My Board has orientation issues. How do I resolve this?

There could be a number of reasons why you are having orientation issue with your board. Please follow each of the steps below in turn to try to resolve this problem.

1. Please orientate your board. Instructions below:

   Orientation ensures your touch is registered accurately when you are using the SMART Board™ interactive whiteboard. If you press the interactive whiteboard with your finger and your cursor appears somewhere other than where you are pressing, try orienting the interactive whiteboard.

   **Quick Orientation**

   1. To orient the interactive whiteboard, press and hold the Keyboard and Right Mouse buttons simultaneously until the Orientation screen appears.

   ![Pen-tray buttons]

   2. Begin the orientation process at the upper left corner of the Orientation screen. Press your finger or pen firmly on the center of each cross in the order indicated by the white, diamond-shaped graphic.

   ![Orientation screen]

   **Tip:** If you are not satisfied with the precision of a particular orientation point while orienting, press one of the pen-tray buttons or the left arrow key on your keyboard to redo the previous orientation point.

2. Changing Orientation Settings

   Increase the detail of calibration for applications that require a greater amount of precision.

   1. Press the SMART Board icon in the Windows Notification Area, and select Control Panel from the SMART Board tool menu.

   ![Windows Notification Area]

   2. From the Control Panel window, press the SMART Board Settings button.

   ![SMART Hardware Settings]
2. Please reset the SC9 Controller.

To delete the registration data from the firmware of the SMART Board you can use a pen from the pen tray to press the button on the side of your SMART Board’s controller for >5 seconds and then reorient.

3. Please ensure you Smart software and Smart Board drivers are up to date. Note, the latest version of software will contain the latest firmware for your board. To access the latest software please see link below. If you are not sure, please ask Steljes.


4. Check the board for damage and make sure that the board has not been tightened too much behind the pen tray.
5. The board and pc may have conflict registry issues. Please follow these instructions on how to remove the correct registry keys:

When the SMART Board is connected to your computer, the Orientation data is saved to the registry or the Firmware of the SMART Board, depending on the type of Orientation. You would need to delete the data stored for this on the computer and try reorienting the SMART Board. This will ensure this is not a software issue. Please open the registry editor by clicking start then RUN and type in regedit then click ok

Once the registry editor is open navigate to this location HKEY_LOCAL_MACHINE\SOFTWARE\SMART Technologies Inc.\SMART Board Software, once there delete any key entries that have the word Board #, this will erase any settings associated with the specific board that is plugged into your computer
You must have the correct permissions in the registry. To change these, please see below (This must be done by your IT administrator):

Important:
Steljes except no responsibility for registry changes and advise the administrator to always backup the registry before making any changes.

To change some settings on your SMART product, you may need to change the registry permissions in your operating system's SMART Technologies folder.

Registry changes All Windows Operating System.

HKEY_LOCAL_MACHINES>Software>SMART Technologies
HKEY_LOCAL_MACHINES>Software>SMART Technologies Inc.
HKEY_USERS>.DEFAULT>Software>SMART Technologies
HKEY_USERS>S-1-5-21-......-......-......>Software>SMART Technologies

For each of the above referenced keys perform the follow steps;
- Open Permissions > Add Everyone > All Full Control

Additional Windows XP OS

Checking the registry permissions

Before you edit the registry, check the permissions on the SMART Technologies folder.

To check your permissions
Select Start > Run, type regedit and press ENTER.
The Registry Editor screen opens.
Locate the HKEY_LOCAL_MACHINE > Software > SMART Technologies folder.
Right-click the SMART Technologies folder and select Permissions.

The Permissions for SMART Technologies screen opens to the Security tab.
Check the Group or user names list for Everyone. If Everyone appears in the list, go to Procedure 1. If Everyone doesn't appear on the list, go to Procedure 2.

Procedure 1
To edit the registry when Everyone appears in the Group or user names list, use the following procedure.
To edit the registry
Select Everyone in the Group or user names list.
Select the Read and Full Control check boxes in the Allow column, and then click Apply and OK.
Close the Registry Editor screen, and then restart your computer.

Procedure 2
To edit the registry when Everyone doesn’t appear in the *Group or user names* list, use the following procedure.

To edit the registry:

Click Add.

Type Everyone in the *Enter the object names* box.

Click Check Names, and wait until Everyone is underlined.

Click OK.

Select Everyone in the *Group or user names* list.

Select the Read and Full Control check boxes in the *Allow* column, and then click Apply and OK.

Close the *Registry Editor* screen, and then restart your computer.

**Additional Windows 7 OS**

You will need read/write access to the following location:

Win7 32bit UAC enabled: HKEY_CURRENT_USER\Software\Classes\Virtual Store\Machine\Software\SMART Technologies\SMART Board Drivers\Boardx

Win7 32bit UAC disabled: HKEY_LOCAL_MACHINE\Software\SMART Technologies\SMART Board Drivers\Boardx

Win7 64bit UAC enabled: HKEY_CURRENT_USER\Software\Classes\Virtual Store\Machine\Software\Wow6432Node\SMART Technologies\SMART Board Drivers\Boardx

Win7 64bit UAC disabled: HKEY_LOCAL_MACHINE\Software\Wow6432Node\SMART Technologies\SMART Board Drivers\Boardx

BoardX will be Board1, Board2, etc.

In case there are multiple users and UAC is turned on or they have roaming profiles or server based profiles, you will need to create a script to export the corresponding registry entry on logout, and import on login for each user.

**PLEASE NOTE:**

After changing/deleting any registry entries please make sure you reset the computer and then carry out a board orientation.
7. If the orientation is out with missing gaps or jagged lines please see below:

**SAFETY NOTE**
Please note for health and safety reasons, make sure two people are assisting when moving the board or on ladders. If removing from a HAWM, make sure the equipment is secured and supported - if in doubt - seek assistance.
If these fixes have not resolved your technical issue. Please contact Technical Support dept on Support Line - 08450 724 999 or services@steljes.co.uk

The engineer will ask for the following information, please have it available to help speed up the resolution time of your issue:

Contact Name:

Address:

Room Name:

Contact Telephone Number:

Email Address:

Please write a brief description of the problem you are experiencing:

SMART board serial number:

SMART board firmware version:

SMART Product drivers version:

SMART Notebook/Meeting Pro version: