SMART®

Release notes
iQ system software 3.3

Overview

iQ system software includes a whiteboard and a suite of other applications. 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.

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iQ system software 3.3.9072

Highlights

Release date	September 12, 2019
Software versions	iQ appliance (AM30): 3.3.9072

New features

System software	• Added Portuguese (Portugal) language support. • Browser app upgraded to Chromium version 74. • New folders can be created without entering Edit mode.
Screen Share	Fixes for Screen Share stability
SMART Notebook Player for the display (education models only)	• Changes to Shout it Out! activities are saved. • When using Delivery mode to share lessons and whiteboards, changes to the files were not saved.

Resolved issues

System software	• After creating a new folder, saving a file in it, and then deleting the new folder, you couldn't create another new folder [60291]. • You couldn't edit the URL without also editing the name [60290]. • If Favorites contained many pinned tiles, you couldn't scroll through the home screen easily [61225]. • The Home button and Home screen didn't appear correctly after opening a third-party app that runs in Portrait mode [56278]. • New whiteboards couldn't be saved in subfolders. The whiteboard appeared at the root folder [48904].

Known issues

System software	• You must perform a factory reset before you revert the iQ system software to a previous version [69084].
	• In a SMART Remote Management session, the Home button doesn't work [61409].
	• 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].
	• Scrolling through the library might be slow if the Files Library contains many files [49660].
	• 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].
	• 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].
Browser	Invalid SSL certificate message appears when accessing bbc.com [74115].
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 (education models only)	• 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].

Screen Share

- Screen Share closes unexpectedly when devices are using Miracast [71031, 386862, 386874, 399983].
- The device might not connect to the display after the device has stopped sharing its screen using Miracast [63522].
- 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 ✖ 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 ✖ 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 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 3.3.9071

Highlights

Release date	August 20, 2019
Software versions	• iQ appliance (AM40): 3.3.9071 • iQ appliance (AM50): 3.3.9071

Resolved issues

System software	Improved stability and fixed bugs when signing into a SMART account [69933, 70271, 70549, 71979, 71751, 71721].
SMART Notebook Player for the display (education models only)	• Incorrect thumbnails were shown on the Home screen [72088, 72281] • Incorrect thumbnails were shown in the page sorter [69042, 69957] • Improved stability and fixed bugs [68478, 69040, 69042, 69147, 69242, 69250, 69915, 69964, 70126, 72629, 72751]

Known issues

System software	• After opening a file and not making any changes, the file's last modified date in the Files Library changes to the current date [69203]. • Some files that have been shared with the display might not appear in the Files Library until the display has been turned off and then turned on [69119]. • When a user is signed in, the pen color doesn't revert to its default color when the pen is returned to the pen tray [69098]. • You must perform a factory reset before you revert the iQ system software to a previous version [69084]. • (SMART Board MX series) After updating the display's iQ system software using a USB drive, touch might not work properly. Use the power switch to turn the display off and then turn back on [68872]. • The settings cannot be locked down using SMART Remote Management when a user is signed into the display [68811]. • After configuring the display with SMART Remote Management to use a static IP address, the advanced networking options in Settings are not visible after a user signs in to the display [68806]. • (SMART Board 7000 and 7000 Pro series) When a second display is connected to the HDMI out receptacle on the AM50 iQ appliance, the iQ experience appears only on the second display and not on the display [68799]. • When a user is signed in, notifications about the pens might not appear [68482]. • When a user is signed in, the display can't install a network certificate to authenticate devices connected to a wireless network [68439, 68438]. • 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]. • When writing or drawing on an annotation layer, you couldn'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].

SMART Notebook Player for the display (education models only)	- The Player app closes unexpectedly when you open a corrupted SMART Notebook file [72942].
	- After students have completed a Shout it Out! activity on the board and then leave, the information is not saved in the SMART Notebook file [67006].
	- After starting a SMART lab activity, the Class ID disappears after leaving the display idle for an hour [66519].
	- If more space is added to a page, any content on the page may be unreadable when the SMART Notebook file is exported as a PDF [64383].
	- 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]
	- 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].

