Release notes

SMART kapp iQ system software 2.5

Overview

SMART kapp iQ™ system software includes a whiteboard and a suite of applications that runs from an embedded appliance. Designed specifically to complement individual, small group and whole-room collaboration, SMART kapp iQ fully integrates with mobile devices, including tablets, smartphones, laptops and Chromebooks.

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

✏ **NOTES**

- The available features vary depending on the model of AM30 appliance that's installed in your SMART kapp iQ board. For more information, see *Identifying your SMART kapp iQ system and AM30 appliance version* (kb.smarttech.com/?q=18190).

- A PDF version of these release notes is available (see smarttech.com/kb/171135).

SMART kapp iQ system software 2.5.31

Highlights

Release date	March 23, 2017
New features	N/A

Resolved issues

N/A	N/A

Known issues

System software	• If an application closes unexpectedly, multiple stacked notification messages appear [383896] • After updating the system software, there may be duplicate sessions saved in the Library [388183]

Whiteboard	After updating the system software, the Library may contain duplicate sessions [388183]

Whiteboard

- After updating the system software, the Library may contain duplicate sessions [388183]
- If connecting a SMART kapp iQ board to a remote session, you're unable to dismiss "Host session disconnected…" message unless you restart the board [388353]
- Deleting all saved whiteboards in the Library while updating the interactive flat panel's system software causes the board to stop responding [395982]

> ✏ **NOTE**
>
> If this error occurs, use the interactive flat panel's power switch to turn the board off and then back on.

- Large areas of static might appear in the Whiteboard app and the app will stop responding. The app remains unresponsive until the board is restarted. [399663]

Lessons

For more information about the Lessons app, see *SMART kapp iQ board user's guide* (smarttech.com/kb/170812).

- The following SMART Notebook file content is not supported by Lessons:
  - Flash content (widgets, activities)
  - Object animations (touch to fade, touch to reveal)
  - Video
  - GeoGebra
  - Math Blocks
  - Lab activities with join codes (Response 2, Monster Quiz, Shout It Out!)
  - SMART Blocks and concept mapping
  - Activity Builder (classic)
  - Animated GIFs
  - Audio
  - Lesson recordings
  - Math Objects (ruler, protractor)
  - Masked objects
  - Backgrounds and patterns
- When you press the Clean up button, Lessons does not close the SMART Notebook file and return to the Lessons app library [403291]

Input

- When using Input, the pointer appears a distance from the actual contact when you touch the screen [389836]

  💡 **TIP**

  After connecting a computer, orient the board. See Orienting the board (support.smarttech.com/docs/hardware/kapp/kapp-iq/en/installing-and-maintaining/maintaining/using-smart-settings.cshtml).

- After connecting a computer to the board, the image on the board is scrambled [385596]

  💡 **TIP**

  After connecting a computer, open another app from the launcher and then open the Input app again.

Screen Share

- When sharing content from YouTube, ads on YouTube cause the Screen Share app to close unexpectedly [396134]
- When sharing content from an iPad, the Screen Share app closes unexpectedly [399182]
- Screen Share must be reset after a Mac Mini computer connects to the board using Screen Share [386894]
- Screen Share closes unexpectedly after disconnecting a mobile device or computer and then connecting a different mobile device or computer [387232]
- Screen Share could occasionally stop displaying content from a mobile device without disconnecting the mobile device [386094]
- Chromebooks are unable to share content reliably because the computer relies on a software decoder [389774]
- Screen Share closes unexpectedly [386862, 386874, 399983, 400993]
- The board is unable to display content in full screen mode when streaming video [394095]
- Screen Share stops responding [399295]

  ✏️ **NOTE**

  If Screen Share stops responding, you can restart Screen Share.

  a. Open Settings.

  b. Scroll to Screen Share [beta].

  c. Press **Screen Share [beta] > Reset**.

- Screen Share closes unexpectedly being restarted [397685]
- When sharing streaming video to the board, parts of the image do not display correctly [397571, 397571]
- Screen Share closes unexpectedly if the computer's resolution is changed while connecting to the board [388123]

SMART kapp iQ system software 2.5.30

Highlights

Release date	February 24, 2017
New features	N/A

Resolved issues

Browser	Browser app upgraded to Chromium version 56. Resolves an issue in which images would not appear because SSL certificates from certain websites were rejected incorrectly.

Known issues

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Whiteboard	- After updating the system software, the Library may contain duplicate sessions [388183] - If connecting a SMART kapp iQ board to a remote session, you're unable to dismiss "Host session disconnected…" message unless you restart the board [388353] - Deleting all saved whiteboards in the Library while updating the interactive flat panel's system software causes the board to stop responding [395982]

✏ **NOTE**

If this error occurs, use the interactive flat panel's power switch to turn the board off and then back on.

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- Screen Share closes unexpectedly being restarted [397685]
- When sharing streaming video to the board, parts of the image do not display correctly [397571, 397571]
- Screen Share closes unexpectedly if the computer's resolution is changed while connecting to the board [388123]

SMART kapp iQ system software 2.5.18

Highlights

Release date   December 19, 2016

New features	All models of AM30 appliance

- Clean Up button on the launcher that
  - erases the Whiteboard,
  - if the Library is enabled, saves the Whiteboard session to the Library,
  - resets the Browser (clears the browser history, cache, cookies and closes all open tabs, and opens a new tab)
  - closes all applications.
- Option to join a beta channel for SMART kapp iQ system software updates
- Updated configuration process during initial setup
- New Whiteboard settings to prevent the SMART kapp app from connecting or inviting people to share a session

For AM30 appliances with the serial number format Q02#####**A**##### (Type A)

- Addition of the launcher
- Settings is added to the launcher
- Device and Connect icons on the Whiteboard have been updated
- New Whiteboard Library options. The Library is disabled for Type A AM30 appliances

For AM30 appliances with the serial number format Q02#####**B**##### (Type B)

- Addition of Lessons app, which can display SMART Notebook® collaborative learning software files
- QR code on the Whiteboard app is updated
- SMART kapp iQ boards connected to a network can update SMART kapp iQ system software automatically if an Internet connection is available

For AM30 appliances with the serial number format Q02#####**C**#### (Type C)

- Addition of the launcher
- Settings is added to the launcher
- Device and Connect icons on the Whiteboard have been updated
- SMART kapp iQ boards connected to a network can update SMART kapp iQ system software automatically if an Internet connection is available
- New Whiteboard Library options. The Library is disabled for Type C AM30 appliances

Resolved issues

System software	After prolonged inactivity (more than 14 hours), the board displayed the black "Initializing" screen and the LED on the AM30 appliance turned off. The board would have to be restarted [389263]
Whiteboard	When a mobile device connected to the board with the SMART kapp app, the board closed unexpectedly [386876]
Input	- Supports viewing of content from an HDMI-connected computer [383722] - Input app closed unexpectedly [394897]

Screen Share	• Screen Share app would have to be reset after a Mac Mini computer connected to the board using the Screen Share app [386894]
	• Screen Share app would occasionally stop displaying content from a mobile device without disconnecting the mobile device [386094]
	• Devices were unable to share content to the board using the Screen Share app [383616]
	• iOS 10 mobile devices were disconnecting while sharing content to the board

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