



# SMART Board® 7000R | 7000R Pro

series interactive displays

## User guide

SBID-7275R | SBID-7286R | SBID-7275R-P | SBID-7286R-P  
SBID-7075R | SBID-7086R | SBID-7075R-P | SBID-7086R-P  
IDR775-1 | IDR786-1



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**SMART**®



## Learn more

This guide and other resources for SMART Board 7000R and 7000R Pro series interactive displays are available in the Support section of the SMART website ([smarttech.com/support](http://smarttech.com/support)). Scan this QR code to view these resources on your mobile device.



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As shipped, your display delivers ENERGY STAR performance and savings. However, changing some settings may increase energy consumption beyond the limits required for ENERGY STAR certification. For example, increased brightness and contrast will increase power consumption.

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December 8, 2022

# Important information

## Note

Refer to the *SMART Board 7000R and 7000R Pro series interactive displays installation and maintenance guide* ([smarttech.com/kb/171538](http://smarttech.com/kb/171538)) for important information about installing and maintaining the display.

## Stability hazard

If not installed properly, this display may fall causing serious injury or death. To prevent injury, the display must be securely attached to the wall following the installation instructions.

## 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

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# Chapter 1 **Welcome**

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This chapter introduces the SMART Board® 7000R and 7000R Pro series interactive displays.

## About this guide

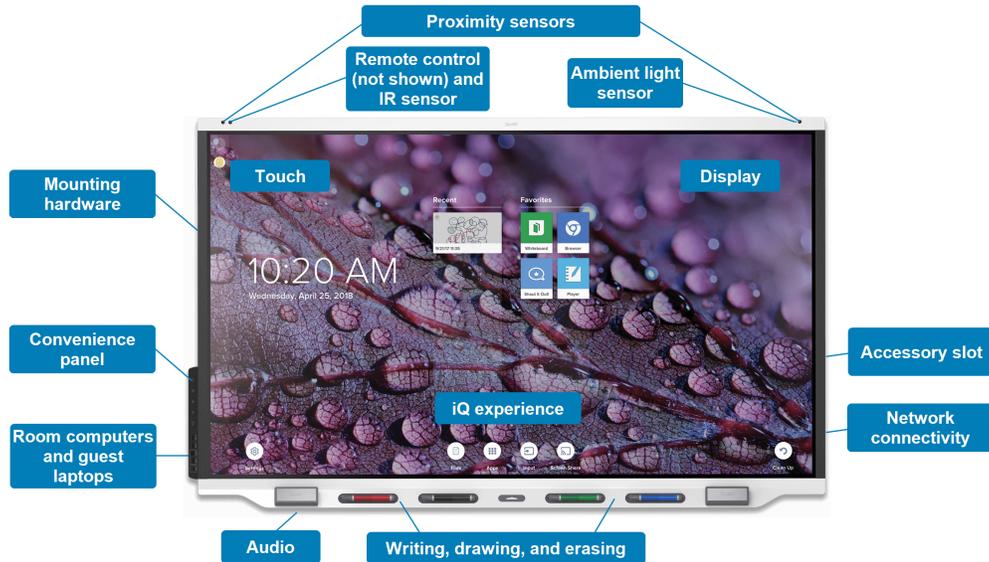
This guide explains how to use a SMART Board 7000R or 7000R Pro series interactive display.

This guide is intended for people who use displays in their organizations. Other documentation and resources are available for those who install and maintain displays (see *More information* on page 13).

## About the display

The SMART Board 7000R or 7000R Pro series interactive display is a powerful but easy-to-use collaboration tool that you can use to achieve better outcomes.

The display includes an extensive set of features and components.



## Touch

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 HyPr Touch™ with EMR technology provides industry-leading touch and digital ink performance, resulting in virtually no lag and zero contact detect height. In addition, its Silktouch™ ultra-smooth finish allows you to use the display for hours without finger burn.

For more information, see *Using touch* on page 18.

## Writing, drawing, and erasing



The display comes with black, red, blue, and green pens, which you can use to write or draw on the screen.

In addition to the pens, the display includes two erasers, which you can use to erase digital ink on the screen.

With Object Awareness™, the display responds automatically to the tool or object you're using, whether it's a pen, finger, eraser, or palm. The display's Pen ID™ and Simultaneous Tool Differentiation technologies allow four people to write independently and simultaneously, using different colored ink.

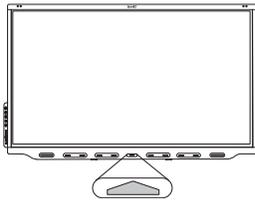
For more information, see *Using the pens and erasers* on page 20.

## iQ experience

If enabled, the iQ embedded computer provides one-touch access to collaborative tools, such as a whiteboard, wireless screen sharing, and a web browser. There's no need for wires, cables, or manual software and firmware updates.

### Note

Some network integration is required for features like Browser and Screen Share.



Tap the **Home** button on the display (pictured) or the remote control to open the Home screen (if iQ is enabled) or the Input screen (if iQ is disabled). From the Home screen, you can open the iQ apps, switch inputs, and adjust settings.

For more information about the Home button and the Home screen, see *Using the Home button* on page 15.