Screen Share	- After a device using Miracast stops sharing its screen, Screen Share closes unexpectedly [67303, 59239].
	- The display might not automatically disconnect from the Wi-Fi network when a device using Miracast shares its screen. Tap **Restart Screen Share** in the Screen Share lobby [66324].
	- Some devices may have trouble sharing their screen using Miracast. Tap **Restart Screen Share** in the Screen Share lobby [58682, 72471].
	   ○ Tap **Restart Screen Share** in the Screen Share lobby.
	   ○ Enable Miracast Connection Handling in Settings.
	- When both Ethernet and Wi-Fi are enabled on the display, the Screen Share app shows the connection information for the Wi-Fi connection [60444, 417977].
	- Samsung mobile devices should use the Google™ Home app to share content [417994, 10815].
	- Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device [407403, 10784].
	- Devices that can't use h.264 cannot share their screen reliably [389774, 39752].

SMART Remote Management	- SMART Remote Management doesn't support blocking URLs for the Browser app. Use other network administration techniques [68722].

iQ system software 3.3.9051

Highlights

Release date	July 18, 2019
Software versions	• iQ appliance (AM40): 3.3.9051 • iQ appliance (AM50): 3.3.9051

New features

System software	Sign in to a SMART account on the display. When a user is signed in, files are saved locally to the display and are available to all users, as they were in previous iQ system software releases.

Resolved issues

System software	(AM50 iQ appliance) When naming a new folder, the on-screen keyboard didn't appear [48894].
Screen Share	• When an iOS device was streaming video and audio and was disconnected from the display by tapping ✖ on the display, the audio continued [61366]. • Screen Share occasionally stopped displaying from a mobile device without disconnecting the mobile device [386094]. • Screen Share closed unexpectedly when devices were using Miracast [386862, 386874, 399983].

Known issues

System software	• Some files that have been shared with the display might not appear in the Files Library until the display has been turned off and then turned on [69119]. • When a user is signed in, the pen color doesn't revert to its default color when the pen is returned to the pen tray [69098]. • You must perform a factory reset before you revert the iQ system software to a previous version [69084]. • (SMART Board MX series) After updating the display's iQ system software using a USB drive, touch might not work properly. Use the power switch to turn the display off and then turn back on [68872]. • The settings cannot be locked down using SMART Remote Management when a user is signed into the display [68811]. • After configuring the display with SMART Remote Management to use a static IP address, the advanced networking options in Settings are not visible after a user signs in to the display [68806]. • (SMART Board 7000 and 7000 Pro series) When a second display is connected to the HDMI out receptacle on the AM50 iQ appliance, the iQ experience appears only on the second display and not on the display [68799]. • When a user is signed in, notifications about the pens might not appear [68482]. • When a user is signed in, the display can't install a network certificate to authenticate devices connected to a wireless network [68439, 68438]. • 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].

- When writing or drawing on an annotation layer, you couldn'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].

SMART Notebook Player for the display (education models only)	- After students have completed a Shout it Out! activity on the board and then leave, the information is not saved in the SMART Notebook file [67006]. - After starting a SMART lab activity, the Class ID disappears after leaving the display idle for an hour [66519]. - If more space is added to a page, any content on the page may be unreadable when the SMART Notebook file is exported as a PDF [64383]. - 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] - 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].
Screen Share	- After a device using Miracast stops sharing its screen, Screen Share closes unexpectedly [67303, 59239]. - The display might not automatically disconnect from the Wi-Fi network when a device using Miracast shares its screen. Tap **Restart Screen Share** in the Screen Share lobby [66324]. - Some devices may have trouble sharing their screen using Miracast. Tap **Restart Screen Share** in the Screen Share lobby [58682]. - Tap **Restart Screen Share** in the Screen Share lobby. - Enable Miracast Connection Handling in Settings. - When both Ethernet and Wi-Fi are enabled on the display, the Screen Share app shows the connection information for the Wi-Fi connection [60444, 417977]. - Samsung mobile devices should use the Google™ Home app to share content [417994, 10815]. - Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device [407403, 10784]. - Devices that can't use h.264 cannot share their screen reliably [389774, 39752].

