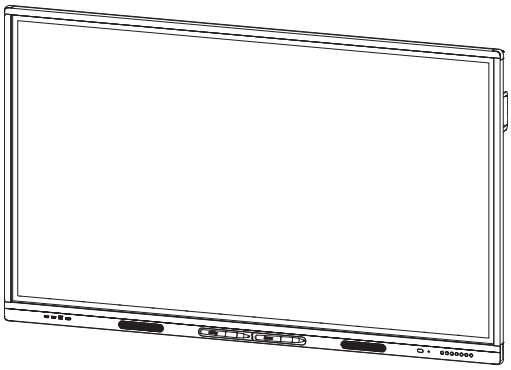

SMART Board MX100 series
interactive displays

USER'S GUIDE

SBID-MX165 | SBID-MX175 | SBID-MX186

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smarttech.com/docfeedback/171289

SMART®

Learn more

This guide and other resources for SMART Board MX100 series interactive displays are available in the Support section of the SMART website (smarttech.com/support). Scan this QR code to view these resources on your mobile device.

Trademark notice

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This product and/or use thereof is covered by one or more of the following U.S. patents:

www.smarttech.com/patents

September 17, 2019

smarttech.com/kb/171289

Important information

NOTE

Refer to the installation and maintenance guide for important information about installing and maintaining the display (see *More information* on page 7).

WARNING

- Do not open or disassemble the display. You risk electrical shock from the high voltage inside the casing. Opening the casing also voids the warranty.
- Do not stand (or allow children to stand) on a chair to touch the surface of the display.
- To reduce the risk of fire or electric shock, do not expose the display to rain or moisture.
- Do not insert objects inside the cabinet ventilation holes, because they could touch dangerous voltage points and cause electric shock, fire or product damage which may not be covered by the warranty.
- Do not place heavy objects on the power cable. Damage to the cable could cause shock, fire or product damage which may not be covered by the warranty.
- If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.
- Disconnect all of the display's power cables from the wall outlet and seek assistance from qualified service personnel if any of the following occur:
    - The power cable or plug is damaged
    - Liquid is spilled into the display
    - Objects fall into the display
    - The display is dropped
    - Structural damage, such as cracking, occurs
    - The display behaves unexpectedly when you follow operating instructions

Federal Communication Commission interference statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

NOTE

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CAUTION

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Radiation exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the antenna of this device and all nearby persons. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Innovation, Science and Economic Development Canada statement

This device complies with RSS-247 of the Innovation, Science and Economic Development Canada Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Radiation exposure statement

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the antenna of this device and all nearby persons. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Cet appareil est conforme à la norme ISED CNR-247 pour les appareils radio agréés. Son fonctionnement est soumis aux deux conditions suivantes:

1. le dispositif ne doit pas produire de brouillage préjudiciable, et
2. ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps. Cet émetteur ne doit pas être co- implantés ou exploités conjointement avec une autre antenne ou émetteur.

Compliance to Malaysia specification

The SMART Technologies ULC Interactive Display SBID-MX265, SBID-MX275, and SBID-MX285 meet the Malaysian requirements as defined by the Certifying Agency, SIRIM QAS International.

MCMC
CIDF17000247

United Arab Emirates – TRA registration details

Regulatory model SBID-MX065, SBID-MX065, SBID-MX075, SBID-MX086

TRA
REGISTERED No: ER63029/18
DEALER No: DA0076339/11

OPS – Regulatory model AM40

TRA
Registration No:
ER48726/16
DEALER No:
0033451/10

Contents

Important information ..... **i**

Federal Communication Commission interference statement ii
Innovation, Science and Economic Development Canada statement ii
Compliance to Malaysia specification iii
United Arab Emirates – TRA registration details iii

Chapter 1: Welcome **1**

Identifying your specific model 1
Features 2
Components 3
Accessories 6
More information 7

Chapter 2: Getting started **9**

Waking up the display and putting it back to sleep 9
Using the front control panel 9
Using the remote control 10
Using touch 12
Writing, drawing and erasing 13
Connecting a SMART PCM8 series OPS PC 13

Chapter 3: Using apps on the display **15**

Using acetates 16
Using Whiteboard 18
Using Browser 23
Using Input 23
Using EShare 25
Using iMirror 29
Using File Manager 31

Chapter A: Troubleshooting the e^3 experience **35**

Resolving general issues 35
Resolving issues with Whiteboard 36
Resolving issues with Browser 36
Resolving issues with Input 37
Resolving issues with EShare 38
Resolving issues with iMirror 39
Resolving issues with File Manager 39

Appendix B: Identifying the display **41**

Chapter 1

Welcome

Identifying your specific model 1
Identifying your SMART Board MX100 series interactive display model 1
Features 2
Components 3
Screen 4
Pens 4
Front connector panel 5
Front control panel 5
Remote control 5
Status light 5
Ambient light sensor 6
Internal speakers 6
Accessories 6
SBA-100 projection audio system 6
SMART Audio 400 classroom amplification system 6
USB extenders 7
SMART PCM8 series OPS PC 7
More information 7

This chapter introduces the SMART Board® MX100 series interactive displays.

Identifying your specific model

SMART offers several different models of the SMART Board MX100 series interactive display.

Identifying your SMART Board MX100 series interactive display model

The following models of SMART Board MX100 series interactive display are available:

Model	Frame style	Screen size (approximate)
SBID-MX165	White	65" (165 cm)
SBID-MX175	White	75" (190 cm)
SBID-MX186	White	86" (218 cm)

Refer to the specifications for detailed technical information for this model, including product dimensions and weights (see *More information* on page 7).

For help identifying your display, see *Appendix B: Identifying the display* on page 41.

Features

The SMART Board MX100 series interactive display is the hub of your classroom or meeting room. The e^3 experience provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing, and a web browser. There's no need for wires, cables or manual software and firmware updates.

