TECHNICAL BULLETIN

Announcing a New SMART USB Adapter Cable (Windows® Operating Systems)

What's In This Bulletin:

• What's new and what's the same about the new SMART USB Adapter Cable (P/N 93-00481)

• The importance of upgrading to version 8.1.3 (or later) of SMART Board™ software, and of installing the software *before* you connect the new cable

• System-specific workarounds if you connect the new cable before you install the software

NOTE: This bulletin is for people who use Windows computers. If you need instructions for Macintosh computers, refer to *SMART Technical Bulletin, Issue 4, (August 11, 2004)*, *Announcing a New SMART USB Adapter Cable (Macintosh Operating System).*

A new SMART USB adapter cable (p/n 93-00481) will start shipping with SMART Board and SMART Board *for Flat Panel Displays* interactive whiteboards in August, 2004. This new cable is shipped with (and requires) an updated version of SMART Board software (version 8.1.3 or later) for Windows operating systems.
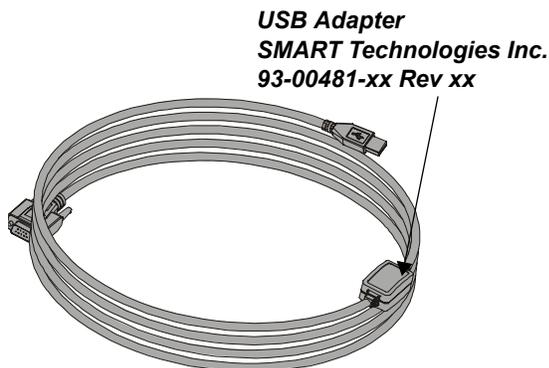

USB Adapter
SMART Technologies Inc.
93-00481-xx Rev xx

Figure 1: The New Cable (P/N 93-00481)

In the fall of 2004, this new cable (P/N 93-00481) will replace the original SMART USB adapter cable (p/n USB-FRU). However, until then, SMART will ship the new cable intermittently with the old cable. Please check the USB cable that arrives with your interactive whiteboard to determine which cable you have received.

If you receive the new cable, install version 8.1.3 or later of SMART Board software *before* you connect it to your interactive whiteboard and computer. The new version of the software contains a driver for the cable.

Unlike the new cable, the old cable uses a driver that's installed with your Windows operating system, so you don't need to install the SMART Board software before you connect. The order in which you install the SMART Board software and the old USB cable is unimportant.
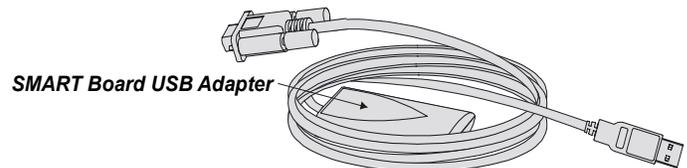

SMART Board USB Adapter

Figure 2: The Old Cable (P/N USB-FRU)

Rear Projection SMART Board interactive whiteboards will continue to ship with the original 2.5' (.76 m) SMART USB adapter cable (p/n USB-ADP).

The Importance of Upgrading to Version 8.1.3 (or later) of SMART Board Software

If you have a version of SMART Board software older than version 8.1.3 (released July, 2004), and you want to connect to an interactive whiteboard with the new USB adapter cable, *you must upgrade your software*. Previous releases of SMART Board software do not contain the USB driver that is required for the new cable. Please go to www.smarttech.com/support/software to download version 8.1.3 (or later) of SMART Board software.

NOTE: If you're using an old USB adapter cable, you don't need to update your software. However, version 8.1.3 (or later) of SMART Board software is fully compatible with the old cable, and you may want to take advantage of the other benefits of the latest release.

In addition to providing the driver for the new USB cable, version 8.1.3 (or later) of SMART Board software introduces touch gestures, a feature for DViT™ technology customers only, that lets you scroll by placing two fingers on the screen and then dragging them up or down. You can also produce a right-mouse click by pressing a finger to the screen and tapping a second finger. For a fuller description of gestures, see *SMART Technical Bulletin, Issue 5 (August 11, 2004), SMART Board Software 8.1.3 Introduces Touch Gestures.*

To summarize, customers who need to upgrade to version 8.1.3 (or later) include:

- Anyone who purchases a SMART Board or SMART Board f*or Flat Panel Displays* interactive whiteboard that ships with the new SMART USB adapter cable. The USB driver is available on the SMART Board software CD. If you install the SMART Board software before you plug the cable in to your computer, no other action is required.

