

Removing SMART Board™ Software and Remaining Files from Mac OS X Operating System Software



Applies to: SMART Board™ software 9.x and Mac OS X operating system software

Overview

This document describes how to remove SMART Board software and any remaining SMART Board software files from your Mac OS X operating system software.

Details

Remove SMART Board software, and then remove any remaining SMART Board software files.

To remove SMART Board software

1. Click the **Finder** icon in the Dock.
The Finder opens.
2. Select **Macintosh HD > Applications**.
3. Scroll down the list to locate the following folders. For each folder, double-click the Uninstall program (if it exists). Follow the on-screen instructions in the uninstall application to remove the contents of the folder.
 - Gallery Data Files
 - Gallery Setup
 - Notebook Software
 - SMART Board Software
 - SMART Essentials for Educators
 - SMART Product Update
 - SMART Technologies Inc.
4. If any of these folders remain after you remove their contents, drag them to the Trash.

To remove any remaining SMART Board software files

CAUTION



If SMART Ideas™ software is installed on your computer, remove it before you remove any remaining SMART Board software files. After removing the remaining files, reinstall SMART Ideas software.

Remember to record the serial number of your SMART Ideas software before you remove it.

1. Click the **Finder** icon in the Dock.
The Finder opens.
2. In the Finder, click the **Macintosh HD** icon.
 - a. Select **Library > Application Support**. Locate the **SMART Technologies Inc.** folder, and then drag it to the Trash.
 - b. Select **Library > Receipts**. Locate all files beginning with *Notebook*, and then drag them to the Trash. Locate all files beginning with *SMART*, and then drag them to the Trash.
3. In the Finder, click the **Home** icon.

- a. Select **Library > Applications Support**. Locate the **SMART Technologies Inc.** folder, and then drag it to the Trash.
 - b. Select **Library > Preferences**. Locate files beginning with *com.smarttech*, and then drag them to the Trash.
4. Restart your computer.

SMART Board software is removed.

To confirm that you removed all remaining SMART Board software files

1. Visit SMART's [support site](#), and then locate the latest version of SMART Board software.
2. Click the **Download** button and follow the on-screen instructions to download SMART Board software.
The *Installation Type* dialog box appears.
3. If **Upgrade** appears in the *Installation Type* dialog box, files from previously installed SMART Board software remain on your computer. Cancel the SMART Board software installation, and then follow the previous procedures to remove any remaining files.

OR

If **Install** appears in the *Installation Type* dialog box, you removed all SMART Board software files. Cancel the SMART Board software installation.

If you require further assistance, contact [Technical Support](#).

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