

The Pointer Sticks in One Place on the SMART Board™ Interactive Whiteboard



Applies to: SMART Board™ interactive whiteboards with touch-sensitive screens. This document does not apply to SMART products with DVIT™ (Digital Vision Touch) technology.

Issue

The pointer sticks in one place on the interactive whiteboard's touch screen.

Symptoms

When you touch the interactive whiteboard's touch screen, the pointer jumps to a part of the screen that you didn't touch. When you release your touch, the pointer jumps back to a fixed place.

Cause

There are one or more constant contact points on the interactive whiteboard's touch screen. A constant contact point occurs when the outer surface of the screen is stuck to the inner surface. If there is a single constant contact point, the pointer jumps to that point when nothing touches the screen. If there are multiple constant contact points, the pointer jumps to a place midway between the points of contact.

Solution

IMPORTANT



If there is a small camera in any corner of the screen, your interactive whiteboard features DVIT (Digital Vision Touch) technology. Contact [SMART Technical Support](#) for further troubleshooting options.

Before you start, ensure that your interactive whiteboard is standing vertically. Also, configure SMART Board software to Projected (Mouse Mode), and then try one of the following three solutions.

To set the system to Projected (Mouse Mode)

1. Click the **SMART Board** icon in the Windows® notification area, or the Mac Dock, and then select **Control Panel**.

The SMART Board software control panel appears.

2. Click **SMART Board Settings**.

The *SMART Board Settings* dialog box appears.

3. Select the **Hardware and Info** option, if it's not already selected.
4. Select the **Projected (Mouse Mode)** option, and then press **OK** to close the dialog box.
5. Close the SMART Board software control panel.

Solution One

Remove any foreign matter from the area on the touch screen where the pointer sticks. If you recently installed a custom frame on your interactive whiteboard, make sure it's not touching the screen.

Solution Two

Rub the screen firmly with your fingertips in a circle two to three inches in diameter around the affected area. Rubbing the affected area may be enough to release the constant contact point.

Solution Three

Attach a suction cup or piece of tape to the area where the pointer is stuck to gently pull the outer surface away from the inner surface.

If the pointer continues to jump to one place, there may be multiple points of constant contact. Lightly touch the entire touch screen's surface to feel for areas or depressions where there is no air gap between the outer and inner surface, and then apply solutions two and three above to the depressions.

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