

Release notes

iQ system software 3.2

Overview

iQ system software includes a whiteboard and a suite of other applications that run from an embedded iQ appliance. Designed specifically to complement individual, small group, and whole-room collaboration, the display fully integrates with mobile devices, such as tablets, smartphones, laptops, and Chromebooks™.

You can download the iQ system software from smarttech.com/downloads.

NOTE

The features available vary depending on the model of iQ appliance that's installed in your display. For more information, see the [Identifying your iQ appliance model wizard](#).

iQ system software 3.2.2010

Highlights

Release date	April 16, 2019
Software versions	3.2.2010

Resolved issues

Screen Share	<ul style="list-style-type: none">Reset Screen Share button in the Screen Share lobby didn't appear after connecting the display to a network with an Ethernet cable and turning the display on [61372].When sharing SMART Document Camera 550's image to the display using Miracast, the device's tile appeared in the middle of the screen [41462].
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Known issues

System software	<ul style="list-style-type: none">(AM30 iQ appliance) In a SMART Remote Management session, the Home button doesn't work [61409].(AM30 iQ appliance) After creating a new folder, saving a file in it, and then deleting the new folder, you can't create another new folder [60291].You cannot edit the URL without also editing the name [60290].If Favorites contains many pinned tiles, you can't scroll through the home screen easily. Open an app and then go back to the Home screen [61225].(AM30 iQ appliance) Tapping the Clean Up button doesn't remove third-party apps from the Recent category [57970].Tapping the Clean Up button can cause the Home button to disappear. Restart the display or use the Back button to return to the Home screen [58753].(AM30 iQ appliance) The Home button and Home screen might not appear correctly after opening a third-party app that runs in Portrait mode [56278].
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- (AM30 iQ appliance) Scrolling through the library might be slow if the Files Library contains many files [49660].
- (SMART Board 6000 Pro and SMART Board 7000 Pro series) New whiteboards can't be saved in subfolders. The whiteboard appears at the root folder. After creating a whiteboard, move it to the subfolder [48904].
- 5Ghz DFS WiFi channels are not supported [48618].
- When changing the display's wallpaper in Settings, browsing for images on a USB drive that contains hundreds of images might be very slow [47834].
- (AM50 iQ appliance) When naming a new folder, the on-screen keyboard doesn't appear. Restart the display. See the display's documentation [48894].
- When writing or drawing on an annotation layer, you're can't change the second pen's color while the first pen is writing [46979].
- Users may be prompted a number of times for a PIN when installing a certificate for networks and proxies [46465].
- After locking down the Settings app remotely or disabling apps, some tabs in Settings remain visible [41045].
- Long file names don't display properly [38988].

kapp Whiteboard

After erasing everything and adding new ink to a Whiteboard, a pinned Whiteboard tile shows the default icon instead of a thumbnail [46676].

SMART Notebook Player
for the display

- When using delivery mode to share lessons and whiteboards, changes to the files are not saved [62424].
 - If you open a PDF file from a USB drive, any notes you make will not be saved to the PDF file when the USB drive is removed [55473].
 - If you exit a lesson without tapping the Stop button, the lesson might reappear if you start and then stop a Shout It Out! activity [48441].
 - When presenting a SMART Notebook file on the display, the ink in the SMART Notebook file might not be saved if the mobile device is no longer connected to a network [43205].
 - Once you share a SMART Notebook file from Class Panel or connect to Player on the display with Player mobile app, any changes made to the SMART Notebook file will not be saved [40152].
 - The following SMART Notebook file content is not supported by SMART Notebook Player:
 - Flash® widgets
 - HTML5 widgets
 - GeoGebra
 - Lesson Activity toolkit
 - 3D objects
 - SMART blocks
 - Concept mapping
 - The Player app closes unexpectedly when you open a SMART Notebook file that contains SMART response® 2 question set that has more than 10 images in it [18287].
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Screen Share

