



SMART Board

Installation & User's Guide

The Power of Vision.™

VTEL is a registered trademark of VTEL Corporation. Digital Visual Communications is a service mark of VTEL Corporation. All other brand names and product names are trademarks or registered trademarks of their respective companies.

© 1999 by VTEL Corporation. All rights reserved. No part of this document may be reproduced in any form, including translation to another language, without the prior written consent of VTEL Corporation.

Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c) (1) (iii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013.

The information contained in this document is subject to change without notice. VTEL assumes no responsibility for technical or editorial errors or omissions that may appear in this document or for the use of this material; nor does VTEL make any commitment to update the information contained in this document.

Document Edition	Part Number	Date
First	907-1090-01 Rev B	Novemeber 1999

Video: 512.672.017/0172
Tel.: 512.437.2700
Fax: 512.437.2792

VTEL Corporation
108 Wild Basin Road
Austin, Texas 78746
www.vtel.com

Video: ++44 (0) 118 959 7112
Tel.: ++44 (0) 118 955 3200
Fax: ++44 (0) 118 956 0545

VTEL Europe Ltd.
Apex Plaza, Reading
Berks RG1 1AX, UK
www.vtel.com

FCC Notice

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his or her own expense.

Notice to Canadian Users

The digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

Austel Notice: For Use in Australia

This equipment can be connected to a telecommunications service only by an Austel-permitted terminal adapter.

Hardware Warranty

VTEL makes the following limited warranties with regard to equipment sold:

The equipment shall be free of defects in material and workmanship under normal use for the lesser of one (1) year from the initial date of installation or fifteen (15) months from shipment date from VTEL, provided that the equipment has not been subject to accident, neglect, alteration, abuse, or misuse. VTEL provides this hardware warranty as a return to factory program. VTEL will ship a replacement part to Reseller, prepaid, within fifteen (15) business days of receipt of the defective part.

VTEL's liability under this warranty is limited, at VTEL's option, to repair or exchange any equipment provided to Reseller by VTEL which may prove defective during normal use. Such repair or replacement shall be made, without charge for labor or material, at VTEL's manufacturing facility, provided that:

1. Reseller has obtained a Returned Material Authorization (RMA) number from VTEL authorizing the return for such repair or replacement;
2. The equipment is returned to VTEL properly packaged, via overnight prepaid freight; and,
3. VTEL confirms that such equipment is defective.

Limitation of Liability

THE FOREGOING SHALL BE VTEL'S SOLE LIABILITY REGARDING REPAIR OF THE EQUIPMENT AND THE LICENSED MATERIALS, AND VTEL SHALL IN NO EVENT BE LIABLE FOR DAMAGES OR LOSS OF PROFIT, LOSS OF GOODWILL OR ANY OTHER SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES SUFFERED BY RESELLER, CUSTOMER, THEIR AFFILIATES OR ANY OTHERS AS A RESULT OF USE OF THE EQUIPMENT OR THE LICENSED MATERIALS BY RESELLER, CUSTOMER, THEIR AFFILIATES OR OTHERS.

Disclaimer of Warranty

VTEL MAKES NO WARRANTY AS TO THE FOLLOWING:

1. Defects other than those which result from the Licensed Materials materially failing to meet VTEL's specifications;
2. Defects related to Licensee's misuse, neglect, accident or abuse of the Licensed Materials or associated hardware;
3. Defects related to Licensee's alteration of the Licensed Materials or reconfiguration of the hardware;
4. Defects appearing in the Licensed Material where any Licensed Materials are used in violation of the license granted;
5. That Licensed Materials will meet the requirements of the Licensee; - or -
6. That the operation of the VTEL equipment using the Licensed Materials will be uninterrupted or error-free.

THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THOSE CONCERNING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. EXCEPT AS EXPRESSLY SET FORTH HEREIN, NO OTHER WARRANTY, EXPRESSED OR IMPLIED, SHALL BE APPLICABLE TO THE EQUIPMENT, THE LICENSED MATERIALS, OR ANY SERVICE PROVIDED IN CONNECTION THEREWITH; AND THE REMEDIES SPECIFICALLY SET FORTH HEREIN SHALL BE THE EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY.

Contents

Chapter 1. Installing SMART Board	1
Checking Your Shipment	1
SMART Board Box	1
Floor Stand Box	1
Installing SMART Board on the Floor Stand	2
Assembling the Floor Stand	2
Mounting SMART Board on the Floor Stand	5
Wall-Mounting SMART Board	8
Equipping the SMART Board Pen Tray	10
Connecting SMART Board	11
Chapter 2. Using SMART Board	15
Overview of SMART Board	15
QuickStart Guide	16
Starting or Restarting a SMART Board Session	16
Using the Pen Tray and Tools	17
Using SMART Board in a Videoconference	17
Using Multiple SMART Boards in a Multiway Conference	18
Erasing SMART Board	18
Using PenPal Tools with SMART Board	18
Tips for Using SMART Board	19
Chapter 3. Performing System Administration Tasks	21
Configuring PenPal to Open When Annotations are Made	21
Disabling and Reactivating SMART Board	21
Re-installing SMART Board Software	22
Chapter 4. Troubleshooting and Maintenance	25
Maintaining SMART Board	25
Index	27

Chapter 1

Installing SMART Board

This chapter will guide you through the process of assembling your SMART Board™ and connecting it to your VTEL® system.