For more information about the iQ apps, see *Chapter 3 Using the iQ apps* on page 25.

## Display

The 4K ultra-high-definition LED display provides optimal image clarity and wide viewing angles.

The size of the display varies by model:

| Models   | Size (diagonal) |
|--|-----------------|
| SBID-7275R, SBID-7275R-P, SBID-7075R, and SBID-7075R-P | 75"             |
| SBID-7286R, SBID-7286R-P, SBID-7086R, and SBID-7086R-P | 86"             |

## Audio

The display includes two 15 W integrated speakers, which are designed to provide sound at the front of a room.

## Network connectivity

The display requires a network connection for downloading software and firmware updates, and a number of the iQ apps require a network connection as well.

You can connect to a network using the Wi-Fi module or the LAN RJ45 jack on the display:

- The Wi-Fi module supports both 2.4 and 5 GHz bands.
- The two RJ45 jacks allow you to connect the display and an external device, such as a computer, to a Gigabit Ethernet network.

## Room computers and guest laptops

You can connect room computers and guest laptops and use the display to view and interact with them.

The display comes with SMART software that you can install on connected computers to take full advantage of the display's features while using the connected computers.

For more information, see *Chapter 4 Connecting computers and other devices* on page 29.

## Accessory slot

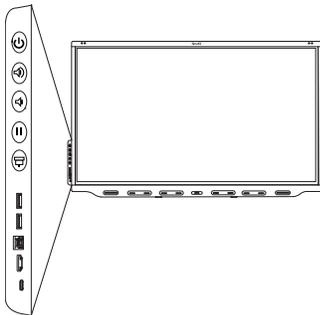
You can install an OPS-compatible device, such as a SMART OPS PC module, in the accessory slot. SMART OPS PC modules provide a complete Windows® 10 Pro installation.

For more information on SMART OPS PC modules, see *SMART OPS PC module* on page 12.

### Note

Unlike with older SMART Board interactive displays, you don't need to install an AM30, AM40, or AM50 appliance in the accessory slot to use the iQ experience on SMART Board 7000R and 7000R series displays. The iQ experience is embedded on these displays (see *iQ experience* on the previous page). For this reason, SMART doesn't recommend installing AM30, AM40, or AM50 appliances in these displays' accessory slots.

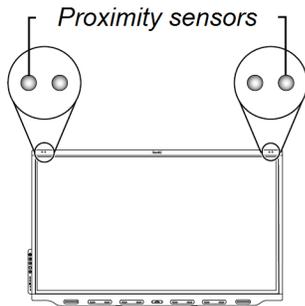
## Convenience panel



The convenience panel contains buttons for turning the display on and off, controlling the volume, freezing and unfreezing the screen, and showing and hiding a screen shade. It also includes connectors for USB peripherals and a computer or other input source.

For more information about the convenience panel, see *Using the convenience panel* on page 16.

## Proximity sensors



The proximity sensors are located in the top-left and top-right corners of the display's frame.

The proximity sensors can detect people up to 16' (5 m) away when the display is in an energy saving mode.

When the proximity sensors detect people in the room, the display turns on, depending on how it's configured.

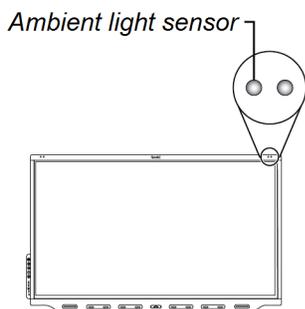
If the room is empty for 60 minutes, the display returns to an energy saving mode.

### Notes

- For more information on energy saving modes, see the *SMART Board 7000R and 7000R Pro series interactive displays installation and maintenance guide* ([smarttech.com/kb/171538](http://smarttech.com/kb/171538)).
- The proximity sensors respond only when the display is in the networked standby power state. They do not respond in the standby power state.

For more information, see *Waking up the display and putting it back in to an energy saving mode* on page 14.

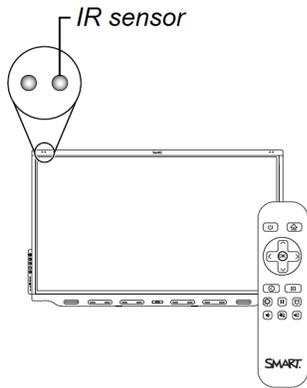
## Ambient light sensor



The ambient light sensor is located in the top-right corner of the display's frame.

The ambient light sensor detects the brightness of the room and adjusts the screen's brightness accordingly.

## Remote control and IR sensor



You can use the remote control to turn the display on and off, adjust display settings, and so on.

The IR sensor for the remote control is located in the top-left corner of the display's frame.

For more information about the remote control, see *Using the remote control* on page 17.

## Mounting hardware

The display comes with a WM-SBID-200 wall mount, which your organization can use to mount the display on a wall.

Alternatively, you can mount the display on a wall or mobile stand (see *Accessories* on the next page).

