



## CLASSROOM TECHNOLOGY TROUBLESHOOTING GUIDE: SMARTBOARD

Turn off the Smartboard and mini-computer immediately upon entering the classroom before beginning the "start-up process."

Do not plug in your own laptop or thumb drive to the Smartboard. Instead, use the computer on the back of the Smartboard to access your computer through single sign in.

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### START UP

**Q: What do I do when I get to the "windows security alert?"**

A: Press cancel.

**Q: The keyboard and mouse are not working.**

A: The keyboard will not work until you are signing into the computer. Prior to this, the Smartboard screen is touchscreen (i.e. choosing the correct HDMI input).

If the keyboard is not working it could mean that you are not logged into the computer on the back of the Smartboard. The keyboard/mouse only works if the computer is on.

If the computer is on and the keyboard still does not work, it could be a battery issue. If so, instructors can usually find batteries in the faculty break room cabinets.

**Q: How do I know if the computer is on?**

A: When you press the input button on the bottom right hand corner of the Smartboard you should see the "beach image" in one of the tiles.

**Q: How do I adjust the board height?**

A: On the rear of the Smartboard is a black lever with up and down arrows to adjust the height of the Smartboard.

### ACCESSING APPS AND DOCUMENTS

**Q: How should I pull up my class documents if I am not supposed to use a thumb drive or laptop?**

A: Save all documents to the SPCC OneDrive. Log into computer once you power up the Smartboard and you can access your own SPCC OneDrive.



**Q: How do I get to my **OneDrive** from the Smartboard (if it is not there already)?**

A: Search Onedrive.com in Google Chrome. You will be prompted to login using your SPCC credentials.

**Q: How do I get to my **MS Teams** from the Smartboard (if it is not there already)?**

A: Search MS Teams in Google Chrome. Click download and you will be prompted to login using your SPCC credentials.

**Q: I cannot pull up **Canvas or my third-party videos** on the Smartboard.**

A: Make sure you are logged into the computer on the back of the Smartboard. Also, always use Google Chrome as your search engine (not Edge).

## **AUDIO/VIDEO**

**Q: What if I, or my students, want to want to **join the MS Teams call from their laptops**?**

A: Mute microphone and turn speakers off on laptops to avoid echoes and feedback.

**Q: The **keyboard and mouse** are not working.**

A: The keyboard will not work until you are signing into the computer. Prior to this, the Smartboard screen is touchscreen (i.e. choosing the correct HDMI input).

If the keyboard is not working it could mean that you are not logged into the computer on the back of the Smartboard. The keyboard/mouse only works if the computer is on.

If the computer is on and the keyboard still does not work, it could be a battery issue. If so, instructors can usually find batteries in the faculty break room cabinets.

**Q: I am working in MS Teams and we can hear the **sound for the video** in the classroom, but the virtual participants cannot hear the video sound.**

A: Stop sharing your video. Click "share" again and toggle on "include computer sound" before sharing.

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