

Applies to: SMART Board 500 and 600 Series Interactive Whiteboards

Issue

Electronic ink lines are distorted or touch is inaccurate along the edges of the SMART Board interactive whiteboard.

Cause

This issue can be caused by a hardware problem or by an inaccurate user orientation.

Solution

Perform an edge trace test to determine the cause of the problem. Before starting the test, locate the interactive whiteboard's serial number. You can find the serial number on the lower-right corner of the frame or on the back of the interactive whiteboard.

To perform an edge trace test

In addition to this document, the zip file you downloaded from SMART Technologies' FTP server includes four .dll files and the **EdgeDiagnostic.exe** application.

1. Extract all the files to a new folder on a Windows computer. By default, the application saves its .pts output file to this folder.
2. Double-click the **EdgeDiagnostic.exe** file to start the application.
3. Follow the on-screen instructions.

Use your finger or a pen tray pen to trace a line along all four edges starting in the upper left-hand corner and proceeding counter-clockwise around the interactive whiteboard.

Maintain a firm, steady pressure on the writing surface while holding your finger or pen against the frame for the full length of the edge. Lift your finger or pen off the writing surface when you reach a corner.

4. If you lose contact while tracing, or if you trace too quickly, an error message appears. Close the error message, and then press **ESC** to cancel the test or **Delete** to remove the last line so that you can trace the edge again. Trace the edge again, only more slowly, and maintain firm pressure while tracing.

To submit the resulting .pts file to SMART Technologies for analysis

1. After you successfully finish tracing along all four edges, a Save dialog box appears. If you are testing more than one SMART Board, include the unit's serial number in the file name as well as entering it in the **Serial Number** field.
2. If your computer doesn't have e-mail capability, clear the **Send Report to SMART Technologies Inc.** check box.

If you aren't using a projector with the interactive whiteboard, clear the **Do internal trace (projector required)** check box.

3. If you are using a projector, follow the on-screen instructions to trace over the lines projected a small distance from the interactive whiteboard's edge.
4. Press the **ESC** key to finish the test.
5. In the body of the e-mail message, fill in the requested information, and then click **Send** to transmit the message to SMART Technologies.

If you cleared the **Send Report to SMART Technologies Inc.** check box, locate the .pts output file, and copy it to a computer that has e-mail capability. On that computer, attach the file to an e-mail message to **EdgeTraceData@smarttech.com** and **support@smarttech.com**, including this information:

- The serial number of the interactive whiteboard.
- The name of the SMART Technologies support technician you are working with.
- The call ticket number.

Upon receipt of the e-mail, the support technician will contact you to discuss the problem further.

First Published: January 15, 2007