Release notes

iQ system software 2.7

Overview

iQ system software includes a whiteboard and a suite of applications that run from an embedded appliance. Designed specifically to complement individual, small group and whole-room collaboration, the display fully integrates with mobile devices, including 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 Identifying your SMART kapp iQ system and AM30 appliance version.

SMART kapp iQ system software 2.7.13

Highlights

Release date	July 20, 2017
New features	• SMART Notebook Player supports Monster Quiz or Shout It Out! • Use Print to Board to send files to the display

Resolved issues

Screen Share	• When sharing streaming video to the board, parts of the image did not display correctly [397686] • Screen Share would have to be reset after a sharing session with a Mac Mini computer [386894]

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] • The iQ appliance does not properly detect the unplugging of a network cable from the SMART Board 7000 series interactive display with iQ [415990]

Whiteboard	• After updating the system software, the Library may contain duplicate sessions [388183] • If connecting a display 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 iQ system software causes the board to stop responding [395982] **NOTE** If this error occurs, use the display'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] • After connecting an iOS device's SMART kapp app to the Whiteboard and sharing a session, ink on the display does not appear on other connected SMART kapp apps or displays. Use the SMART kapp on an Android mobile device to share a session [419179]
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 a computer is connected 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

- 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.
  c. Tap **Screen Share** > **Reset**.

- Screen Share closes unexpectedly being restarted [397685]
- Screen Share behaves unexpectedly if an Ethernet cable is connected while Wi-Fi is enabled [417977]
- When using the Chrome browser to share video to the board, parts of the image did not display correctly. When using the Chrome browser for Screen Share, share the entire desktop and not just the browser tab. See *SMART Board 6000 series interactive displays user's guide* (smarttech.com/kb/171166) for more information [419594]

  When using the Chrome browser to share video to the board, parts of the image did not display correctly. When using the Chrome browser for Screen Share, share the entire desktop and not just the browser tab. See *SMART Board 7000 series interactive displays user's guide* (smarttech.com/kb/171163) for more information [419594]

SMART Notebook Player for the display	• The following SMART Notebook file content is not supported by SMART Notebook Player:
	  ◦ Flash widgets
	  ◦ HTML5 widgets
	  ◦ Device-enabled lab activities
	  ◦ Animations
	  ◦ Audio
	  ◦ GeoGebra
	  ◦ Lesson Activity toolkit
	  ◦ 3D objects
	  ◦ SMART blocks
	  ◦ Concept mapping
	• Interface text has not been fully translated, and English text may appear when the display's language is set to another language
	• If the display has been in Standby for 6–7 hours [416444]
	  ◦ Share to Board behaves unexpectedly. Restart the display or download the latest version of iQ system software.
	  ◦ The "SMART board is Offline" message appears on your mobile device when attempting to connect a mobile device to the display. The mobile device may not connect to the display. Restart the display or download the latest version of iQ system software.
	• When a mobile device is connected to the display and a user starts a SMART lab activity, the START button for a lab activity doesn't appear in the Player app on the display. On the mobile device, close the activity and open the activity [415288]
	• When a mobile device has a SMART Notebook file open and then connects to the display, the Player mobile app doesn't show current state of the display. On the mobile device or display, close the file and open the file [415884]
	• After tapping the Clean Up button, there are no files in the Notebook Player lobby. Open the launcher and open another app. Then, open the launcher and reopen Notebook Player [5564]
	• The SMART Notebook files closes unexpectedly after some notes are written and then erasing them immediately. [5813, 4839]

- When opening a SMART Notebook file from a USB drive
  - Audio is not available in SMART lab activities [2025]
  - When starting a SMART response 2 activity that contains images, a SMT06302 error code appears or the “Loading Images” message remains [3187]
  - After finishing a Game Show activity, the navigation arrows in the Review window are small but still work properly [5889]
  - The Randomizer hat icon does not appear if the Randomizer game element is selected [5890]
    a. Tap ★ and use the eye icon to enable the Randomizer game element.
    b. Tap ★ and use the eye icon to disable the Randomizer game element.
    c. Tap ★ and use the eye icon and enable the Randomizer game element
  - Student lists cannot be created or edited in the Randomizer game element [5890]
- When using the instant Shout It Out! activity on the display, student lists cannot be created or edited in the Randomizer game element [5964]

SMART Notebook Player for the mobile app

- When connecting your mobile device to the display, an activity indicator appears and spins. Force close the app and open it [415298]

  TIP

  a. Double-click the Home button to see your most recently-used apps.
  b. Swipe to left or right to find Player app.
  c. Swipe up on the app's preview to close the app.
  d. Open Player app.

- When a mobile device is connected to the display, page thumbnails may not fully render or appear blank in the mobile app. Scroll away from the page and then back to the page to show the page thumbnail [415965]
- When a mobile device is connected to the display and in landscape position, returning to the Player Library lobby on the display may cause the mobile app to behave unexpectedly. Force close the app and open it [416110]

  TIP

  a. Double-click the Home button to see your most recently-used apps.
  b. Swipe to left or right to find Player app.
  c. Swipe up on the app's preview to close the app.
  d. Open Player app.

- When a mobile device is connected to the display and a user starts a SMART lab activity, the START button for a lab activity doesn't appear in the Player app on the display. On the mobile device, close and reopen the activity [415288]
- When a mobile device has a SMART Notebook file open and then connects to the display, the Player mobile app doesn't show the display's current state. On the mobile device or display, close and reopen the file [415884]
- YouTube videos in a SMART Notebook file cannot be started in the mobile app. Start the YouTube video on the display [4940]
- When the mobile device is connected to the display and the mobile device goes to sleep, ink written in the mobile app is lost. Set the Auto-Lock option to **Never** [5405]
- If the mobile device is showing the SMART Notebook file in landscape orientation, switching apps resets the file to page 1. To prevent this, don't switch apps while in landscape orientation [5404]
- If adding a display in the mobile app, the display may not show up as an option when opening a SMART Notebook file using Share to Board. Add displays in SMART Notebook software on the computer. See your display's user guide for more information [4850]

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