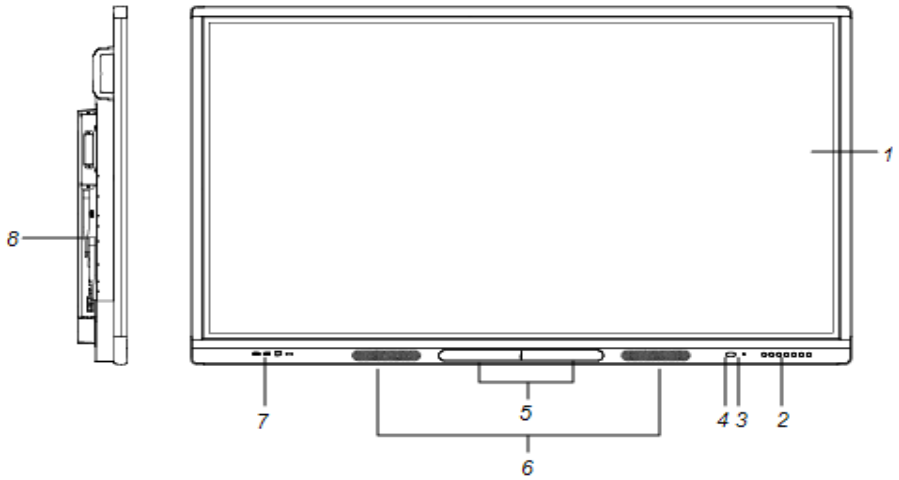
The display includes the following features:

Feature	Description	More information
e^3 experience	The e^3 experience provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser.	Page 15
Touch support	You can do everything on the display that you can do at your computer—open and close applications, meet with others, create new documents or edit existing ones, visit websites, play and manipulate videos, and so on—by touching the display's surface. You can use an array of gestures within applications, including panning, scaling, rotating and zooming in and out. The display's support for up to 10 simultaneous touch, writing and erase points enables you and other users to interact with objects on the screen at the same time.[1]	Page 12
Writing and drawing support	You can write over applications in digital ink using one of the supplied pens, and then erase the digital ink using your palm.	Page 13
Remote control	You can use a remote control with the SMART Board MX100 series interactive display.	Page 10
Audio support	The display includes integrated speakers for presenting audio from connected input sources.	N/A

[1]Requires SMART Product Drivers to be installed. Some applications might not support all touch points.

Components

The display consists of the following components:



No.	Name	More information
Pictured		
1	Screen	Page 4
2	Front control panel	Page 5
3	Light sensor	Page 6
4	Remote control sensor / status light	Page 3
5	Pen (×2)	Page 4
6	Speakers	Page 6
7	Front connector panel	Page 5
8	Side connector panel	See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288).
Not pictured		

No.	Name	More information
9	AC switch	See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288).
10	Bottom connector panel	See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288).
11	Remote control	Page 5

Screen

The following are the dimensions for the display:

Model	Diagonal	Active touch area	Active image area
SBID-MX165	64 1/2" (163.9 cm)	57 3/8" × 32 3/4" (145.7 cm × 83.3 cm)	56 1/4" × 31 5/8" (142.9 cm × 80.4 cm)
SBID-MX175	74 1/2" (189.3 cm)	66 1/2" × 38" (168.8 cm × 96.6 cm)	65" × 36 1/2" (165 cm × 92.8 cm)
SBID-MX186	85 5/8" (190.5 cm)	76 3/8" × 43 3/4" (194.1 cm × 111.2 cm)	74 5/8" × 42" (189.5 cm × 106.6 cm)

Pens

The display comes with two pens.

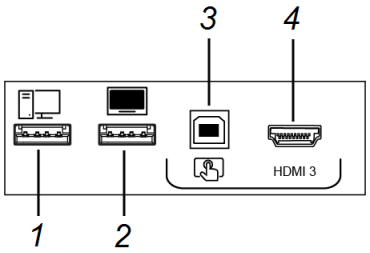
The display's bottom frame includes magnetic holders for the pens. Remove a pen from its holder and use the pen to draw digital ink.

CAUTION

When you return a pen to the magnetic holder, make sure it's centered in its holder to keep it from falling and being damaged.

Front connector panel

The front connector panel includes connectors for USB peripherals and a computer or other input source.



No.	Name	Procedure
1	USB Type-A connector	Connect USB drives and other devices that you want to use with the currently selected input source.
2	USB Type-A connector	Connect USB drives and other devices that you want to use with the e^3 experience.
3	USB Type-B connector	Connect a USB cable to the display and computer to provide touch control of the computer connected to HDMI 3.
4	HDMI 3 input connector	Connect a computer or other input source to the display (see page 23).

Front control panel

The front control panel contains the Power, Input Select, Menu, Freeze, Mute and volume control buttons.

For more information about the front control panel, see *Using the front control panel* on page 9.

Remote control

The remote control is an alternative to the front control panel for controlling the display.

For more information about the remote control, see *Using the remote control* on page 10.

Status light

The status light blinks green and red when it registers a button being pressed on the remote control.

When the status light is red, the display is in a low power state. To wake the display, press the **Power** button ⏻ on the front control panel or **POWER** on the remote control.

Ambient light sensor

The ambient light sensor can detect the room brightness and adjust the display's brightness. Make sure **Auto** is enabled in Brightness and volume in Settings. See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288).

Internal speakers

The display includes two 10 W rms integrated speakers. You can also connect external speakers.

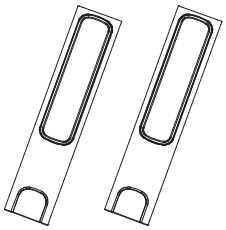
Accessories

Accessories for the display include the following:

- SBA-100 projection audio system
- SMART Audio 400 classroom amplification system
- USB extenders
- SMART PCM8 series OPS PC

SBA-100 projection audio system

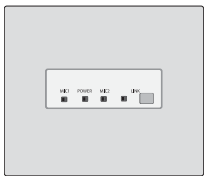
The SBA-100 projection audio system consists of two 14 W speakers and is intended for wall-mounted displays. You can control volume using the display's front control panel or the digital volume controls in a connected computer's operating system.



