

Keeping the writing surface clean on your Front Projection SMART Board interactive whiteboard

Overview

This document describes how to keep the writing surface clean on your SMART Board interactive whiteboard.

Details

Follow these tips to keep your SMART Board interactive whiteboard's writing surface clean.

Note: If your SMART Board 500 series interactive whiteboard has an OptiPro surface, don't use dry-erase markers. If you have an OptiPro surface, an OptiPro label appears in the center bottom frame of your SMART Board interactive whiteboard.

Preventing damage to the writing surface

- You can write on your interactive whiteboard with only standard or high-odor dry-erase markers. These markers usually display a warning to use them in well-ventilated areas.
- Do not use low-odor dry-erase markers, such as Expo markers with low-odor ink, because the ink is more difficult to remove.
- Do not use permanent markers to write on your interactive whiteboard.
- Do not use sharp writing instruments such as ballpoint or fine-pointed pens, which can damage the surface if they're applied with heavy pressure.
- Do not use adhesive tape on your interactive whiteboard, because removing the tape can damage the top layer of the writing surface.

Caution: Do not use abrasive chemicals or cleaners on your interactive whiteboard.

Cleaning the writing surface

Important

- Before you clean your SMART Board interactive whiteboard, shut down or disconnect the connected computer so that you don't scramble desktop icons or inadvertently start programs when you wipe the screen.
- To view dirt or streaks more easily, set your projector to standby (lamp off mode).

Notes

- Erase dry-erase ink from the writing surface as soon as possible. The longer dry-erase ink remains, the more difficult it is to remove.
- Before using a cleaner, remove excess dry-erase ink residue from the writing surface with a damp cloth.
- Use an alcohol-free household glass cleaner, such as Windex glass cleaner, to clean the writing surface. Clean it at regular intervals or whenever you notice that the dry-erase ink remains on the screen after erasing.
- Do not spray cleaner directly onto the surface. Instead, lightly spray cleaner on a cloth, and then gently wipe the screen.
- Do not allow excess glass cleaner to flow into the crack between the lower frame and the writing surface, or into the pen tray recesses.
- If you can still see ink marks after cleaning the surface with Windex glass cleaner, use a dry-erase marker cleaner, such as Expo whiteboard cleaner.
- For stubborn stains, use isopropyl alcohol (IPA) to clean the writing surface.

Removing permanent marker ink stains

Solution 1

Use a commercial cleaner such as Expo whiteboard cleaner over the permanent ink stain, allow the solution to dry, and then wipe the surface clean with a soft cloth.

Solution 2

Use a standard or high-odor dry-erase marker. These markers contain solvents that remove permanent ink. Don't use low-odor or non-scented dry-erase markers, because they don't contain the appropriate solvents.

- 1. Cover the permanent ink with the high-odor dry-erase ink.
- 2. While the ink is still wet, wipe the screen with a soft cloth.
Note: Do not allow the dry-erase ink to dry before wiping the screen.
- 3. If any trace of ink remains, spray Windex glass cleaner or Expo whiteboard cleaner on a soft cloth, and then wipe off remaining ink marks. Do not use harsh abrasives, because they can damage the writing surface.

Issue	
Symptoms	
Cause	
Solution	
Background	
Internal Information	
SMART Hardware	SMART Board 600 and 500 series interactive whiteboards
SMART Software	
Operating Systems	
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