

SmartBoard Tips

ISS is forwarding hardware issues with the SmartBoard to our third party vendor – MicroAge. We have a 5 year limited warranty with them. In order to forward the service request to MicroAge, we MUST have the SmartBoard serial number. We then close the ticket for ISS, once MicroAge opens a request, they will forward service information to your site.

- Serial Number of the SmartBoard can be located on the side of the board near the power light (yes, even wall mounted boards). Ex. SB680-R2-123456
- You are not to contact MicroAge directly. ISS will contact them if needed .
- There is a limited 5 year warranty on the boards with MicroAge. If your service request is not covered, your site will have to pay for a service with MicroAge. Their rates are \$75 per hour with a two hour (\$150) minimum per incident.
- Site is responsible for replacing lost or missing cables, markers, erasers and other loose parts.
- For software installation, it is done remotely. The PC must be turned on for the s/w to install. Often times we will schedule the s/w job to run once the pc is turned on.
- ISS will not move or remount the board or projector.
- Replacement projector bulbs can be switched out by Maintenance (not ISS, school site has to purchase)
 - Maintenance: 918-833-8000



Common problems with boards and speakers:

- Boards not connecting
 - Speakers not functioning
1. First, make sure ALL connections are secure. Often it is simply a loose cable or not connected at all.
 2. Make sure there is a power cable connected (to both the board *and* speakers)
 3. The speakers have several cables going to them (the one with the volume control). If any of these are loose or not connected, the speakers will not work.
 - a. A/V in and out
 - b. USB cable(s)
 - c. Power cable

Power Pack for Speakers:

