Touch Panel or Pens not working on SMART Board

Your SMART Board interactive whiteboard has a high-power USB 2.0 high-speed peripheral interface that runs at speeds of up to 12 Mbps. The unit works with USB 2.0- and USB 1.1-compliant interfaces.

Your interactive whiteboard's main USB connection is a captive flying lead cable. The connector is a USB Type-B receptacle.

This captive cable provides convenient access to the USB receptacle without you having to remove your interactive whiteboard from the wall. You can also place the flying lead and USB cable in the channel on the back of your interactive whiteboard so that they aren't visible.

1. Make sure that the USB Cable is Connected to the SMART Board and your computer.

image-1586785956437.png

2. If this is connected - you should see a green light on your smart board, if this light is still red or there is no light after verifying there is a USB Connection, please submit a workorder.

Revision #1
Created 13 April 2020 13:48:12 by Ethan Dancy
Updated 13 April 2020 13:54:48 by Ethan Dancy