Checking Your Shipment

Your SMART Board shipment should arrive in two boxes: one containing the SMART Board and the other containing the parts for the floor stand. Before you begin assembling your SMART Board, check to make sure your shipment includes the following items:

SMART Board Box

- SMART Board with pen tray attached
- accessory box, including:
 - four dry erase markers
 - eraser holder with eraser
 - 20-foot cable
 - PS/2 keyboard cable adapter
 - XT keyboard cable adapter
 - bag containing wall mounting screws

Floor Stand Box

- two SMART Board brackets
- rectangular cross-frame
- two upright support legs
- white accessory box, including:
 - four black adjustment knobs
 - eight large plastic washers

- bag containing four plastic clips and four push-pins
- Allen wrench
- four large black screws
- six $\frac{3}{4}$ " silver screws

Installing SMART Board on the Floor Stand

The following is a step-by-step guide for assembling the SMART Board with the floor stand. If you will be mounting the SMART Board on a wall rather than using the floor stand, skip to the section “Wall-Mounting SMART Board” on page 8.

Assembling the Floor Stand

- ⚠ Caution:** To avoid possible injury or product damage, VTEL recommends using two people to assemble the SMART Board and floor stand.

To assemble the floor stand, perform the following steps:

1. On the two uprights, pull the four tip-feet out from the bases and snap them into place in their extended position (Figure 1-1). Make sure that the spring-pins are locked in the outermost of the two holes.

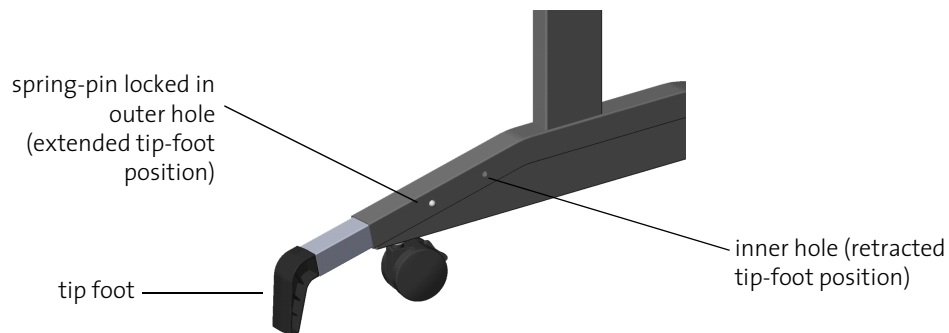


Figure 1-1 Securing the upright bases

- Using the Allen wrench, attach the rectangular cross-frame to the two uprights with the four screws provided, ensuring that the two bolt-ends on each upright are facing outward (Figure 1-2). To distinguish the front of the stand from the back, note that the bases of the uprights are longer at the front (Figure 1-3).

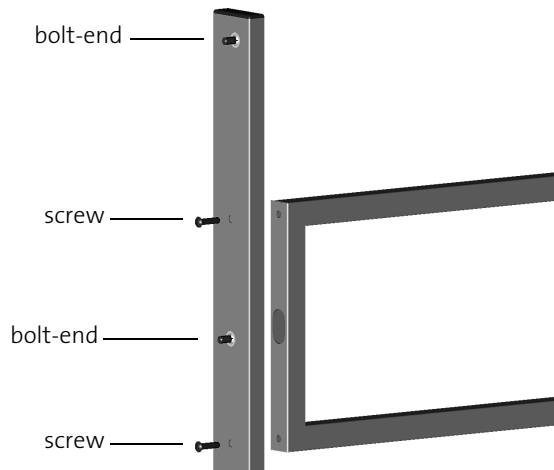


Figure 1-2 Attaching the crossframe

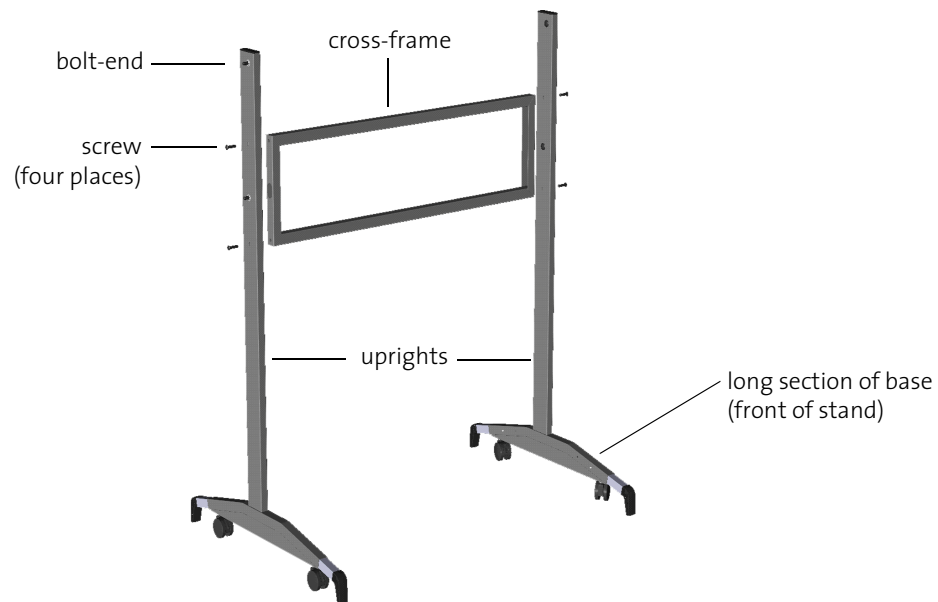


Figure 1-3 Crossframe and uprights

3. Place a plastic washer on the two bolt-ends on each upright, the recessed side of the washer facing in.
4. Hang the two SMART Board brackets over the washers, with the wide, multi-notched side on the outside and the narrow three-holed side on the front of each upright. Each bracket should be at its lowest level, so that the top of the brackets are even with the top of the uprights (Figure 1-4).