For more information, see the *SBA-100 projection audio system specifications* (smarttech.com/kb/171146).

SMART Audio 400 classroom amplification system

The SMART Audio 400 classroom amplification system provides high-quality audio amplification. The system comes with a teacher microphone and optional student microphone. Multiple speaker options are available, including wall- and ceiling-mounted speakers. The amplifier receives audio signals from the microphones and translates them into crystal-clear sound through the speakers.



For more information, see the *SMART Audio 400 classroom amplification system specifications* (smarttech.com/kb/171137).

NOTE

The SMART Audio 400 classroom amplification system is available only in Canada and U.S.

USB extenders

As noted in the *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288), the USB connection between the display and computer should be no longer than 16' (5 m). If you need to connect a computer that is more than 16' (5 m) from the display, use one of the following USB extenders:

Extender	Specifications
USB-XT	smarttech.com/kb/119318
CAT5-XT-1100	smarttech.com/kb/170202

SMART recommends only using USB extenders with the USB connectors on the side and bottom connector panels on the display.

For more information, see:

- Troubleshooting and extending the USB 2.0 and USB 3.0 connection to your SMART interactive display
- USB cables and connectors

SMART PCM8 series OPS PC

The optional SMART PCM8 series OPS PC (smarttech.com/kb/171429) provide a fully functional Windows 10 solution at your fingertips, without the need for an external PC or cabling.

More information

In addition to this guide, SMART provides the following documents for the display:

Document	Link
SBID-MX165, MX175, MX186, MX265, MX275, MX286, MX365, MX375, and MX386 installation instructions	smarttech.com/kb/171274
Installation and maintenance guide	smarttech.com/kb/171288
SBID-MX165 specifications	smarttech.com/kb/171265
SBID-MX175 specifications	smarttech.com/kb/171266

Document	Link
SBID-MX186 specifications	smarttech.com/kb/171267
Comparison	smarttech.com/kb/171161

These documents are available in the Support section of the SMART website (smarttech.com/support). Scan the QR code on the cover of this guide to view the SMART Board MX100 series interactive displays pages in the Support section.

Chapter 2

Getting started

Waking up the display and putting it back to sleep 9
Using the front control panel 9
Adjusting audio 10
Using the remote control 10
Using touch 12
Writing, drawing and erasing 13
Connecting a SMART PCM8 series OPS PC 13
Viewing the OPS PC input 14
Connecting external displays 14

This chapter explains how to wake the display when it's asleep, how to view connected computers' input and how to interact with the display.

Waking up the display and putting it back to sleep

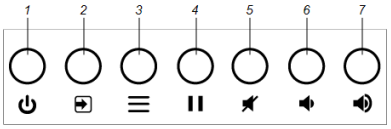
To wake the display, press the **Power** button ⏻ on the front control panel.

To return the display to a partial sleeping state, press the **Power** button ⏻ on the front control panel.

For information about turning the display off, see *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288).

Using the front control panel

The front control panel contains the Power, Input Select, Menu, Freeze, Mute and volume control buttons.

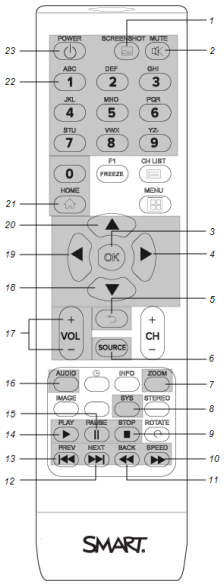


No.	Name	SMART Board MX100 procedure
1	Power	Press to wake the display. Press to again enter Sleep mode.
2	Input select	Press to switch input source.
3	Menu	Open the e^3 experience and the display's settings
4	Freeze	Press to start drawing an acetate. See *Using acetates* on page 16.
5	Mute	Press to mute or unmute the volume.
6	Volume decrease	Press to turn down the volume.
7	Volume increase	Press to turn up the volume.

Adjusting audio

You can use the buttons on the front control panel to increase and decrease the volume. You can also use the buttons on the remote control.

Using the remote control



The table below lists the functions available for the remote control.

NOTE

The buttons listed in this table and highlighted in gray in the image above are the only ones that have an effect on the display. Pressing the other buttons will make the remote control sensor flash, but they have no effect.

No.	Name	Function
1	SCREENSHOT	Take a screenshot.
2	MUTE	Mute or unmute the volume
3	OK	Confirm selection
4	[Right]	Move selection right
5	BACK	Return
6	SOURCE	Open the input source menu
7	ZOOM	Change aspect radio
8	SYS	Open the e^3 experience and the display's settings
9	STOP	Stop videos, audio and picture slideshows
10	SPEED	Fast forward playback
11	BACK	Rewind playback
12	NEXT	Move to the previous picture or return to the previous video or audio file
13	PREV	Move to the next picture or skip to next video or audio file
14	PLAY	Play videos and audio, and view picture slideshows
15	PAUSE	Pause videos, audio and picture slideshows
16	AUDIO	Change audio mode
17	VOL + / VOL -	Increase or decrease volume
18	[Down]	Move selection down
19	[Left]	Move selection left
20	[Up]	Move selection up
21	HOME	Return to the home screen

No.	Name	Function
22	[Number buttons]	Press buttons on the number pad to customize settings
23	POWER	Wake the display. Enter Sleep mode.

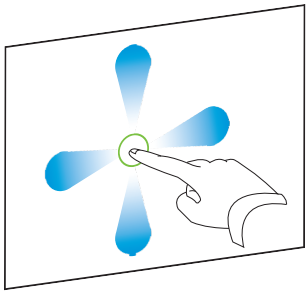
Using touch

By touching the display's surface, you can do everything on the display that you can do at your computer. You can also use an array of gestures within applications.

