Indicator Lights Explained

Issue	Solutions
The interactive whiteboard's indicator light isn't lit.	- Connect the cable to a different USB receptacle on the computer. - Reset the controller by pressing the blue button on the side. The controller is located on the bottom right hand side of the interactive whiteboard, behind the status light. - Use a single USB cable no longer than 16' (5 m) to connect the computer and the interactive whiteboard. (This will eliminate any issues that might have been caused by peripherals or extenders.) - Replace the USB cable with a known working cable.
The interactive whiteboard's indicator light is flashing green.	- Check for the SMART Board icon in the notification area (Windows operating systems) or Dock (Mac computers). If the icon is missing, start SMART System Menu or install SMART Product Drivers. - In SMART Settings, select **About Software and Product Support > Tools > Diagnostics**. Select **Service > Stop** and then **Service > Start**.
The interactive whiteboard's indicator light is solid or flashing red.	- Make sure the USB cable between the computer and the interactive whiteboard is securely connected. - Connect the cable to a different USB receptacle on the computer. - Install SMART Product Drivers or update to the latest version.

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