SMART Remote Management	• SMART Remote Management doesn't support blocking URLs for the Browser app. Use other network administration techniques [68722].

iQ system software 3.3.9037

Highlights

Release date	July 5, 2019
Software versions	• iQ appliance (AM40): 3.3.9037 • iQ appliance (AM50): 3.3.9037

New features

System software	• Added Portuguese (Portugal) language support • Browser app upgraded to Chromium version 74 • Enabled 5 GHz Wi-Fi DFS channels so displays can support DFS channels to improve networking and screen sharing performance • New folders can be created without entering Edit mode
Screen Share	• (AM50 / AM40 iQ appliance) Up to four devices can share their screen using AirPlay or Chromecast. • Improved Miracast connection handling when a device shares its screen using Miracast. The display disconnects from the Wi-Fi network and reconnects when the device is finished sharing its screen.
SMART Notebook Player for the display (education models only)	• Changes to Shout it Out! activities are saved. • When using delivery mode to share lessons and whiteboards, changes to the files were not saved.

Resolved issues

System software	• If Favorites contained many pinned tiles, you couldn't scroll through the home screen easily [61225]. • You couldn't edit a web app tile's URL without also editing the name [60290]. • Tapping the Clean Up button caused the Home button to disappear [58753]. • 5Ghz DFS WiFi channels were not supported [48618].
Screen Share	• After changing the channel of the access point the display is using, devices couldn't connect to the display to share their screens [64436]. • Some laptops couldn't share their screen using Miracast [61204]. • When Apple devices were connected to the display, Screen Share closed unexpectedly when the second device to connect stopped sharing its screen [35285]. • Resolved some Miracast issues in a congested network environment [35167]. • When an iOS device was disconnected from the display by tapping ✖ on the display, the iOS device couldn't connect again [34683].

kapp Whiteboard	After erasing everything and adding new ink to a Whiteboard, a pinned Whiteboard tile showed the default icon instead of a thumbnail [46676].
SMART Notebook Player for the display (education models only)	• After sharing a very large SMART Notebook file from a computer, the SMART Notebook file didn't appear in the Files Library. Subsequent SMART Notebook files shared to the display didn't appear in the Files Library [63987].

SMART Notebook Player for the display (education models only)

- After sharing a very large SMART Notebook file from a computer, the SMART Notebook file didn't appear in the Files Library. Subsequent SMART Notebook files shared to the display didn't appear in the Files Library [63987].
- If you opened a PDF file from a USB drive, notes you made were not saved to the PDF file when the USB drive was removed [55473].
- If you exited a lesson without tapping the Stop button, the lesson might have reappeared if you started and then stopped a Shout It Out! activity [48441].
- Changes made to the SMART Notebook file weren't saved if you'd shared a SMART Notebook file from Class Panel or by connecting to the display's Player from the Player mobile app [62424, 40152].

Known issues

System software

- Some files that have been shared with the display might not appear in the Files Library until the display has been turned off and then turned on [69119].
- You must perform a factory reset before you revert the iQ system software to a previous version [69084].
- (SMART Board MX series) After updating the display's iQ system software using a USB drive, touch might not work properly. Use the power switch to turn the display off and then turn back on [68872].
- (SMART Board 7000 and 7000 Pro series) When a second display is connected to the HDMI out receptacle on the AM50 iQ appliance, the iQ experience appears only on the second display and not on the display [68799].
- 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 couldn'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].
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SMART Notebook Player
for the display (education
models only)

- After students have completed a Shout it Out! activity on the board and then leave, the information is not saved in the SMART Notebook file [67006].
- After starting a SMART lab activity, the Class ID disappears after leaving the display idle for an hour [66519].
- If a SMART Notebook file is shared to the display and more space is added to a page, the page with the extra space does not appear correctly when the SMART Notebook file is exported [64383].
- 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]
- The following SMART Notebook file content is not supported by SMART Notebook Player:
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- 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].
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