Place the remaining four plastic washers over the bolts (the recessed side facing out), then loosely tighten the four black knobs over the top of the washers.

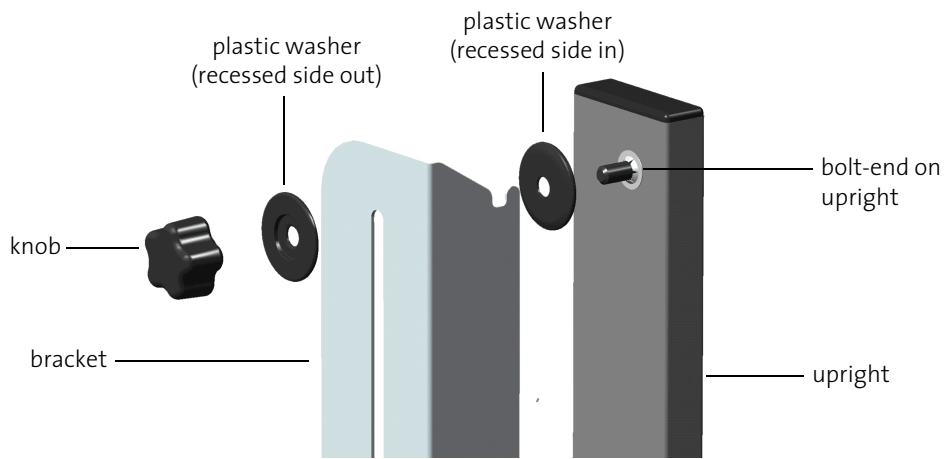


Figure 1-4 Attaching the brackets

The completed floor stand should now resemble the illustration in Figure 1-5.



Figure 1-5 Completed SMART Board floor stand

Mounting SMART Board on the Floor Stand

1. Partially thread two $\frac{3}{4}$ " screws into the two upper anchors on the back of the SMART Board, leaving approximately one-eighth of an inch to accommodate the width of the SMART Board brackets (Figure 1-6).

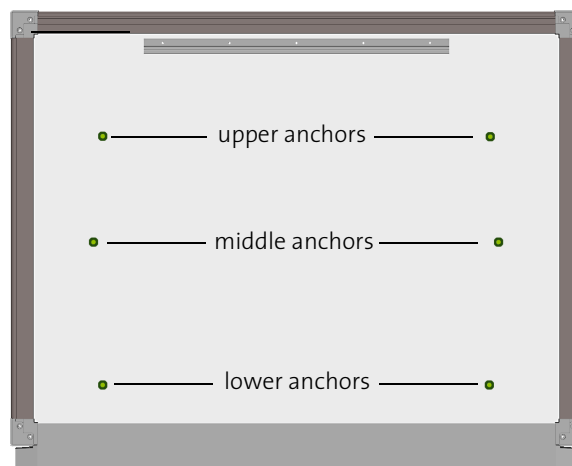


Figure 1-6 Back of SMART Board

2. Lift the SMART Board, and hook the heads of the two screws inserted above into the notches at the top of the mounting brackets (Figure 1-7).

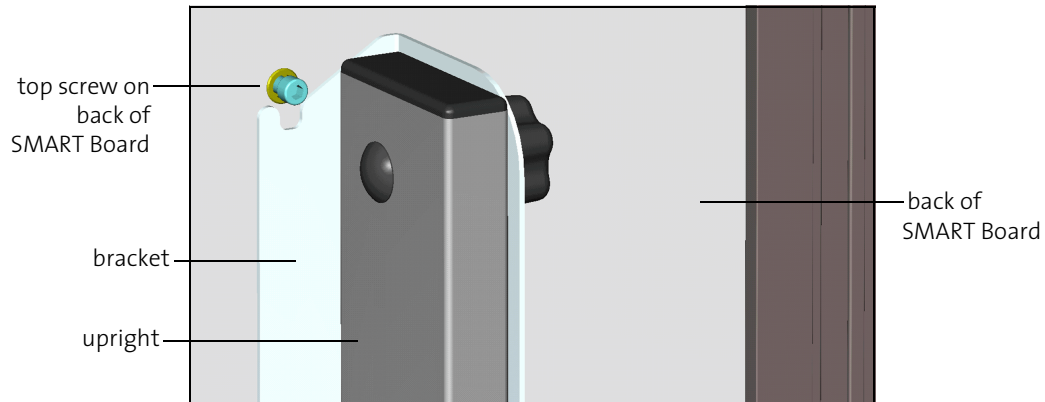


Figure 1-7 Attaching SMART Board

3. Insert two $\frac{3}{4}$ " screws through the bottom holes of the brackets into the lower anchors on the SMART Board, tightening them completely with the Allen wrench.
4. Completely tighten the screws in the top two anchors using the Allen wrench.
5. To access the middle bracket holes, loosen the four knobs and raise the SMART Board to its maximum height by pulling it up as high as possible so that it rests on the bottom of both brackets.

The middle bracket holes should now appear just above the top of the uprights. Insert and tighten the two remaining screws (Figure 1-8).

