Power and Data Track System
Installation Guide
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Welcome to the PolyVision® Power and Data Track System, a track that enables you to slide your Walk-and-Talk interactive whiteboard across a wall or over an existing standard whiteboard. The track supports power and data connections to the interactive whiteboard and enables you to roll the board along a track up to 16 feet (4877mm).

This manual provides instructions for installing the Power and Data Track System. For information about using your Walk-and-Talk interactive whiteboard, refer to the Walk-and-Talk User Guide.
Options for mounting the Power and Data Track System include:

- Mounting the Track System to a sheetrock, brick, cinderblock, plaster, or metal wall. You must fasten the Track System to the wall so it is secure. Instructions and fasteners are provided to help you install the Track System when walls have metal or wood studs in the U.S. and for brick or cinder block in Europe. Be sure to locate studs and use them to drive mounting screws whenever possible.
- Mounting the Track System to a blank wall. The Track System should be about 6.5 feet (1981 mm) from the floor. If mounting the system for use by small children, mount it about 6 inches (152 mm) lower. At least 18 inches (457 mm) of clearance is required to allow for installation of the Track System.
- Mounting the Track System to the wall above an existing standard whiteboard. The Track System should be approximately 1 inch (25.4 mm) above the existing whiteboard and parallel to the existing board. If possible, install the standard whiteboard so the top is 6.5 feet (1981 mm) from the floor.
- Mounting the Track System with wiring routed against the wall, the typical approach for adapting an existing facility, or with wiring routed within the wall, an option for new construction or renovation.
- Installing one 8-foot (2438 mm) track section, adding an additional 8-foot or 4-foot (1219 mm) track extension, or cutting extensions to the length you choose.
- Installing passive track sections. The maximum extension of the Track System cable is 16 feet (4877 mm). However, you can extend the track to any dimension using passive track sections if you need to match length of the Track System to the dimension of an existing wall or whiteboard feature. Passive track sections match the appearance of the Track System, but the passive track does not support the rolling Walk-and-Talk whiteboard and internal cables. Passive track sections are installed using the same procedure as active track sections.
Essential considerations before you begin installation:

- Installing the Track System involves adding a wall plate where physical connections are made for power and USB data. You need to install an electrical junction box (not provided) to receive the Track System wall plate assembly. The wall plate should be installed about 1 foot (305 mm) from the floor directly beneath one end of the Track System. Choose a location with convenient access to your computer, a power outlet, and any network connections or projectors you are using. Determine which end of the Track System is optimum for the wall plate before you begin. This location determines the positions of the coil cable coupler and cable routing directions. Refer to “Route the Coil Cable” on page 22.

- This kit is pre-configured for the wall plate to be installed beneath the left end of the track. If you prefer to have the wall plate on the right end, read these instructions carefully. Some parts must be reversed.

- At least two people are needed for some steps of this installation.

- You will need to provide this equipment:
WHAT COMES WITH YOUR TRACK SYSTEM

1. 8 foot (2438 mm) track section
2. U.S. version only: eight toggle bolts with eight #10-24 x 2 inch flat head machine screws, and eight #10 x 2 inch flat head sheet metal screws for studs
3. U.K. version only: eight nylon anchors and eight #10 x 2 inch flat head sheet metal screws for concrete walls
4. urethane strip
5. two foam stops and two #10-32X3/8 socket head screws
6. two upper roller assemblies and eight #10-32X3/8 socket head screws
7. one board retainer
8. two lower roller assemblies
9. voltage regulator with two #10-32 set screws
10. voltage regulator to main controller board cable
11. five self-adhesive cable clips
12. coil cable with two retainers and one coil cable coupler
13. power supply
14. wall plate assembly and two screws
15. two end plates, two end caps, and six Phillips screws (ordered separately)
16. one extra cable tie
17. Quickstart Installation Guide
18. this manual
What Comes with Your Track System

Power and Data Track System
ATTACH THE TRACK TO YOUR WALL

PREPARE TO INSTALL THE TRACK

Locate and have ready to use:

