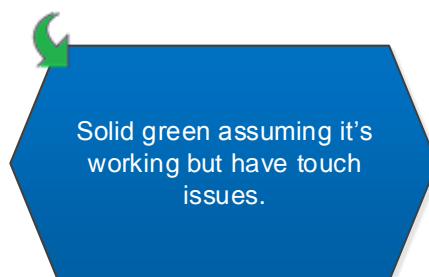
For further
assistance, contact
SMART Technical
Support.(A)

For further
assistance, contact
SMART Technical
Support.(B)

- 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.

[Back](#)[Home](#)

2.5 Solid Green with Touch issues

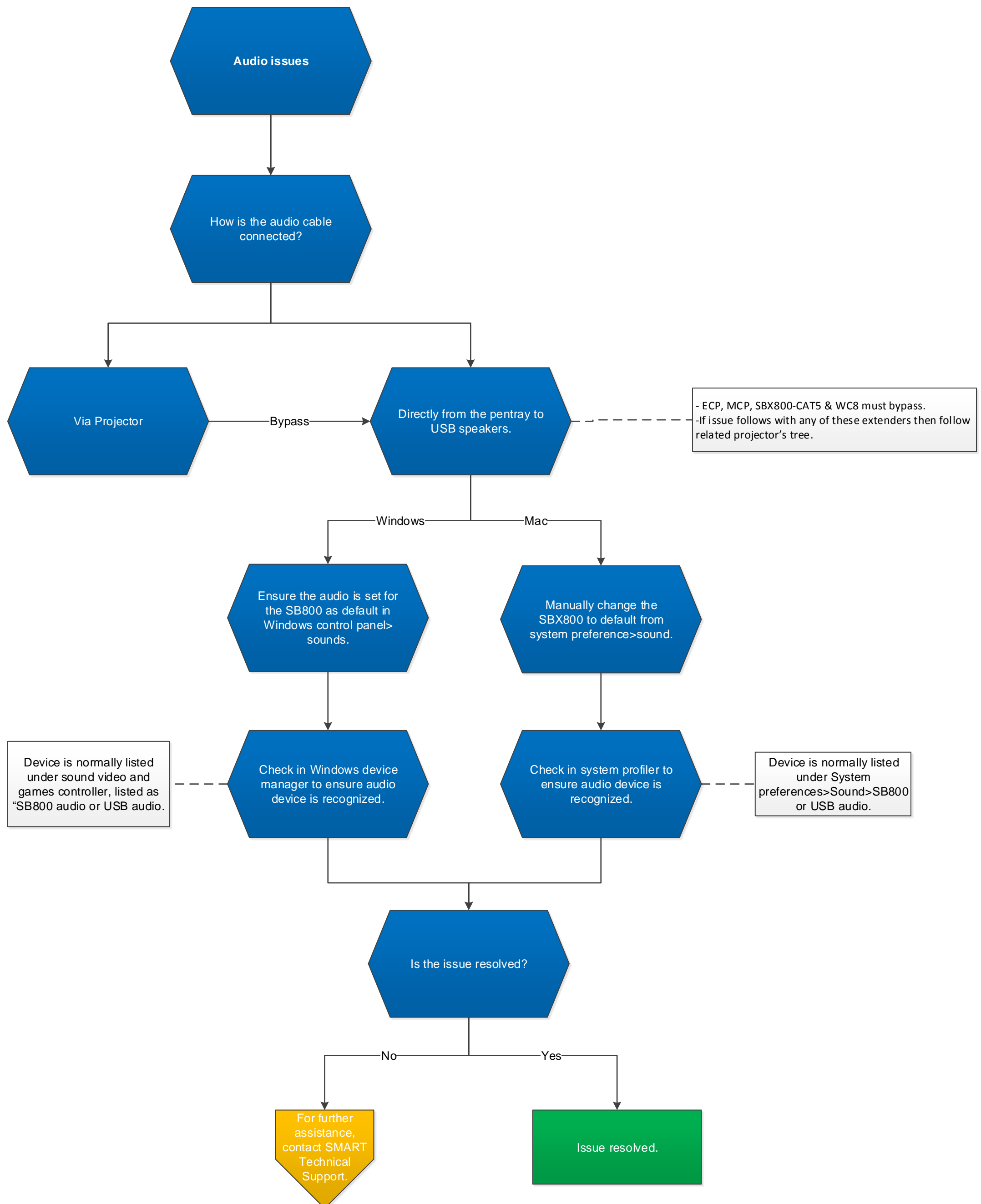
[Revision History](#)[Contact Support](#)