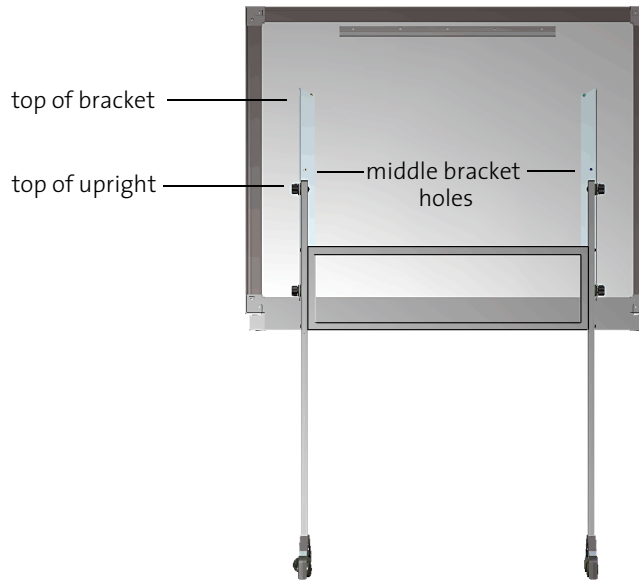


Figure 1-8 Securing SMART Board to floor stand

The SMART Board should now be successfully mounted to the floor stand. Proceed to the section “Equipping the SMART Board Pen Tray” on page 10 for instructions on setting up the pen tray for your SMART Board.

Wall-Mounting SMART Board

Use the following instructions if you will be mounting your SMART Board to the wall instead of using the floor stand.

1. On the wall you selected to mount the SMART Board, mark the locations for the five wall-bracket screws five inches below where you want to position the top of the SMART Board (Figure 1-9). VTEL recommends placing the SMART Board 78 inches from the floor to the top of the SMART Board.

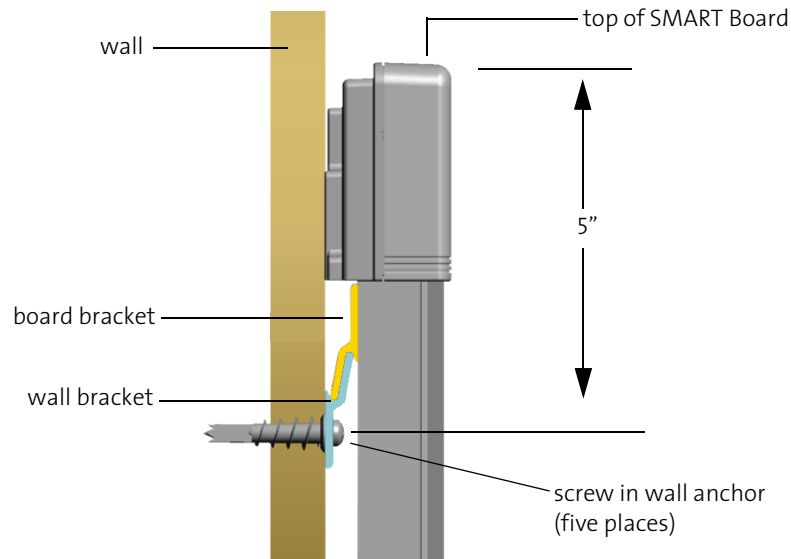


Figure 1-9 Position of SMART Board on wall

2. Remove the wall bracket taped to the back of the SMART Board, place it horizontally against the wall (creating an up-facing slot) and align the mounting holes to the marks previously made. Secure the bracket using the five drywall anchors and five screws provided (Figure 1-10).

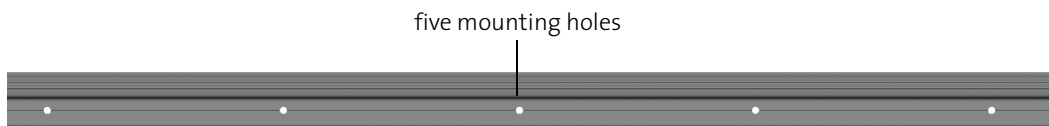


Figure 1-10 Front View of Wall Bracket

- ❗ For brick or cinder block walls, you must purchase appropriate wall anchors that are rated at least 20 pounds.

3. Lift the SMART Board to the top of the open end of the wall bracket and lower the SMART Board onto it (Figure 1-11). Slide the bracket on the back of the SMART Board down into the open slot of the wall bracket. Make sure to test if the SMART Board is secure by sliding it slightly sideways *before* releasing your hold on it.

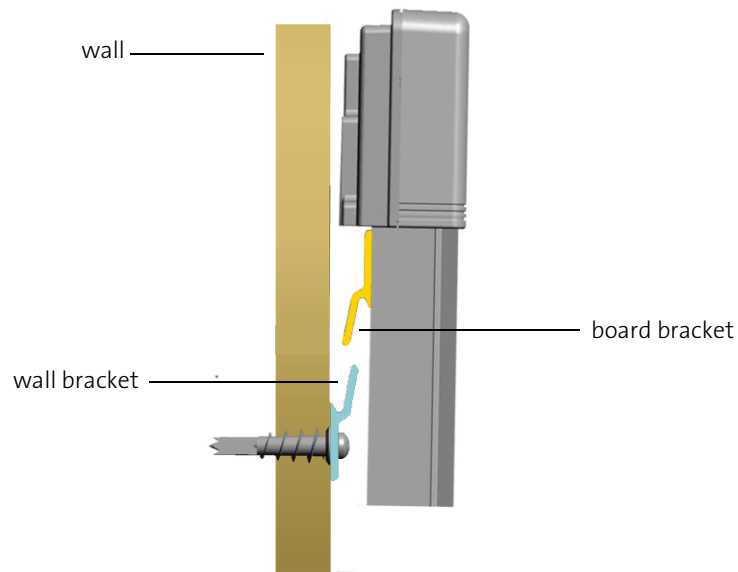


Figure 1-11 Fastening SMART Board to the wall

4. Pull the bottom edge of the SMART Board slightly away from the wall and remove the adhesive protective backing from the two Velcro circles located at the bottom corners (Figure 1-12). Then press the SMART Board firmly against the wall.

