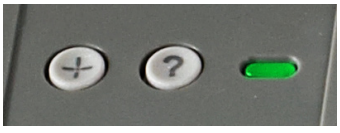
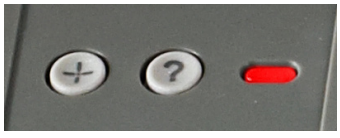
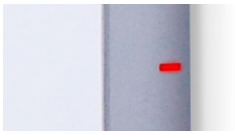
Troubleshooting with the Ready Light

SMART Board™ 800 series interactive whiteboard

Off		Interactive whiteboard is in Standby mode. **Action:** Touch the interactive surface, move the mouse or press a key on the keyboard.
Green		The interactive whiteboard is receiving power and is communicating successfully with SMART Product Drivers. **Action:** Use the interactive whiteboard normally. Flashing green: The interactive whiteboard is receiving power and is communicating successfully with the computer's USB HID driver. SMART Product Drivers aren't installed. **Action:** Install SMART Product Drivers.
Red		The interactive whiteboard is receiving power, but isn't communicating with a computer. **Action:** Check the USB connection between the computer and the interactive whiteboard. Replace the USB cable if the issue persists. Flashing state: N/A
Amber		N/A Flashing amber: The controller is in service mode or the firmware is being updated. **Action:** See troubleshooting guide.

Troubleshooting with the Ready Light (continued)

SMART Board 600 series interactive whiteboard

Off		The interactive whiteboard isn't receiving power. **Action:** Reconnect the power cable to the computer.
Green		The interactive whiteboard is receiving power and is communicating successfully with SMART Product Drivers. **Action:** Use the interactive whiteboard normally. Flashing green: The interactive whiteboard is receiving power and is communicating successfully with the computer's USB HID driver. SMART Product Drivers aren't installed. **Action:** Install SMART Product Drivers.
Red		The interactive whiteboard is receiving power, but isn't communicating with the computer. **Action:** Check the USB connection between the computer and the interactive whiteboard. Replace the USB cable if the issue persists. Flashing red: You usually see this when you first start the computer. This means that the interactive whiteboard and computer are communicating. **Action:** Use the interactive whiteboard normally. If the Ready light continues to flash, see the troubleshooting guide.
Amber		The controller is in boot loader mode and is downloading a new firmware update. Flashing amber: The controller is in service mode or the firmware is being updated. **Action:** See troubleshooting guide.

Troubleshooting with the Ready Light (continued)

Interactive display frames

Off		The interactive display frame isn't receiving power. **Action:** Connect the power cable to the controller box.
Green		The interactive display frame is receiving power and is communicating successfully with SMART Product Drivers. **Action:** Use the interactive display normally. The Status LED is green, and • The Diagnostic LED is flashing green – no SMART software detected. **Action:** Don't touch the interactive display until initializing is complete. Flashing green: The interactive whiteboard is receiving power and is communicating successfully with SMART Product Drivers. **Action:** Install SMART Product Drivers.

Troubleshooting with the Ready Light (continued)

Interactive display frames

Red		Error detected. **Action:** Run the *SMART Connection Wizard* troubleshooting procedures to determine the cause. The Status LED is red, plus: • The Diagnostic LED is flashing red – no SMART software detected. **Action:** Check the cable between the controller box and the computer. • The Diagnostic LED is flashing green – no USB connection. **Action:** Start SMART software and then run the *SMART Connection Wizard* troubleshooting procedures. • The Diagnostic LED is flashing amber – SMART software isn't responding. **Action:** Restart the computer. Flashing red: The interactive whiteboard is receiving power and is communicating with the computer's operating system, but cannot communicate with SMART Board Service. **Action:** Install SMART Product Drivers.

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