

SMART How-To: Updating SMART Board Firmware

Preliminary Points

Firmware is software that is installed in/on a device, like the SMART Board itself, rather than on the computer.

You do **NOT** need to update the firmware on the SMART Board using the computer that is normally connected to that SMART Board. If you have to do updates on several Boards, you could use a notebook computer that has the SMART Notebook software installed on it, and move from room to room.

The computer must **connect to the internet**, either wired or wirelessly, in order to download the update.

The computer that is running the update must be connected to the SMART Board using a **usb cable**. You **cannot** install the updates using the Bluetooth wireless connection.

You must have local **administrator rights** on the computer in order to run the update.

Step by Step

1. Connect the computer (with the Notebook software) to the SMART Board with a **usb cable**.
2. Login as an **admin**.
3. Click the **Start** button. Select **Computer** (or **My Computer**).
4. Double-click **(C) drive** (Local disk or hard drive).
5. Double-click **Program Files**.
6. Double-click **SMART Technologies**.
7. Double-click **SMART Board Drivers** (or **SMART Product Drivers**). Note: It is possible that there is not a 'Drivers' folder. If you do not see this folder, skip to step 8.
8. Locate and launch the program **SMARTFirmwareUpdate.exe** . This starts a wizard which steps you through the update process.
9. Click **Next** until you see a screen where it lists the serial number of your SMART Board. It also lists the current version and the available version of the firmware. Check to indicate that you want the newest available version of the software.
10. There will be a **green progress bar** in the window. Also, you should see an **amber light** on the Board. When it finishes, check to see that it successfully installed the update. Note: It is possible that it will progress 100%, but still fail. If it does this, click to retry the update. It will likely work the 2nd time through. If it fails, it is generally because it lost its internet connection during the download. (It is important that there be internet access! If wireless is not reliable, run the update from a computer that is wired to the network.)
11. Unplug the usb cable.
12. Wait a few minutes to see if the dongle (on the computer that normally connects wirelessly to the Board) and the SMART Board will automatically sync. They often do. If not, follow the directions for syncing a Bluetooth.