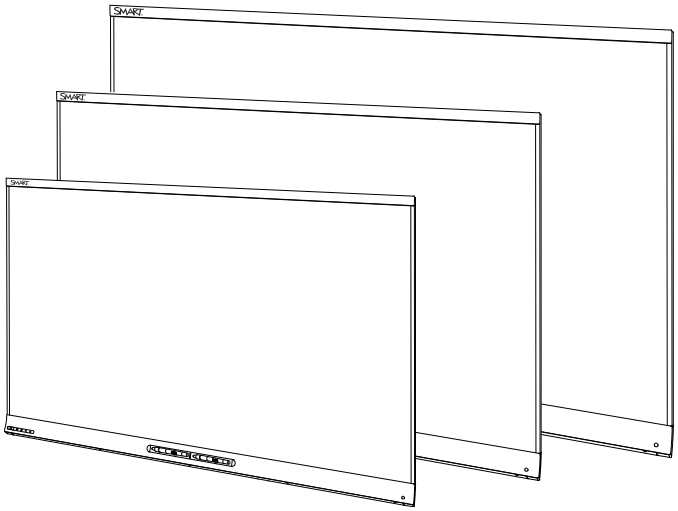
smarttech.com/docfeedback/171128



SMART kapp iQ

USER'S GUIDE

FOR SMART KAPP iQ™ PRO 55, 65, 65-V2 AND 75 BOARDS

Product registration

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at smarttech.com/registration.

Keep the following information available in case you need to contact SMART Support.

Serial number: _____

Date of purchase: _____

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

VCCI-A

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This product and/or use thereof is covered by one or more of the following U.S. patents:

www.smarttech.com/patents

12/2016

Important information

WARNING

- Failure to follow the installation instructions shipped with the board could result in injury and product damage which may not be covered by the warranty.
- Do not open or disassemble the board. You risk electrical shock from the high voltage inside the casing. Opening the casing also voids the warranty.
- Do not stand (or allow children to stand) on a chair to touch the surface of the board. Rather, mount the product at the appropriate height.
- To reduce the risk of fire or electric shock, do not expose the board to rain or moisture.
- If the board requires replacement parts, make sure the service technician uses replacement parts specified by SMART Technologies or parts with the same characteristics as the original.
- Ensure that any cables that cross the floor to the board are properly bundled and marked to avoid a trip hazard.
- Do not insert objects inside the cabinet ventilation holes, because they could touch dangerous voltage points and cause electric shock, fire or product damage which may not be covered by the warranty.
- Do not place heavy objects on the power cable. Damage to the cable could cause shock, fire or product damage which may not be covered by the warranty.
- Use only extension cords and outlets that can fully accommodate the board's polarized plug.
- Use the power cable provided with the board. If a power cable is not supplied, contact your supplier. Use only power cables that match the AC voltage of the power outlet and that comply with your country's safety standards.
- If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.
- Do not move or mount the board by connecting rope or wire to its handles. The board is heavy, and failure of the rope, wire or handle could lead to injury.
- Use only VESA®-approved mounting hardware.

- Disconnect all of the board's power cables from the wall outlet and seek assistance from qualified service personnel if any of the following occur:
  - The power cable or plug is damaged
  - Liquid is spilled into the board
  - Objects fall into the board
  - The board is dropped
  - Structural damage, such as cracking, occurs
  - The board behaves unexpectedly when you follow operating instructions
- The pens on this product use an adhesive containing nonylphenol ethoxylate, a candidate substance of very high concern under the EU REACH Regulation (EC) 1907/2006.

تستخدم الأقلام الموجودة في هذا المنتج مادة لاصقة تحتوي على نونيلفينول إيثوكسيلات، وهي مادة مرشحة أن يكون لها خطورة كبيرة وفقًا للائحة REACH للاتحاد الأوروبي رقم (EC) 1907/2006.

Las plumas de este producto utilizan un adhesivo que contiene etoxilato de nonilfenol, una sustancia candidata de muy alto riesgo según el Reglamento REACH de la UE (CE) 1907/2006.

Pera na tomto produktu využívají lepidlo obsahující nonylfenol ethoxylát, což je dle nařízení (ES) REACH 1907/2006 látka vzbuzující mimořádné obavy.

Pennene på dette produkt anvender et klæbemiddel der indeholder nonylphenolethoxylat, et stof der er særligt problematiske under EU REACH forordningen (EF) 1907/2006.

Die Stifte dieses Produkts verwenden einen Klebstoff mit Nonylphenolethoxylat, einem Stoff der nach Artikel 59 der Verordnung (EG) Nr. 1907/2006 (REACH) auf der Liste der Stoffe mit einem beträchtlichen Risiko steht.

Οι πένες αυτού του προϊόντος χρησιμοποιούν μια κολλητική ουσία που περιέχει αιθοξυλιωμένη εννεϋλοφαινόλη, μια υποψήφια ουσία που προκαλεί πολύ μεγάλη ανησυχία σύμφωνα με τον Κανονισμό REACH της ΕΕ (ΕΚ) 1907/2006.

Los rotuladores de este producto emplean un adhesivo que contiene etoxilato de nonilfenol, una sustancia candidata de gran preocupación según la regulación REACH de la UE (CE) 1907/2006.

Tämän tuotteen kynissä on liimaa, joka sisältää nonyylifenolietoksylaattia, joka on erityinen huolenaihe EU REACH-asetuksen (EY) 1907/2006 mukaan.

이 제품의 펜은 EU REACH Regulation (EC) 1907/2006에 의해 고위험성우려 후보물질로 지정된 노닐페놀 에톡시레이트가 함유된 접착제를 사용합니다.

Voor de stiften in dit product wordt gebruik gemaakt van een kleefstof met nonylfenolethoxylaat, een zeerzorgwekkende stof op dekandidaatslijst volgens de Europese REACH-richtlijn (EG) 1907/2006.

Pennene som følger med dette produktet bruker et klebestoff som inneholdernonylfenoloksetylat, et stoff det er ytret stor bekymring for iEU REACH Regulation (EC) 1907/2006.

Pióra na tym produkcie używają kleju zawierającego etoksylan nonylofenolu, substancję z listy kandydackiej wzbudzającą duże obawy na mocy unijnego Rozporządzenia REACH (WE) 1907/2006.

As canetas neste produto usam um adesivo contendo nonilfenol etoxilado, uma substância candidata que suscita elevada preocupação no âmbito do regulamento EU REACH (EC) 1907/2006.

В пишущих ручках данного изделия используется клей, содержащий оксиэтилированный нонилфенол—кандидат на включение в списки особо опасных веществ в соответствии с Регламентом ЕС относительно правил регистрации, оценки, санкционирования и ограничения использования химических веществ (REACH) 1907/2006.

Pisala na tem izdelku uporabljajo lepilo, ki vsebuje nonilfenol etoksilat, ki se uvršča med snovi, ki morda vzbujajo zelo veliko skrb v skladu z Uredbo EU (ES) 1907/2006 REACH.

Les crayons de ce produit utilisent un adhésif contenant des éthoxylates de nonylphénol, substance extrêmement préoccupante en vertu du règlement REACH de l'UE (CE) 1907/2006.

Ezen a terméken a tollak egy nonil-fenol-etoxilátot tartalmazó ragasztót használnak. Ez az anyag az 1907/2006/EK REACH-rendelet értelmében különös aggodalomra okot adó.

Le penne di questo prodotto utilizzano un adesivo contenente etossilato di nonilfenolo, una sostanza candidata estremamente problematica ai sensi del regolamento REACH dell'UE (CE) 1907/2006.

この製品のペンには、EUのREACH規則（EC）No 1907/2006で定められている高懸念物質候補であるノニルフェノールエトキシレートを含む接着剤が使用されています。

De inkluderade pennorna för denna produkt använder ett bindemedel som innehållernonylfenoletoxylat, som är föremål för bekymmer enligt EU REACH förordning (EG) 1907/2006.

Bu üründeki kalemler, AB REACH Yönetmeliği(EC) 1907/2006 uyarınca son derece endişe uyandıran madde adayı nonilfenol etoksilat içeren bir yapıştırıcıyı kullanmaktadır.

本产品所用之墨笔采用之黏胶含有壬基酚聚氧乙烯醚（nonylphenol ethoxylate），根据欧盟REACH法规（EC）1907/2006，此化学物为极受关切化学物名单上之候选化学物之一。

本產品所用之墨筆採用之黏膠含有壬基酚聚氧乙烯醚（nonylphenol ethoxylate），根據歐盟 REACH 法規（EC）1907/2006，此化學物為極受關切化學物名單上之候選化學物之一。

CAUTION

- Before you clean the board's screen, shut down or disconnect the computer. Otherwise, you may scramble the desktop icons or inadvertently activate applications when you wipe the screen.
- Avoid setting up and using the board in an area with excessive levels of dust, humidity and smoke.
- Dust buildup on the camera windows and reflective tape will degrade touch performance. SMART recommends that you inspect the camera windows and reflective tape for buildup and clean weekly.
- Make sure an electrical socket is near the board and remains easily accessible during use.
- The board should be used only with European TN and TT power distribution systems.

  It is not suitable for older, IT-type power distribution systems found in some European countries. "This system (IT-type) is widely used isolated from earth, in some installations in France, with impedance to earth, at 230/400V, and in Norway, with voltage limiter, neutral not distributed, at 230V line-to-line." (IEC 60950:1999)

  Contact qualified personnel if you're uncertain of the type of power system available where you're installing the board.
- The accessory slot's maximum available power is 60 W. The slot is not a limited power source. To reduce the risk of fire, make sure that accessories connecting to the slot satisfy the fire enclosure requirements of IEC 60950-1.

- You must connect the USB cable that came with the board to a computer that has a USB compliant interface and that bears the USB logo. In addition, the USB source computer must be compliant with CSA/UL/EN 60950 and bear the CE mark and CSA and/or UL Mark(s) for CSA/UL 60950. This is for operating safety and to avoid damage to the board.

IMPORTANT

- The following are the maximum power requirements for the board (including the power requirements for the accessory slot):

Model	Power requirements
SMART kapp iQ Pro™ 55	90V to 240V AC, 50 Hz to 60 Hz, 134 W
SMART kapp iQ Pro 65	100V to 240V AC, 50 Hz to 60 Hz, 199 W
SMART kapp iQ Pro 65-V2	100V to 240V AC, 50 Hz to 60 Hz, 189 W
SMART kapp iQ Pro 75	100V to 240V AC, 50 Hz to 60 Hz, 315 W

- For additional requirements and other information, refer to the board's specifications (see *Resources for decision makers* on page 8).

Federal Communication Commission interference statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

5.15–5.25 GHz frequency band operation is restricted to indoor use only. Outdoor operations in the 5150~5250 MHz are prohibited.

Radiation exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

Note: The country code selection is for the non-U.S. model only and is not available to all U.S. models. Per FCC regulations, all Wi-Fi products marketed in U.S. must be fixed to U.S. operation channels only.

Industry Canada statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and

(iii) the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.

(iv) Users should also be advised that high-power radars are allocated as primary users (i.e., priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Avertissement

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :

(i) les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(ii) le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5 250-5 350 MHz et 5 470-5 725 MHz doit se conformer à la limite de p.i.r.e.;

(iii) le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5 725-5 825 MHz) doit se conformer à la limite de p.i.r.e. spécifiée pour l'exploitation point à point et non point à point, selon le cas.

(iv) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

Radiation exposure statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

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Chapter 1

Welcome

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This chapter introduces SMART kapp iQ Pro interactive flat panels, the SMART kapp app and this guide.

About this guide

This guide explains how to use the SMART kapp iQ board and the SMART kapp app.

This guide is intended for individuals who use boards in their organizations. Other documentation and resources are available for individuals who install and maintain boards.

About the board

The SMART kapp iQ Pro interactive flat panel features SMART's proprietary DViT® (Digital Vision Touch) technology on an LCD screen with e-LED backlight.

Models

Four models of SMART kapp iQ Pro interactive flat panel are available:

- SMART kapp iQ Pro 55
- SMART kapp iQ Pro 65
- SMART kapp iQ Pro 65-V2
- SMART kapp iQ Pro 75

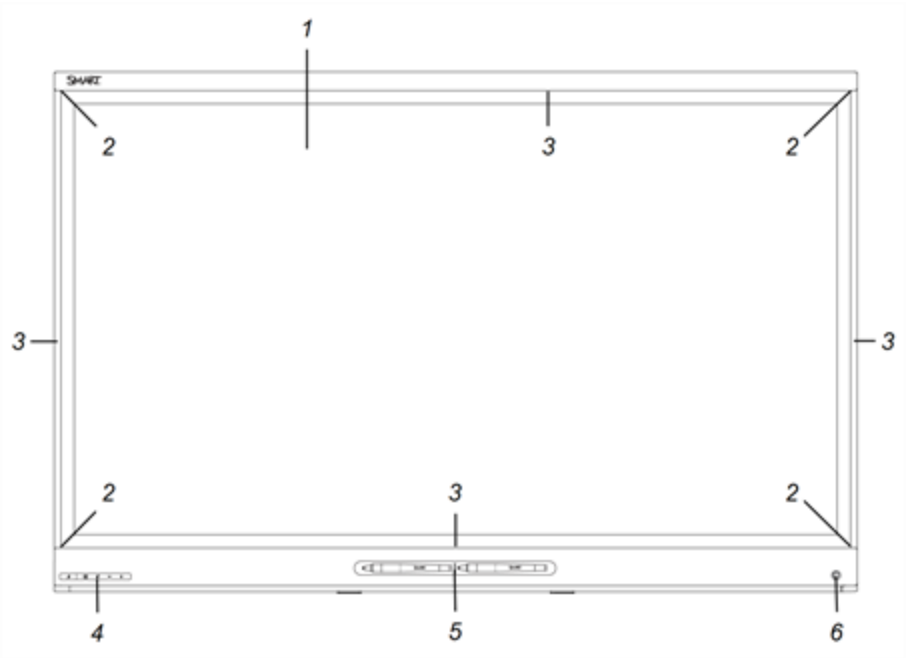
Differences among these models are noted in this guide.

Specifications

Refer to the board's specifications for detailed technical information, including product dimensions and weights.

Components

The board consists of the following components:



No.	Name	More information
Pictured		
1	Screen	Page 3
2	Cameras	Page 3
3	Reflective tape channel	Page 3
4	Front control panel	Page 4
5	Pen with eraser (×2)	Page 5
6	Presence detection sensor	Page 6
Not pictured		
7	Speakers	Page 6
8	Connector panel	See the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000)
9	Menu control panel	See Using the SMART kapp iQ Pro on-screen display menu (support.smarttech.com/docs/hardware/kapp/kapp-iq-pro/en/installing-and-maintaining/using-the-osd-menu/default.cshtml)
10	USB receptacle	Page 6
11	Accessory slot	Page 7

Screen

The screen sizes vary by model:

Model	Diagonal	Width	Height	Aspect ratio
SMART kapp iQ Pro 55	54 1/2" (138.4 cm)	47 5/8" (121 cm)	26 3/4" (68 cm)	16:9
SMART kapp iQ Pro 65	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)	16:9
SMART kapp iQ Pro 65-V2	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)	16:9
SMART kapp iQ Pro 75	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)	16:9

Cameras and reflective tape channel

Cameras in the corners of the screen track finger and pen positions across the display. The screen is bordered by a channel that contains reflective tape.

CAUTION

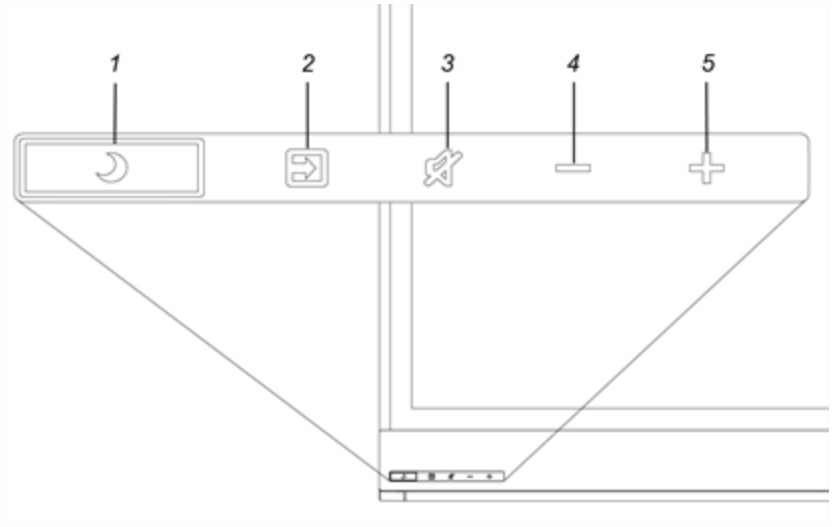
- Keep the reflective tape dry.
- Do not remove or damage the reflective tape.

IMPORTANT

- Do not attach adhesive notes or other items to the screen because they will interfere with the cameras.
- Do not place anything in the reflective tape channel because it will interfere with the cameras.

Front control panel

The front control panel contains the Standby, Input Select, Mute and volume control buttons.



No.	Name
1	Standby button[1]
2	Input Select button[2]
3	Mute button[3]
4	Volume decrease
5	Volume increase

[1]Press and hold to reset the board

[2]Change the input source to OPS/HDMI for the kapp iQ experience.

[3]Press and hold to freeze and unfreeze the screen (SMART kapp iQ Pro 65-V2 and 75 interactive flat panels only)

IMPORTANT

If there is a film over the front control panel, remove it before using the front control panel.

In normal operation, all buttons are white.

The Standby button also functions as an indicator light:

Indicator light	Status	Troubleshooting
Solid white	Normal operation	[N/A]
Off	Not receiving power	Confirm the board's power cable is connected to the power outlet. Flick the power switch to the ON (I) position.
Solid amber	DPMS (power management) mode	Press the **Standby** button ☽ to exit DPMS mode. Connect an input source.
Slowly flashing amber	Standby mode	Press the **Standby** button ☽ to exit Standby mode. If presence detection is enabled, move in range of the presence detection sensor. See Proximity (support.smarttech.com/docs/hardware/kapp/kapp-iq-pro/en/installing-and-maintaining/using-the-osd-menu/default.cshtml). If wake-to-touch is enabled, touch the screen. See Wake to Touch (support.smarttech.com/docs/hardware/kapp/kapp-iq-pro/en/installing-and-maintaining/using-the-osd-menu/default.cshtml).
Flashing amber	No USB connection from the connected computer	Verify the connections to the room computer. Switch to the room computer's input source.
Slowly flashing white	SMART Board service not running on the connected computer	Ensure that SMART Product Drivers is installed and that the SMART Board service is running.[4]

Pens with erasers

The board comes with two pens with erasers attached.

The board's bottom frame includes magnetic holders for the pens. Removing a pen from the holders activates it, and you can use it to draw or erase digital ink.

[4]This only applies when a computer is connected to the board's computer connectors.

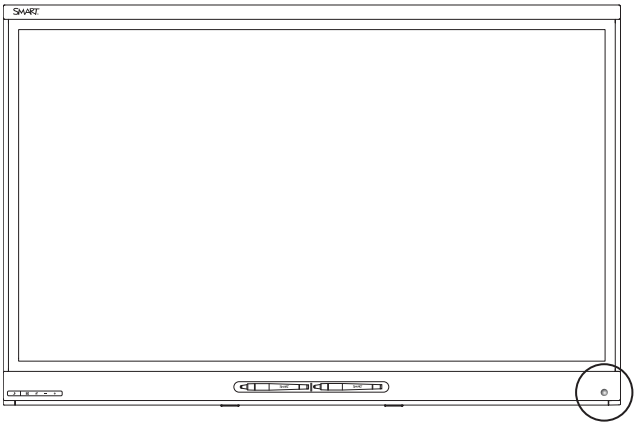
CAUTION

When you return the pen to the magnetic holder, make sure it's centered in its holder to keep it from falling and being damaged.

Presence detection sensor

The board has a presence detection sensor on its bottom frame that can detect people up to 16' (5 m) away when the board is in Standby mode.

When the sensor detects people in the room, the board turns on. Touching the screen activates the board. If the room is empty for a specified period, the board returns to Standby mode.



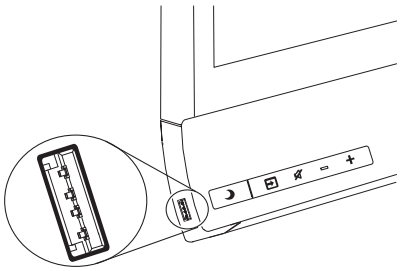
Speakers

The board includes two 10 W integrated side-firing speakers.

You or an installer can connect external speakers if desired.

USB receptacle

You can connect a USB drive to update the appliance's software.



Accessory slot

Install the AM30 appliance in the accessory slot located on the back of the board to take advantage of SMART kapp iQ functionality.

CAUTION

The accessory slot's maximum available power is 60 W. The slot is not a limited power source. To reduce the risk of fire, make sure that accessories connecting to the slot satisfy the fire enclosure requirements of IEC 60950-1.

About the SMART kapp app

The SMART kapp app enables users to connect their mobile devices to the board and then do the following:

- View notes they write on the board on their mobile devices
- Save and export notes
- Start a session and invite others to join and collaborate

To connect Bluetooth-enabled mobile devices to the board, users can scan the Quick Response (QR) code on the screen. When users first connect their mobile devices, they're directed to the Apple App Store (itunes.apple.com/ca/app/smart-kapp/id860144252) or Google Play™ store (play.google.com/store/apps/details?id=com.smarttech.kapp)to download the SMART kapp app. After they download and install the app, they can use it to connect to the board.

NOTE

The SMART kapp app is available only if the AM30 appliance is installed in the accessory slot (see *Accessory slot* above).

About SMART software

To take full advantage of the SMART kapp iQ Pro interactive flat panel's features, install the following SMART software on computers connected to the interactive flat panel. Go to SMART Downloads (smarttech.com/en/Home+Page/Support/Browse+Support/Download+Software).

Software	Description
SMART Product Drivers	SMART Product Drivers enables connected computers to detect input from the board.

Software	Description
SMART Ink™	SMART Ink enables you to write and draw in digital ink over applications, files, folders, websites and any other open window on your computer. When you write outside the open windows on your computer, a SMART Ink Note appears, and you can write inside the note. When you open an application that has its own ink tools, you can use the application's ink tools to write in the content.
SMART Meeting Pro® software	The room edition of SMART Meeting Pro software is designed for use with the board in a meeting room. The personal edition is designed for use on user computers. You can write or draw on a digital whiteboard, present content by sharing your desktop and connect and use integrated conferencing software to collaborate with local or remote participants.

Resources for users

In addition to this guide, SMART provides a variety of other resources for users.

Training

The SMART training website (training.smarttech.com) includes an extensive library of training resources you can consult as you learn how to use the board.

Support center and knowledge base

The Support center (support.smarttech.com) contains a library of documents, including this guide, and a knowledge base that you can search when troubleshooting issues.

Resources for others

SMART provides resources for decision makers, installers and administrators as well as users.

Resources for decision makers

Decision makers can refer to the specifications for detailed information about the boards.

Model	Specifications
SMART kapp iQ Pro 55	smarttech.com/kb/170994
SMART kapp iQ Pro 65	smarttech.com/kb/170995
SMART kapp iQ Pro 65-V2	smarttech.com/kb/171093
SMART kapp iQ Pro 75	smarttech.com/kb/170997

Resources for installers

Installers can refer to the installation instructions included with the board when installing the product. PDF versions of these installation instructions are available for download.

Model	Specifications
SMART kapp iQ Pro 55 SMART kapp iQ Pro 65	smarttech.com/kb/170836
SMART kapp iQ Pro 65-V2	smarttech.com/kb/171107
SMART kapp iQ Pro 75	smarttech.com/kb/170996

Installers should also refer to *Considerations for non-standard installations* (smarttech.com/kb/171035).

Resources for administrators

Administrators can refer to the *SMART kapp iQ Pro interactive flat panel administrator's guide* for information about using the board with the SMART kapp app. A PDF version of this guide is available for download from smarttech.com/kb/171000.

Chapter 2

Starting the board

The board's presence detection sensor can detect people up to 16' (5 m) away when the board is in Standby mode.

- If the sensor detects people in the room, the board exits Standby mode and displays the welcome screen.
- If the sensor doesn't detect people in the room for a specified period of time, the board enters Standby mode.
- If the presence detection sensor is disabled, you can exit and enter Standby mode manually.

To exit Standby mode manually

Press the **Standby** button on the front control panel.

OR

Press the screen.

To enter Standby mode manually

Press the **Standby** button on the front control panel twice.

Chapter 3

Connecting a guest computer

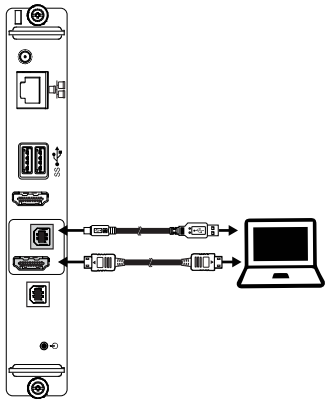
You can connect a computer to the SMART kapp iQ Pro interactive flat panel's computer connectors or to the AM30 appliance. See *Using Input* on page 24 for more information about switching to the guest computer when it's connected to the AM30 appliance.

Connecting a computer to the AM30 appliance

NOTE

For the best experience with SMART kapp iQ, connect the room computer to the AM30 appliance.

Some models of the AM30 appliance have computer connectors. If you want to use the board's touch features and use a pen to draw and write, follow these steps:



1. Connect a computer to the AM30 appliance using USB and HDMI cables.
2. Download and install SMART Product Drivers and SMART Ink on your computer. See smarttech.com/us/Support/Browse+Support/Download+Software).

After you've connected the room computer to the AM30 appliance, you can use the Input app to switch to the room computer's desktop (see *Using Input* on page 24).

NOTE

When you connect a computer to the AM30 appliance, make sure the input source is OPS/HDMI. See *Chapter 3: Connecting a guest computer* above.

Connecting a computer to the interactive flat panel

NOTE

For the best experience with SMART kapp iQ, connect the room computer to the AM30 appliance.

A SMART kapp iQ Pro interactive flat panel can have one or three computer connectors, depending on the model. Using USB and HDMI or DisplayPort cables, you can connect room computers, guest laptops or video sources (such as Blu-ray™ players) to these connectors. By installing these cables, you make use of connectors that might not be accessible when the interactive flat panel is wall-mounted. You can then run the cables across floors or behind walls to the conference table.

WARNING

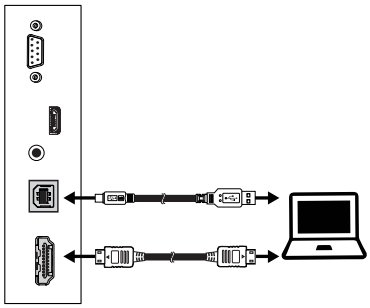
Ensure that any cables that cross the floor to the board are properly bundled and marked to avoid a trip hazard.

If you want to use the interactive flat panel's touch features, and use a pen to draw and write, complete these steps:

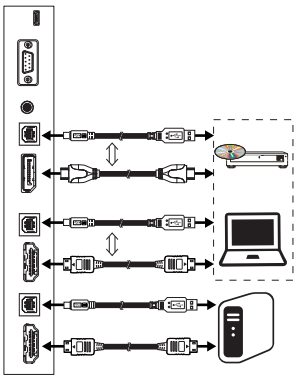
- Connect a computer to the interactive flat panel's computer connectors using USB and HDMI cables.
- Download and install SMART Product Drivers and SMART Ink on your computer. See smarttech.com/us/Support/Browse+Support/Download+Software.

NOTE

Devices connected to the interactive flat panel's connectors are controlled by the front control panel. See Page 13.



SMART kapp iQ Pro 55
SMART kapp iQ Pro 65



SMART kapp iQ Pro 65-V2
SMART kapp iQ Pro 75

Chapter 4

Connecting to a network

The SMART kapp iQ Pro interactive flat panel can connect to a network using either a Wi-Fi or wired connection.

Connecting to a Wi-Fi network

To connect to a Wi-Fi network

1. If an Ethernet cable is connected to the AM30 appliance, disconnect it.
2. Press the Home button on the screen to open the launcher.
3. Press **Settings** in the launcher.
4. Press **Wi-Fi**.

   NOTE

   Ensure the toggle for Wi-Fi is **On**.

5. Select a wireless network.
6. Enter the Wi-Fi password in the *Password* field, and then press **Connect**.

   TIP

   Use the crosshairs to move the keyboard.

Connecting to a wired network

To connect to a wired network

See the *SMART kapp iQ Pro administrator's guide* (smarttech.com/kb/171000) for information about connecting to a wired network.

Adding a proxy

To add a proxy

1. Press the Home button on the screen to open the launcher, and then press **Settings**.
2. Press **Wi-Fi**.
3. Press and hold the network to which you're adding a proxy.

   A dialog box appears.
4. Press **Modify network**.
5. Select **Show advanced options**.
6. In the *Proxy* field, select **Manual**.
7. Enter the information in the Proxy hostname, Proxy port and Bypass proxy fields.
8. Press **Save**.

Chapter 5

Using the launcher

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The launcher contains all your apps and settings.

Opening the launcher

To open the launcher

Press the Home button on the screen.

The launcher appears.

Closing the launcher

To close the launcher

Select an app, press the Home button or tap anywhere on the screen.

The launcher closes.

Adding or removing apps from the launcher

To add or remove apps from the launcher

1. Press the Home button on the screen.
2. Press **Settings** .

   The *Settings* window appears.
3. Select **Launcher**.
4. Select an app's check box to add it to the launcher.

   OR

   Clear an app's check box to remove it from the launcher.
5. To exit the Capture Board Settings, open the launcher and select an app.

Using the Whiteboard

You can view and erase notes, continue a Whiteboard session from the Library and share your Whiteboard using the SMART kapp app.

Opening the Whiteboard

NOTE

When you first turn on the board or wake the board up from standby, the board defaults to the Whiteboard.

To open the Whiteboard

1. Open the launcher.
2. Press **Whiteboard** .

Writing and erasing notes on the Whiteboard

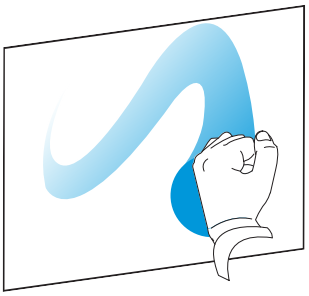
To view, write and erase notes on the Whiteboard

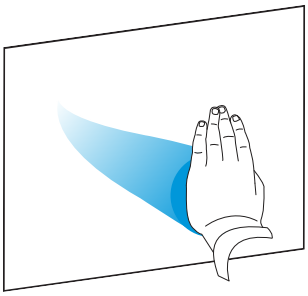
You can write and erase notes on the interactive flat panel just like you do on a traditional dry erase board.

- Use the black pen provided with the interactive flat panel to write or draw in black ink.
- Use the red pen provided with the interactive flat panel to write or draw in red ink.
- Use your finger to pan the whiteboard left or right to access more whiteboard space.
- Use the eraser end of either pen to erase notes.

  OR

  Use your fist or palm to erase notes.





- To erase all content on the board, see page 22.
- Make sure your hands, arms and any loose clothing don’t touch the interactive flat panel's surface as you write or erase notes.

TIP

Two users can write or draw notes at the same time, one using the black pen and the other using the red pen.

Using Panoramic View

Panoramic View provides an overview of the entire Whiteboard. Panoramic View is visible only on the interactive flat panel. Use Panoramic View to quickly view a different part of the Whiteboard.

To show Panoramic View

Touch the Whiteboard near the bottom of the screen.

Panoramic View appears.

To quickly view content using Panoramic View

1. Use your finger to move Panoramic View left or right to view the entire writing surface.
2. Press the area you'd like to present.

   The interactive flat panel shows the area you selected.

To hide Panoramic View

Wait five seconds and Panoramic View disappears.

To erase all notes on the Whiteboard

1. Press the **Erase All** icon.
2. Press **Yes, Save it** to save the Whiteboard session to the Library and erase the Whiteboard.

   OR

   Press **No, discard it** to erase the Whiteboard. The session isn't saved to the Library.

   OR

   Press **Cancel** to return to the Whiteboard. Your notes are not erased.

To continue a whiteboard session you've saved to the Library , see *To continue a session from the Whiteboard Library* on the facing page.

Using the Whiteboard Library

The Whiteboard Library stores the Whiteboard sessions on the AM30 appliance. You can open the Library and continue a saved session on the interactive flat panel. Saved Whiteboard sessions are

organized by date.

