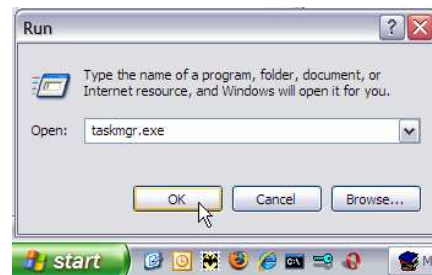


## Restarting the SMART Application

In some instances, SMART may stop running but continue to display the green icon indicating that it is connected. If you see the green icon and have already ruled out power management problems, you should stop SMART and restart it using this process. Stopping SMART this way and restarting it typically takes no more than 60 seconds.

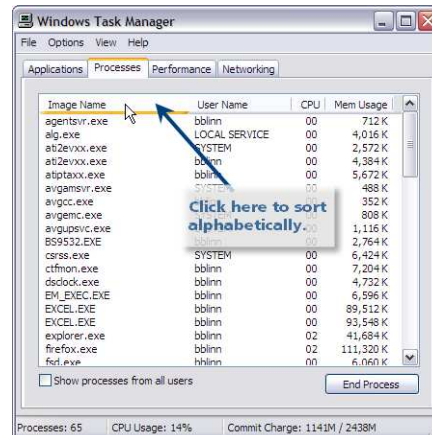
### Step 1: Start the Task Manager

Click **Start, Run**, and then type **taskmgr.exe** and click **OK** or press **Enter**.



### Step 2: Sort the List

When the Task Manager opens, click the **Processes** tab and then click the **Image Name** column title to sort the list alphabetically.



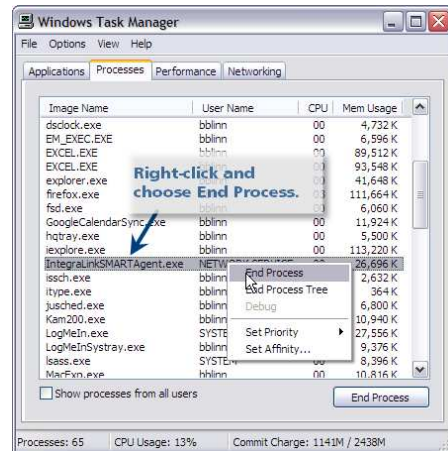
### IntegraLink

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Hilliard, OH 43026

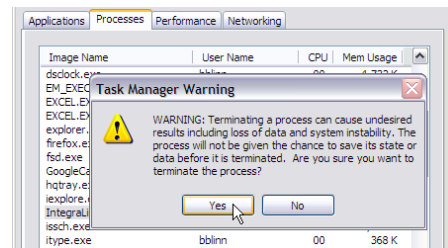
### Step 3: Locate and End the SMART Agent

Scroll down to **IntegralLinkSMARTAgent.exe** and right-click it.

Select **End Process** from the menu.



Click **Yes** to accept the warning. This will terminate the SMART process.

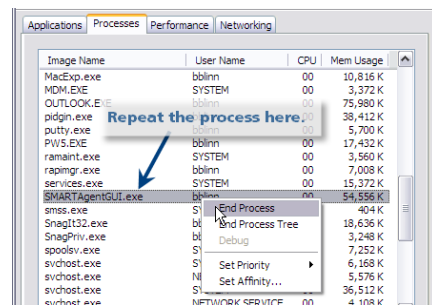


### Step 4: Locate and End the GUI

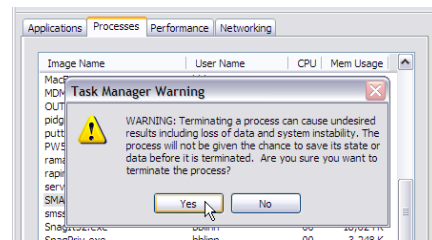
Halting the service does not halt the graphical user interface that displays the green icon.

Scroll down to **SMARTAgentGUI.exe** and right-click it.

Select **End Process** from the menu.



Click **Yes** to accept the warning. This will terminate the SMART GUI.



### Step 5: Close the Task Manager

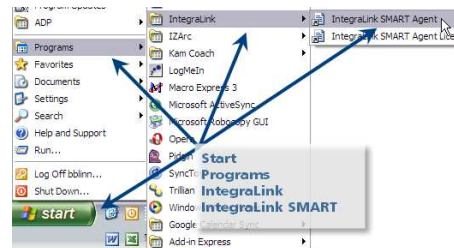
Click the X in the upper right corner.



### Step 6: Restart IntegraLink SMART

Wait 15 seconds.

Click **Start**, **Programs**, **IntegraLink**, and **IntegraLink SMART Agent** to restart the service.



In most cases, SMART will resume and the green icon will appear.

In some cases, you will need to press the **Start Service** button on SMART Settings Panel.

If the icon is red or turns red after about 15 seconds, please contact IntegraLink ([smart@integralink.com](mailto:smart@integralink.com)) for assistance in resolving the problem.

Thank you!