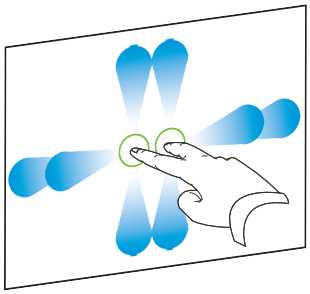
NOTE

Not all gestures work in all applications. Refer to an application's documentation to learn which gestures it supports.

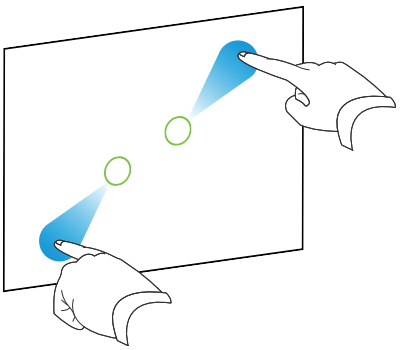
Pan (one finger)



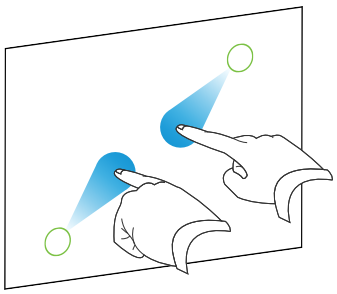
Pan (two fingers) / scroll



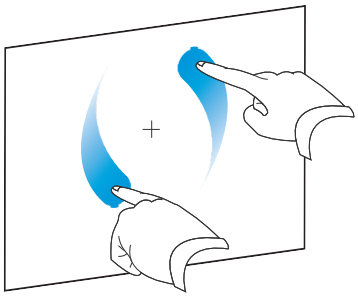
Pinch to zoom in / scale (enlarge)



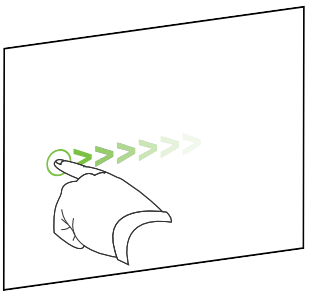
Pinch to zoom out / scale (reduce)



Rotate



Flick



Writing, drawing and erasing

The display includes two pens, which you can use to write or draw in digital ink. You can erase digital ink using gestures or the eraser tool in the apps.

NOTE

When you're viewing a connected computer's input, SMART Ink enables you to write or draw in digital ink over applications, files, folders, websites and any other open window on the computer.

To write or draw in digital ink

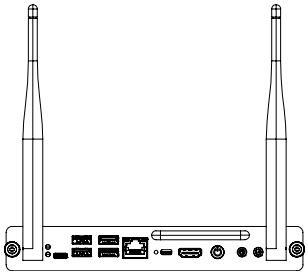
1. Pick up one of the display's pens.
2. Use the pen to write or draw in digital ink.

To erase digital ink

Move your fist or palm over the digital ink you want to erase.

Connecting a SMART PCM8 series OPS PC

If a SMART PCM8 series OPS PC is installed in the accessory slot of the SMART Board MX series interactive display, you can view the OPS PC's input on the display.



For more information about the SMART PCM8 series OPS PC, see *Accessories* on page 6.

CAUTION

Do not remove the OPS PC from the accessory slot while it is turned on.

TIP

You can install the SMART software that is included with the display on the OPS PC.

Viewing the OPS PC input

To view the OPS PC input

1. Press the **Input** button on the front control panel or the remote control.

   The input selection menu appears.

2. Tap the OPS PC input.

Connecting external displays

You can connect an external display to duplicate or extend the OPS PC's desktop.

Chapter 3

Using apps on the display

Using acetates 16
- Writing, drawing and erasing ink on an acetate 16
  - Acetate tools 17
  - Zoom tools 17
- Exiting an acetate 18

Using Whiteboard 18
- Whiteboard tools and controls 18
- Writing and erasing notes 19
  - Starting a new whiteboard 20
  - Changing the background 20
  - Navigating in the Whiteboard 20
- Opening a Whiteboard 21
- Sharing a Whiteboard 22
- Exporting notes 22
- Saving a Whiteboard 22

Using Browser 23

Using Input 23
- Showing content on the display 23
- Downloading SMART software 24
- Returning to the e^3 experience 25

Using EShare 25
- Downloading the EShare app 25
- Sharing your device's screen to the display 26
- Sharing files on your device to the display 26
- Controlling the display 26
  - Using TV Mirror 26
  - Using Remote 27
- Opening apps using EShare 27
- EShare settings 27
- Device requirements 28

Using iMirror 29
- Mirroring your iOS device's screen to the display 29
- Mirroring your Mac computer's desktop to the display 30
- Extending your Mac computer's desktop to the display 30

Supported Apple devices and operating systems 30
Verifying that the display and mobile device or computer are connected to the same network 31
Using File Manager 31
Opening File Manager 31
Viewing content 32
Moving or copying content 32
Supported file formats 34

This chapter introduces the e[3] experience apps on the SMART Board MX100 series interactive displays.

Using acetates

When using apps on the display, you can write or draw on acetates and save them to the display.

NOTE

Acetates are not available in the Whiteboard app.

Writing, drawing and erasing ink on an acetate

The display includes two pens, which you can use to write or draw in digital ink. You can erase digital ink using gestures.

NOTE

Acetates are not available in the Whiteboard app.

To write or draw on an acetate

NOTES

- If you write or draw over a playing video, the video will continue to play in the background.
- You’re unable to write or draw when you’re zoomed in on the screen.

1. Tap the Home button to open the launcher, and then tap **Freeze** .

   OR

Press **Freeze** on the front control panel.

The acetate menu appears.

