

## **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 can be found at:

<http://downloads.smarttech.com/media/services/quickreferences/pdf/english/orient.pdf>

2. Please reset the SC9 Controller. Instructions can be found at:

<http://www2.smarttech.com/kbdoc/700>

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

<http://www2.smarttech.com/st/en-US/Support/Downloads/SBS>

4. Check the board for damage and make sure that the board has not been tightened too much behind the pen tray. Instructions on page 32 shows how to remove the pen tray here:

<http://www2.smarttech.com/kbdoc/1414>

5. If there is more than one user on the computer then please make sure all users have full permissions to the software. Instructions here:

<http://www2.smarttech.com/kbdoc/77604>

6. The board and pc may have conflict registry issues. Please follow these instructions on how to remove the correct registry keys:

<http://www2.smarttech.com/kbdoc/135245>

7. If a UF35 is connected then please make sure the board orientation and the projector orientation has been done. Instructions here on how to do this on page 46:

<http://www2.smarttech.com/kbdoc/87643>

8. If the orientation is out with missing gaps or jagged lines then please request Steljes Technical document Jagged Line on the Smart Board\_0189 from Steljes Technical Support.

Contact Technical Support for further assistance:

08450 724 999

[services@steljes.co.uk](mailto:services@steljes.co.uk)