

Knowledge Base

Your SMART Board™ Interactive Whiteboard's LED Light Flashes Amber

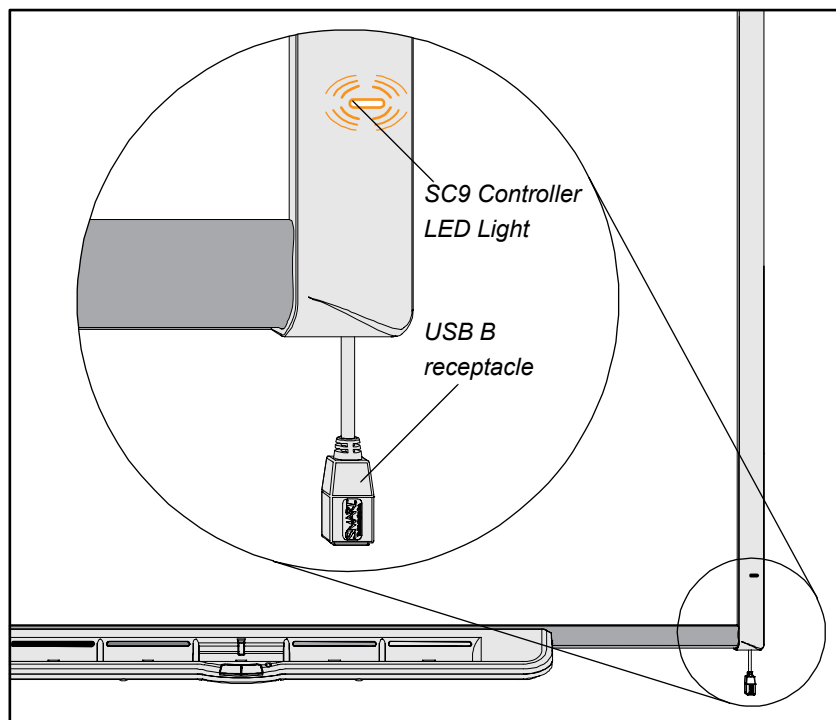
[SMART Hardware](#) SMART Board™ 600 series interactive whiteboards

[SMART Software](#) SMART Board drivers

[Operating Systems](#) Windows® operating systems, Mac OS operating system software,
Linux® operating systems

Issue

After you install SMART Board drivers, your interactive whiteboard doesn't respond to touch and the SC9 controller's LED light flashes amber.



Cause

The SC9 controller is in boot loader mode.

Solution

Confirm that the interactive whiteboard is in boot loader mode by using the SMART Board Diagnostics tool and then upgrade the firmware using SMART Firmware Update.

To confirm that your interactive whiteboard is in bootloader mode

1. If your interactive whiteboard is not directly connected to your computer, disconnect the USB cable from your interactive whiteboard's USB B receptacle. Using a standard USB cable, connect the USB B receptacle directly to your computer. If your whiteboard already has a direct connection to your computer, ignore this step.
2. On computers with Windows® operating systems, select **Start > All Programs > SMART Technologies > SMART Board Drivers > Control Panel**.

OR

On computers with Mac OS operating system software, select **Finder > Applications > SMART Board Drivers > Control Panel**.

OR

On computers with Linux® operating systems, use your file browser to navigate to **.../opt/SMART Technologies/SMART Board Drivers/bin/**, and double-click **Control Panel**.

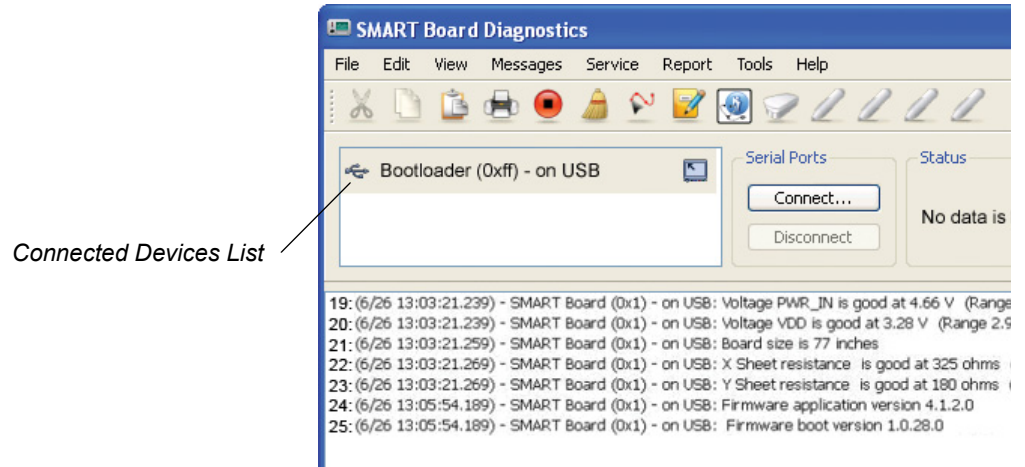
The SMART Board software control panel window appears.

3. Select **About Software and Product Support > Tools > Diagnostics**.

The *SMART Board Diagnostics* window appears.

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4. If **Bootloader** appears in the list of connected devices instead of your SMART product, close the *SMART Board Diagnostics* window and use the firmware upgrade utility as described in the next step.



NOTE

If **Bootloader** doesn't appear in the list and your SC9 controller LED light continues to flash amber, contact SMART Technical Support at <http://www.smarttech.com/contactsupport>.

To upgrade your SMART Board interactive whiteboard firmware

1. On computers with Windows operating systems, select **Start > Search**.
The *Search Results* window appears.

Type in **SMARTFirmwareUpdater**, and then press ENTER.



NOTE

This procedure may vary depending on your version of Windows operating system and your system preferences.

OR

On computers with Mac OS operating system software, select **Finder**.

The *Finder* window appears.

In the *search box*, type **SMARTFirmwareUpdater**, and then press RETURN.

OR

On computers with Linux operating systems, use your file browser to navigate to **.../opt/SMART Technologies/SMART Board Drivers/bin/**.

2. Double click **SMARTFirmwareUpdater**.

The *SMART Firmware Upgrade* window appears.

3. Follow the on-screen instructions.

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4. Once the firmware update procedure is complete, the SC9 controller's LED light will turn solid green.



NOTE

If the firmware update is interrupted by a power outage or by disconnecting the USB cable from your interactive whiteboard, your SC9 controller LED light will continue to flash amber. If you complete the procedure without interruption twice and the LED continues to flash amber, contact SMART Technical Support at <http://www.smarttech.com/contactsupport>.

5. Restore your SMART Board interactive whiteboard's original USB connection. If your whiteboard already has a direct connection to the computer, ignore this step.
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