2. Use the pen to write or draw in digital ink.
3. When you're done, tap **Exit** to exit the acetate.

To erase ink on an acetate

1. Erase ink by moving your fist or palm over the digital ink you want to erase.

   OR

   Using a pen, tap **Eraser** and use the pen to erase ink.

   OR

   Tap **Erase All** and erase all ink.

Acetate tools

Tool	Icon	Description
Zoom		Opens up the zoom menu. See *Zoom tools* below.
Pen		Tap the button to change pen type, ink width and ink color.
Back		Tap the button to exit the pen options menu.
Erase		Tap the button use the eraser.
Erase All		Tap the button to erase all ink.
Exit		Tap the button to exit the acetate and return to the app.

Zoom tools

NOTE

While zoomed in or zoomed out, you can pan using one finger.

Tool	Icon	Description
Zoom In		Tap the button to zoom in on the screen.
Zoom Out		Tap the button to zoom out of the screen
Back		Tap the button to return to writing and drawing on the acetate.
Reset Zoom		Tap the button to reset the zoom.

Exiting an acetate

When you exit an acetate, your writing or drawing is not saved.

To exit an acetate

Tap **Exit** .

Using Whiteboard

You can view and erase notes, open a saved note and share images of your whiteboard using a QR code.

Whiteboard tools and controls

The Whiteboard has several tools and controls for accessing and managing whiteboard sessions.

Tap in the lower left corner to open the whiteboard menu.

Tool	Icon	Description
Menu tools		
New		Start a new whiteboard
Open		Open a previously saved whiteboard

Tool	Icon	Description
Save		Save the whiteboard
Export		Export the whiteboard as a .png file. The image is saved to the display.
Share		Share the whiteboard using a QR code. **NOTE** The shared whiteboard doesn't update if the whiteboard is shared again.
Background		Changes the background
About		Shows the current version of the Whiteboard app
Exit		Exits the whiteboard app
Navigation tools		
Add a page		Add a new page to the whiteboard.
Next page		Advanced to the next page.
Previous page		Return to the previous page.

Writing and erasing notes

The Whiteboard has several tools for drawing and erasing.

Tool	Icon	Description
Pen		Tap the button to change the pen type, ink width and ink color.
Eraser		Tap the button to select the eraser, selection eraser or delete all objects.

Tool	Icon	Description
Shape and lines		Tap the button to change line type, shape type, line width and line color
Selection		Tap the button and pick up a pen. Use the pen to draw a selection marquee to move individual objects around the Whiteboard.
Undo		Tap the button to reverse the effect of the last action
Redo		Tap the button to reinstate the last action reversed with the Undo command

Starting a new whiteboard

To start a new whiteboard

1. Tap **Menu**.
2. Tap **New**.

   A new whiteboard appears.

Changing the background

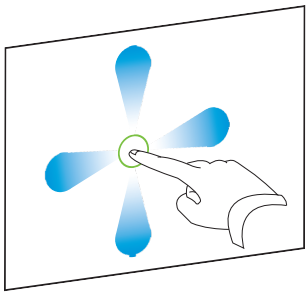
You can change the background of the whiteboard. If there are multiple pages in the Whiteboard, each page can have a different background. When you export or share the whiteboard, the background you've selected will also appear.

To start a new whiteboard

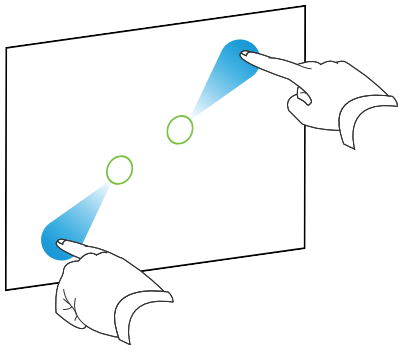
1. Tap **Menu**.
2. Tap **Background**.
3. Select a background or tap + to add a background from the display or a USB drive.
4. The background appears.

Navigating in the Whiteboard

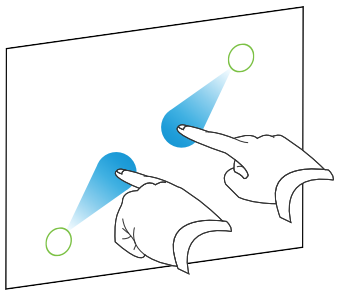
Use a single finger to pan anywhere in the Whiteboard.



Use two fingers to pinch to zoom in.



Use two fingers to pinch to zoom out



Opening a Whiteboard

You can easily continue from where you left off in a saved Whiteboard.

To open a saved Whiteboard

1. Tap **Menu**, and then tap **Open**.

   The file selection window appears.

2. Select the Whiteboard you want to open, and tap **Open**.

Sharing a Whiteboard

If your mobile device has a QR code scanner, it can open the image in a web browser.

NOTE

The shared whiteboard doesn't update if the whiteboard is shared again.

To share the Whiteboard note

1. Tap **Menu**, and then tap **Share**.
2. Optionally, if you want to use a pin to access the whiteboard, tap **PIN**.
3. Scan the QR code with your mobile device.

   Depending on your model of mobile device, you may have to press **Enter** to see the image.

   If the image is protected with a PIN, enter the PIN.
4. When the image appears you can save the image to your mobile device. See your mobile device's documentation for more information on saving images.

Exporting notes

The Whiteboard app can export the note as a .png.

NOTE

A .png file cannot be opened in the Whiteboard app.

To export the Whiteboard as a .png file

1. Tap **Menu**, and then tap **Export**.
2. Enter a folder name.

   Each page in the Whiteboard is saved as a sequentially-numbered .png.

You can copy or move those files to a USB drive. See *Using File Manager* on page 31.

Saving a Whiteboard

You can save a Whiteboard. The Whiteboard is saved as .zip file and can only be viewed in the Whiteboard app.

To save a Whiteboard

1. Tap **Menu**, and then tap **Save**.
2. Enter a file name.

Using Browser

You can use a web browser on the display.

Use the browser as you would on your computer or mobile device. Refer to the Help in the browser.