## Identifying your specific model

SMART offers different models of the SMART Board 7000R and 7000R Pro series interactive display:

| Model         | Frame style | Screen size (approximate) | iQ  |
|---------------|-------------|---------------------------|-----|
| SBID-7275R    | White       | 75"                       | Yes |
| SBID-7286R    | White       | 86"                       | Yes |
| SBID-7275R-P  | Black       | 75"                       | Yes |
| SBID-7275R-PW | White       | 75"                       | Yes |
| SBID-7286R-P  | Black       | 86"                       | Yes |
| SBID-7286R-PW | White       | 86"                       | Yes |
| SBID-7075R    | White       | 75"                       | No  |
| SBID-7086R    | White       | 86"                       | No  |
| SBID-7075R-P  | Black       | 75"                       | No  |
| SBID-7075R-PW | White       | 75"                       | No  |
| SBID-7086R-P  | Black       | 86"                       | No  |
| SBID-7086R-PW | White       | 86"                       | No  |

Refer to the specifications for detailed technical information for these models, including product dimensions and weights (see *More information* on the next page).

## Accessories

Accessories for the display include:

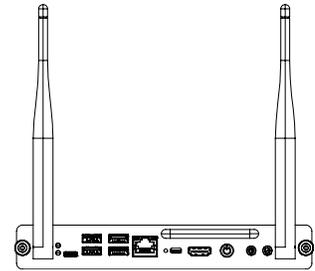
- SMART OPS PC module
- Stands
- USB extenders

### Note

For more information about these and other accessories, see [smarttech.com/accessories](https://smarttech.com/accessories).

### SMART OPS PC module

SMART Open Pluggable Specification (OPS) PC modules provide a hassle-free Windows Pro installation based on Intel® Core™ processors and are designed specifically to work with a SMART display. All OPS PC modules are WHQL certified and fully licensed with Windows Pro. Install the OPS PC module in a display's accessory slot to provide a complete 4K UHD Windows installation at your fingertips, without the need for an external PC or additional cables.



Install familiar Windows applications, such as SMART Notebook®, SMART TeamWorks™, and SMART Meeting Pro® software, and access the internet directly through your display's network connection. Upgrades and service for the OPS PC module are easy to perform without removing the display from its mounting.

### Stands

If you want to move the display from place to place, you can install it on a SMART mobile stand. If you are installing the display on a wall that cannot support the display's full weight, you can install the display on a SMART floor stand.

## USB extenders

As noted in the display's specifications, 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 the USB-XT extender ([smarttech.com/kb/119318](http://smarttech.com/kb/119318)).

### Note

For more information about extending USB connections, see [USB cable extenders](#).

## More information

In addition to this guide, SMART provides other documents for the display in the Support section of the SMART website ([smarttech.com/support](http://smarttech.com/support)). Scan the QR code on the cover of this guide to view links to SMART Board 7000R and 7000R Pro series interactive display documents and other support resources.

# Chapter 2 Using basic features

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## Waking up the display and putting it back in to an energy saving mode

The display's proximity sensors can detect people up to 16' (5 m) away when the display is in an energy saving mode. Depending on how the display is configured, it either turns on or enters Ready mode when the sensors detect people.

If the display is in Ready mode, you can turn it on in a number of ways:

- Press the **Power** button  on the convenience panel or the remote control.
- Pick up a pen or the eraser.

The display returns to an energy saving mode when one of the following occurs:

- The sensors detect no motion in the room for 60 minutes.
- You press the **Power** button  on the convenience panel or the remote control.

The display remains in this energy saving mode until all pens are fully charged. The display enters a full energy saving mode after all pens are fully charged and the sensor or sensors don't detect anyone in the room.

For information about turning off the display, see the *SMART Board 7000R and 7000R Pro series interactive displays installation and maintenance guide* ([smarttech.com/kb/171538](http://smarttech.com/kb/171538)).

## Using the Home button

You can use the Home screen to open and use iQ apps, view the input of connected computers, and more. You can also change the background and personalize other features of the Home screen. To learn more about the Home screen, see [Understanding the Home screen](#).

The Input screen shows thumbnails of connected computers and allows you to switch among inputs.

You can return to the Home screen or the Input screen at any time by following the instructions below.

### **To show the Home screen or the Input screen**

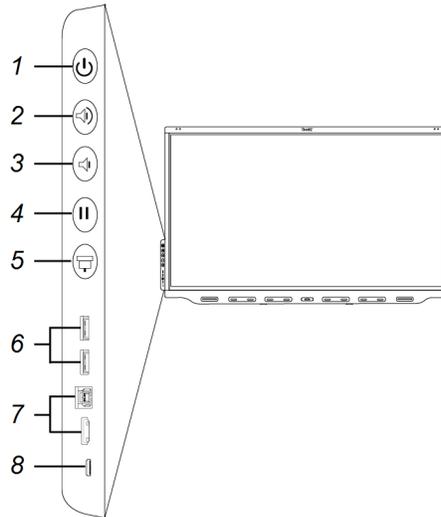
Tap the **Home** button  below the screen.

OR

Press the **Home** button  on the remote control.

