Issue:

The following screen is displayed on a PC that is hosting a non-SMART Interactive device such as an interactive whiteboard, interactive projector or LED touch panel.



Solution:

Follow these steps to rectify this issue:

1. Open the **Help** menu at the top and choose **Software Activation**. The following window will appear. You may only see one line instead of two. Or you may see the image on the right expecting you to add a product key.

SMART Software Activation	SMART Software Activation
SMART Notebook 11	SMART Notebook 11
Product Key Status Expiring Product NB-AECSG-BAMFC-CN23V-ZEDII Volume activated SMART Notebook NC-SACSU-B2GCP-NQ3BH-AKCIA Activation required Expired SMART Notebook Collaborative License	Enter your product key(s) Product Key: XX - 20000C - 2000C - 200C
Connection Options < Back Finish Cancel	Connection Options < Back Next > Cancel

If you see the image at the left, click on the *Expired Collaborative Licence* and then click **Manage Selected Product Key**...

If you see the image on the right, type in **NC-SACSU-B2GCP-NQ38H-AKCIA** then click **Add**.

2. The product key will be shown in the box below. Click the box to *accept the licence agreement* then click **Next**

SMART Software	are Activation	×
	SMART Notebook 11	
Enter your pr	oduct key(s)	
Product Key:		
OR	xx - xxxxx - xxxxx - xxxxx - xxxxx xx - xxxxx - xxxxx - xxxxx - xxxxx	Add
	Retrieve your lost product key or obtain a new one.	
Product Ke	y Product	
NC-54050	-B2GCP-NQ38H-AKCIA SMART Notebook Collaborative License	Remove
🔽 I accep	t the terms in the <u>license agreement</u> .	
* You must ad	cept the terms in order to proceed.	
	Connection Options Sack Nex	t > Cancel

3. Select Submit request automatically (recommended) then click Next

📶 SMART Software Activatio	on 💌
SMAR	T Notebook 11
Request type: Activate	
If you have an Internet con can submit the request man	nection, you can submit the request automatically. If you don't have an Internet connection, you ually.
 Submit request automati 	ically (recommended)
💿 Submit request manually	,
	Connection Options < Back Next > Cancel

4. The collaborative licence should now appear as activated. Click Finish.

SMART Software Activation				- ×
SMART Note	oook 11			
Product Key	Status	Expiring	Product	
NB-AECSG-BAMEC-CN23V-2EDIT	Volume activated		SMART Notebook	
NC-SACSU-B2GCP-NO38H-AKCIA	Activated		SMART Notebook Collaborative License	
Add Manage Selected Prod	uct Key			
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5. You may need to close SMART Notebook and re-open for the watermark to disappear.