To enable the Library

Some SMART kapp iQ Pro interactive flat panel have the Library disabled. The Library must be enabled before you can save or continue a session. See Setting up theSMART kapp iQ in the *SMART kapp iQ Pro administrator's guide* (smarttech.com/kb/171000).

To continue a session from the Whiteboard Library

You can easily continue from where you left off in a previous Whiteboard session.

1. Press the **Library** icon.
2. Select the session you want to continue.

To set how long the Library stores sessions

By default, The SMART kapp iQ Pro interactive flat panel stores sessions for one month.

To change how long the Library stores sessions, see Adjusting the SMART kapp iQ settings in the *SMART kapp iQ Pro administrator's guide* (smarttech.com/kb/171000).

To delete a session from the Library

1. Press the Library icon.
2. Select a session by tapping the session's checkbox.

   OR

   Press **Select All** to highlight all sessions.
3. Press **Trash** to delete the selected sessions.

Using Browser

You can use a web browser on the SMART kapp iQ Pro interactive flat panel.

Opening Browser

To start Browser

1. Open the launcher.

   The launcher appears.

2. Press **Browser** .

Using the Browser

To use the Browser

NOTES

- Browser supports HTML 5 and earlier content.
- Browser doesn't support third-party plugins like Adobe Flash.

Use the browser as you would on your computer or mobile device. Refer to the Help in the browser.

Using Input

You can display content from your computer on the interactive flat panel when you connect a computer to the AM30 appliance. Download and install SMART software to take full advantage of the interactive flat panel's touch and ink features.

NOTES

- Connecting a computer to the AM30 appliance requires a newer AM30 appliance. See Identifying your SMART kapp iQ system and AM30 appliance version (kb.smarttech.com/?q=18190).
- To connect a computer to the AM30 appliance or the interactive flat panel's computer connectors, see *Chapter 3: Connecting a guest computer* on page 13.
- If you want to share content from a copyright-protected source, such as a Blu-ray player, connect the device to the interactive flat panel's connector panel. See *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000).

Displaying content on the interactive flat panel

To display content on the interactive flat panel

NOTE

Make sure the input source is OPS/HDMI. See *Chapter 3: Connecting a guest computer* on page 13.

1. Connect a computer to the AM30 appliance's HDMI in and USB receptacles. See *Chapter 3: Connecting a guest computer* on page 13.
2. Optionally, orient the board. See *SMART kapp iQ Pro interactive flat panel administrator's guide* smarttech.com/kb/171000
3. Open the launcher.

   The launcher appears.
4. Press **Input** .

   The interactive flat panel looks for a connection.
5. The computer's desktop appears on the screen.

Downloading SMART software

When you download and install SMART Meeting Pro software to the connected computer, the computer also installs SMART Ink. SMART Ink enables you to write and draw in digital ink over applications, files, folders websites and any other open window on your computer.. See the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000).

Stop displaying content on the interactive flat panel

To stop displaying content on the interactive flat panel

To stop sharing your computer's screen, open the launcher and select another app.

Using Screen Share

You can share content wirelessly on the SMART kapp iQ Pro interactive flat panel from your computer or mobile device.

NOTES

- SMART kapp iQ Pro interactive flat panels with older models of the AM30 appliance don't have the Screen Share app. See Identifying your SMART kapp iQ system and AM30 appliance version (kb.smarttech.com/?q=18190).
- When you use the launcher to switch apps on the interactive flat panel, Screen Share stops.

To use Screen Share with the Chrome browser, see *Sharing content from the Chrome browser to the interactive flat panel* below.

To use Screen Share with your Windows computer, see *Sharing content from your Windows computer to the interactive flat panel* on page 28.

To use Screen Share with your Apple products, see *Sharing content from your Apple product to the interactive flat panel* on page 28.

To use Screen Share with your Android mobile device, see *Sharing content from your Android mobile device* on page 29.

Sharing content from the Chrome browser to the interactive flat panel

Using the Chrome browser and Google Cast (a browser extension for Chrome) to share the desktop or a specific browser tab from your computer. For help troubleshooting, see *Resolving Screen Share issues for Chrome browser or Chromebook* on page 44.

NOTES

- Chrome 52 and later already include the Google Cast extension.
- Make sure your computer is connected to the same network as the interactive flat panel.

To download the Chrome browser

1. On your computer, go to google.com/chrome.
2. Click **Download** > **For personal computers** > **Download Chrome**.
3. Follow the on-screen instructions.

To download the Google Cast extension

1. On your computer, go to chrome.google.com/webstore.
2. Search for **Google Cast**.

3. Under *Extensions*, click **Add to Chrome** > **Add Extension**.
4. The extension installs in your browser.

To share content from the browser tab to the interactive flat panel

1. On the interactive flat panel, open the launcher.

   The launcher appears.
2. Press **Screen Share**.
3. On your computer, open the Chrome browser.
4. Open the tab you want to share on the interactive flat panel.
5. In the top right corner of your browser, click the **Cast** icon.
6. Select the interactive flat panel's name.
7. When you're sharing content, the Cast icon turns blue.

To share content from your desktop to the interactive flat panel

1. On the interactive flat panel, open the launcher.

   The launcher appears.
2. Press **Screen Share**.
3. On your computer, open the Chrome browser.
4. In the top right corner of your browser, click the **Cast** icon.
5. Click the drop-down menu beside *Cast to*.
6. Click **Cast desktop**.
7. Select the interactive flat panel's name.
8. In the *Share your screen* dialog box, click **Entire screen**.
9. When you're sharing content, the Cast icon turns blue.

Sharing content from your Windows computer to the interactive flat panel

NOTE

Make sure your computer is connected to the same network as the interactive flat panel.

You can use the Chrome browser to share content from your Windows computer. See *Using Screen Share* on page 25.

You can purchase AirParrot, an application that allows you to share your display, a single application or a media file. See airsquirrels.com/airparrot/features/win.

For help troubleshooting Windows computers, see *Resolving Screen Share issues for Windows computers* on page 47.

Sharing content from your Apple product to the interactive flat panel

For help troubleshooting Apple products, see *Resolving Screen Share issues for Apple devices* on page 38.

For a list of supported Apple products, see *Supported Apple devices and operating systems* on page 53.

NOTE

Make sure your Mac computer or iOS device is connected to the same network as the interactive flat panel.

To mirror your Mac computer's desktop to the interactive flat panel

1. On the interactive flat panel, open the launcher.

   The launcher appears.

2. Press **Screen Share**.

3. On your Mac computer, click the **Airplay** icon in the menu bar.

   Select the interactive flat panel's name.

   The Airplay icon turns blue when your Mac computer is sharing content with AirPlay.

To extend your Mac computer desktop to the interactive flat panel

1. On the interactive flat panel, open the launcher.

   The launcher appears.

2. Press **Screen Share**.

3. On your Mac computer, click the **Airplay** icon in the menu bar.

   Select the interactive flat panel's name.

   The Airplay icon turns blue when your Mac computer is sharing content with AirPlay.

4. Click the **Airplay** icon and, then click **Extend Desktop**.

To mirror your iOS device's screen to the interactive flat panel

1. On the interactive flat panel, open the launcher.

   The launcher appears.

2. Press **Screen Share**.

3. On your iOS mobile device, open the Control Center.

4. Press **AirPlay**.

5. Select the interactive flat panel's name.

6. Select **Mirroring**.

7. Select an app, and the content appears on the interactive flat panel.

Sharing content from your Android mobile device

For help troubleshooting Android devices, see *Resolving Screen Share issues for Android mobile devices* on page 41.

For a list of supported Android products, see *Supported Android devices and operating systems* on page 53.

To share your Android mobile device's screen on the interactive flat panel using the Google Home app

For more information, see *Cast your Android screen from the Google Home app* (support.google.com/chromecast/answer/6059461)

NOTE

Make sure your Android mobile device is connected to the same network as the interactive flat panel.

1. Download the Google Home app from Google Play.
2. On the interactive flat panel, open the launcher.

   The launcher appears.
3. Press **Screen Share**.
4. On your Android mobile device, open the Google Home app.
5. In the top left corner, press the navigation drawer.
6. Press **Cast Screen**.
7. Select the interactive flat panel's name.

   If you don't see the interactive flat panel you want, press **MORE SETTINGS** to show more interactive flat panels.