## Using the convenience panel

The convenience panel contains buttons for turning the display on and off, controlling the volume, freezing and unfreezing the screen, and showing and hiding a screen shade. It also includes connectors for USB peripherals and a computer or other input source.



| No. | Name                              | Procedure   |
|-----|-----------------------------------|---|
| 1   | Power                             | <ul style="list-style-type: none"> <li>• Press to wake the display or put it back to sleep (see <i>Waking up the display and putting it back in to an energy saving mode</i> on page 14).</li> <li>• Press and hold for four seconds to turn off the display.</li> <li>• Press and hold for 10 seconds to reset the display.</li> </ul> |
| 2   | Volume increase                   | Press to increase the volume (see <i>Adjusting the volume</i> on page 23).  |
| 3   | Volume decrease                   | Press to decrease the volume (see <i>Adjusting the volume</i> on page 23).  |
| 4   | Freeze                            | Press to freeze and unfreeze the screen (see page 23).  |
| 5   | Screen shade                      | Press to hide screen contents behind a screen shade (see <i>Showing and hiding the screen shade</i> on page 24).  |
| 6   | USB Type-A receptacle (x2)        | Connect USB drives, peripherals, and other devices (see <i>Connecting USB drives, peripherals, and other devices</i> on page 38).   |
| 7   | HDMI 4 input source connectors    | Connect a computer or other input source to use with the display (see page 31).   |
| 8   | USB Type-C input source connector | Connect a computer or other input source to use with the display (see page 31).   |

**Note**

The Power button indicates the display's status:

| Power button | Display status           |
|--------------|--------------------------|
| Off          | Not receiving power      |
| Amber        | In an energy saving mode |
| White        | In normal operating mode |

## Using the remote control

The display comes with one of two infrared remote control models. These models are similar, except one has a screen sharing button.

Use the infrared remote control to turn the display on or off, change the input source, change the volume, access the display's iQ apps, and more. You can also use the remote control to open the on-screen menus and change the display's settings.

### ! Important

- Do not subject the remote control to strong shock.
- Keep the remote control away from liquids. If it gets wet, wipe it dry immediately.
- Do not expose the remote control to heat or steam.
- Do not open any part of the remote control other than the battery compartment.

The image and table below list the remote control's functions.

| No. | Name                | Procedure   |
|-----|---------------------|---|
| 1   | Power               | <ul style="list-style-type: none"> <li>• Press to wake the display or put it back to sleep (see <i>Waking up the display and putting it back in to an energy saving mode</i> on page 14).</li> <li>• Press and hold for four seconds to turn off the display.</li> <li>• Press and hold for 10 seconds to reset the display.</li> </ul> |
| 2   | Home                | Open the Home screen or the Input screen (see <i>Using the Home button</i> on page 15).   |
| 3   | Up and down buttons | Select a menu option in the settings.   |

| No. | Name                   | Procedure   |
|-----|------------------------|---|
| 4   | OK                     | Select menu option in the settings.   |
| 5   | Left and right buttons | Change the value of the selected setting.   |
| 6   | Back                   | Go one step back in the navigation history.   |
| 7   | Input                  | Switch input sources (see <i>Viewing a connected computer's input</i> on page 35).  |
| 8   | Settings               | Open iQ Settings.   |
| 9   | Screen shade           | Hide screen contents behind a screen shade (see <i>Showing and hiding the screen shade</i> on page 24).   |
| 10  | Freeze frame           | Freeze and unfreeze the screen (see page 23).   |
| 11  | Volume increase        | Increase the volume (see <i>Adjusting the volume</i> on page 23).   |
| 12  | Volume decrease        | Decrease the volume (see <i>Adjusting the volume</i> on page 23).   |
| 13  | Volume mute            | Mute the volume (see <i>Adjusting the volume</i> on page 23).   |
| 14  | Share screen           | Open the Screen Share app (see <u><a href="#">Sharing your device's screen to the display</a></u> ).<br><br><b>Note</b><br>This button is not available on all remote control models. |

## Using touch

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 a variety of gestures within applications, including panning, scaling, rotating, and zooming in and out.

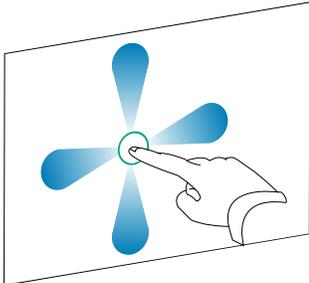
The display's HyPr Touch with EMR technology provides industry-leading touch and digital ink performance, resulting in virtually no lag and zero contact detect height.

The display's support for up to 20 simultaneous finger touch points, four pen touch points and two eraser touch points enables you and other users to interact with objects on the screen at the same time.