- A laptop user who needs to connect to an interactive whiteboard that's equipped with the new SMART USB adapter cable. Download version 8.1.3 (or later) from www.smarttech.com/support/software.

- DViT users who want to take advantage of the new Gestures feature. DViT products include SMART Board *for Flat Panel Displays* interactive overlays, In-Wall *Rear Projection* interactive whiteboards and 2000i and 3000i cabinets.

How the New Cable Resembles the Old Cable

Like the original SMART USB adapter cable, the new cable draws power from the computer to operate the interactive whiteboard and communicates data between the computer and interactive whiteboard. The cable converts the RS-232 serial data stream from the interactive whiteboard into a USB data stream for the computer.

Both the new and old cable work with the:

- Windows 98, 98 SE, Me, 2000, or XP operating systems

However, neither cable works with the:

- Windows 95, Windows NT®, UNIX® or Linux® operating systems

You can use either cable with any SMART interactive product that uses a serial connection to communicate with the computer. Specifically, both cables support SC4, SC5, SC6, SC7 and SC8 (DViT technology) controllers. Note that because both cables are specifically designed for SMART interactive products, you should not use them with any other device.

As you can see from the figures on the previous page, the new cable is also very similar in appearance to the old cable.

So, in many important respects – purpose, compatibility and appearance – there is little difference between the two cables.

How the New Cable Differs from the Old Cable

The most significant difference between the two cables is the fact that the new USB cable requires a special driver, which is available only with version 8.1.3 or later of SMART Board software. For this reason, it's *imperative* that version 8.1.3 (or later) of SMART Board software is installed on the computer. Also, if you want the driver to be detected automatically, you should install the software before you plug the new cable into the computer.

Also, you can't flash the new cable as you could the old one. In other words, you will not be able to update the firmware in the new adapter by downloading a firmware upgrade from SMART Technologies.

The previous cable used a Windows HID USB driver that was included with the Windows operating system, so no additional driver software was needed. This existing driver allowed users to plug the old USB adapter cable into their computer before they installed SMART Board software.

There are also subtle physical differences between the two cables: The relatively small adapter of the new cable is labeled **USB Adapter/SMART Technologies Inc./Part No. 93-00481** (see Figure 1). The old cable has a noticeably larger adapter that's labeled **SMART Board USB Adapter** (see Figure 2). In addition, at 22' 6" (6.86 m), the new cable is 12" (30.5 cm) longer than the old cable (21'6"/6.5 m).

Software First/Cable Second

To make sure the computer connects correctly to the new USB cable, install the SMART Board software first – *before* you plug the USB cable in. This guarantees that the operating system automatically locates the driver and completes the connection when you plug in the new USB cable.

If You Plug the Cable in First: System-Specific Instructions for Installing the USB Driver

Although you should install the software before plugging in the new cable, you can install the SMART Board software CD if you've plugged the cable in first by mistake. The following pages provide the USB driver installation instructions for Windows XP, 2000, Me and 98/98 SE operating systems.

Installing the USB Driver on the Windows XP Operating System

If the USB cable is plugged in before SMART Board software is installed, or if the driver fails to install for some other reason, the *Found New Hardware Wizard* opens.

1. Insert the SMART Board Software CD (version 8.1.3 or later).

2. In the *Found New Hardware Wizard*, select **Install the software automatically,** and then click **Next**.

3. Select the **Search removable media (floppy, CD-ROM)** option, and then click **Next**.

4. Wait until the *Found New Hardware Wizard* finds the correct driver on the CD and click **Finish**.

5. Turn to *Installing SMART Board Software* (page 5) and follow the instructions.

Installing the USB Driver on the Windows Me Operating System
If the USB cable is plugged in before the SMART Board software is installed, or if the driver fails to install for some other reason, the *Add New Hardware Wizard* opens.