3. Audio issues

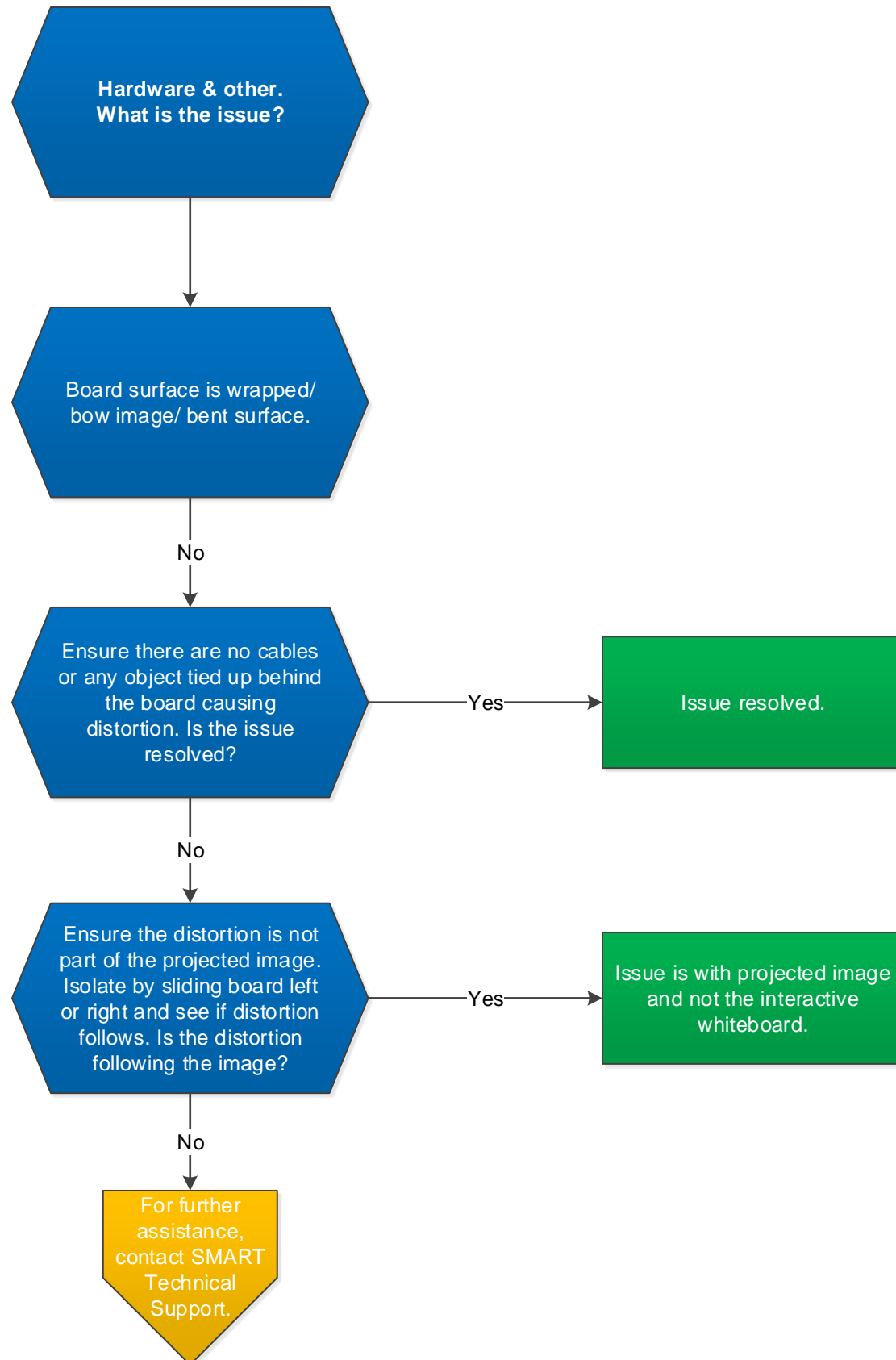
[Revision History](#)
[Contact Support](#)