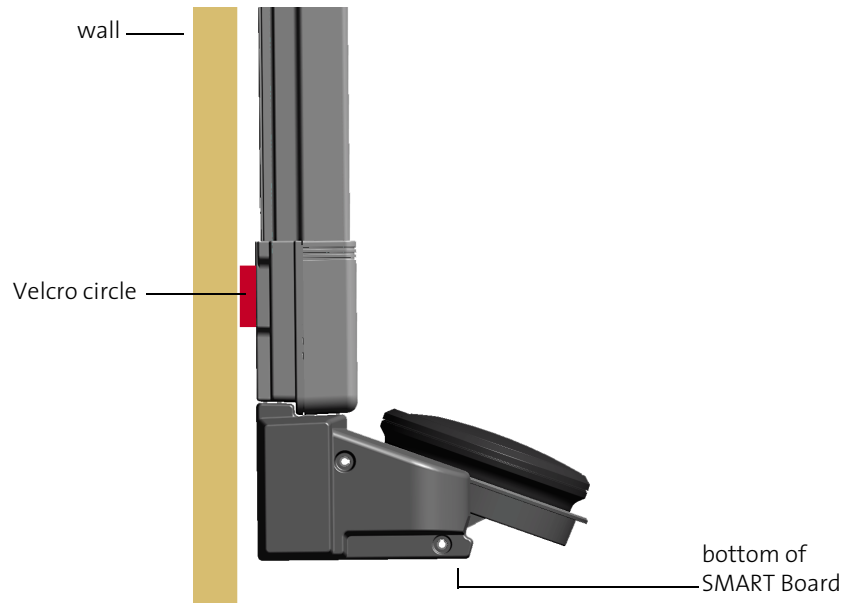


Figure 1-12 Securing SMART Board to the wall

Equipping the SMART Board Pen Tray

Now that the SMART Board is mounted, the last step in assembly is the pen tray.

1. Fit the semi-circular eraser cup on the pen tray.
2. Place the dry erase markers in their color-corresponding slots in the pen tray. Place the eraser in the eraser cup.

The SMART Board should now be fully assembled. Next you will connect the SMART Board to your VTEL system.

Connecting SMART Board

To connect the SMART Board to your VTEL system, perform the following steps:

1. Turn off the VTEL system.
2. Insert the short DB9 connector (located at one end of the 20-foot cable) into the 9-pin serial port underneath the lower-right side of the SMART Board. Secure the connector by tightening the screws.
3. At the other end of the 20-foot cable (the long DB9 connector), insert the PS/2 keyboard adapter cable into the DB9 connector (Figure 1-13).

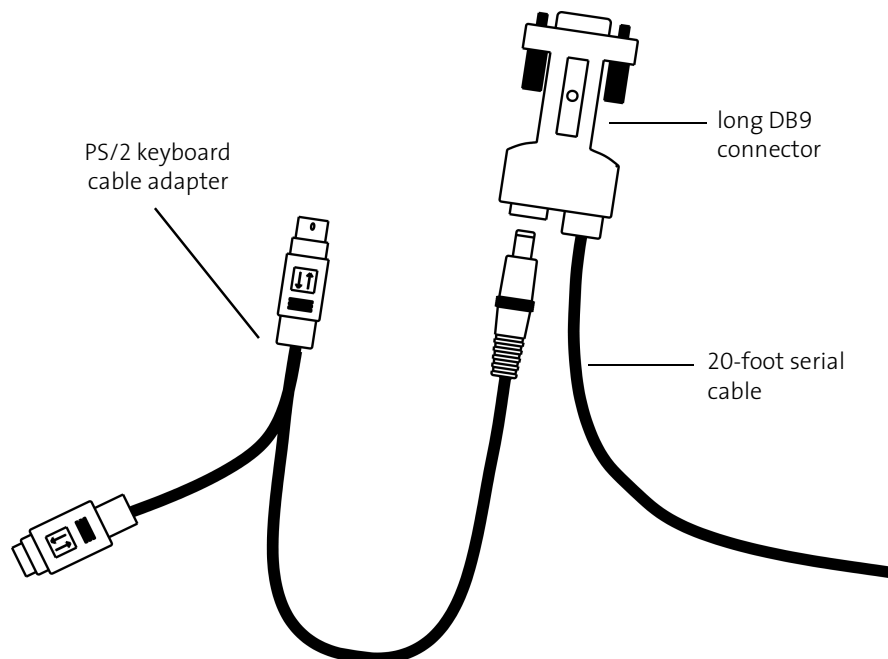


Figure 1-13 PS/2 adapter to long DB9 connector

4. On the back of the Edgeport USB to 232 converter, connect the long DB9 connector to the **first** serial port and fasten the screws. Then connect the USB cable to the USB port, located next to the first serial port (Figure 1-14).