NOTES

- Restoring user settings doesn't delete bookmarks.
- You can't install plug-ins and add-ons.

Using Input

Connect a computer, DVD player or other video source to a SMART Board MX100 series interactive display to present content on the display

Showing content on the display

NOTE

For best image quality, make sure the computer's resolution matches the display's native resolution.

To show content on the display

1. Connect a device to the display's HDMI 1, HDMI 2, HDMI 3, or VGA connectors.

   NOTE

   To enable touch control of the device, connect a USB cable to the associated USB port.

2. Open the launcher.

   The launcher appears.

3. Tap **Input** .

   OR

   Press **Input** on the front control panel.

   The Input selection menu appears.

   NOTE

   Inputs with devices connected are blue, and inputs without a connection are black.

4. Tap the input you want to view.

   The display looks for a connection, and the computer's desktop appears on the display's screen.

Downloading SMART software

The displays come with a one-year subscription for SMART Learning Suite (including SMART Notebook software and SMART Learning Suite Online). You can download SMART Notebook software from smarttech.com/downloads and install it on a room computer.

You can purchase additional copies of SMART software to install on other computers. Contact your authorized SMART reseller (smarttech.com/where) for more information.

NOTE

In addition to SMART Notebook software, you need to install the following software on any computers you connect to the display:

Software	Description
SMART Product Drivers	Enables connected computers to detect input from the display
SMART Ink	Enables you to write and draw in digital ink over applications, files, folders, websites and any other open window

Returning to the e^3 experience

To return to the e^3 experience on the display

1. Press **Input** on the front control panel.

   The Input selection menu appears.

2. Tap **SMART MX e^3**.

   The e^3 experience appears on the display.

Using EShare

You can share content wirelessly to the display from your computer or mobile device.

NOTES

- EShare is a third-party application and is not supported by SMART.
- Some EShare features are not available for certain mobile devices or computers.

Downloading the EShare app

For device requirements, see *Device requirements* on page 28.

1. On the display, tap the Home button on the screen to open the launcher.
2. Tap **EShare** .
3. In your device's browser enter the URL specified on the display's screen.

   OR

   Use a QR code scanning app to scan the QR code on the display's screen.

4. Select the app for your device.

Sharing your device's screen to the display

To use Mirroring

1. Open the EShare app on your device.
2. Connect the EShare app to the display.
3. On your device, tap **Mirroring**.

   Your device's screen appears on the display.

Sharing files on your device to the display

NOTE

This is only available for iOS and Android mobile devices.

To share files on your device to the display

1. Open the EShare app on your device.
2. Connect the EShare app to the display.
3. On your device, tap **Local files**.
4. Select the video or photo you want to show on the display.

Controlling the display

You can control the display using the EShare app on your display. Choose to use the remote control feature or duplicate the display's screen to your device.

Using TV Mirror

When using the TV Mirror feature, the display's screen appears on your device. You can also open files to appear on the display, use a pen to draw on the display's screen and take a photo that will appear on the display.

NOTE

This is only available for iOS and Android mobile devices.

To use TV Mirror

1. Open the EShare app on your device.
2. Connect the EShare app to the display.
3. On your device, tap **TV Mirror**.

Using Remote

You can also use the buttons in your device's app to control the display's volume, enter text, exit apps or return to the home screen.

NOTE

This is only available for iOS and Android mobile devices.

To use the Remote

1. Open the EShare app on your device.
2. Connect the EShare app to the display.
3. On your device, tap **Remote**.
4. Control the display using the touchpad on your mobile device or mouse on your computer.

Opening apps using EShare

You can open apps on the display using the EShare app.

NOTE

This is only available for iOS and Android mobile devices.

To open apps using EShare

1. Open the EShare app on your device.
2. Connect the EShare app to the display.
3. On your device, tap **App List**.
4. Tap the device you want to show on the display.

   The app opens on the display.

EShare settings

You can change the display's name and add a connection code.

To change the display's name

1. On the display, tap the Home button on the screen to open the launcher.
2. Tap **EShare**.
3. Tap **Settings**.
4. Tap **Edit** beside the *Device Name* field.
5. Tap in the *Device Name* field and use the on-screen keyboard to change the display's name.
6. Tap **Close**.

To add a connection code

1. On the display, tap the Home button on the screen to open the launcher.
2. Tap **EShare**.
3. Tap **Settings**.
4. Tap **Use Code**.
5. Tap the edit button beside the *Device Name* field and then tap in the *Connect Code* field to use the on-screen keyboard to change the code..

   OR

   Tap **Refresh** to generate a new code.
6. Tap **Close**.

To stop using a connection code

1. On the display, tap the Home button on the screen to open the launcher.
2. Tap **EShare**.
3. Tap **Settings**.
4. Tap **Stop Code**.

Device requirements

Device	Requirement
iOS devices	iOS 8.0 and later

Device	Requirement
Android devices	Android 2.2 and later
Windows computers	Windows 8 and later
Mac computers	Mac OS X 10.8 and later

Using iMirror

You can use the iMirror app to share your Mac computer, iPhone or iPad's screen to the display. iMirror uses AirPlay.

For a list of supported Apple products, see *Supported Apple devices and operating systems* on the next page.

NOTE

Make sure your Mac computer or iOS device is connected to the same network as the display. See *Supported Apple devices and operating systems* on the next page for more information.

Mirroring your iOS device's screen to the display

1. On the display, tap the Home button on the screen to open the launcher.

   The launcher appears.

2. Tap iMirror.

   NOTE

   Remember the display's name.

3. On your iOS mobile device, open the Control Center.
4. Tap **Screen Mirroring**.
5. Select the display's name.
6. Select an app to share on the display.

   The content appears on the display.

Mirroring your Mac computer's desktop to the display

1. On the display, tap the Home button on the screen to open the launcher.

   The launcher appears.

2. Tap iMirror.

   NOTE

   Remember the display's name.