1. Select **Automatic search for a better driver** and click **Next**.

2. Select **Removable Media (Floppy, CD-ROM)**, and insert the SMART Board Software CD (version 8.1.3 or later). Click **Next**.

3. Wait until the *Add New Hardware Wizard* finds the correct driver on the CD, and then click **Next**.

4. Click **Finish**.

5. Turn to *Installing SMART Board Software* (page 5) and follow the instructions.

Installing the USB Driver on the Windows 2000 Operating System

If the USB cable is plugged in before SMART Board software is installed, or if the driver fails to install for some other reason, the *Found New Hardware Wizard* opens.

1. Click **Next**.

2. Select **Search for a suitable driver for my device** and click **Next**.

3. Select the **CD-ROM drives** option and insert the SMART Board Software CD (version 8.1.3 or later). Click **Next**.

4. Wait until the *Found New Hardware Wizard* finds the correct driver on the CD, and then click **Next**.

5. Press **Finish**.

6. Turn to *Installing SMART Board Software* (page 5) and follow the instructions.

Installing the USB Driver on the Windows 98/98 SE Operating System

If the USB cable is plugged in before the SMART Board software is installed, or if the driver fails to install for some other reason, the *Add New Hardware Wizard* opens.

1. Select **Search for the best driver for your device**. Click **Next**.

2. Select the **CD-ROM drive** option, and insert the SMART Board Software CD (version 8.1.3 or later). Click **Next**.

3. Wait until the *Add New Hardware Wizard* finds the correct driver on the CD. Click **Next**.

4. Click **Finish**.

5. Turn to *Installing SMART Board Software* (page 5) and follow the instructions.

Installing SMART Board Software

Once you've finished installing the correct USB driver, you still need to install SMART Board software.

1. The SMART Board software CD (version 8.1.3 or later) should still be in the CD tray. If not, insert it again.

2. In **My Computer**, right-click the CD Drive icon.

3. From the shortcut menu, select **AutoPlay**. When the SMART Board software startup screen appears, follow the on-screen installation instructions.
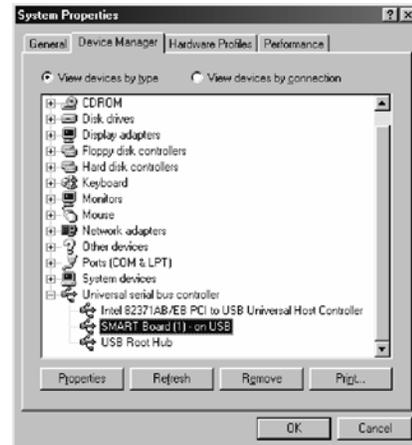
Checking Which Driver Has Been Installed

If you want to check to see if the correct USB driver has been installed, follow these steps:

1. On the desktop, right-click **My Computer**.

2. From the shortcut menu, select **Properties**.

3. In the *System Properties* dialog box, click the **Hardware** tab, and then click the **Device Manager** button.

   NOTE: In some versions of Windows, you open the *Device Manager* by pressing a tab rather than a button.

4. In the *Device Manager* list, find **Universal Serial Bus Controllers**.

5. Click **+** to expand this category.

   In the list of USB drivers, you should see either:
   - **SMART Board (x) – on USB** if SMART Board software is already installed
   - **SMART Board Cable** if SMART Board software hasn't been installed yet.

Reinstalling USB Drivers using Device Manager

If a question mark appears in the *Device Manager* list next to the SMART Board driver, it means that the driver was not installed properly. If this happens, reinstall the driver as follows:

1. On the desktop, right-click **My Computer**.

2. From the shortcut menu, select **Properties**.

3. In the *System Properties* window, click the **Hardware** tab, and then click the **Device Manager** button or tab.

4. In the *Device Manager* list, select the item with the Question Mark.

5. Click the **Properties** button.

6. Click the **Reinstall Driver** button.

7. Select **Search for a better driver** and press **Next**.

8. Select the **CD-ROM drive** option. Check to make sure the SMART Board Software CD is inserted and press **Next**.

9. Wait until the *Hardware Wizard* finds the correct driver for the SMART Cable, and then press **Next** and **Finish**.