

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.
When you tap New Whiteboard , the Player app opens.• 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	<ul style="list-style-type: none"> • 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].
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]. • (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].
Whiteboard	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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].

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