Back

Home



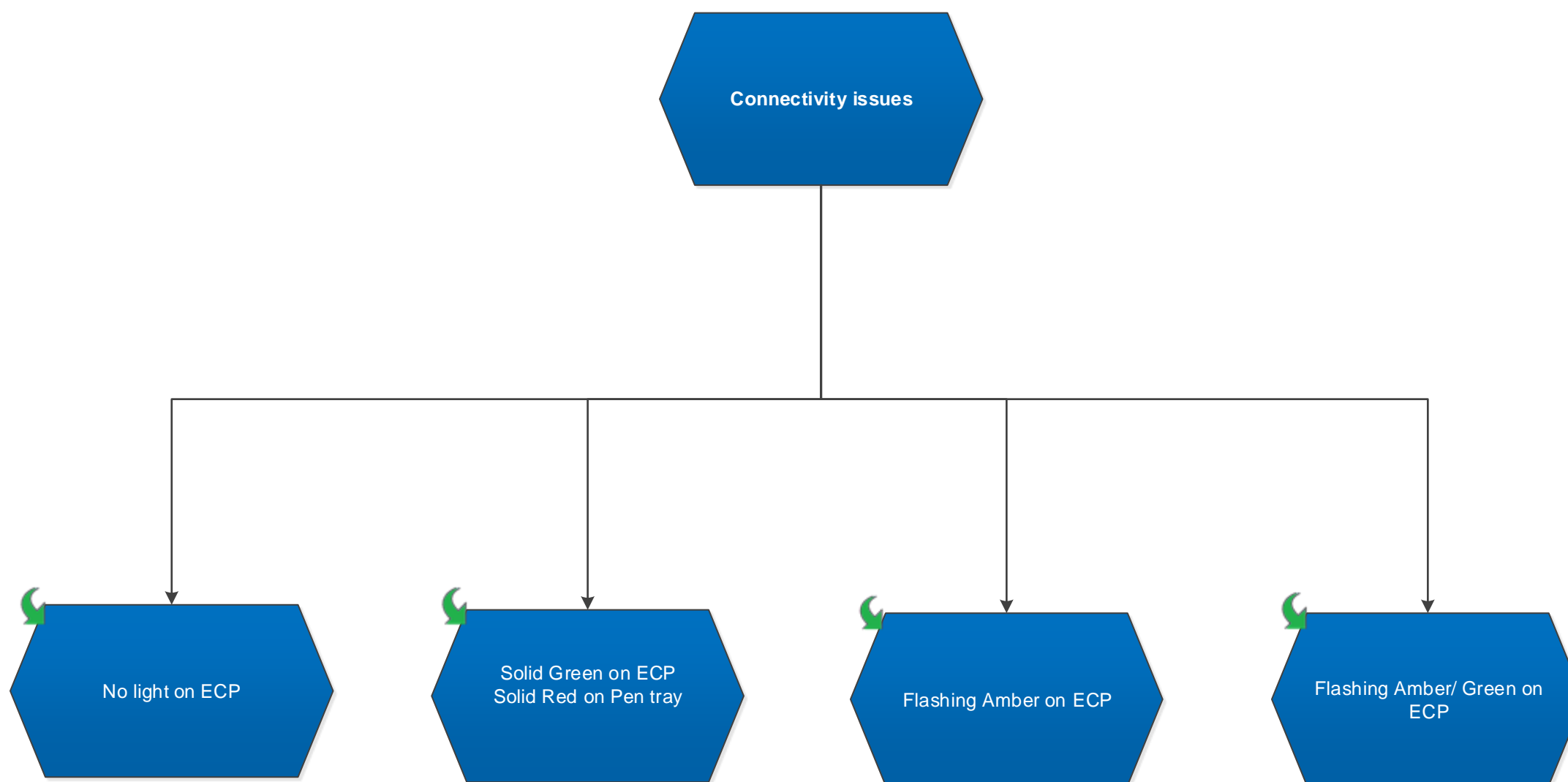
4. Hardware & other

[Revision History](#)
[Contact Support](#)
[Back](#)
[Home](#)


Back

Home

