

## Release notes

# SMART Board MX (V2) system software 3.4

## Overview

SMART MX (V2) 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 MX (V2) system software 3.4.9124

### Highlights

Release date	February 12, 2020
System software version	SMART Board MX (V2): 3.4.9124

### 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></ul>
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### Resolved issues

System software	<ul style="list-style-type: none"><li>• Image from a device connected to the VGA connector is no longer shifted [85340]</li><li>• Hiding the screen with the Screen Shade no longer closes third-party apps [84909]</li><li>• Improved picture quality [84883, 84892, 84894].</li><li>• When a connected computer's screen was frozen, you couldn't write or draw on the display's screen [83693].</li><li>• Pressing the Home button didn't remove the screen shade [82424].</li><li>• Audio is muted when drawing on a screenshot [81713, 82383].</li><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>• When a user was signed in, thumbnails in the Input app didn't appear [78949]</li></ul>
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SMART Notebook Player for the display (education models only)	Ink thickness changed when the page was extended [79748].
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### Known issues

## System software

- User can't sign in if a PIN or password was set up when installing network certificates [85707].
- 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].
- Selecting and deleting all files doesn't delete all files. Try to delete the files again [76661].
- Disabling the Library for the kapp Whiteboard disables the Library for all signed-in users. All kapp Whiteboards will eventually be deleted too [67803].
- Home screen appears after a brief delay when the display starts [35475].

SMART Notebook Player  
for the display (education  
models only)

- When you're signed in, you can't use the SMART Notebook Player app on your mobile device to control the lesson on the display
- Customizations to the dice widget in a SMART Notebook file created on a computer won't appear on the display [79927]
- SMART Notebook Player closes unexpectedly when you open a corrupted SMART Notebook file [72942].
- 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].

Screen Share	<ul style="list-style-type: none"> <li>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].</li> <li>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 <b>SMART Screen Share &gt; Install Audio Driver</b> menu option within the app [80446].</li> <li>The display might not automatically disconnect from the Wi-Fi network when a device using Miracast shares its screen. Tap <b>Restart Screen Share</b> in the Screen Share lobby [66324].</li> <li>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].</li> <li>Samsung mobile devices should use the Google™ Home app to share content [417994, 10815].</li> <li>Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device [407403, 10784].</li> <li>Devices that can't use h.264 cannot share their screen reliably [389774].</li> </ul>
Browser	Videos with Widevine DRM encoded with h.264/AVC codecs can't be played [85605].

## SMART Board MX (V2) and MX (V2) Pro system software 3.4.9048

### Highlights

Release date	November 27, 2019
System software version	SMART Board MX (V2): 3.4.9048

### 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>Users can disable the iQ experience.</li> <li>All files on a USB drive appear 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>
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)	<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>

**Resolved issues**

## Screen Share

- Removed unused display contrast settings [64845].
- When an iOS device was streaming video and audio and was disconnected from the display by tapping **X** 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].

SMART Notebook Player  
for the display (education  
models only)

- After students had completed a Shout it Out! activity on the board and then exited the activity, the information was not saved in the SMART Notebook file [67006].
- After starting a SMART lab activity, the Class ID disappeared after leaving the display idle for an hour [66519].

## Browser

- The browser behaved unexpectedly after fast forwarding or rewinding several full-screen videos [72732].

## 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  
for the display

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## 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].
- After a device using Miracast stops sharing its screen, Screen Share closes unexpectedly [67303].
- 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].
- 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].