- 8 foot (2438 mm) track section
- U.S. versions: eight toggle bolts with eight eight #10-24 x 2 inch flat head machine screws, and eight #10 x 2 inch flat head sheet metal screws for studs
- U.K. versions: eight nylon anchors and eight #10 x 2 inch flat head sheet metal screws for concrete walls
- track extensions or passive track sections (optional)
- two foam stops and two #10-32X3/8 socket head screws
- tape measure
- stud-finder
- pencil
- bubble level
- screw driver/drill
- ladder
- mallet
- urethane strip

NOTE:

These instructions guide you through installing the Track System on a sheetrock wall. If your wall is another material, such as concrete or brick, use these instructions as a guideline but install appropriate anchors to secure the unit to the wall.
MOUNT THE BASE 8-FOOT TRACK SECTION

The Track System bears the weight of the whiteboard and must be mounted to wall studs or other sturdy surface.

To mount the base 8-foot (2438 mm) track section:

1. Select the location of the Track System. Refer to “Options and Considerations” on page 4.

2. Measure and mark a point that is 6.5 feet (1981 mm) from the floor at the location of one end of the track section. If installing above an existing whiteboard, measure and mark 1 inch (25.4 mm) above the existing whiteboard.

NOTE:
If possible, install the standard whiteboard so its top is 6.5 feet (1981 mm) from the floor.

NOTE:
When installing a board for use with small children, we recommend that you mount it about 6 inches (152 mm) lower than the standard height.

3. If mounting on sheetrock, use a stud finder to locate and mark the wall studs along the entire length of the Track System.

4. If mounting two 8-foot (2438 mm) track sections, locate and mark the center line on the wall.

5. With one person on each end, lift the 8 foot (2438 mm) track section and match the bottom of the track to the mark that is 6.5 feet (1981 mm) above the floor (or 1 inch [25.4 mm] above an existing whiteboard). If mounting on brick, assure that the screw hole openings
10 Attach the Track to Your Wall

Power and Data Track System

do not fall on a line of mortar by adjusting the position of the track slightly up or down.

6 Using a bubble level, level the track section.

7 Use a pencil, awl, or marker to mark screw hole openings along the length of the board, assuring that the maximum number of screw hole locations align with wall studs.

8 Lower the track.

9 **US versions:** At positions that align with wood or metal wall studs, drill 5/32 inch (4 mm) diameter holes. At positions that do NOT align with a wood or metal wall studs where a toggle bolt is used, drill 3/8 inch (9.5 mm) holes, using caution not to make the holes too large, and insert a toggle bolt (provided).

**UK versions:** At positions on concrete walls, drill 6 mm diameter holes x 50 mm deep and insert nylon anchors

10 With one person on each end, lift the 8-foot (2438 mm) track section, match the bottom of the track to the 6.5-foot (1981 mm) mark, and match the screw hole openings with wall anchors and studs.

**NOTE:** If you are mounting above an existing whiteboard, it is usually preferable to make the track parallel to the existing board rather than using a level.
11 Attach the base 8-foot (2438 mm) track section to the wall using a total of seven fasteners provided and assuring that at least four of the seven fasteners align with a wooden or metal wall stud.

**MOUNT EXTENSION TRACK SECTIONS (OPTIONAL)**

Use extreme care when mounting extension track sections to assure that the connecting members align absolutely. Track section alignment is essential so that the channels housing the rollers and cable are perfectly flush. This is important so that:

- the coil cable is not caught as it traverses the junction
- the rollers supporting the whiteboard roll smoothly with no noticeable catch when traversing the junction
- the profile of the Track System appears sleek and unified

Extension sections can be cut to any length. When cutting an extension section, assure that your cut is perfectly straight and that the section you keep for mounting includes the appropriate pins or holes to match the adjoining section.

To mount an extension track section:

1. Align the extension track section with the end of the mounted 8-foot (2438 mm) base section, matching the pins in one section with the holes in the other.

2. Push the sections together, then use a mallet to tap the end of the extension section, gently and slowly minimizing the gap between the base section and the extension.
3 Using a bubble level, level the extension section.
4 Shim as required to keep the track sections straight and level, even where the wall is not.
5 Attach the extension section to the wall using fasteners provided. If mounting on a sheetrock wall, assure that at least half of the fasteners (provided) align with a stud.

**ATTACH FOAM STOPS**

Foam stops at each end of the Track System serve to stop the rolling whiteboard before it reaches to end of the track.

To install foam stops:
1 Using a ladder, locate the screw holes that are 2 inches (51 mm) from the extreme ends of the track in the roller channel.