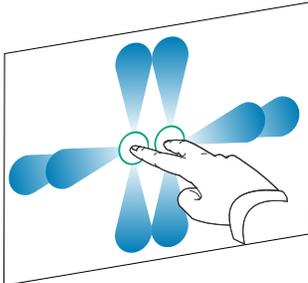
**Note**

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

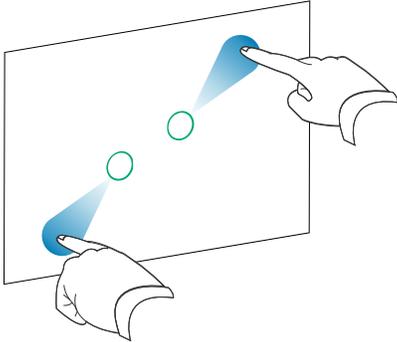
*Pan (one finger)*



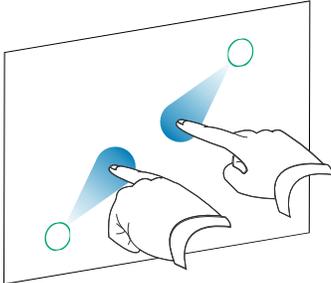
*Pan (two fingers) / scroll*



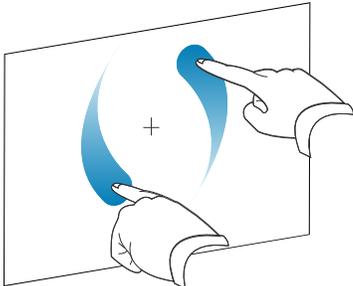
*Pinch to zoom in / scale (enlarge)*



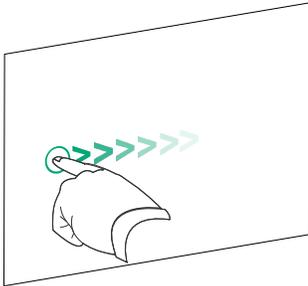
*Pinch to zoom out / scale (reduce)*



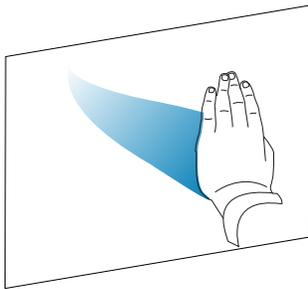
*Rotate*



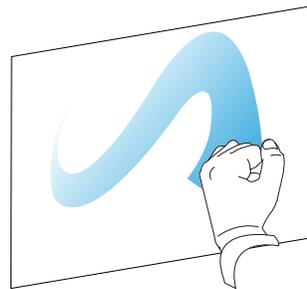
*Flick*



*Erase with palm*



*Erase with fist*



## Using the pens and erasers

The display comes with black, red, blue and green pens and two erasers. You can use the pens to write and draw in digital ink on the display, and you can use the erasers—or your palm or fist—to erase digital ink.

There are magnetic holders for the pens and erasers at the bottom of the display. Removing a pen from its holder activates it. Return the pens and erasers to their holders when you're done with them. Returning a pen to its holder charges it.



### **Caution**

When you return a pen or eraser to its holder, make sure it's centered in the holder to keep it from falling and being damaged. Pens' lights turn on to indicate that they're properly positioned in their holders.

## Pairing the pens with the display

After you install the display and turn it on for the first time, place the pens in the holders for at least five minutes. This pairs the pens with the display and charges them for testing purposes.

### **Important**

- Use only pens designed for SMART Board 7000R and 7000R Pro series interactive displays. Pens for other SMART products, including SMART Board 7000 and 7000 Pro series interactive displays, aren't compatible with SMART Board 7000R and 7000R Pro series interactive displays (see [smarttech.com/kb/171230](http://smarttech.com/kb/171230)).

- If you previously paired a pen with a SMART Board 7000R or 7000R Pro series interactive display, you must pair it with another display to use it with that display.
- To fully charge the pens, keep them in the holders for at least four hours before you start using the display.

## Writing and drawing in digital ink

Up to four users can write or draw on the screen at the same time. Each pen writes and draws in its own color. The Pen ID™ feature enables you to assign different colors, thicknesses, and other properties to each pen.

### 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.

#### Tips

- When you're writing or drawing with a pen, you can rest your palm on the screen. The display won't interpret your palm as a pen or an eraser.
- To learn how to change a pen's default behavior, see *Changing a pen's default color, thickness, and other properties* on the next page.
- Before writing or drawing over a video, an animation, or other moving images, freeze the screen (see *Freezing the screen* on page 23).

## Using the SMART Ink® dynamic (floating) toolbar

If you pick up a pen while viewing a connected computer's input, the SMART Ink® dynamic (floating) toolbar for SMART Ink appears on the screen. You can use this toolbar to temporarily change the pen's color, thickness, or other properties, and you can also access SMART Ink's tools, such as screen capture, spotlight, screen shade, and so on.

To learn more about SMART Ink and its toolbar, visit the [SMART Ink support page](#). Here are a few quick links to get you started:

- [Turning SMART Ink on or off](#)
- [Opening the dynamic \(floating\) toolbar](#)
- [Closing \(hiding\) the toolbar](#)
- [Using SMART Ink presentation tools](#)



## Changing a pen’s default color, thickness, and other properties

While you’re viewing a connected computer’s input, you can use the SMART Ink dynamic (floating) toolbar to change a pen’s color, thickness, and other properties.

To change the pen’s default color, thickness, and other properties, see [Changing pen, eraser, and button settings](#).

