

Release notes

iQ system software 3.4

Overview

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 3.4.9052

Highlights

Release date	January 28, 2020
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Software versions	<ul style="list-style-type: none">iQ appliance (AM40): 3.4.9052iQ appliance (AM50): 3.4.9052
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New features

SMART Notebook Player for the display (education models only)	<ul style="list-style-type: none">Undo object deletionNew yellow and orange ink options for the penGeneral improvements for math tools
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Resolved issues

System software	(SMART Board 7000 and 7000 Pro series) When a second display was connected to the HDMI out receptacle on the AM50 iQ appliance, the iQ experience appeared only on the second display and not on the first display [68799].
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Known issues

System software	<ul style="list-style-type: none">User can't sign in if a PIN or password was set up when installing network certificates [85707].Selecting and deleting all files doesn't delete all files. Try to delete the files again [76661].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].
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Screen Share

- After locking down the Settings app remotely or disabling apps, some tabs in Settings remain visible [41045].
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- Audio is absent when using the SMART Screen Share app on a Mac computer with macOS 10.15. Install the audio driver from the **SMART Screen Share > Install Audio Driver** menu option within the app [80446].
 - 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].
 - 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 [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 Notebook Player for the display (education models only)

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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.
 - The Player app closes unexpectedly when you open a corrupted SMART Notebook file [72942].
 - Customizations to the dice widget in a SMART Notebook file created on a computer won't appear on the display [68883].
 - 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
 - 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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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].

iQ system software 3.4.9026

Highlights

Release date	November 23, 2019
Software versions	iQ appliance (AM40): 3.4.9026 iQ appliance (AM50): 3.4.9026

Resolved issues

SMART Notebook Player for the display (education models only)	YouTube searches were limited [81336].
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iQ system software 3.4.9025

Highlights

Release date	December 6, 2019
Software versions	iQ appliance (AM30): 3.4.9025

New features

System software	<ul style="list-style-type: none"> 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 Installing software on devices for more information about installing apps using SMART Remote Management. Browser app upgraded to Chromium version 76.
Screen Share	The SMART Screen Share app is available for Windows computers, Mac computers, iOS devices, Android devices, and Chromebooks.
SMART Notebook Player for the display (education models only)	Search for images and videos and add them to a SMART Notebook file or whiteboard.

Resolved issues

System software	<ul style="list-style-type: none"> Reverting iQ system software to a previous version required a factory reset [69084]. Some files that had been shared with the display might not have appeared in the Files Library until the display had been turned off and back on [69119]. In a SMART Remote Management session, the Home button didn't work [61409]. Tapping the Clean Up button caused the Home button to disappear [58753].
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Screen Share

- Screen Share closed unexpectedly when devices re using Miracast [71031].
- The device might not have connected to the display after the device had stopped sharing its screen using Miracast [63522].

SMART Notebook Player
for the display (education
models only)

- Share to Board wasn't working [76708].
- A factory reset was required before a pairing code could generated [67690].
- After students had completed a Shout it Out! activity on the board and then left, the information was not saved in the SMART Notebook file [67006].
- Shout It Out! and other SMART lab activities would work for only 45–50 minutes [66519].

Known issues

System software

- Selecting and deleting all files doesn't delete all files. Try to delete the files again [76661].
- 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].

Screen Share

- Screen Share closes unexpectedly when devices are using Miracast [386862, 386874, 399983].
- 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].
- 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].
- 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].

SMART Notebook Player for the display (education models only)

- 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].
- 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].

Browser	Invalid SSL certificate message appears when accessing certain sites that uses a newer GlobalSign ECC Root CA
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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].
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iQ system software 3.4.9018

Highlights

Release date	November 22, 2019
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Software versions	iQ appliance (AM40): 3.4.9018 iQ appliance (AM50): 3.4.9018
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New features

System software	<ul style="list-style-type: none"> • 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 Installing software on devices for more information about installing apps using SMART Remote Management. • Browser app upgraded to Chromium version 76.
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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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SMART Notebook Player for the display (education models only)	<ul style="list-style-type: none"> • Search for images and videos and add them to a SMART Notebook file or whiteboard. • Timer, dice, clock and spinner in SMART Notebook files created by a computer are supported. • New measurement tools added: Geodreieck, ruler, and protractor.
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Resolved issues

System software

- Users remained signed in to their SMART accounts even when the display was turned off and back on. In iQ system software 3.4 and later, you'll need to sign in to your SMART account after you turn the display on. See [iQ 3.4 signs users out when the display is turned off and back on](#) for more information.
- After opening a file, the file's last modified date in the Files Library changed to the current date even if no changes had been made [69203].
- Some files shared with the display might not have appeared in the Files Library until the display had been turned off and back on [69119].
- When a user was signed in, the pen color didn't revert to its default color when the pen was returned to the pen tray [69098].
- Reverting iQ system software to a previous version required a factory reset [69084].
- When a user was signed in, notifications about the pens might not have appeared [68482].

Screen Share

- After a device using Miracast stopped sharing its screen, Screen Share closed unexpectedly [67303].

Known issues

System software

- Selecting and deleting all files doesn't delete all files. Try to delete the files again [76661].
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- When a user is signed in, the display can't install a network certificate to authenticate devices connected to a wireless network [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].

Screen Share

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- 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].
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