

## Release notes

# SMART Board 7000R and 7000R Pro system software 3.4

## Overview

SMART Board® 7000R and 7000R Pro system software includes the iQ experience's 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](https://smarttech.com/downloads).

## SMART Board 7000R and 7000R Pro system software 3.4.9068

### Highlights

Release date	February 12, 2019
System software version	SMART Board 7000R and 7000R Pro: 3.4.9068

### New features

System software	<ul style="list-style-type: none"><li>• Undo object deletion</li><li>• New yellow and orange ink options for the pen</li><li>• General improvements for math tools</li><li>• Added settings for auto brightness and auto contrast</li></ul>
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### Resolved issues

System software	<ul style="list-style-type: none"><li>• The display immediately switched to the default input after it was selected in settings instead of the next time the display was turned on [79618].</li><li>• Pressing the Home button didn't remove the screen shade [82424].</li><li>• When a connected computer's screen was frozen, you couldn't write or draw on the display's screen [83693].</li></ul>
SMART Notebook Player for the display	Ink thickness changed when the page was extended [79748].

### Known issues

System software	<ul style="list-style-type: none"><li>• A macOS Catalina computer's screen doesn't appear when it is connected to the USB-C connector on the display's convenience panel [86972].</li><li>• User can't sign in if a PIN or password was set up when installing network certificates [85707].</li><li>• Selecting and deleting all files doesn't delete all files. Try to delete the files again [76661].</li><li>• The thumbnails for devices connected to the display's inputs may not appear properly when viewing the inputs [78949].</li></ul>
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### SMART Notebook Player for the display

- After creating a folder, the keyboard doesn't appear for entering a folder name. Tap the text field again to show the keyboard [70483].
  - When a user is signed in, the display can't install a network certificate to authenticate devices connected to a wireless network. Sign out and try installing the network certificate again [68439, 68438].
  - Disabling the Library for the kapp Whiteboard disables the Library for all signed-in users. All kapp Whiteboards will eventually be deleted too [67803].
  - When writing or drawing on an annotation layer, you couldn't change the second pen's color while the first pen is writing [46979].
  - After locking down the Settings app remotely or disabling apps, some tabs in Settings remain visible [41045].
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- When you are signed in to your SMART account, you cannot control the SMART Notebook lesson from your iOS or Android device.
  - If a SMART Notebook file contains a protractor tool, SMART Notebook Player closes unexpectedly after sharing the file from your computer and opening the page sorter [80680].
  - After selecting and moving the Geodreieck or protractor, you might not be able to draw where the measurement tool used to be [80536].
  - Angles from the protractor might not appear properly after closing and opening a file [80484].
  - Measuring tools might move when a user changes pages [80277].
  - If space is added to a page and then a Geodreieck is inserted, the measurement tool will stay on the page's far right when zooming in, zooming out, or panning [79574].
  - After connecting your iOS device to the display and opening a lesson that contains a video, the video doesn't stop when the next page is shown [80276].
  - SMART Notebook Player closes unexpectedly when you open a corrupted SMART Notebook file [72942].
  - A rotated group of shapes on a SMART Notebook file won't be rotated the next time the file is opened [72739].
  - After connecting your Android mobile device to the display and open a lesson, lesson pacing is not available in the student panel on the display [69894].
  - SMART Notebook Player might close unexpectedly after an Android device starts and stops presenting a SMART Notebook file repeatedly [69128].
  - Objects with a gradient fill in a SMART Notebook file or whiteboard might not save correctly, and the gradient might not appear [69008].
  - Customizations to the dice widget in a SMART Notebook file created on a computer won't appear on the display [68883].
  - Some SMART Notebook files or whiteboards might show an incorrect thumbnail [68721].
  - Students' devices can't leave a class session if the display has been turned off and then turned on during a class session [68016].
  - If more space is added to a page, page contents might not be readable when the SMART Notebook file is exported as a PDF [64383].
  - When a file is reopened, writing using the Creative Pen ink is rotated [64274].
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- 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
  - 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

- The display shows a black screen when sharing content from an Apple TV. Connect the Apple TV to the display using an HDMI cable [80626].
- Audio is absent when using the SMART Screen Share app on a Mac computer with macOS 10.15, there is no audio. Install the audio driver from within **SMART Screen Share > Install Audio Driver** menu option within the app [80446].
- Some devices may have trouble sharing their screen using Miracast. Tap **Restart Screen Share** in the Screen Share lobby [64303].
  - 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].

## Browser

Videos with Widevine DRM encoded with h.264/AVC codecs can't be played [85605].