## Determining a pen’s status

When you first turn on the display or pick up a pen from the magnetic holder, the pen’s light turns on to indicate the pen’s status:

| Light        | Pen status   | Action   |
|--------------|--|--|
| Solid green  | The pen is charging slowly and can be used for at least two hours.   | Pick up the pen and use it to write on the display. Return the pen to the magnetic holder when you’re done.  |
| Solid amber  | The pen is charging quickly and can be used for less than two hours. | Use the pen for up to two hours. Return the pen to the magnetic holder when done.<br><br><b>Note</b><br>It is normal for pens to be warm to the touch when charging quickly. |
| Solid red    | The pen needs to be charged within 30 minutes.                       | Finish using the pen and return it to the magnetic holder when done.   |
| Flashing red | The pen needs to be charged within 10 minutes.                       | Return the pen to the magnetic holder as soon as possible.   |

## Erasing digital ink

You can erase digital ink from the screen using an eraser or your palm or fist:

### To erase digital ink

Pick up an eraser and move it over the digital ink you want to erase.

OR

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



## Adjusting the volume

Use the buttons on the convenience panel or the remote control to increase, decrease, or mute the display's volume.

### Note

See *There's no sound or there's a problem with the sound* on page 43 if you encounter issues with the display's sound.

### To turn the volume up or down

Press the **Volume Up**  or **Volume Down**  button on the convenience panel or the remote control.

### Notes

- Press and hold the **Volume Down**  button to rapidly decrease the volume.
- When you press the **Volume Up**  or **Volume Down**  button on the convenience panel or the remote control, you can use the on-screen slider to adjust the volume.

### To mute the volume

Press the remote control's **Mute**  button.

## Freezing or hiding the screen

You can temporarily freeze or hide the contents on the screen using the display's freeze and screen shade features.

### Freezing the screen

You can temporarily freeze the screen by pressing the **Freeze**  button on the convenience panel or remote control. This is particularly useful when you want to pause a video, an animation, or other moving images.

### Note

Freezing the screen does not pause applications that are running on the connected computer. It simply freezes the display of those applications.

### **Tip**

You can write or draw over the screen while it is frozen (see *Writing and drawing in digital ink* on page 21). If the iQ experience is enabled, you can then save the screenshot of your writing or drawing to the Files Library (see [Using the iQ experience Files Library](#)).

To unfreeze the screen, press the **Freeze**  button again.

## **Showing and hiding the screen shade**

You can temporarily hide the contents of the screen behind a virtual screen shade by pressing the **Screen Shade**  button on the convenience panel or remote control.

To remove the screen shade and reveal the screen contents, press the **Screen Shade**  button again.

# Chapter 3 Using the iQ apps

The display comes with the following iQ apps:

- SMART Whiteboard
- Browser
- Input
- Screen Share
- SMART Mirror

You can use these apps along with the Files Library and Apps Library to deliver lessons in a classroom or coordinate meetings and other collaborative activities.

## Note

Some apps, such as Screen Share, require a properly configured network connection. If you're experiencing issues with these apps, contact your IT administrator to make sure the network and display have been properly configured.

## Using the Apps Library

The Apps Library contains the Browser and SMART Whiteboard. You can also add apps from the web and SMART's app store or install third-party apps.

### To open the Apps Library

From the Home screen, tap **Apps Library**



To learn how to use the other features of Apps Library, see [Adding and managing apps in the iQ experience](#).

## Using the Files Library

The Files Library contains SMART Notebook files, SMART Whiteboards, PDFs, and screenshots. If a USB drive is connected to the display, the files on the USB drive are also available in the Files Library. Although these files can be viewed on the display, they are not saved on the display.

### To open Files Library

From the Home screen, tap **Files Library** .

To learn how to use the other features of Files Library, see [Using the iQ experience Files Library](#).

## Using SMART Whiteboard

Use SMART Whiteboard to open, view, and interact with SMART Notebook software files and whiteboards. SMART Whiteboard makes it easy to present SMART Notebook files and play SMART lab™ activities on the display.

To learn more about SMART Whiteboard, see [Using SMART Whiteboard on your display](#).

## Using Browser

You can use Browser to view web sites on the display.

To learn more about Browser, see [Browsing the internet on your display](#).

## Using Screen Share

You can share the screens from computers and mobile devices on the display wirelessly using Screen Share.

Screen Share supports:

- Chromebook™ laptops, using the Chrome™ browser
- Windows computers, using Miracast<sup>1</sup>, Chrome browser, or AirParrot
- Mac computers and iOS devices, using AirPlay
- Android™ devices, using Cast Screen

---

<sup>1</sup>Windows 10 operating system only

You can also download the SMART Screen Share app for Chromebooks, Windows computers, Mac computers, iOS devices, and Android devices.

To learn how to use the other features of Screen Share, see [Sharing your device's screen to the display](#).

## Using Input

You can use the connectors the display to connect a room computer, guest laptops, and other input sources.

To learn how to connect computers to the display and view their video output, see [Viewing a connected computer's screen](#).

## Using screenshots

When using the Browser or Screen Share apps, you can write or draw on a screenshot and save it to the Files Library.

To learn more about screenshots, see [Writing and drawing over content and saving as screenshots in the iQ experience](#).

## Installing third-party apps

You can install third-party apps from the Google Play Store using SMART Remote Management.

To learn more about installing third-party apps, see [Adding and managing apps in the iQ experience](#).

## Cleaning up the display

After you've finished using the display, tap **Clean Up**  on the Home screen to clean up the display for the next user.