To share your Android mobile device's screen on the interactive flat panel from the notification shade

1. On your device, swipe down to open the notification shade.
2. Press **Cast**.
3. Select the interactive flat panel's name.

   If you don't see the board you want, press **MORE SETTINGS** to show more interactive flat panels.

To share apps on the interactive flat panel

NOTES

- Make sure your Android mobile device is connected to the same network as the interactive flat panel.
- Not all apps are Google Home-enabled.

1. Download the Google Home app from Google Play.
2. On the interactive flat panel, open the launcher.

   The launcher appears.
3. Press **Screen Share** .
4. Open the app you want to share.
5. Press the **Cast** button.
6. Select the interactive flat panel's name.

   If you don't see the interactive flat panel you want, press **MORE SETTINGS** to show more interactive flat panels.

Stop sharing content to the interactive flat panel

To stop sharing content to the interactive flat panel

TIP

You can disconnect your mobile device or computer to stop sharing content to the interactive flat panel.

1. Tap the interactive flat panel.

   The overlay appears.
2. In the top right corner of the screen, press ✕.
3. The message "Want to disconnect?" appears. Press **Yes**.

Using the Clean Up button

After you've finished using the SMART kapp iQ Pro interactive flat panel, you can clean it up for the next user.

NOTE

This doesn't perform a factory reset on the interactive flat panel.

Cleaning up the interactive flat panel

To clean up the interactive flat panel, the **Clean Up** button in the launcher. Pressing the Clean

up button:

- erases the Whiteboard,
- resets the Browser (clears the browser history, cache, cookies and closes all open tabs, and opens a new tab)
- closes all applications.

For information about changing the board's **Clean up** settings, see *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000).

To clean up the interactive flat panel

1. Open the launcher.
2. Press **Clean Up** .
3. The interactive flat panel cleans up.

Chapter 6

Using SMART Meeting Pro software

SMART Meeting Pro software is an easy-to-use whiteboard application that enhances your experience with the SMART interactive product. Use SMART Meeting Pro software to enrich three types of collaboration:

- Meetings
- Presentations
- Brainstorming sessions

SMART Meeting Pro user's guides

- *SMART Meeting Pro 4.1 Room edition user's guide* (smarttech.com/kb/170897)
- *SMART Meeting Pro PE 4.1 Room edition user's guide* (smarttech.com/kb/170973)

Chapter 7

Troubleshooting

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This chapter helps you solve issues that can occur with the SMART kapp app and the board.

What the indicator icons mean

SMART kapp iQ Pro interactive flat panels include indicator icons on the bottom of the screen. You can refer to the indicator icons to see the interactive flat panel's status and to diagnose common issues.

NOTE

In addition to the indicator icons on the screen, there is an indicator light on the bottom frame (see *The Standby button also functions as an indicator light:* on page 5).

Icon	What it means	What to do
Device		
Solid green	The interactive flat panel is connected to a mobile device.	[N/A]
Solid gray	The interactive flat panel is disconnecting from a mobile device.	[N/A]
Connect		
Black	With the SMART kapp app, connect to your interactive flat panel.	See the *SMART kapp iQ user's guide* smarttech.com/kb/171129for more information.
Not visible	The SMART kapp app is unable to connect to the board and your mobile device is unable to save snapshots of the board in the app.	See SMART kapp Whiteboard in Settings in *SMART kapp iQ Pro interactive flat panel administrator's guide* smarttech.com/kb/171000
Erase all		
Black	Erase all notes on the Whiteboard or save all notes on the Whiteboard in the Library.	See the *SMART kapp iQ user's guide* smarttech.com/kb/171129for more information.

Icon	What it means	What to do
Library		
Black	Stores your Whiteboard sessions.	See the *SMART kapp iQ user's guide* smarttech.com/kb/171129for more information.

Resolving issues with the Browser

Review the following information to resolve issues with the Browser. If the issues persist or aren't covered in the following information, contact your system administrator.

Resolving Browser issues

- Make sure the board is connected to a network with Internet access. See *Chapter 4: Connecting to a network* on page 17 for more information.
- If the Browser can't visit secure (https) websites, ensure the board's date and time are correct. See Adjusting the SMART kapp iQ settings in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) for more information.
- Contact your IT admin.

Resolving issues with Input

Review the following information to resolve issues with Input. If the issues persist or aren't covered in the following information, contact your system administrator.

Resolving image issues

- Make sure the HDMI cable is securely fastened to both your computer and the AM30 appliance.
- Replace the HDMI cable with a better quality HDMI cable.
- If you're using two connected video cables, use one longer cable or move the computer so it's within a single cable length of the AM30 appliance.
- If you're using a display adapter with your HDMI cable, try a different display adapter.
- If your computer is connected to the AM30 appliance, verify that the input source is OPS/HDMI. See *Chapter 3: Connecting a guest computer* on page 13.
- If the board's input source is OPS/HDMI, make sure your computer is connected to the AM30 appliance. See *Chapter 3: Connecting a guest computer* on page 13.

- The video signal from your computer or mobile device might be HDCP protected. Connect your computer to the interactive flat panel's connector panel. See Connecting power and devices in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) for more information.

Resolving touch issues

- Make sure the USB cable is securely fastened to both your computer and the AM30 appliance.
- Use a USB 2.0 cable and make sure it's connected to the correct USB receptacle. See *Chapter 3: Connecting a guest computer* on page 13.
- If touch interactivity is slow, close some open applications on the computer.
- If touch is not behaving as expected, remove any USB cable extenders. For best results, use a 6' (5 m) USB cable.

Resolving audio issues

- Turn off the mute setting on your computer.
- Turn up the volume on your computer.
- Turn up the volume on the board using the front control panel (see *Front control panel* on page 4).

Resolving Screen Share issues for Apple devices

What is Screen Share?

If your mobile device or computer is on the same network as the SMART kapp iQ Pro interactive flat panel, you can use the interactive flat panel's Screen Share app to share audio and video content from your mobile device or computer to the interactive flat panel.

How do I share content from my iPhone, iPad or Mac computer?

- Using AirPlay on your Mac computer or iOS mobile device. See *Sharing content from your Apple product to the interactive flat panel* on page 28.
- For more information about connecting a Mac computer, see *Get help in Use AirPlay to display video from your Mac on an HDTV* (support.apple.com/HT201343).

- For more information about connecting an iOS mobile device, see *Get help with AirPlay and AirPlay Mirroring on your iPhone, iPad, or iPod touch* (support.apple.com/HT204291).

Why can't I find my SMART kapp iQ Pro interactive flat panel's name in the list of devices?

- Make sure your mobile device or computer is on the same network as the interactive flat panel.
- If your interactive flat panel is using a wired network connection, try connecting it to a wireless network.

  Wired and wireless networks don't often share the same network subnet. Connecting the board to a wireless network might help the connection between the interactive flat panel and a mobile device or computer that's connected wirelessly.
- Ensure the interactive flat panel and computer have the correct date and time set. See Adjusting SMART kapp iQ settings in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) for more information. See your computer's user guide for more information.
- On your mobile device, turn Airplane mode on and then off on your mobile device. If you can't see the board's name in the list of devices, restart your mobile device.

  Restarting your mobile device can clear network address information that your mobile device had cached. Restarting the mobile device can also reinitialize audio and video encoders that might have stopped working properly.
- On your computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable. If the interactive flat panel's name still doesn't appear in the list of devices, restart your computer.

  Restarting your computer can clear network address information that your computer had cached. Restarting the computer can also reinitialize audio and video econders that might have stopped working properly.
- Restart your board. See the Standby button in *Standby button* on page 4.
- If you've restarted your interactive flat panel and still don't see the interactive flat panel's name in the list of devices, wait several minutes and then try to connect to the interactive flat panel again.
- Make sure your computer or device has the latest operating software.

Why am I experiencing performance issues?

Performance issues might appear as choppy video or audio that isn't in sync with the video.

- The interactive flat panel and the mobile device or computer could be connected to different wireless access points, which can increase latency. On the mobile device, turn Airplane mode on and back off to try to connect to a closer access point. On the computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable to try to connect to a closer access point.
- Make sure the antenna is attached to the AM30 appliance. See *Appendix A: Installing the AM30 appliance antenna* on page 51 for more information.
- Reduce your Mac computer's display resolution to 1920 × 1080 or lower.
- See Evaluating the effect of Screen Share on your network data usage in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) for more information.
- Make sure your computer or device has the latest operating software.