3. On your Mac computer, click the **AirPlay** icon in the menu bar.
4. Select the display's name.

   The AirPlay icon turns blue when your Mac computer is sharing content with AirPlay.

Extending your Mac computer's desktop to the display

1. On the display, tap the Home button on the screen to open the launcher.

   The launcher appears.

2. Tap iMirror.

   NOTE

   Remember the display's name.

3. On your Mac computer, click the **AirPlay** icon in the menu bar.
4. Select the display's name.

   The AirPlay icon turns blue when your Mac computer is sharing content with AirPlay.

5. Click the **AirPlay** icon, and then click **Extend Desktop**.

Supported Apple devices and operating systems

The following Apple operating systems support iMirror.

iOS 8.0 or later

Verifying that the display and mobile device or computer are connected to the same network

To verify that the display and mobile device or computer are connected to the same network

1. On the display, tap the Home button on the screen to open the launcher.
2. Tap **Settings** > **Network**.

   If the display is connected to a wireless network, note the name of the network the display is connected to.

   If the display is connected to a wired network, note the IP v4 address, and compare the first 3 octets to the IP address on the mobile device or computer.
3. On your mobile device or computer, verify that the mobile device or computer is connected to the same network.

   Consult the mobile device or computer's user guide for more information.

Using File Manager

Use the File Manager to view images, or play audio or videos saved on the display.

File Manager on the display is very similar to Windows Explorer or Finder on Mac computers. You can view images, or play audio or videos that have been saved to the display. As well, you can copy files from a USB drive that's been connected to the display or copy files from the display to a USB drive.

Any Whiteboard notes that have been exported are saved as .png files in the File Manager.

Opening File Manager

To open File Manager

1. Tap the Home button to open the launcher, and then tap **Apps** .
2. Tap **File Manager** .

   File Manager appears.

Viewing content

To view an export from the Whiteboard app

1. Export your drawing from the Whiteboard app. See *Exporting notes* on page 22.

   Remember the folder name.
2. In File Manager, browse to the folder and tap it.
3. Tap the .png file.

To view a picture, play an audio file or watch a video

In File Manager, tap the file

To stop viewing content

Tap the Home button to open the launcher, and then tap **Back**.

Moving or copying content

To move content from the USB drive to the display

1. Connect a USB drive to the display on the front connector panel.

2. Tap the Home button to open the launcher, and then tap **Apps**.
3. Tap **File Manager**.

   File Manager appears.
4. Tap **USB drive**.
5. Browse to the files you want to move.
6. Tap the file's checkbox to select it.
7. Tap **Move**.
8. Tap **Local storage**.
9. Browse to the folder you want to move the file to.
10. Tap the folder to open it.

11. Tap **Paste**.

    The file is saved to the display and removed from the USB drive.

To copy content from the USB drive to the display

1. Connect a USB drive to the display on the front connector panel.

2. Tap the Home button to open the launcher, and then tap **Apps**.
3. Tap **File Manager**.

   File Manager appears.
4. Tap **USB drive**.
5. Browse to the files you want to move.
6. Tap the file's checkbox to select it.
7. Tap **Copy**.
8. Tap **Local storage**.
9. Browse to the folder you want to move the file to.
10. Tap the folder to open it.
11. Tap **Paste**.

    The file is saved to the display and remains on the USB drive.

To move content from the display to a USB drive

1. Connect a USB drive to the display on the front connector panel.

2. Tap the Home button to open the launcher, and then tap **Apps**.
3. Tap **File Manager**.

   File Manager appears.
4. Tap **Local storage**.
5. Browse to the files you want to move.

6. Tap the file's checkbox to select it.
7. Tap **Move**.
8. Tap **USB drive**.
9. Browse to the folder you want to move the file to.
10. Tap the folder to open it.
11. Tap **Paste**.

    The file is saved to the USB drive and removed from the display.

To copy content from the display to a USB drive

1. Connect a USB drive to the display on the front connector panel.

2. Tap the Home button to open the launcher, and then tap **Apps** .
3. Tap **File Manager** .

   File Manager appears.
4. Tap **Local storage**.
5. Browse to the files you want to move.
6. Tap the file's checkbox to select it.
7. Tap **Move**.
8. Tap **USB drive**.
9. Browse to the folder you want to move the file to.
10. Tap the folder to open it.
11. Tap **Paste**.

    The file is saved to the USB drive and remains on the display.

Supported file formats

For more information regarding supported file formats, see Supported Media Formats.

Appendix A

Troubleshooting the e^3 experience

Resolving general issues 35
Resolving issues with Whiteboard 36
Resolving issues with Browser 36
Resolving issues with Input 37
Resolving issues with EShare 38
Resolving issues with iMirror 39
Resolving issues with File Manager 39

This appendix explains how to troubleshoot the e^3 experience.

NOTE

For hardware troubleshooting information, see *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288).

Resolving general issues

Issue	Solutions
You've forgotten the lock screen password.	Contact SMART Support.
You forgot the Settings security password.	Contact SMART Support.
The display can't connect to a 5 GHz wireless network.	The wireless network may be operating on bands that the display doesn't support. Contact your network administrator.
The pen is broken.	Contact SMART Support.
You need to identify the display.	See *Appendix B: Identifying the display* on page 41.
An app is missing or not available.	The app might not be included with the SMART Board MX100 series interactive display. See *Chapter 3: Using apps on the display* on page 15.

Resolving issues with Whiteboard

Issue	Solutions
The pen isn't working correctly.	• Select the pen tool before drawing. See *SMART Board MX100 series interactive displays user's guide* (smarttech.com/kb/171288). • The Whiteboard app doesn't support writing with two pens. Use SMART software like SMART Notebook to draw with two pens. • The pen nib is worn. Replacement pens are available from the Store for SMART Parts (see smarttech.com/Support/PartsStore).
A previously shared image isn't available anymore.	Whiteboards are only available for one week after sharing.
You can't set an image as the background.	Make sure the image's resolution is 1920 × 1080.
The display can't open a saved Whiteboard.	Whiteboards are saved in . zip format. The .zip file the display is trying to open might not be a saved Whiteboard.
The display can't open a SMART Notebook file.	The Whiteboard app on SMART Board MX100 series interactive displays don't support SMART Notebook files. Use SMART Notebook software on the connected computer to open SMART Notebook file.