Tapping the **Clean Up** button does the following:

- Signs out of everything in the Browser app.
- Closes all applications, including third-party apps.

### Note

Tapping **Clean Up** doesn't perform a factory reset on the display.

To learn more, see [About the iQ experience and navigating the Home screen.](#)

# Chapter 4 Connecting computers and other devices

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| Downloading and installing SMART software .....                  | 30 |
| Using SMART software .....                                       | 31 |
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| Viewing a connected computer's input .....                       | 35 |
| Setting a connected computer's resolution and refresh rate ..... | 35 |
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| Connecting a SMART OPS PC module .....                           | 37 |
| Connecting USB drives, peripherals, and other devices .....      | 38 |

## Warning

Ensure that any cables that cross the floor to the display are properly bundled and marked to avoid a trip hazard.

## Installing and using SMART software

The display comes with the following software, which you can install on connected computers:

| Software              | Description   | Notes   |
|-----------------------|---|---|
| SMART Notebook        | Free software designed for use with a SMART Board interactive display. SMART Notebook software comes with many features that you can use to create, edit, and deliver engaging lessons for your students. | See <a href="#">SMART Notebook</a> .                        |
| SMART Meeting Pro     | Software that enables you to capture ideas in a virtually unlimited interactive workspace.  | Pro models only.  |
| SMART Product Drivers | Software that enables the computer to detect input from the display.  | Included with SMART Notebook and SMART Meeting Pro software |

| Software                | Description   | Notes   |
|-------------------------|---|---|
| SMART Ink               | Software that enables you to write and draw in digital ink over applications, files, folders, websites, and any other open window.                | Included with SMART Notebook and SMART Meeting Pro software   |
| SMART Remote Management | Cloud-based mobile device management software for remotely maintaining, supporting, controlling, and securing the display and your other devices. | Subscription for length of the included warranty <sup>1</sup> |

**Tip**

You can purchase additional licenses or subscriptions to SMART software to install on other computers.

The following software is also available but sold separately:

| Software             | Description   | Licensing details   |
|----------------------|---|---|
| SMART Learning Suite | A suite of desktop and online software that combines lesson delivery, activities, assessments, and collaborative workspaces. Includes SMART Notebook Plus software and Lumio™ by SMART. | Single and group plan subscriptions available. See <a href="http://smarttech.com/lumio/pricing">smarttech.com/lumio/pricing</a> . |
| SMART TeamWorks Room | Software that simplifies meetings and facilitates deeper, more natural interaction with on-site and remote participants.  | 1-year subscription <sup>2</sup>  |

Contact your authorized SMART reseller ([smarttech.com/where](http://smarttech.com/where)) for information about purchasing SMART software.

## Downloading and installing SMART software

You can download SMART software from [smarttech.com/downloads](http://smarttech.com/downloads) and install it following the instructions in [Installing and maintaining SMART Notebook](#), [Installing SMART TeamWorks](#), or [Installing and maintaining SMART Meeting Pro](#).

<sup>1</sup>Subscription terms may vary in some regions.

<sup>2</sup>Pro models only.

## Using SMART software

For information about using SMART software, see the following pages in the Support section of the SMART website:

- [SMART Notebook](#)
- [Lumio by SMART](#)
- [SMART Learning Suite](#)
- [SMART TeamWorks](#)
- [SMART Meeting Pro](#)
- [SMART Product Drivers and SMART Ink](#)
- [SMART Remote Management](#)

SMART Product Drivers and Ink are installed and used on the computer input of the display to enable touch and digital inking features. This supporting software is included with SMART's software products, such as [SMART Notebook](#), [SMART Meeting Pro](#), and [SMART TeamWorks](#), or is available for free download on [smarttech.com/docs/redirect/?product=ink&context=download](http://smarttech.com/docs/redirect/?product=ink&context=download).

SMART Product Drivers and Ink software have a number of features you can use to customize default settings for your display and troubleshoot common issues:

- [Adjust pen default settings, such as color and line thickness.](#)
- [Adjust touch, mouse, and gesture settings.](#)
- [Turn SMART Ink on or off.](#)
- [Use SMART Ink in Microsoft Office products.](#)

## Connecting room computers and guest laptops

You can connect room computers and guest laptops to the display and view and interact with them.

### Notes

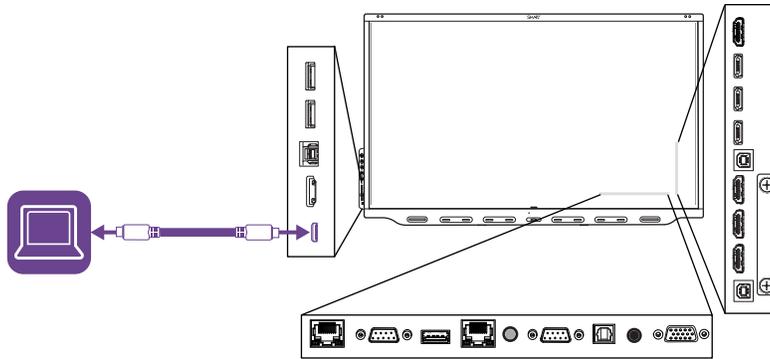
- Install SMART software on any computers you connect to the display (see *Installing and using SMART software* on page 29).
- Your organization's installers might have connected cables to the display and run the cables behind a wall or under the floor to a desk or table where you can place your computer.
- As shown below, HDMI 1 and HDMI 2 share the Touch 1 USB Type-B receptacle, and HDMI 3 and

VGA share the Touch 2 USB Type-B receptacle (see *Sharing USB Type-B receptacles* on page 37).