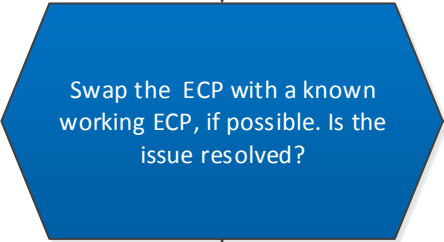
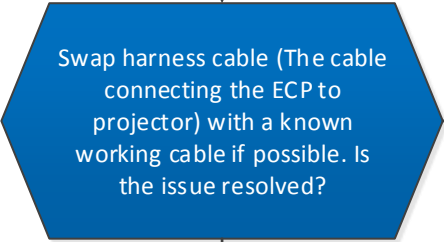
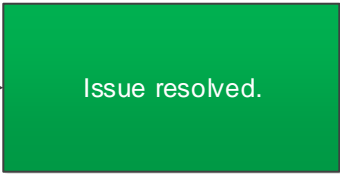
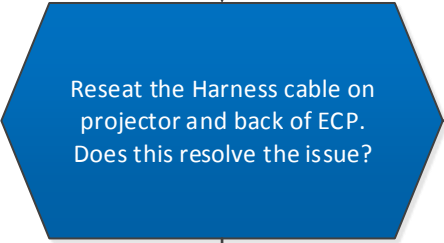
5. ECP issues