**NOTE:**
If you cut one piece of track to a custom length, you will need to drill a 5/32 inch hole and tap a 10-32 thread in the track located 2 inches (51 mm) from the end for the foam stop.
2 Using an Allen wrench, attach one foam stop to each end of the track with the screws provided. Assure that the foam faces the inside of the track.

ADD URETHANE STRIP TO ROLLER CHANNEL

To assure that the board’s rollers traverse the track smoothly and quietly, install a urethane strip to the bottom of the track’s roller channel.

To install the urethane strip:
1 Carefully begin to peel the backing from the self-adhesive urethane strip at the start of the roll.
2 Working from a ladder, lay the urethane strip on the roller surface of the track between the two foam stops.

3 Cut off any excess urethane stripping with scissors or knife.
Prepare the Walk-and-Talk Whiteboard

Locate and have ready to use:
- Walk-and-Talk interactive whiteboard
- Foam pad to protect whiteboard writing surface during installation
- Two lower roller assemblies
- Two upper roller assemblies and eight #10-32 socket head screws
- Voltage regulator with two #10-32 set screws
- Voltage regulator to main control board cable
- Allen wrench (provided with whiteboard)
- Self-adhesive cable clips
- Cable tie

Unpack the Whiteboard

NOTE:
The whiteboard’s surface can be damaged by sharp objects. Scratches can cause permanent ink stains and data loss due to electrical malfunctions. When attaching parts to the back of the board, assure that the writing surface is protected.

To unpack the whiteboard:
1. Remove the whiteboard from packing material.
2. Place the whiteboard on a foam pad with the writing surface down and the back of the board accessible.
3. Locate the Allen wrench provided with the board.

Attach the Lower Roller Assemblies

Two lower roller assemblies support the board in a vertical position and enable it to roll across a wall or an existing whiteboard.

To attach lower roller assemblies to the whiteboard:
1. Unscrew the white Nylock nut a few turns to release the spring.
2 Place the lower roller assembly in the lower whiteboard frame.
3 Slide the assembly to a position near the edge of the board, as shown.

4 Rotate the entire assembly 90 degrees, so the wheel rolls parallel with the bottom of the board. The assembly is now locked within the channel and cannot be lifted out without rotating it 90 degrees again.

5 Using the Allen wrench provided with the whiteboard, tighten the two set screws.
6 Repeat for the other lower roller assembly.
ATTACH THE UPPER ROLLER ASSEMBLIES

Two upper roller assemblies support the weight of the board in the track. The upper roller assemblies also include angle brackets which provide the points of attachment for the power and data coil cable on the left (factory default configuration) and a retainer on the right.

Before you begin to install the board on the track, decide the location of the wall plate. This determines the orientation of the coil cable. Refer to “Options and Considerations” on page 4. The upper roller assemblies should be oriented as shown, with the angle brackets facing outward.
Install Upper Roller Assemblies

To install the upper roller assembly:

1. Locate the four 10-32 threaded holes in the corner of the whiteboard frame, as shown below.

2. Select the upper roller assembly with the angle bracket oriented as shown above.

3. Align the upper roller assembly with the threaded holes and secure with four socket head screws using a 5/32" Allen wrench.
4 Repeat the process for the other upper roller assembly.
INSTALL THE VOLTAGE REGULATOR

The voltage regulator includes a 10-pin connector at one end and a 12-pin connector at the other. It attaches to the upper whiteboard frame just left of the center of the board. To attach the voltage regulator to the board:

1. Locate the two threaded holes in the upper whiteboard frame just right of the center of the board.

2. Insert the voltage regulator under the lip of the whiteboard frame with the 10-pin connector facing the center of the board and the 12-pin connector facing the right edge of the board.