- When Apple devices are connected to the display Screen Share closes unexpectedly when the second device to connect stops sharing its screen [35285].
- Miracast may experience stuttering in a congested network environment [35167].
- When an iOS device is disconnected from the display by tapping **X** on the display, the iOS device can't connect again [34683].
- After an unsuccessful attempt to share a device's screen using Miracast, the display's screen is black [34681].
- When streaming media with iOS devices using AirPlay, audio and video can become unsynchronized [34678].
- You may have trouble seeing the display from your AirPlay or Google Cast device. Tap **Reset** in the device lobby [33262, 33265, 33292].
- When an iOS device is streaming video and audio and is then disconnected from the display by tapping **X** on the display, the audio continues [61366].
- Dell 3390 laptops can't share their screen using Miracast [58682].
 - Restart Screen Share.
 - a. Open Settings.
 - b. Scroll to Screen Share.
 - c. Tap **Screen Share > Reset**.
 - Enable Miracast Connection Handling in Settings.
- Laptops can't share their screen using Miracast [61204].
 - Restart Screen Share.
 - a. Open Settings.
 - b. Scroll to Screen Share.
 - c. Tap **Screen Share > Reset**.
 - Enable Miracast Connection Handling in Settings.
- Screen Share can occasionally stop displaying content from a mobile device without disconnecting the mobile device [386094].
- Screen Share closes unexpectedly when devices are using Miracast [386862, 386874, 399983].
- Screen Share behaves unexpectedly on a SMART Board 7000 series interactive display with iQ if an Ethernet cable is connected while Wi-Fi is enabled [417977].
- Samsung mobile devices should use the Google™ Home app to share content [417994].
- Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device [407403, 10784].
- Chromebooks that can't use h.264 cannot share their screen reliably [389774].

iQ system software 3.2.2006

Highlights

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| Release date | <ul style="list-style-type: none"> • March 29, 2019 (AM50/AM40) • April 4, 2019 (AM30) |
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Software versions	3.2.2006
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New features

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| System software | <ul style="list-style-type: none"> • Using SMART Remote Management, you can deploy third-party apps to SMART Board interactive displays. • On education models, SMART Notebook Player is now the default whiteboard. <p style="margin-left: 20px;">When you tap New Whiteboard , the Player app opens.</p> • When searching in the Files Library, you can now open a file's containing folder. • Ukrainian language support for SMART Board 6000, SMART Board 6000 Pro, and SMART Board MX series interactive displays. • Multi-region support. |
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| SMART Notebook Player for the display | <ul style="list-style-type: none"> • SMART Notebook Player is the default whiteboard app on SMART Board 6000, SMART Board 7000, and SMART Board MX series interactive displays. • New backgrounds for pages in SMART Notebook files and whiteboards. • Pages can be expanded. |
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Resolved issues

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| System software | <ul style="list-style-type: none"> • After deleting a whiteboard tile in the Files Library, the message showed an incorrect name for the whiteboard [49437]. • After renaming a whiteboard and then exporting it as PDF to a USB drive, the PDF would not have the same file name as the renamed whiteboard [49347]. • When exporting a saved screenshot as a PDF to a USB drive, the PDF's file name contained "whiteboard" instead of "screenshot" [49338]. • After starting a new whiteboard, the screen flashed when you pressed the Back button [49036]. |
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| SMART Notebook Player for the display | <p>If the display had been in Standby for 6–7 hours [416444].</p> <ul style="list-style-type: none"> ○ Share to Board behaved unexpectedly. ○ The "SMART board is Offline" message appeared on your mobile device when you attempted to connect a mobile device to the display. The mobile device may not have connected to the display. |
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Screen Share

- Chromebooks couldn't use Screen Share reliably because the computer relied on a software decoder [389774].
 - The display was unable to display content in full screen mode when streaming video [394095].
 - Screen Share stopped responding [399295].
 - Samsung Chromebooks were unable to share content to the board [419728].
 - When sharing SMART Document Camera 550's image to the display using Miracast, the device's tile appeared in the middle of the screen [41462].
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Known issues

System software

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SMART Notebook Player for the display

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- If you exit a lesson without tapping the Stop button, the lesson might reappear if you start and then stop a Shout It Out! activity [48441].
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