

**Applies to:** the SMART Board family of interactive whiteboards

## Overview

If you use abrasive household cleaning products such as Mr. Clean Magic Eraser or MagicWipe on your SMART Board interactive whiteboard, ghosting may occur.

## Symptoms

Abrasive household cleaning products such as Mr. Clean Magic Eraser or MagicWipe may damage the surface of your SMART Board interactive whiteboard. Subsequently, if you use a standard dry-wipe eraser to remove dry-erase ink, faint marks may remain on your display. These marks are referred to as ghosting.

## Solution

If ghosting has occurred on your interactive whiteboard, thoroughly clean it with a solution such as Windex glass cleaner. If this doesn't work, clean your display with a dry-erase solution such as Expo brand cleaner. You may need to rub up to 200 times.

**NOTE:** *Do not* spray cleaner directly on the screen's surface. Instead, spray a light amount of cleaner on a soft cloth, and then gently wipe the screen. *Do not* allow excess cleaner to flow into the pen tray recesses or into the crack between the lower frame and the writing surface.

Refer to your user's guide for more information about cleaning your SMART product.

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Mr. Clean Magic Eraser, MagicWipe and Windex are trademarks of their respective companies.

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