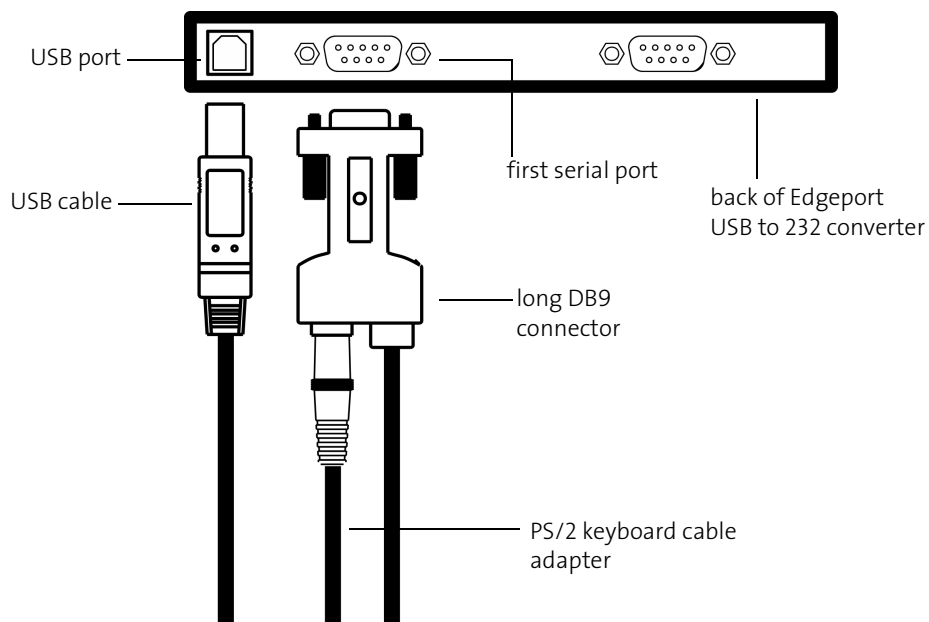


Figure 1-14 USB cable and long DB9 connector to back of Edgeport

5. On the back of the computer, connect the USB cable to the USB port located next to the keyboard and mouse ports (Figure 1-15). Unplug your keyboard connector and reconnect it to the appropriate keyboard adapter provided (PS/2 or XT). Then insert the male end of the keyboard adapter into the keyboard port of your computer.

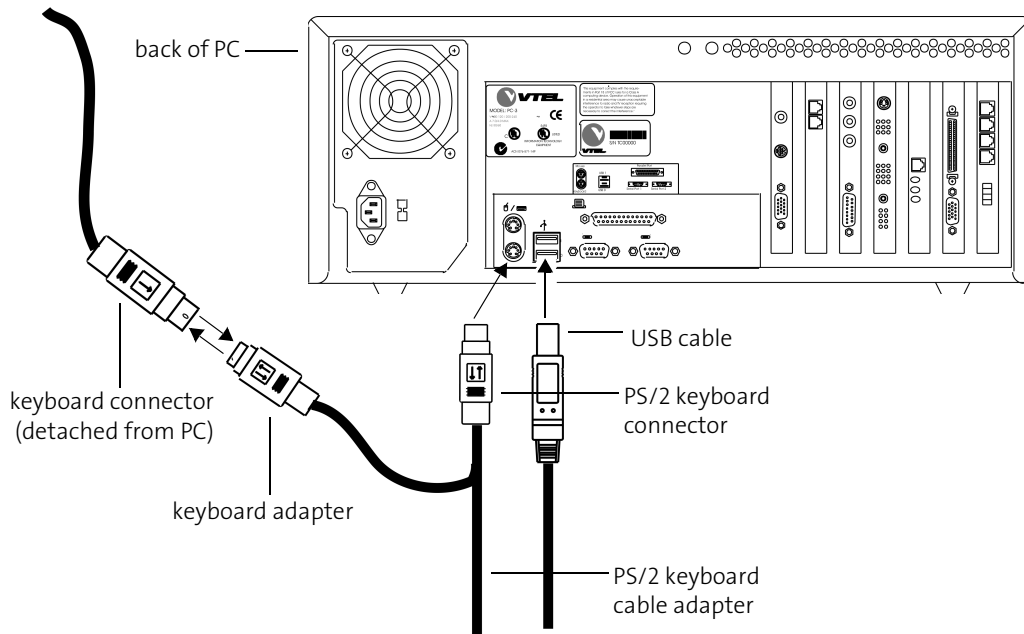


Figure 1-15 Cable connections to back of PC

The SMART Board should now be connected and ready for use. See the following chapters for instructions on using your SMART Board in a videoconference.



Chapter 2

Using SMART Board

SMART Board adds versatility to your videoconferences. With SMART Board connected to your VTEL system, you write with standard dry erase color markers as if you were using an ordinary whiteboard. At the same time you are marking on the SMART Board, videoconference participants at remote sites see your notes appear on their monitors (through the PenPal Graphics® option).

Other sites that have SMART Boards can add annotations interactively, and everyone can use PenPal to view, capture, save, send, modify, and print your SMART Board annotations.

Overview of SMART Board

SMART Board is integrated with the optional PenPal Graphics application. You can use PenPal's tools to capture, display, print, further annotate, and send images that were first created on the SMART Board.

Whatever you write or draw on the pressure-sensitive SMART Board surface is displayed on your monitor (in the PenPal window). When you are in an HDLC video call, the contents of SMART Board are displayed on monitors at the remote sites. On two-monitor systems, SMART Board images appear on the right monitor.

In order to share SMART Board and PenPal images, your video call must use the HDLC protocol. (Contact your system administrator if you need more information about HDLC calls.)

QuickStart Guide

There are just a few things you need to know before you use an assembled SMART Board. You will find reminders of these QuickStart instructions on the bottom edge of your SMART Board:

- Press **Start/Clear All** before starting a session.
- Press firmly when using the markers.
- To erase small areas, use the edge of the eraser.
- To erase the entire board and video monitor:
 1. Press **Start/Clear All**.
 2. Erase all marker ink.

Look through the other sections in this manual for more detailed instructions, tips, and troubleshooting techniques.

Starting or Restarting a SMART Board Session

To start a new SMART Board session, press the **Start/Clear All** button at the right of the pen tray.

The SMART Board display appears in the PenPal window on your monitor. If an HDLC call is in progress, the display also appears at the remote sites.

To restart your SMART Board session so that all annotations are cleared from the monitors, follow these steps:

1. Press the **Start/Clear All** button. The SMART Board display is cleared from monitors at the local and remote sites.
2. Erase all previous marker ink from the SMART Board surface.