Resolving issues with Browser

Issue	Solutions
Browser isn't working correctly.	• Make sure the display is connected to a network and the network is configured properly, and the network is connected to the Internet. See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • Make sure Ethernet or Wi-Fi is enabled in Settings under Network. See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • If Browser can't visit secure (https) websites, ensure the display's date and time are correct. *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • Browser doesn't support Flash or Java applets. • Contact your network administrator.
You can't find your downloads.	• Check the Downloads folder in File Manager. • The display's storage might be full. Delete files or move them to a USB drive for backup.
There is an issue with audio.	• Make sure the volume isn't muted. See *Front control panel* on page 5. • Turn up the volume. See *Front control panel* on page 5. • See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288).

Resolving issues with Input

Issue	Solutions
There is an issue with the image. **No signal** appears on the screen.	• See the *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • Connect the computer to one of the display's video input connectors. **NOTE** In the input source menu, video input connectors that have a device connected are blue. • If you're using two connected video cables, use one longer cable or move the computer so it's within a single cable length of the display. Make sure the cable length is within the maximum length specified in the display's specifications. • The computer is using a video resolution or refresh rate that the display doesn't support. Set the computer to a supported resolution and refresh rate. • Make sure the computer hasn't entered Sleep mode. Press a key on your computer's keyboard to wake it up.
There is an issue with touch. Touch is not working or is not accurate	• If touch interactivity is slow, close some open applications on the computer. • Make sure the USB cable is securely fastened to both your computer and the display. • Make sure the USB cable is not longer than the maximum specified in the display's specifications. • Use a USB 2.0 cable and make sure it's connected to the correct USB connector that's associated with the video input source. See the *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • Make sure the latest version of SMART Product Drivers is installed on your computer. SMART Board MX100 series interactive displays require SMART Product Drivers 12.10 or later. See smarttech.com/downloads. • Remove any USB cable extenders. For best results, use a USB cable that's no longer than 16' (5 m).
There is an issue with audio	• See the *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • Make sure the computer isn't muted. • Turn up the computer's volume. • Turn up the display's volume. See *Front control panel* on page 5. • Make sure the display isn't muted. See *Front control panel* on page 5. • Make sure the default audio output device setting on your computer is set to **SMART Board MX**. • If you're connecting a computer to the VGA connector, make sure an analog audio cable is also connected from your computer's audio output to the display's analog audio input.

Resolving issues with EShare

Issue	Solutions
The display's name doesn't appear in the list of available devices.	• Make sure your computer or device is on the same network as the display. • Make sure the network is configured properly. See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288).
Your device or computer can't connect to the display.	• Make sure your computer or device is on the same network as the display. • Make sure the network is configured properly. See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • Make sure your computer or device is on the same subnet as the display. Contact your network administrator. • Connect your device or computer to the display's Wi-Fi hotspot. a. Connect an RJ45 cable to the display. b. Turn on the display's Wi-Fi hotspot. See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). c. Connect your computer or device to the display's Wi-Fi hotspot d. Open the EShare app on your computer or device. • Download the EShare app onto your device. See *Downloading the EShare app* on page 25
Audio isn't working correctly.	• See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • Make sure your device isn't muted. • Turn up the device's volume. • Turn up the display's volume. See *Front control panel* on page 5.
The EShare app on the display is not activated. **NOTE** *Unactivated* appears in the lower right corner of the screen when the app is open.	• Make sure the display is connected to a network that has Internet access. a. Restart the display. See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). b. Open the EShare app. • Make sure the network can contact the activation network.
You can't control the display from your computer.	That feature is only available for iOS and Android devices.

Resolving issues with iMirror

Issue	Solutions
Your device can't connect to the display.	• Make sure your computer or device is on the same network as the display. • Make sure the network is configured properly. See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • Make sure your computer or device is on the same subnet as the display. Contact your network administrator. • The iMirror app is available only for Apple devices.
You can't share video.	Some video content is copyrighted and cannot be streamed.
You can't change the display's name.	• Change the display's name in the EShare app's settings. See *To change the display's name* on page 28.
Audio isn't working correctly.	• See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). • Make sure your Apple device isn't muted. • Turn up the volume on your device. • Turn up the display's volume. See *Front control panel* on page 5.
The iMirror app is not activated.	• Make sure the display is connected to a network that has Internet access. a. Restart the display. See *SMART Board MX100 series interactive displays installation and maintenance guide* (smarttech.com/kb/171288). b. Open the iMirror app. • Make sure the network can contact the activation network.

Resolving issues with File Manager

Issue	Solutions
File Manager isn't working correctly.	• Some file formats, such as PDF, are not supported.
There is an issue with the USB drive	• Connect to the USB port for the display. See *Front connector panel* on page 5. • Make sure the USB drive is FAT formatted. • Make sure the USB drive isn't encrypted or partitioned. • The USB drive is full. Delete files before copying more files onto it.
You can't recover deleted files	Recovery of deleted files is not supported.

Chapter B

Identifying the display

To identify your display

1. Press **Input** on the front control panel.

   A list of input sources appears.

2. If the input source includes *OPS*, the display is a SMART Board MX200 series interactive display. The display has an iQ appliance installed.

   If the input source includes *Compute Card*, the display is a SMART Board MX300 series interactive display. The display has an iQ appliance and Intel Compute Card installed.

   If the input source list includes *SMART MX* e^3, the display is a SMART Board MX100 series interactive display. The display includes the e^3 experience.

SMART TECHNOLOGIES

smarttech.com/support

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