I'm experiencing other issues

- If you see video on the interactive flat panel but don't hear audio, make sure the volume on your iOS device is turned up and the interactive flat panel is not muted.
- If you see video on the interactive flat panel but don't hear audio, ensure the Ring/Silent switch isn't set to silent on your mobile device.
- Restart the Screen Share app and its discovery services.
  a. On the interactive flat panel, open the launcher.

     The launcher appears.

  b. Press **Settings**

  c. Scroll to **Applications** > **Screen Share [beta]**.

  d. Press **Reset**.
- If you can see your interactive flat panel but can't connect to it, open the Screen Share app.
  a. On the interactive flat panel, open the launcher.

     The launcher appears.

  b. Press **Screen Share**.
- See Resolving issues with applications in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) .
- If a interactive flat panel's name appears more than once, contact your system administrator.

- The screen is not responding to touch or you're unable to write or draw with the pens.

  Using your fingers or the pens to interact with the screen is not supported while using Screen Share.

- If the issues persist even after you've restarted your Mac computer or iOS mobile device and ensured they are on the same network as the interactive flat panel, contact your system administrator.

I'd like to give feedback

- Help us out. Give us some feedback about the Screen Share beta experience. Contact us here.

Supported Apple devices and operating systems

The following Apple operating systems support Screen Share.

- iOS 9 or later
- Mac OS X 10.11 (El Capitan) or later

The following Apple devices support Screen Share.

- iPhone 4 S or later
- iPad 2 or later
- iPod touch (5th generation) or later

Resolving Screen Share issues for Android mobile devices

What is Screen Sharing?

If your mobile device is on the same network as the SMART kapp iQ Pro interactive flat panel, you can use the interactive flat panel's Screen Share app to share audio and video content from your mobile device to the board.

How do I share content from my Android mobile device?

Use the Google Home app. See *Sharing content from your Android mobile device* on page 29.

Why can't I find my SMART kapp iQ Pro interactive flat panel's name in the list of devices?

- Make sure your mobile device is on the same network as the SMART kapp iQ Pro interactive flat panel.
- Not all Android devices can initiate Screen Share from the notification drawer. Download the Google Home app from Google Play to use Screen Share.
- If your interactive flat panel is using a wired network connection, try connecting it to a wireless network.

  Wired and wireless networks don't often share the same network subnet. Connecting the board to a wireless network might help the connection between the interactive flat panel and a mobile device or computer that's connected wirelessly.
- Make sure the interactive flat panel and mobile device are set to the correct date and time. See Adjusting SMART kapp iQ settings in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) for more information. See your mobile device's user guide for more information.
- On your mobile device, turn Airplane mode on and then off again. If you can't see the board's name in the list of devices, restart your mobile device.

  Restarting your mobile device can clear network address information that your mobile device had cached. Restarting the mobile device can also reinitialize audio and video encorders that might have stopped working properly.
- Restart your Android mobile device.
- Restart your board. See the Standby button in *Standby button* on page 4.
- If you've restarted your interactive flat panel and still don't see the interactive flat panel's name in the list of devices, wait several minutes and then try to connect to the interactive flat panel again.
- Ensure you have the latest operating software on your Android mobile device. Make sure you have no pending system updates for your Android mobile device.

Why am I experiencing performance issues?

Performance issues might appear as choppy video or audio that isn't in sync with the video.

- Your mobile device could be connected to different access points than your interactive flat panel which can increase latency. Turn Airplane mode on and then off on your mobile device to try to connecting to a closer access point.

- Make sure the antenna is attached to the AM30 appliance. See *Appendix A: Installing the AM30 appliance antenna* on page 51 for more information.
- See Evaluating the effect of Screen Share on your network data usage in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) for more information.
- Your mobile device may not be optimized for sharing its screen and is limited to lower quality performance. Try connecting with a different mobile device.
- Ensure you have the latest operating software on your Android mobile device. Make sure you have no pending system updates for your Android mobile device.

I'm experiencing other issues

- If the mobile device's video appears on the interactive flat panel but you don't hear audio:
  - Make sure the volume on your mobile device is turned up and the interactive flat panel is not muted.
  - Make sure you have the latest operating software on your Android mobile device.
  - Restart your mobile device.
- If you can see your interactive flat panel but can't connect to it, open the Screen Share app.
  a. On the interactive flat panel, open the launcher.

     The launcher appears.

  b. Press **Screen Share**.
- Restart the Screen Share app and its discovery services.
  a. On the interactive flat panel, open the launcher.

     The launcher appears.

  b. Press **Settings**
  c. Scroll to **Applications** > **Screen Share [beta]**.
  d. Press **Reset**.
- If a interactive flat panel's name appears more than once, contact your system administrator.
- The screen is not responding to touch or you're unable to write or draw with the pens.

  Using your fingers or the pens to interact with the screen is not supported while using Screen Share.
- Turn off Power Saving mode on your Android device.

- Make sure your Android mobile device is using the latest operating software and has no pending system updates.
- See Resolving issues with applications in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) .
- Contact your system administrator.

I'd like to give feedback

- Help us out. Give us some feedback about the Screen Share beta experience. Contact us here.

Supported Android devices and operating systems

- All devices running Android 4.4.2 or later support the Cast Screen feature. See Optimized devices for Android Screen casting (support.google.com/chromecast/answer/6293757).

  NOTE

  Not all mobile devices have been optimized for screen casting.

- Make sure Power Saving mode is off on your Android mobile device. Power Saving mode can limit the mobile device's processing power, which could affect the performance of the Cast Screen feature.

Resolving Screen Share issues for Chrome browser or Chromebook

What is Screen Sharing?

If your computer is on the same network as the SMART kapp iQ Pro interactive flat panel, you can use the computer's Chrome browser and the interactive flat panel's Screen Share app to share audio and video content from your computer to the interactive flat panel.

How do I share content using the Chrome browser or Chromebook?

- You may need to download the Google Cast extension for Chrome. See *Sharing content from the Chrome browser to the interactive flat panel* on page 26.

- For more information about the Google Cast browser extension, see *Casting a tab or entire desktop* (support.google.com/googlecast/answer/3228332).
- For more information about sharing content from your Chromebook with Google Cast, see *Use Chromecast with your Chromebook* (support.google.com/chromebook/answer/3289520).

Why can't I find my SMART kapp iQ Pro interactive flat panel's name in the list of devices?

- Make sure your computer is on the same network as the board.
- If your board is using a wired network connection, try connecting it to a wireless network.

  Wired and wireless networks don't often share the same network subnet. Connecting the interactive flat panel to a wireless network might help the connection between the interactive flat panel and a mobile device or computer that's connected wirelessly.
- Make sure the interactive flat panel and computer have the correct date and time set. See Adjusting SMART kapp iQ settings in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) for more information. See your computer's user guide for more information.
- On your computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable. If the interactive flat panel's name still doesn't appear in the list of devices, restart your computer.

  Restarting your computer can clear network address information that your computer had cached. Restarting the computer can also reinitialize audio and video encoders that might have stopped working properly.
- For more information about the Google Cast browser extension, see *Casting a tab or entire desktop* (support.google.com/googlecast/answer/3228332).
- Restart your board. See the Standby button in *Standby button* on page 4.
- If you've restarted your interactive flat panel and still don't see the interactive flat panel's name in the list of devices, wait several minutes and try to connect to the interactive flat panel again.

Why am I experiencing performance issues?

- Not all devices are designed for video encoding for Screen Sharing, so video streaming might not behave as expected.

  See Evaluating the effect of Screen Share on your network data usage in the *SMART kapp iQ*

Pro interactive flat panel administrator's guide (smarttech.com/kb/171000) for more information.

- SMART kapp iQ Pro interactive flat panel's Screen Share app has not been optimized for performance with Chromebooks. For best results, limit usage to static content.
- The interactive flat panel and the computer might could be connected to different wireless access points, which can increase latency. On the computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable to try to connect to a closer access point.
- Make sure the antenna is attached to the AM30 appliance. See *Appendix A: Installing the AM30 appliance antenna* on page 51 for more information.

I'm experiencing other issues

- If you can see your interactive flat panel but can't connect to it, open the Screen Share app.
  a. On the interactive flat panel, open the launcher.