3. Align the voltage regulator enclosure with the two 10-32 threaded holes in the upper whiteboard frame.

4. Using the 3/32" Allen wrench provided with the board, attach the voltage regulator to the back of the board using the two set screws provided, assuring that the 12-pin connector end faces the right edge of the board.
To connect the voltage regulator to the main controller board:

1. Connect the “voltage regulator to main controller board” cable to the 12-pin end of the voltage regulator.

2. Route the cable from the voltage regulator to the main controller board in the lower right corner of the board.

3. Connect the cable to the main controller board.

4. Secure the cable to the board using self-adhesive cable clips provided.
ROUTE THE COIL CABLE

PREPARE TO ROUTE THE COIL CABLE

Locate and have ready to use:

- Coil cable
- Phillips screwdriver

The coil cable consists of three segments:

- 10 foot (3048 mm) straight end (the stationary, wall plate end of the coil cable)
- 4 foot (1219 mm) compressed coil
- 5.5 foot (1676 mm) straight end (the moving end of the coil cable)

The 5.5 foot (1676 mm) segment of the cable attaches to the whiteboard. The 10 foot (3048 mm) segment emerges from the end of the track and connects to the wall plate assembly directly below it to provide power and data to the board.

Coil Cable Coupler Reversal for Right Edge Installation

The coils adjacent to the 5.5 foot cable segment include a retainer and coil cable coupler. The coil cable coupler is factory-configured for installations when the wall plate is on the left.

If your wall plate is on the right end of the track, reverse the coil cable coupler. To do so:

1. Break off the cable tie.
2. Remove the screw holding the coil cable coupler to the coil cable retainer.
3. Reverse the orientation of the coil cable coupler and reconnect it to the coil cable retainer using the same screw.
4 Connect the cable to the coil cable coupler using the cable tie provided.

**ROUTE COIL CABLE THROUGH THE TRACK CHANNEL**

To route the coil cable:

1 Locate the coil cable’s 5.5 foot (1676 mm) segment with the coil cable coupler attached to the retainer.

2 Using the coil cable coupler as a handle, snake the coil cable into the square coil cable channel in the track. Route the 5.5 foot (1676 mm) end from the left if the wall plate assembly will be on the left. Route it from the right if the wall plate assembly will be on the right.

3 At this point, most of the coils should be within the track. The 10 foot and 5.5 foot (1676 mm) segments dangle down from the track.
CONNECT THE COIL CABLE TO THE VOLTAGE REGULATOR

The 5.5 foot (1676 mm) segment of the coil cable connects to the voltage regulator.

To connect the coil cable to the voltage regulator:

1. Carefully lift the whiteboard and lean it against the wall. Position the board so the writing surface faces the wall at the end of the track that is nearest the wall plate.

**NOTE:**

The whiteboard’s surface can be damaged by sharp objects. Scratches can cause permanent ink stains and data loss due to electrical malfunctions. When attaching parts to the back of the board, assure that the writing surface is protected.

2. Connect the 10-pin connector on the 5.5 foot (1676 mm) end of the coil cable to the voltage regulator on the back of the whiteboard.
HANG THE WHITEBOARD

PREPARE TO HANG THE BOARD

Locate and have ready to use:
• Phillips screwdriver
• 9/64" Allen wrench
• 7/16" Hex head driver
• One end plate

HANG THE BOARD FROM THE TRACK SYSTEM

The coil cable coupler on the coil cable attaches to the angle bracket on the upper roller assembly on the board, so before you hang the board make sure the coil cable coupler is accessible.

To hang the board from the Track System:

1 Before lifting the board, extend the coil cable through the track channel so that when you hang the board, the coil cable coupler (near the 5.5 foot [1676 mm] straight segment) is to the right of the board if the wall plate is on the left, or to the left of the board if the wall plate is on the right.

2 With one person on each end of the board, lift it, turn it around so the writing surface faces the room, and hook the two upper rollers into the track’s roller channel.
FASTEN THE COIL CABLE TO THE BOARD

The 5.5 foot (1676 mm) segment of the coil cable attaches to the board at the voltage regulator. To secure the coil cable to the board:

1. Locate the upper roller assembly angle bracket facing the edge of the board furthest from the wall plate and remove the screw. Reserve this screw for use in step 3.

2. Mate the pins on the angle bracket to the matching holes on the coil cable coupler.

3. Fasten the coil cable coupler to the angle bracket using the screw that you removed in step 1.
**SECURE THE BOARD TO THE TRACK**

The rollers now rest on the track. To secure the board so it cannot be bumped off the track:

1. Locate the upper roller assembly angle bracket on the side of the board opposite to the coil cable and remove the screw. Reserve this screw for use in step 3.