Using the Pen Tray and Tools

The pen tray holds the color markers and eraser. Sensors detect which tool (marker or eraser) you last removed from the tray. If a marker was the last tool removed, the light above the marker holder will illuminate to indicate that the marker of that color is in use. If you remove several tools from the tray, the last tool removed is the one the system uses in the PenPal window.

For example, if you first remove the blue marker, then you remove the red marker without replacing the blue one, any new marks you make with either marker appear as red on the monitors.

If all tools are in place in the pen tray, anything that touches the SMART Board surface works as an eraser in the PenPal window. For example, if the pen tray is full and you rub the SMART Board surface with your finger, SMART Board uses your finger as an eraser.

Using SMART Board in a Videoconference

1. Before you begin the videoconference, make sure all the markers and the eraser are in their proper slots in the pen tray. Check the color indicators to see which pen belongs in each slot.
2. Make sure the *Ready* light is on in the pen tray. (The *Ready* light is located on the bottom right-hand corner of the SMART Board.)
3. Place the video call. (You must be in a HDLC call to use SMART Board.)
4. Once the call is established, press the **Start/Clear All** button on the pen tray.

The PenPal application opens on your local monitor. The PenPal toolbar is hidden on your local screen so you can view the entire writing surface. To display the PenPal toolbar, right-click on your mouse or click the button on the barrel of the tablet pen.

The PenPal application is also activated at remote sites. If the remote site uses a MediaMax system, PenPal is activated, but is not displayed automatically. (In this case, the remote site brings PenPal to the foreground.)

5. Pick up a marker and write on the SMART Board.

Using Multiple SMART Boards in a Multiway Conference

If there are two or more sites with SMART Boards in a multiway videoconference, the sites can use their SMART Boards interactively. The annotations from all sources appear in combination in the PenPal window.

Erasing SMART Board

To erase a portion of the SMART Board, use the edge of the eraser. Best results are obtained by using small strokes in a back-and-forth motion.

To erase everything on the SMART Board and in all PenPal windows:

1. Press the **Start/Clear All** button on the pen tray. The annotations disappear from the remote site's PenPal window immediately.
2. Erase all marker ink from the SMART Board surface.

Using PenPal Tools with SMART Board

You use the PenPal application and SMART Board together. Remote participants can use PenPal tools while you use the SMART Board. You can perform the following functions with the images you create with the SMART Board:

- Capture images as slides
- Print images
- Store images and use them later — for reference, as additions to documents, or as slides in a conference
- Add annotations to your SMART Board creations with the mouse or tablet pen

- When a tool makes contact with the SMART Board surface, the PenPal toolbar disappears from your local monitor to avoid covering up any of the annotations. The toolbar remains visible at the remote sites.

To redisplay the PenPal toolbar on the local monitor, right-click anywhere within the PenPal window, or click the button on the barrel of the tablet pen.

For instructions on how to hide the toolbar at remote sites, refer to the system's user manual.

Tips for Using SMART Board

- Make sure you press *firmly* on the SMART Board. The SMART Board is pressure sensitive, and you may need to press slightly harder than you would on an ordinary whiteboard.
- Make sure you press on the SMART Board at only one point of contact. Do not rest your hand against the SMART Board or press anything against it while you write.
- For best results, write letters that are at least two inches high.
- The current marker color is determined by which marker you removed last from the tray, not by the marker itself. When you finish using a marker, make sure you return it to its correct position in the tray (the slot with the corresponding color).
- To clear all annotations from the PenPal window at the remote sites, press the **Start/Clear All** button *before* you erase the SMART Board surface. This displays a clean surface on monitors at the remote sites immediately. Remote participants do not have to watch while you erase.
- To erase part of the annotations you have made, use the edge (rather than the flat surface) of the eraser. Your erasures will look clean.
- When you switch from using the SMART Board to presenting slides, remember that your annotations are cleared electronically and are not redisplayed on the monitors. For example, suppose you write a list on the SMART Board and then switch from the SMART Board to slides, then decide you want to go back and add more items to the list you showed earlier on the SMART Board. When you switch back to SMART Board, the list is gone, and you have to rewrite it. Plan your presentation so that each segment is complete.
 - If you want to be able to redisplay the contents of your SMART Board in the future, save the contents as a slide.
- When you switch from showing slides to using the SMART Board, remember to press the **Start/Clear All** button, or your annotations appear superimposed over your last slide.



Chapter 3


Performing System Administration Tasks

This chapter is for use by VTEL system administrators.

Configuring PenPal to Open When Annotations are Made

To configure the system so that the PenPal window is displayed whenever annotations are made at any site in the conference, add the following entry to the Configuration section of the *WINPAL.INI* file:

```
BringForward=1
```

 The *WINPAL.INI* file is typically located in the `c:\vtel\appsvie` directory.

Disabling and Reactivating SMART Board

Whenever you turn on a VTEL system that has the SMART Board option installed, the *Whitebrd* application starts up in the background. If you temporarily disconnect the SMART Board, you can disable SMART Board so the software is not running in the background.

To disable SMART Board:

1. Place your cursor on the **Whitebrd** button in the taskbar at the bottom of your desktop.
2. Right-click and select **Close**. SMART Board input to the PenPal application is disabled.

To reactivate SMART Board:

Click the **Start** button, then select **Programs>StartUp>Whitebrd**.

