

The SMART Board™ 600i Interactive Whiteboard's Touch Behaves Erratically



Applies to: The SMART Board™ 600i interactive whiteboard system, the Unifi™ 35 projector, Windows® operating system and Mac OS X operating system software

Issue

The touch points behave erratically on the interactive whiteboard.

Solution

Perform the following procedures to reset and orient the interactive whiteboard's touch points:

1. Reset the interactive whiteboard.
2. Perform a system orientation.
3. Perform a software orientation.

To reset the interactive whiteboard

TIP



See [document 700](#) for additional clarification.

1. Reset the SC9 controller module by pressing the **Reset** button briefly (for less than three seconds).
NOTE: The **Reset** button is located on the controller behind the lower-right side of the interactive whiteboard (when viewed from the front).
2. Reset all components of the interactive whiteboard by disconnecting and then reconnecting the USB cable.
3. Restore the factory default orientation settings by pressing and holding the **Reset** button for three seconds or longer.

To perform a system orientation for the Unifi 35 projector on the interactive whiteboard

1. Press the **Menu** button on the pen tray or on the projector's remote control.
The *Menu* window appears in the bottom left corner of the interactive whiteboard's screen.
2. Select the **Menu** tab, and then press **Settings**.
The *Settings* window appears.
3. Press the **System Orientation** button.

Follow the on-screen instructions. The system orientation completes, and then your system saves the orientation. Exit the on-screen menu by pressing the white X in the red square at the top of the window.

To perform a software orientation on the interactive whiteboard

1. Make sure you're in **Computer 1** mode. Press the **Menu** button on the interactive whiteboard's pen tray.
The *Menu* window appears in the bottom left corner of the interactive whiteboard's screen.
2. Press the **Menu** tab, and then press **Computer 1**.

3. Orient your interactive whiteboard system. You can orient your interactive whiteboard in two ways:
Press both pen tray buttons simultaneously.
OR
Press the **SMART Board** icon, and then select **Orient**.
The *Orientation* window appears.
4. Follow the on-screen instructions. The software orientation completes, and then your computer saves the orientation. Exit the on-screen menu by pressing the white X in the red square at the top of the window.

IMPORTANT



You must perform a nine-point orientation.

To change an orientation setting on the interactive whiteboard

1. Press the **SMART Board** icon, and then select **Control Panel**.
Press the **SMART Hardware Settings** button.
2. From the drop-down menu select **Orientation/Alignment Settings**.
3. Select **Standard** (9 Points) and press **OK**.

First Published: October 2, 2008

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