2. Insert the narrow tip of the board retainer into the coil cable channel and mate its holes to the matching pins on the angle bracket.
3 Fasten the board retainer to the angle bracket using the screw that you removed in step 1.
FASTEN THE COIL CABLE TO THE TRACK

The coil cable attaches to the track at the end nearest the wall plate.

To attach the coil cable to the track:

1. Remove the screw from the coil cable retainer near the 10 foot (3048 mm) cable segment using a 9/64" Allen wrench. Reserve this screw for use in step 3.

2. Pass the cable end with 10-pin connector through the end plate.
3. Fasten the end plate to the coil cable retainer using the screw you removed from the retainer.

4. Fasten the end plate to the end of the track using the three screws provided.
ADJUST LOWER ROLLERS

Springs on the lower roller assemblies cause the board to lean out from the wall. The whiteboard must be vertical to function properly.

Adjusting the lower roller assembly springs requires two people: one to level the board, while another tightens the locking nut on the lower roller assemblies behind the lower edge of the board.

To adjust the lower roller assemblies and establish a vertical writing surface:

1. Press against the lower edge of the board and level the board vertically using a carpenter’s level.
2. Hold the board in that position while another person reaches under the board from below.
3. Using a 7/16” nut driver, tighten the white locking nut on the lower roller assembly to lock it in the vertical position.
4. Repeat for the second lower roller assembly.
INSTALL THE WALL PLATE ASSEMBLY

PREPARE TO INSTALL THE WALL PLATE

Locate and have ready to use:

- Wall plate assembly kit
- Phillips screw driver
- Electrical junction box (not provided)

INSTALLATION OPTIONS

The wall plate provides connections for power and data to the board. It may be installed at either end of the track. The back of the wall plate includes a connector for the coil cable.

The 10 foot (3048 mm) segment of the coil cable may be routed against the wall or within the wall. If routed against the wall, refer to “Routing the Coil Cable Against the Wall” on page 34. If the 10 foot (3048 mm) coil cable segment is routed within the wall, refer to “Routing the Coil Cable Within the Wall” on page 33. Refer to “Options and Considerations” on page 4.

The wall plate must mount to an electrical junction box (not provided).
ROUTING THE COIL CABLE WITHIN THE WALL

To route the 10 foot (3048 mm) coil cable segment from the end of the track to the wall plate within the wall:

1. Drill a hole 3/4 inch (19 mm) hole in the wall directly beside the end plate where the coil cable exits.

2. Prepare an opening in the wall directly below the end of the track about 1 foot (305 mm) from the floor for the electrical junction box (not provided).

3. Attach the electrical junction box within the wall. In the U.S. a low-voltage box can be used. Check your local building codes.

4. Fish the 10 foot (3048 mm) segment of the coil cable through the hole in the wall by the end plate, down inside the wall, and out the junction box.

5. Plug the 10-pin connector into the connector on the back of the wall plate assembly.

6. Fasten the wall plate assembly to the junction box using the two screws provided.
ROUTING THE COIL CABLE AGAINST THE WALL

To route the coil cable against the wall to an exterior junction box and wall plate assembly:

1. Attach a surface-mount electrical junction box (not provided) to the wall directly below the end of the track and about 1 foot (305 mm) from the floor. Choose a junction box at least one inch deep to allow for storage of excess coil cable.

2. Route the 10 foot (3048 mm) segment through a conduit (not provided) and through the newly installed junction box.

3. Plug the 10-pin coil cable connector to the wall plate assembly and secure the wall plate to the junction box, concealing excess cable within the junction box.
INSTALL TRACK END CAPS

PREPARE TO INSTALL END CAPS
Locate and have ready to use:
• Left and right end cap
• One end plate and three screws (provided)
• Phillips screw driver

ADD END PLATE TO TRACK
Attach the second end plate to the end of the track furthest from the wall plate.
To install the end plate:
• Fasten the end plate to the track using the three screws provided.

ADD COSMETIC END CAPS
The left and right end caps snap onto the end plates.
To add end caps to the track:
1 Route the cable through the opening in the end cap where the 10 foot (3048 mm) coil cable exits the track.
2 Snap the end caps onto the end plates.
CONNECT POWER AND DATA

PREPARE TO CONNECT POWER AND DATA
Locate and have ready to use:
• power supply
• 15 foot (4572 mm) USB cable with PolyKey

CONNECT POWER
To connect power to the Track System:
1 Connect the power adapter to a wall outlet.
2 Connect the 9 foot (2743 mm) low voltage cable to the Track System wall plate.
**CONNECT THE USB CABLE**

The 15 foot (4572 mm) USB cable carries data between your computer and the Walk-and-Talk interactive whiteboard.