## SMART Board 7000R and 7000R Pro system software 3.4.9036

## Highlights

Release date

December 19, 2019

System software version

SMART Board 7000R and 7000R Pro: 3.4.9036

**New features**

System software	Image files on a connected USB drive can be viewed in the Files Library
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**Resolved issues**

System software	USB 3.0 drives were not recognized when connected to the display's convenience panel with a USB 2.0 cable [80907].
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SMART Notebook Player for the display	Digital ink had a jagged appearance [80913, 80885].
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Browser	Playing YouTube videos in full screen caused the display to behave unexpectedly [81701].
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**Known issues**

System software	<ul style="list-style-type: none"> <li>• Selecting and deleting all files doesn't delete all files. Try to delete the files again [76661].</li> <li>• The thumbnails for devices connected to the display's inputs may not appear properly when viewing the inputs [78949].</li> <li>• After creating a folder, the keyboard doesn't appear for entering a folder name. Tap the text field again to show the keyboard [70483].</li> <li>• Disabling the Library for the kapp Whiteboard disables the Library for all signed-in users. All kapp Whiteboards will eventually be deleted too [67803].</li> </ul>
SMART Notebook Player for the display	<ul style="list-style-type: none"> <li>• When you are signed in to your SMART account, you cannot control the SMART Notebook lesson from your iOS or Android device.</li> <li>• If a SMART Notebook file contains a protractor tool, SMART Notebook Player closes unexpectedly after sharing the file from your computer and opening the page sorter [80680].</li> <li>• After selecting and moving the Geodreieck or protractor, you might not be able to draw where the measurement tool used to be [80536].</li> <li>• Angles from the protractor might not appear properly after closing and opening a file [80484].</li> <li>• Measuring tools might move when a user changes pages [80277].</li> <li>• If space is added to a page and then a Geodreieck is inserted, the measurement tool will stay on the page's far right when zooming in, zooming out, or panning [79574].</li> <li>• After connecting your iOS device to the display and opening a lesson that contains a video, the video doesn't stop when the next page is shown [80276].</li> <li>• A rotated group of shapes on a SMART Notebook file won't be rotated the next time the file is opened [72739].</li> <li>• After connecting your Android mobile device to the display and open a lesson, lesson pacing is not available in the student panel on the display [69894].</li> <li>• SMART Notebook Player might close unexpectedly after an Android device starts and stops presenting a SMART Notebook file repeatedly [69128].</li> <li>• Objects with a gradient fill in a SMART Notebook file or whiteboard might not save correctly, and the gradient might not appear [69008].</li> </ul>

- Customizations to the dice widget in a SMART Notebook file created on a computer won't appear on the display [68883]
- Some SMART Notebook files or whiteboards might show an incorrect thumbnail [68721].
- Students' devices can't leave a class session if the display has been turned off and then turned on during a class session [68016].
- If more space is added to a page, page contents might not be readable when the SMART Notebook file is exported as a PDF [64383].
- When a file is reopened, writing using the Creative Pen ink is rotated [64274].
- 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
  - 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

- Audio is absent when using the SMART Screen Share app on a Mac computer with macOS 10.15, there is no audio. Install the audio driver from within **SMART Screen Share > Install Audio Driver** menu option within the app [80446].
- Some devices may have trouble sharing their screen using Miracast. Tap **Restart Screen Share** in the Screen Share lobby [64303].
  - 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 Board 7000R and 7000R Pro system software 3.4.9024

### Highlights

Release date

November 23, 2019

System software version	SMART Board 7000R and 7000R Pro: 3.4.9024
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**Resolved issues**

System software	Update to internal components
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## SMART Board 7000R and 7000R Pro system software 3.4.9022

**Highlights**

Release date	November 14, 2019
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System software version	SMART Board 7000R and 7000R Pro: 3.4.9022
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**New features**

System software	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Write or draw over video input by pressing the Freeze button to temporarily freeze the screen.</li> <li>• All files on a USB drive are shown in the Files Library. If the associated app is installed, you can open the file on the display. See <a href="#">Installing software on devices</a> for more information about installing apps using SMART Remote Management.</li> <li>• Browser app upgraded to Chromium version 76.</li> </ul>
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SMART Notebook Player for the display	<ul style="list-style-type: none"> <li>• Search for images and videos and add them to a SMART Notebook file or whiteboard.</li> <li>• Timer, dice, clock and spinner in SMART Notebook files created by a computer are supported.</li> <li>• New measurement tools added: Geodreieck, ruler, and protractor.</li> </ul>
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Screen Share	The SMART Screen Share app is available for Windows computers, Mac computers, iOS devices, Android devices, and Chromebooks.
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**Resolved issues**

System software	The keyboard didn't appear after adding a folder in the Files Library [70486].
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Screen Share	<ul style="list-style-type: none"> <li>• When using Miracast to share a device's screen, the error message "The TV will temporarily disconnect from Wi-Fi while it's connected to &lt;device name&gt;" appeared [69818].</li> <li>• After a device using Miracast stopped sharing its screen, Screen Share closed unexpectedly [67303].</li> </ul>
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SMART Notebook Player for the display	<ul style="list-style-type: none"> <li>• Selection box would shift after closing and reopening a SMART Notebook file [48580].</li> <li>• Opening a corrupted SMART Notebook file caused the Notebook Player app to close unexpectedly [72942].</li> </ul>
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kapp Whiteboard

The QR code appeared on the whiteboard when the Saving Whiteboard setting was disabled [75711].

## Known issues

System software

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SMART Notebook Player  
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