

Smartboard – How to get help with software and hardware (SMART brand)

SMART - <http://smarttech.com/us>
Technical support - 1-888-518-6791

Oct 2010 – Because many of the SMART-brand Smartboards are under warranty, the following procedure will need to be followed to receive technical help with the device.

1. Please choose one person to be the one to make phone calls to SMART. This could be your liaison, EA, or another person that will be available to make calls and keep track of case numbers assigned to each incident.
2. This campus person will call SMART's tech support at 1-888-518-6791 and allow them to help troubleshoot the issue. It has been my experience that phone calls to SMART will last from 20-30 minutes depending on the issue.
3. If SMART's tech support requires a board to be taken down or removed from the wall to access parts on the back of the board, the campus person should turn in a service request to the BISD ticketing system so our techs can come out and continue to work through the issue. Be sure that the person explains in the service request what has been done so far on the issue.