Connect the USB cable to the Track System wall plate, not to the whiteboard.

If necessary, install Walk-and-Talk software on your computer using the PolyKey attached to the USB cable for instant plug and play. Refer to the *Walk-and-Talk User Guide* for information.

Walk-and-Talk runs unobtrusively in the background whenever your computer is on and connected to the Walk-and-Talk board via the USB cable.
TRACK SYSTEM MAINTENANCE

CLEANING
To clean the Track System:
• Wipe the Track System with a soft damp cloth.

HOW TO OBTAIN REPLACEMENT PARTS
Replacement parts are available directly from PolyVision. Call 1.800.620.POLY (7659) in the USA, 770.447.5043 from elsewhere in North America, or +32 (0)89 32 31 30 in Europe, or go to www.polyvision.com.
**Troubleshooting**

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>RESOLUTION</th>
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| No power light on whiteboard.              | Check these connections:  
  1 both ends of the voltage regulator to main controller board cable.  
  2 coil cable to voltage regulator.  
  3 coil cable to wall plate.  
  4 power cable to wall plate.  
  5 power cable to power outlet.  
  6 verify that no cables are connected to the jacks on the lower edge of the whiteboard. |
| Whiteboard has power but doesn’t work.     | Check 1, 2, 3, and 6 above.                                                |
| The board scrapes as it slides in the track.| • Check the coil cable exit at the back of the board.  
  • Assure that the coil cable is cable-tied to the coil cable coupler.  
  • Assure that the coil cable coupler is secured with a screw to the upper roller assembly coil cable bracket.  
  • Assure that the urethane strip is properly installed. |
| The board bounces as it is moved.          | • Check for gaps between track extension segments.  
  • Check for interference behind the whiteboard on the wall near the lower rollers. |
| There is a clanking sound when the board reaches the end of the track. | • Assure that the foam stops are installed and secure. |
| The power supply does not fit into the Track System wall plate. | • You must use the Track System power supply, not the one that came with the whiteboard.  
  Store the power adapter that is packaged with the whiteboard somewhere out of sight. |
TECHNICAL SUPPORT

If reviewing the above sections fails to resolve your hardware or software problem, contact PolyVision USA Technical Support:

- **Phone**: 800.620.POLY (7659)
  Technical support representatives are available Monday through Friday from 8 AM Eastern time to 5 PM Pacific time.
- **Fax**: 770.446.5951
- **E-mail**: support@polyvision.com
- **Internet**: www.polyvision.com

Or, outside the USA, contact PolyVision Europe/Asia Technical Support:

- **Phone**: +32 (0)89 32 31 30
- **Fax**: +32 (0)89 32 31 31
- **E-mail**: business.center@polyvision.com
- **Internet**: www.polyvision.com

FCC COMPLIANCE

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.
WARRANTY

PolyVision Corporation warrants to the original consumer or other end-user purchaser that this product is free from defects in material and workmanship for a period of two years from the date of purchase and for five years if the product is registered through the PolyVision product registration web page. During the warranty period, and upon proof of purchase, the product will be repaired or replaced (with the same or similar model) at PolyVision’s option, without charge for either parts or repair labor. Shipping costs will apply. Please keep your original sales receipt or delivery invoice for proof of purchase. Without proof of the purchase date, your warranty will be defined as beginning on the date of manufacture, which is recorded by serial number at the factory. This warranty applies only to the first end-user purchaser and only when the product is used in a country for which it is labeled for sale. Some factory-reconditioned parts may be used in the assembly of this whiteboard.

