

Smartboard and ViewBoard Setup and Troubleshooting

This guide covers connecting to and troubleshooting interactive displays (ViewSonic ViewBoards, Promethean boards, and other smartboards) used in FVSD classrooms.

Connecting Your Computer to the Display

Using an HDMI Cable

1. Plug one end of the HDMI cable into your **computer**
2. Plug the other end into the **HDMI input** on the display
3. The display should automatically detect your computer
4. If the screen doesn't appear, press **Windows key + P** and select **Duplicate** or **Extend**

Using a USB-C Cable

Some newer displays and computers support USB-C:

1. Connect the USB-C cable from your computer to the display's USB-C port
2. The display should show your computer screen automatically

Wireless Display (Screen Mirroring)

If your display supports wireless casting:

1. On your computer, press **Windows key + K** to open the Cast panel
2. Select your classroom display from the list
3. Choose **Duplicate** to mirror your screen

Note: Wireless display may have slight lag — use a wired connection for video playback or presentations with animations.

Display Shows "No Signal"

1. Check that the cable is firmly plugged in at **both ends**
2. Make sure the display is set to the **correct input** — use the remote or the buttons on the display to switch inputs (HDMI 1, HDMI 2, USB-C, etc.)
3. Try a different cable if one is available
4. Press **Windows key + P** on your computer and select **Duplicate**

Touch Screen Isn't Working

1. Make sure the **USB cable** is connected from the display to your computer — the HDMI cable handles video only, the USB cable enables touch
2. Try unplugging and reconnecting the USB cable
3. Restart your computer with the cables connected

If touch still doesn't work after reconnecting, contact IT.

No Sound From the Display

1. Right-click the **speaker icon** in your taskbar (bottom-right)
2. Click **Sound settings > Output device**
3. Select the display (it may appear as the display model name or "HDMI Audio")
4. Make sure the volume is turned up on both your computer and the display itself

Display Is On but Screen Is Black

1. Move the mouse or press a key — your computer may be asleep
2. Check the cable connection
3. Try switching the display's input source and switching back
4. Restart the display by turning it off, waiting 10 seconds, and turning it back on

ViewBoard Specific Tips

- **Updating the ViewBoard:** ViewBoards occasionally need firmware updates. If you see a prompt to update, you can proceed — or let IT know and we'll handle it during your next available time.
- **Frozen ViewBoard:** Hold the power button on the side of the unit for 10 seconds to force a restart.
- **ViewBoard toolbar not appearing:** Tap the small arrow on the side of the screen to pull out the toolbar.

Contact IT

Contact IT if:

- The display has physical damage
- Cables are missing or broken
- The issue persists after trying the steps above
- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Please include:

- Your **school and room number**
- The **type of display** (ViewBoard, Promethean, etc.) if you know it
- What's happening and what you've tried

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