



YOUR NEW SMART BOARD IS HERE! The CCSD Educational Technology Specialists, the CCSD Help Desk, and the WH Platts Company will be working together to provide you the support and resources you will need to successfully integrate this technology into your classroom.

TURN IT ON/OFF

- ON: Press the power button located on the SMART Control Panel (usually found under or to the side of the board). This will turn on the projector and display the image from the connected computer after a short wait period (15-20 sec).
- OFF: Press the same power button. A message will appear on the board prompting you to press the button again to turn off both the board and projector. ALWAYS turn your projector off at the end of the day.

TROUBLESHOOTING

1. Refer to the SMART Quick Assistance Handout for hardware troubleshooting steps (see blue sheet).
2. Refer to the SMART Board for Dummies book (p. 19-21).
3. Access online tutorials: <http://education.smarttech.com> → Teachers Hub.
4. For technical problems that you are unable to resolve call the CCSD Help Desk at **308-8181** or use **Heat Self Service**. <http://ccsd.charleston.k12.sc.us/tech/is/documents/HSSInstructions.pdf>
 - a. Provide a detailed description of the problem. Describe the situation and symptoms completely.
 - i. Is it mounted on the wall, on a stand or on wheels?
 - ii. If you received an error message what does it say?
 - iii. What color is the ready light (right hand side of board) or the light on the control panel?
 - b. Provide CCSD asset tag number or serial number from the SMART Board.
 - c. It is ideal for you to be near the board if possible to troubleshoot your problem over the phone. Provide the best way to contact you, your school name and room number and best time for contact.

TRAINING

- Visit the CCSD Educational Technology Department website regarding the numerous SMART Board courses being offered throughout the district, every semester. <http://www.ccsdedtech.com>
- **CCSD SMART Board Courses**
All courses are 15 hours and worth 20 renewal credits. Graduate courses are sponsored by the College of Charleston and are each worth 1 graduate credit (and 20 renewal credits).
 - RECERT/GRAD: Using the Interactive SMART Board to Enhance Learning: BEGINNING
 - RECERT/GRAD: Using the Interactive SMART Board to Enhance Learning: INTERMEDIATE
 - RECERT/GRAD: Using the Interactive SMART Board to Enhance Learning: ADVANCED
 - RECERT/GRAD: Using the Interactive SMART Board to Enhance Learning: ADVANCED SEMINAR
- Register for courses in ERO. <http://www.ccsdschools.com/EmployeeTools/EROhelp.php>