WHAT IS NOT COVERED

1. Any product that is sold or used outside of North America and Europe unless the product was specifically labeled for sale in that country.
2. Any product on which the serial number has been defaced, modified, or removed.
3. Damage, deterioration, or malfunction resulting from, but not limited to:
   - Accident, misuse, abuse, neglect, fire, water, lightening or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
   - Use of unintended writing implements such as (but not limited to) ball point pens, pencils, fountain pens, or non-dry-erase markers.
   - Use of non-approved cleaning materials or solvents.
   - Repair or attempted repair by anyone not authorized by PolyVision.
   - Any damage incurred in shipping.
   - Removal or installation of the product.
   - Any other cause that does not relate to a product defect.
4. Cartons, carrying cases, pens, external cabinets, easels, or any accessories used in connection with the product.
5. Removal and/or installation charges.
6. Shipping charges to and from our factory or authorized repair depot.

HOW TO GET WARRANTY SERVICE

If you experience a problem with this product, contact your local dealer or PolyVision Product Support (800-620-POLY in the USA, or +32 (0)89 32 31 30 in Europe) to resolve the problem. If the product is diagnosed as being defective, return the
product to the original place of purchase. If you are directed to return the product
directly to PolyVision, you must obtain a Return Materials Authorization (RMA)
number from PolyVision. All products returned to PolyVision must have an RMA
number assigned, regardless of reason for return. The RMA number must be clearly
marked on the outside of the shipping carton; any unit without an RMA number will
be returned to the sender.

LIMITATION OF DAMAGES AND IMPLIED WARRANTIES
POLYVISION WARRANTS THAT THE PRODUCT WILL OPERATE SUBSTANTIALLY
IN CONFORMITY TO THE POLYVISION DOCUMENTATION AND PUBLISHED
SPECIFICATIONS FOR A PERIOD OF TWO YEARS AFTER CONSUMER
PURCHASE (FIVE YEARS IF PROPERLY REGISTERED ON THE POLYVISION WEB
SITE), PROVIDED IT IS USED IN ACCORDANCE WITH POLYVISION'S USER
INSTRUCTIONS. POLYVISION'S SOLE AND EXCLUSIVE LIABILITY, AND YOUR
EXCLUSIVE REMEDY, FOR ANY BREACH OF THIS WARRANTY IS THAT, IF THE
BREACH IS REPORTED TO POLYVISION IN WRITING WITHIN THE WARRANTY
PERIOD, POLYVISION WILL CORRECT THE NONCONFORMITY, EITHER BY
CORRECTING THE PRODUCT OR (WHERE APPROPRIATE) DOCUMENTATION;
REPLACING THE PRODUCT; OR, WHERE POLYVISION DETERMINES THAT
CORRECTION OR REPLACEMENT IS NOT FEASIBLE, REFUNDING THE FEE
ACTUALLY PAID FOR THE PRODUCT. NO OTHER REMEDY SHALL BE AVAILABLE
TO YOU. EXCEPT AS EXPRESSLY SET FORTH HEREIN, POLYVISION MAKES NO
IMPLIED WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. POLYVISION DISCLAIMS
ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE. POLYVISION SHALL HAVE NO LIABILITY BEYOND THE
OBLIGATIONS SET FORTH ABOVE. IN NO EVENT SHALL POLYVISION BE LIABLE
FOR ANY INDIRECT DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL, OR
OTHERWISE (AND EXPRESSLY INCLUDING LOST PROFITS AND LOSS OF DATA)
OR FOR ANY DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THIS
PRODUCT UNDER THIS OR RELATED AGREEMENTS, WHICH DAMAGES ARISE
OUT OF THE USE OF THE HARDWARE, IRRESPECTIVE OF WHETHER
POLYVISION SHALL HAVE BEEN INFORMED OF THE POSSIBILITY OF SUCH
DAMAGES AND IRRESPECTIVE OF THE CAUSE OF DAMAGE, INCLUDING
NEGLECT. SOME STATES OR COUNTRIES RESTRICT THE RIGHT TO
EXCLUDE CERTAIN WARRANTIES, THEREFORE, THE ABOVE EXCLUSIONS MAY
NOT APPLY TO YOU.

HOW STATE LAW RELATES TO THE WARRANTY
In the USA, this warranty gives you specific legal rights, and you may also have other
rights, which vary from state to state. PolyVision Corporation products are warranted
in accordance with the terms of the applicable PolyVision Corporation limited
warranty. Product performance is affected by system configuration. Software, the
application, customer data, and operator control of products are considered to be
compatible with many systems. The specific suitability of a product for a specific
purpose or application must be determined by the customer and is not warranted by
PolyVision Corporation.
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