5.1. No light on ECP.

Back

Home



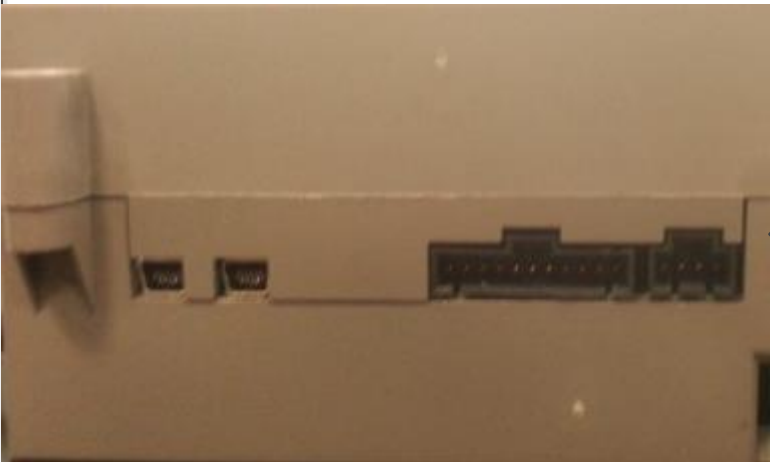
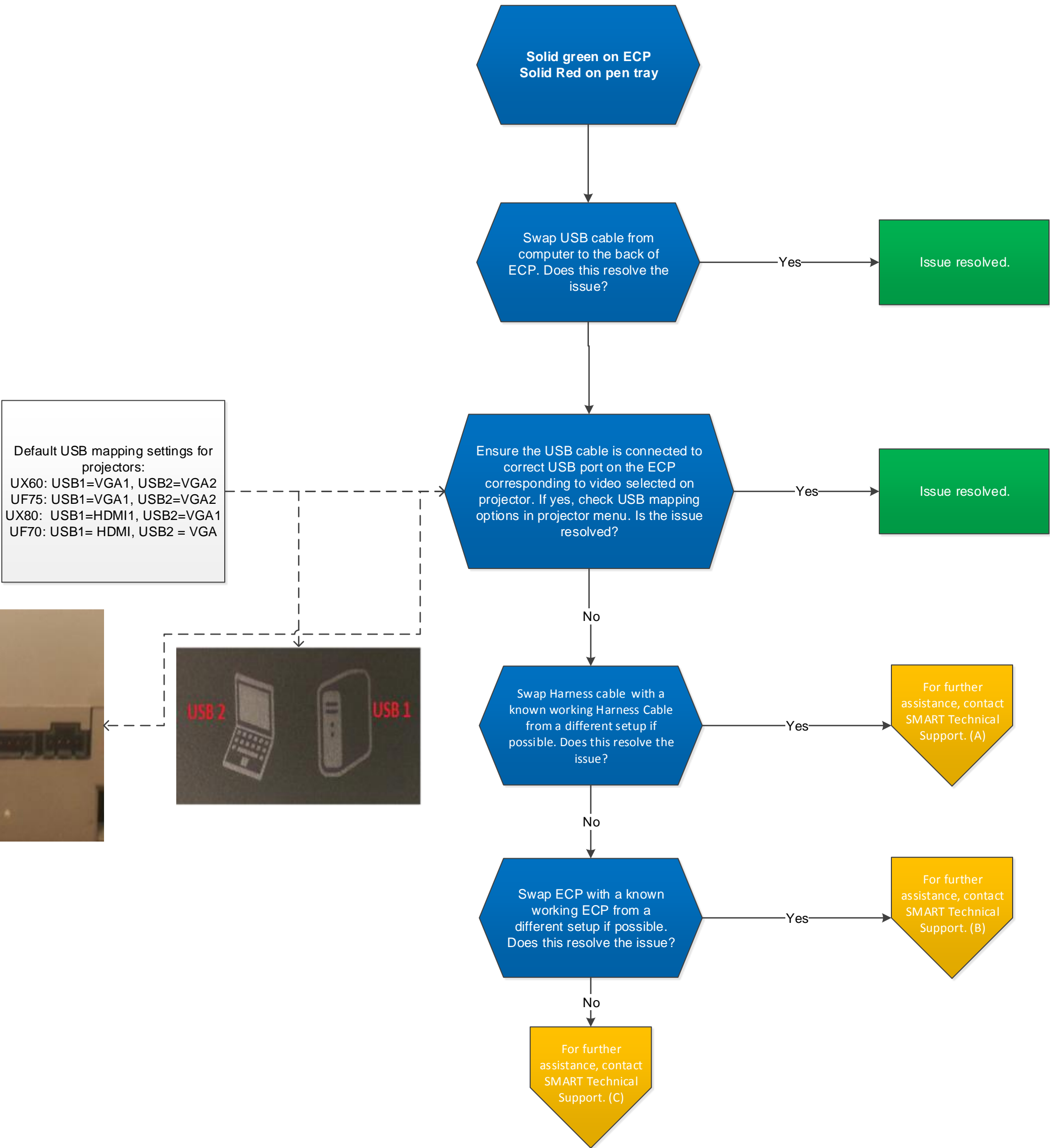
Back

Home

[Revision History](#)

[Contact Support](#)

