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## Keeping the Surface Clean on TouchIT Interactive Whiteboards

Applies to: TouchIT Boards in both low-glare and no-glare porcelain enameled steel.

### Overview

This document describes how to keep the whiteboard surface clean on your TouchIT interactive whiteboard.

### Details

Follow these tips to keep your TouchIT interactive whiteboard's writing surface clean.

You can write on your TouchIT Board with standard or high-odor dry-erase markers. These markers usually display a warning to use them in well-ventilated areas. For optimum performance, although use is possible, we do not recommend the use of low-odor dry-erase markers, because the ink is more difficult to remove – this is especially true with the no-glare surface.

**Do not use permanent markers to write on your interactive whiteboard.**

**IMPORTANT** Before you clean your TouchIT Board please make sure that you have either shut down the computer, disconnected the USB cable, or closed the TouchIT Server application. This is to ensure that you are not registering mouse movements on your screen when you are cleaning the board. This could cause programs to start or icons to be moved unexpectedly.

The TouchIT Boards are best cleaned when the projector is switched off, this makes viewing dirt and marker stains easier. **NOTE** – the longer dry-erase ink remains on the surface, the harder it will be to remove.

### Low-Glare Surfaces

If your TouchIT Board comes with a low-glare surface (it will have a smooth glossy feel to it) then to remove dry-erase ink, the best option is a dry cloth. For any persistent ink that does not come off with a dry cloth, a damp cloth will remove this.

For best results, clean your board regularly and do not leave ink on for prolonged periods of time.

### No-Glare Surfaces

If your TouchIT Board comes with the enhanced projection surface (it will have a matte 'grainy' finish) dry-erase markers can still be used, but will need to be removed with a wet cloth.

Because of the enhanced projection surface (reduced glare from the projector) after cleaning with a wet cloth, certain markers do leave a residue behind and this can be removed with one of the options below.

- 1- Use an alcohol-free household glass cleaner to clean the surface.
- 2- Use a specialist Whiteboard cleaner such as the Sanford Expo Whiteboard Cleaner or the Edding/Legamaster Whiteboard Cleaner. Similar products are also available from Nobo, Q Connect and 5 Star Office. These can come in liquid, spray, or disposable wipe form.

**For all cleaning products please follow the specific manufacturer's guidelines for use.**

## NOTES

When cleaning either surface, do not allow excess liquid of any kind to flow under the red IR plastic as it may damage the electronics underneath.

### Removing Permanent Marker Ink Stains

Either

Use a commercial cleaner such as the previously mentioned whiteboard cleaners over the permanent marker stain, allow the liquid to dry, and then wipe the surface clean with a dry cloth.

Or

Use a standard or high-odor dry-erase marker – (low odor markers will not work as they do not contain the correct solvents)

Write over the permanent marker, with the dry-erase marker. Before the ink dries, wipe with a damp cloth.

**NOTE:** Do not allow the dry-erase ink to dry before wiping the board; otherwise it will not remove the permanent ink.