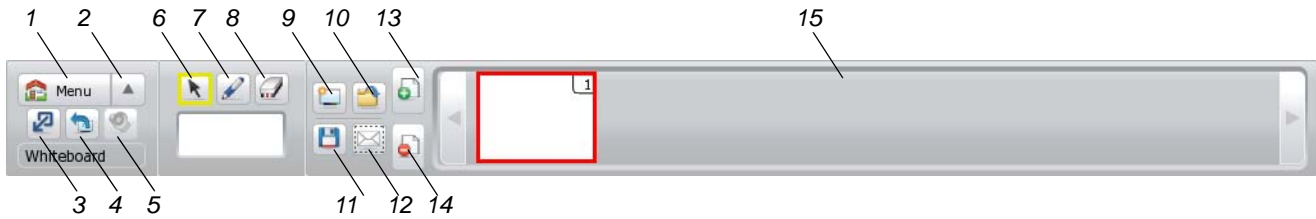


SMART Hub SE240

Toolbars

Whiteboard toolbar (full):

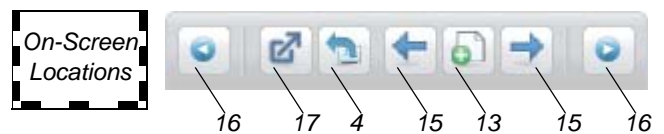


On-Screen Location

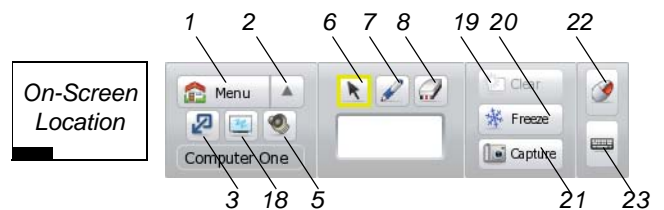
Legend:

No.	Description
1	Open the Welcome Center.
2	Open the shortcut menu.
3	Minimize the toolbar.
4	Switch to the previously viewed input device.
5	Change or mute the volume. NOTE: This button is disabled in Whiteboard mode.
6	Select the pointer tool.
7	Write digital ink notes.
8	Erase digital ink notes.
9	Create a new Whiteboard file.
10	Open an existing Whiteboard file.
11	Save the Whiteboard file to a USB storage device.
12	Attach the Whiteboard file to an e-mail message.
13	Insert a page.
14	Delete the current page.
15	Move through Whiteboard pages.
16	Move the toolbar.
17	Restore the toolbar.
18	Switch to Whiteboard mode.
19	Clear digital ink from your display.
20	Freeze the image on your display. NOTE: This button does not pause the input device.
21	Take a screen capture and insert it in a Whiteboard page.
22	Set the next press to a right-click. NOTE: This button is only available for computer input devices.
23	Open SMART Keyboard. NOTE: This button is only available for computer input devices.
24	Share your display.
25	Request remote control of the shared display.
26	View a list of Bridgit™ software conference participants and chat with them.
27	View Bridgit software conference settings.
28	End the Bridgit software conference.

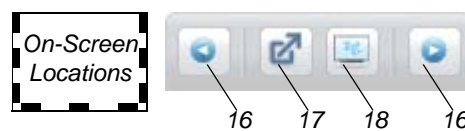
Whiteboard toolbar (minimized):



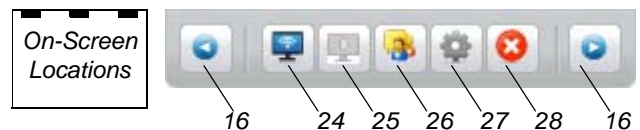
Computer and video input device toolbar (full):



Computer and video input device toolbar (minimized):

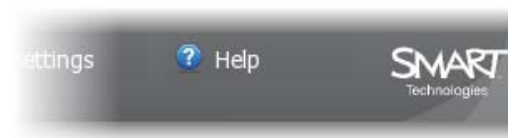


Bridgit conferencing software toolbar:



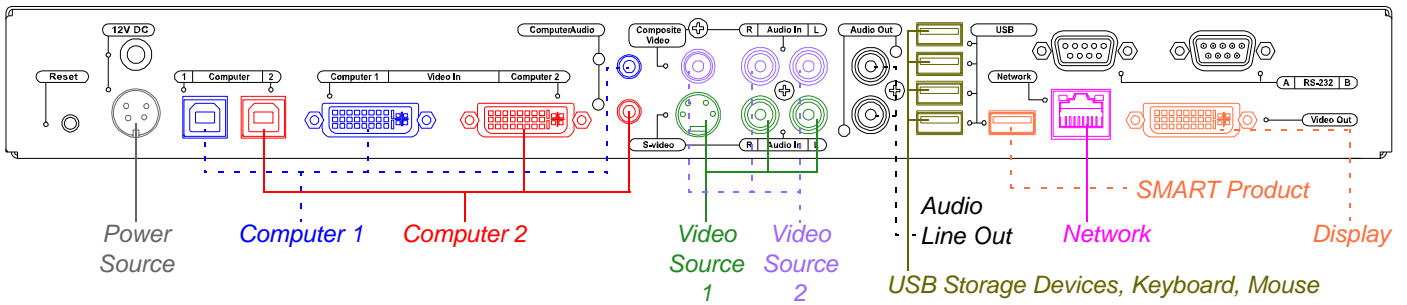
Online Help and Guide

The SMART Hub SE240 includes online Help. To view the online Help, press **Menu**, and then press **Help** in the Welcome Center:



An installation and user's guide for the SMART Hub SE240 is available on our support site. See [document 122178](#).

Connections



NOTE: You can connect your SMART Board™ interactive whiteboard or other product to any of the USB A receptacles.

Troubleshooting

Symptom/Observation	Action/Solution
Your SMART Board interactive whiteboard or other product doesn't respond to touch.	<ul style="list-style-type: none"> Ensure the SMART Hub SE240 is connected to your SMART product. See the previous diagram. If you're using a mouse and keyboard with the SMART Hub SE240, ensure they're properly connected and working. If possible, end the current session. Otherwise, press Reset on the back of the SMART Hub SE240, and then wait 30 seconds before starting a new session. If the issue persists, contact SMART Technical Support.
You're unable to connect to a computer or video source.	<ul style="list-style-type: none"> Ensure the SMART Hub SE240 is connected to your computer or video source and that you've selected the correct input type (Analog or Digital). See the previous diagram. Press Menu to open the Welcome Center, press Computer Access or Watch Video, and then select your input device. If you're attempting to connect a laptop, ensure the laptop is in presentation mode. See the laptop's online Help or user's guide for instructions.
You're unable to use the SMART Hub SE240's networking features (Bridgit conferencing software, LinQ™ software and e-mail).	<ul style="list-style-type: none"> Ensure the SMART Hub SE240 is connected to you network. See the previous diagram Press Menu to open the Welcome Center, press Settings, and then assign an IP address to the SMART Hub SE240 and enable networking features. (Contact your system administrator for assistance.) If you're attempting to use Bridgit conferencing software after the trial period has ended, you need to purchase a license. Contact SMART Software Sales for more information. If you're attempting to connect to a LinQ software client computer, ensure you've installed LinQ software on the computer and that you've connected it to the same subnet at the SMART Hub SE240.
You're unable to save Whiteboard files on your USB storage device.	<ul style="list-style-type: none"> Ensure there is enough space on the USB storage device to save your files. Ensure the USB storage device is compatible with the SMART Hub SE240. See document 124102 for a list of compatible USB storage devices.
There's no sound from the speakers connected to the SMART Hub SE240.	<ul style="list-style-type: none"> Ensure the SMART Hub SE240 is connected to an amplifier or powered speakers. See the previous diagram. Turn on the speakers. Ensure the volume is not muted.
The SMART Hub SE240 stops responding or behaves unexpectedly.	<ul style="list-style-type: none"> Reset the SMART Hub SE240 to end the current session and begin a new, restored one by pressing and releasing Reset, and then waiting 30 seconds. If this doesn't resolve the issue, disconnect the power cable, and then wait 2 minutes before reconnecting it.

NOTE: See [document 122178](#) for additional troubleshooting information.

www.smarttech.com/support www.smarttech.com/contactsupport
Support +1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada)

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