     The launcher appears.

  b. Press **Screen Share**.
- Restart the Screen Share app and its discovery services.
  a. On the interactive flat panel, open the launcher.

     The launcher appears.

  b. Press **Settings**
  c. Scroll to **Applications** > **Screen Share** [**beta**].
  d. Press **Reset**.
- See Resolving issues with applications in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) .
- The screen is not responding to touch or you're unable to write or draw with the pens.

  Using your fingers or the pens to interact with the screen is not supported while using Screen Share.

I'd like to give feedback

- Help us out. Give us some feedback about the Screen Share beta experience. Contact us here.

Resolving Screen Share issues for Windows computers

What is Screen Sharing?

If your computer is on the same network as the SMART kapp iQ Pro interactive flat panel, you can use the interactive flat panel's Screen Sharing app to share audio and video content from your computer to the interactive flat panel.

How do I share content from my Windows computer?

- Use the Chrome browser. See *Using Screen Share* on page 25.
- You can purchase AirParrot, an application that allows you to share your display, an application, audio or a media file. See airsquirrels.com/airparrot/features/win.
- If you're sharing content using the Google Cast extension, see Use Chromecast with your Chromebook (support.google.com/chromebook/answer/3289520).
- If you're sharing content using AirParrot, see *AirParrot 2 does not see a Chromecast in our office* (help.airsquirrels.com/support/solutions/articles/1000195447-airparrot-2-does-not-see-a-chromecast-in-our-office-) or *Can I extend my desktop on Windows 10* (help.airsquirrels.com/support/solutions/articles/1000199265-can-i-extend-my-desktop-on-windows-10-).

Why can't I find my SMART kapp iQ Pro interactive flat panel's name in the list of devices?

- Make sure your computer is on the same network as the board.
- If your board is using a wired network connection, try connecting it to a wireless network.

  Wired and wireless networks don't often share the same network subnet. Connecting the interactive flat panel to a wireless network might help the connection between the interactive flat panel and a mobile device or computer that's connected wirelessly.
- Make sure the interactive flat panel and computer have the correct date and time set. See Adjusting SMART kapp iQ settings in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) for more information. See your computer's user guide for more information.

- On your computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable. If the interactive flat panel's name still doesn't appear in the list of devices, restart your computer.

  Restarting your computer can clear network address information that your computer had cached. Restarting the computer can also reinitialize audio and video encoders that might have stopped working properly.

- Restart your board. See the Standby button in *Standby button* on page 4.
- If you've restarted your interactive flat panel and still don't see the interactive flat panel's name in the list of devices, wait several minutes and try to connect to the interactive flat panel again.
- Make sure the operating system on your Windows computer is updated.
- Windows Wireless Display (Miracast) is currently not supported.
  - Use Google Cast from Chrome browser. See *Sharing content from the Chrome browser to the interactive flat panel* on page 26.
  - You can purchase AirParrot, an application that allows you to share your computer's display, an application, audio or a media file. See airsquirrels.com/airparrot/features/win.

Why am I experiencing performance issues?

- If your network is slow or congested, that affects Screen Sharing. Contact your administrator.
- The Wi-Fi signal could be weak. Contact your administrator.
- Your device could be connected to different access points than your interactive flat panel which can increase latency. Turn Airplane mode on and then off on your computer to try to connecting to a closer access point.
- See Evaluating the effect of Screen Share on your network data usage in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) for more information.
- Make sure the antenna is attached to the AM30 appliance. See *Appendix A: Installing the AM30 appliance antenna* on page 51 for more information.
- Reduce your display's resolution to 1920 × 1080 or lower.
- Make sure the operating system on your Windows computer is updated.
- If you're using AirParrot, make sure AirParrot is updated.
- If you're using Chrome, make sure Chrome is updated.

- If you've restarted your interactive flat panel and still don't see the interactive flat panel's name in the list of devices, wait several minutes and then try to connect to the interactive flat panel again.

I'm experiencing other issues

- If you can see your interactive flat panel but can't connect to it, open the Screen Share app.
  a. On the interactive flat panel, open the launcher.

     The launcher appears.

  b. Press **Screen Share** .
- Restart the Screen Share app and its discovery services.
  a. On the interactive flat panel, open the launcher.

     The launcher appears.

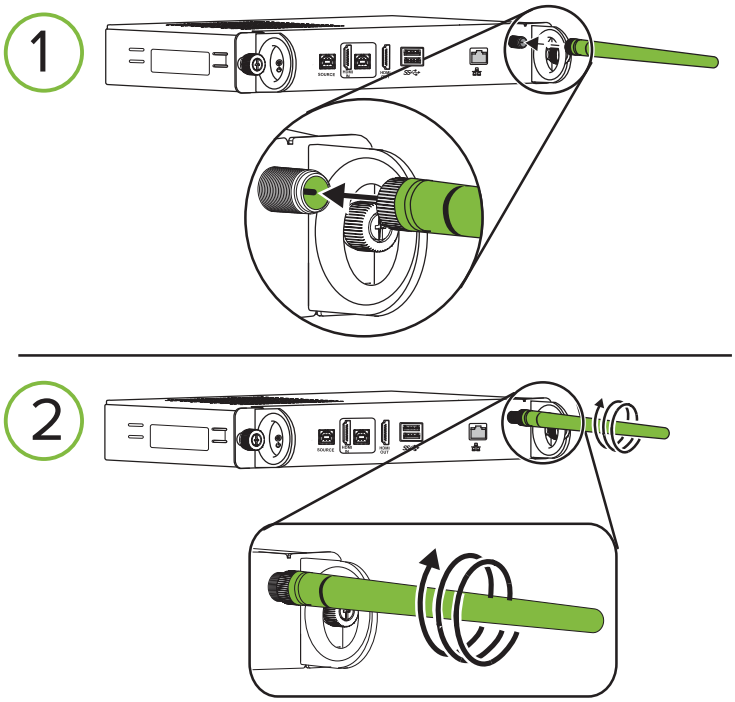
  b. Press **Settings**
  c. Scroll to **Applications** > **Screen Share [beta]**.
  d. Press **Reset**.
- See Resolving issues with applications in the *SMART kapp iQ Pro interactive flat panel administrator's guide* (smarttech.com/kb/171000) .
- Contact your system administrator.

I'd like to give feedback

- Help us out. Give us some feedback about the Screen Share beta experience. Contact us here.

Chapter A

Installing the AM30 appliance antenna



For more information, see the following installation guides:

- *SMART kapp iQ 55 and 65 installation guide* (smarttech.com/kb/170810)
- *SMART kapp iQ 65-V2 installation guide* (smarttech.com/kb/171107)
- *SMART kapp iQ 75 installation guide* (smarttech.com/kb/170996)

Appendix B

Supported devices for Screen Share

This is a list of supported devices for Screen Share.

Supported Apple devices and operating systems

The following Apple operating systems support Screen Share.

- iOS 9 or later
- Mac OS X 10.11 (El Capitan) or later

The following Apple devices support Screen Share.

- iPhone 4 S or later
- iPad 2 or later
- iPod touch (5th generation) or later

Supported Android devices and operating systems

- All devices running Android 4.4.2 or later support the Cast Screen feature. See Optimized devices for Android Screen casting (support.google.com/chromecast/answer/6293757).

  NOTE

  Not all mobile devices have been optimized for screen casting.

- Make sure Power Saving mode is off on your Android mobile device. Power Saving mode can limit the mobile device's processing power, which could affect the performance of the Cast Screen feature.

Appendix C

Hardware environmental compliance

SMART Technologies supports global efforts to ensure that electronic equipment is manufactured, sold and disposed of in a safe and environmentally friendly manner.

Waste Electrical and Electronic Equipment (WEEE)

Electrical and electronic equipment contain substances that can be harmful to the environment and to human health. The crossed-out wheeled bin symbol indicates that products should be disposed of in the appropriate recycling stream and not as regular waste.

Batteries

The AM30 appliance contains a CR2032 battery. Recycle or dispose of batteries properly.

Perchlorate material

Battery contains perchlorate material. Special handling may apply. See dtsc.ca.gov/hazardouswaste/perchlorate.

More information

See smarttech.com/compliance for the materials table.

SMART TECHNOLOGIES

smarttech.com/support

smarttech.com/contactsupport

smarttech.com/kb/171128