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

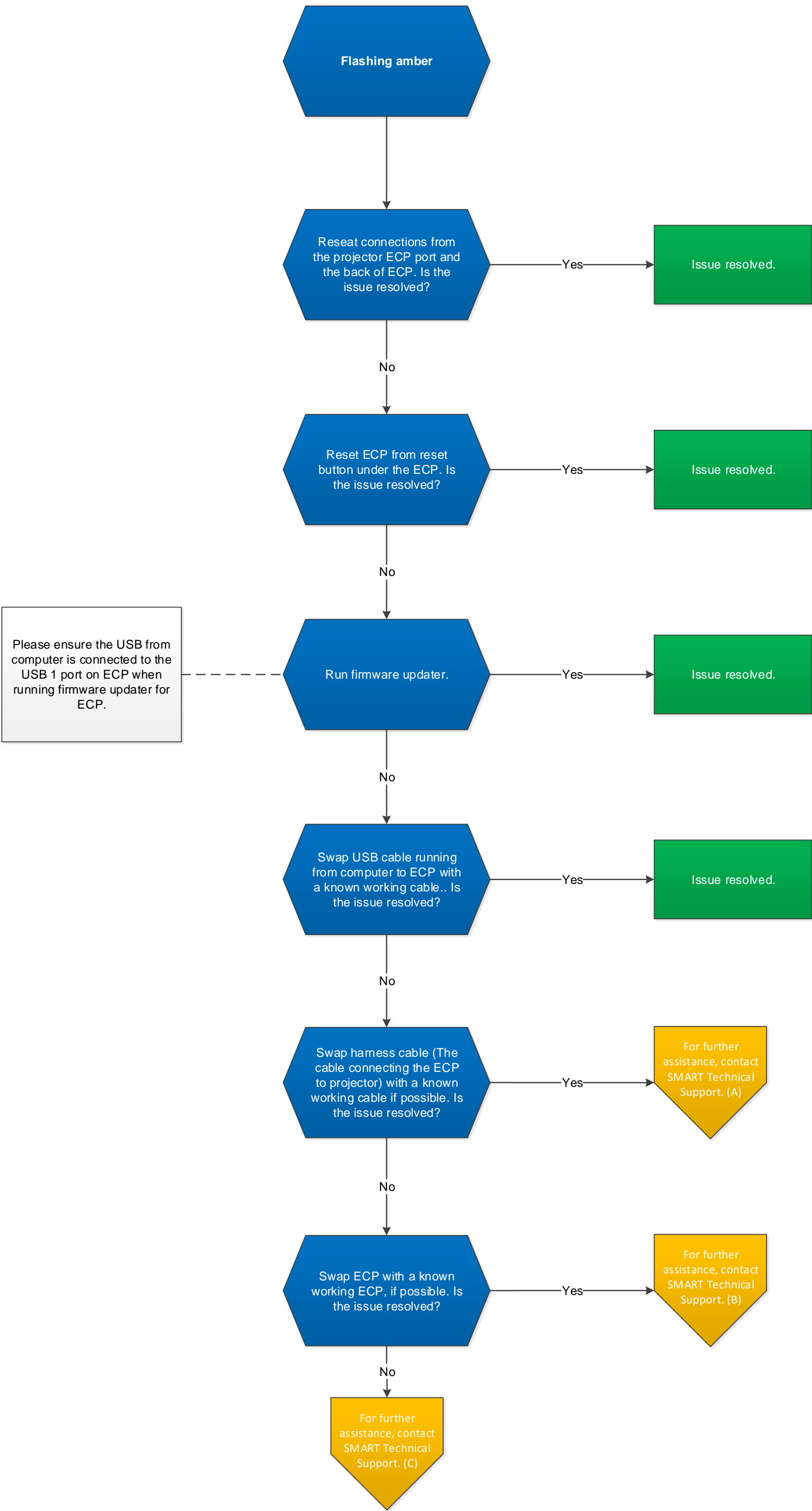


Back

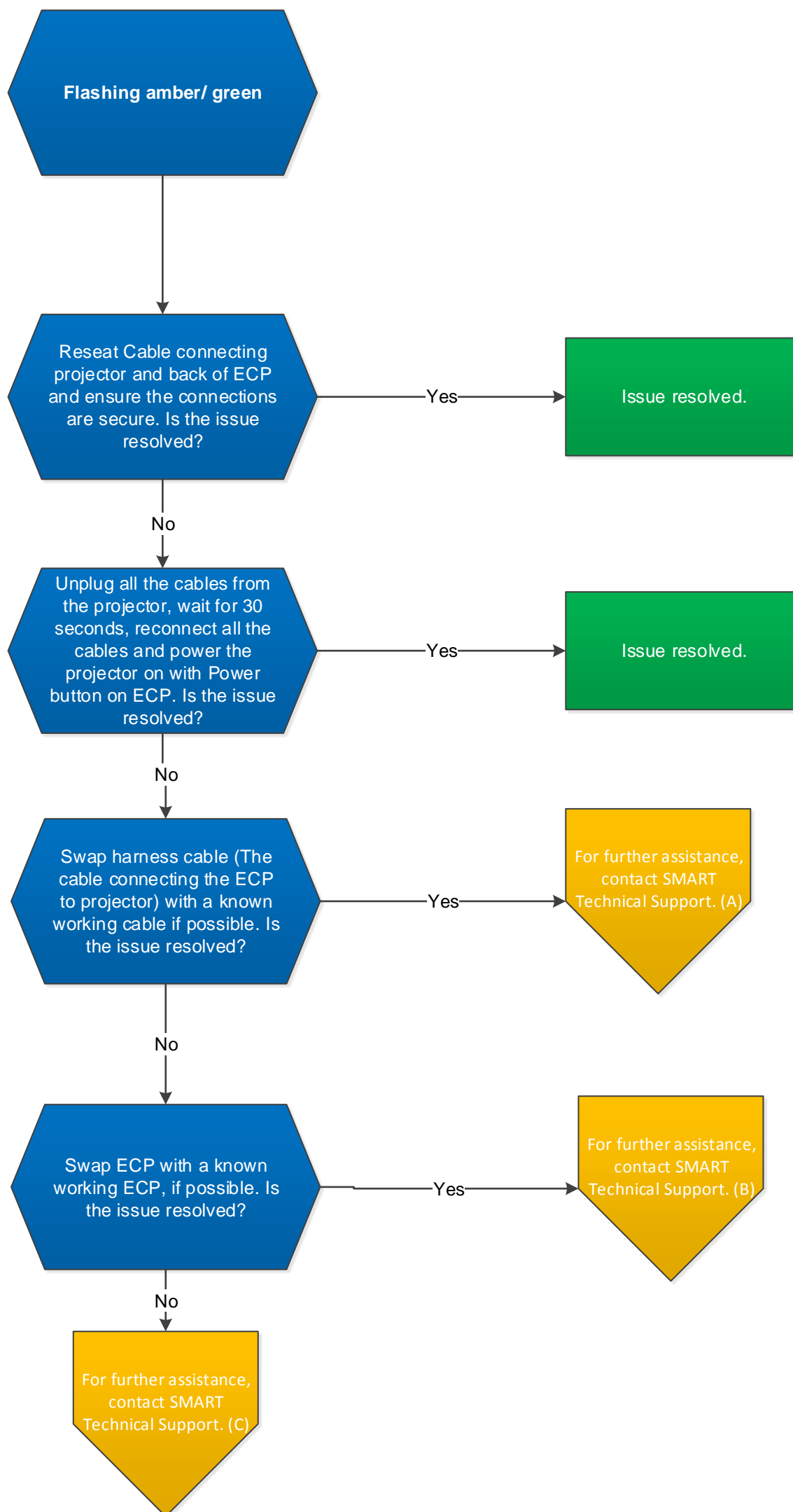
Home

5.3. Flashing amber ECP light

[Revision History](#)
[Contact Support](#)



5.4. Flashing amber/ green on ECP

[Revision History](#)
[Contact Support](#)
[Back](#)
[Home](#)




SBX800 Troubleshooting Diagram

[illegible]