Re-installing SMART Board Software

Ordinarily, you never need to re-install the SMART Board software. However, if you do re-install the software, follow these steps:

1. Place the SMART Board option diskette in drive A.
2. Press the **Start** button in the taskbar, select **Run**, and browse to select the path to *setup.exe*, or enter this path in the **Open** field:

a:\setup

3. Activate the SMART Board application. Click the **Start** button, then select **Programs>StartUp>Whitebrd**.

Chapter 4

Troubleshooting and Maintenance

This chapter describes some problems you or other videoconferencing participants may encounter while using the SMART Board, and provides some possible solutions. If you cannot find your situation described here, or if these suggestions do not clear up the problem you are experiencing, contact your VTEL reseller or authorized service provider.

Annotations do not show up in the PenPal window.

- Make sure you press firmly when you write with the markers.
- Make sure the eraser is in its slot.
- Make sure an object is not in the slot that belongs to the marker you are using.
- Check to see if the SMART Board software, *Whitebrd*, is active. Currently active applications appear as buttons in the taskbar.

Annotations disappear unexpectedly from the PenPal window.

One of the videoconference participants may have clicked the **Whiteboard** button in PenPal. Make sure participants understand that this action clears annotations from the monitors at all sites.

Stray lines appear in the PenPal window.

- Make sure you press firmly when you write with the markers.
- Make sure you touch the SMART Board pressure-sensitive surface at only one point of contact. Do not press against the SMART Board with your hand as you write.
- Check to make sure no one is using the mouse or the tablet while you are writing on the SMART Board. Moving the mouse or tablet pen adds annotation. Whenever you are pressing a marker against the SMART Board, the tablet pen and mouse become drawing tools, and their movement cause marks to be drawn on the SMART Board.

An unexpected marker color shows up on the monitor.

Check to see if the markers are in the proper slots in the pen tray, and see if there is more than one slot in the tray that is empty. SMART Board assigns color according to the slot from which you last removed a marker, not according to the marker itself. The light above the marker slot will light, indicating that marker is in use.

Writing does not show at the remote site(s).

- Make sure the remote site has the PenPal Graphics option installed.
- Verify that the videoconference is an HDLC mode call.
- Make sure the PenPal window is displayed in the foreground on monitors at the remote site.

The eraser causes marking instead of erasing in the PenPal window.

- Make sure a marker was not picked up after the eraser was removed from its slot in the pen tray. The best way to correct this problem is to make sure that all the markers are in their slots.
- Check to see that nothing has been placed in the eraser slot.

Erasures in the PenPal window are incomplete or do not show up.

Use the edge of the eraser with short strokes, pressing firmly.

PenPal has experienced a fatal WinPal error, and the PenPal application has terminated.

Perform these steps in the following order:

1. Disconnect your videoconference call.
2. Restart your VTEL system.
3. Reconnect your videoconference call.

Maintaining SMART Board

The following directions should be applied to help keep your Smart Board working properly.

Cleaning the Writing Surface

To clean the writing surface of the SMART Board, use a standard cleaner for dry erase surfaces. Spray the cleaning fluid on the SMART Board surface and wipe with a paper towel. If a permanent marker has been used, try rubbing the spot with a cloth dampened with isopropyl alcohol.

Preventing Damage to the Writing Surface

The SMART Board is very durable, but sharp objects can scratch or cut the surface. Sharp writing instruments, such as ball point pens or fine-pointed pens, can damage the surface if enough pressure is applied. Keep these types of pens away from the SMART Board, and avoid abrasive erasers and cleaning materials.



Index

A

- annotations
 - applying pressure *19*
 - choosing a color *17*
 - clearing all *18*
 - erasing *18*
 - letter size *19*
 - making annotations during a videoconference *17*
 - QuickStart guide to making *16*
 - troubleshooting problems *23*

C

- cleaning the surface of the SMART Board *25*
- color marker
 - choosing for annotations *17*

D

- damage to SMART Board
 - preventing *25*

E

- erasing
 - choosing an erasing tool *17*
 - clearing all annotations *18*
 - removing selected annotations *18*
 - troubleshooting problems *24*

F

- Floor Stand
 - assembly *2*

H

- HDLC call *24*

I

- images
 - working with *18*

M

- markers
 - applying pressure *19*
 - choosing a color *17*
 - troubleshooting color problems *23*
 - type of markers to use *15, 25*
 - using with the pen tray *17*
- MediaMax system
 - SMART Board display *17*
 - using SMART Board *15*
- mounting
 - SMART Board on a floor stand *5*
 - SMART Board on a wall *8*
- multiway conference
 - using multiple SMART Boards *18*

P

- Pen Pal
 - requirement for using SMART Board *15*
 - using Pen Pal tools with SMART Board *18*
- Pen Pal toolbar
 - displaying *17, 18*
- pen tray
 - setting up *8*
 - using *17*
- presentation tips *19*
- printing SMART Board images *18*

S

- slide presentations
 - combining with SMART Board *19*
- SMART Board
 - assembling floor stand *2*
 - automatic display of SMART Board *17*
 - cleaning the writing surface *25*
 - connecting *11*
 - display on monitors *15*
 - erasing *18*
 - installing *1*
 - mounting on wall *8*
 - package contents *1*
 - preventing damage to surface *25*

- QuickStart guide *16*
- starting or restarting a session *16*
- tips for using *19*
- using *15, 19*
- using during a videoconference *17*
- using Pen Pal tools to enhance SMART Board *18*
- using the pen tray and tools *17*
- software
 - reinstallation *22*
- starting a SMART Board session *16*
 - QuickStart guide *16*
- system administration *21, 22*

T

- tips for using SMART Board *19*
- troubleshooting *23–24*
 - annotation problems *23, 24*
 - eraser problems *24*
 - marker color problems *23*
 - stray lines appearing on monitors *23*
 - WinPal error message *24*
- two-monitor systems
 - SMART Board display on *15*

W

- writing on the SMART Board *19*