- You can charge devices connected to the USB Type-C receptacle up to 60 W.

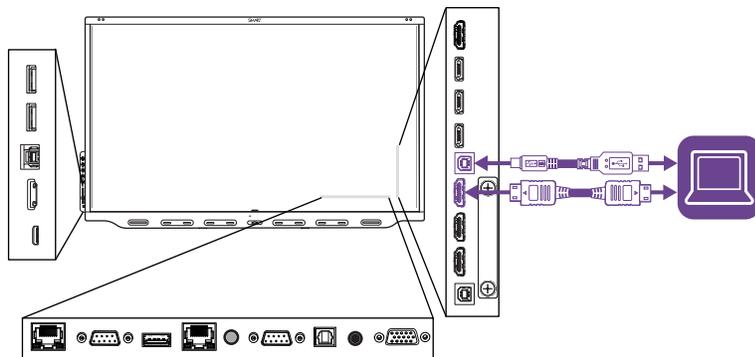
The following are the locations of the connectors and the connector and cable information for the display's input sources:

- USB Type-C



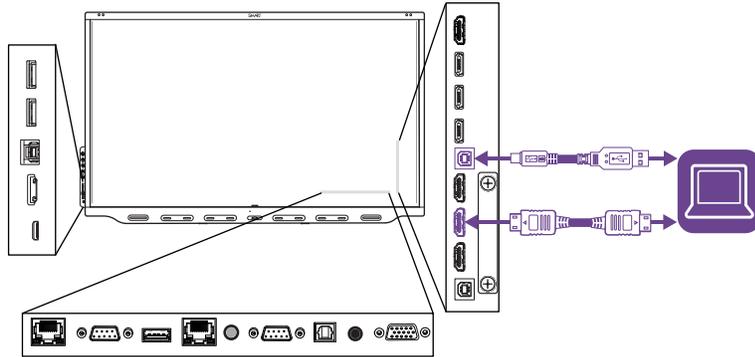
| Connector  | Standard | Connection type   | Cable             |
|------------|----------|-------------------|-------------------|
| USB Type-C | USB 3.1  | Video/audio/touch | <u>USB Type-C</u> |

- HDMI 1



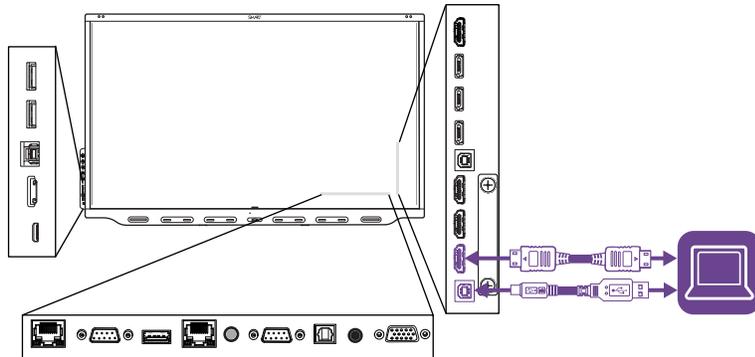
| Connector            | Standard      | Connection type | Cable                  |
|----------------------|---------------|-----------------|------------------------|
| HDMI 1               | HDMI 2.0      | Video/audio     | <u>HDMI</u>            |
| Touch 1 (USB Type-B) | Up to USB 3.0 | Touch           | <u>USB 2.0/USB 3.0</u> |

- HDMI 2



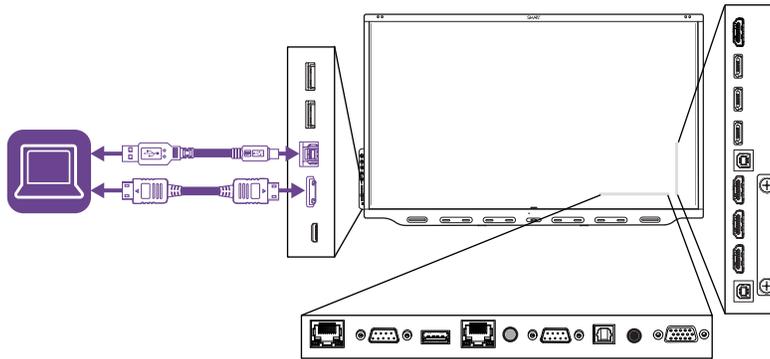
| Connector            | Standard      | Connection type | Cable                  |
|----------------------|---------------|-----------------|------------------------|
| HDMI 2               | HDMI 2.0      | Video/audio     | <u>HDMI</u>            |
| Touch 1 (USB Type-B) | Up to USB 3.0 | Touch           | <u>USB 2.0/USB 3.0</u> |

- HDMI 3



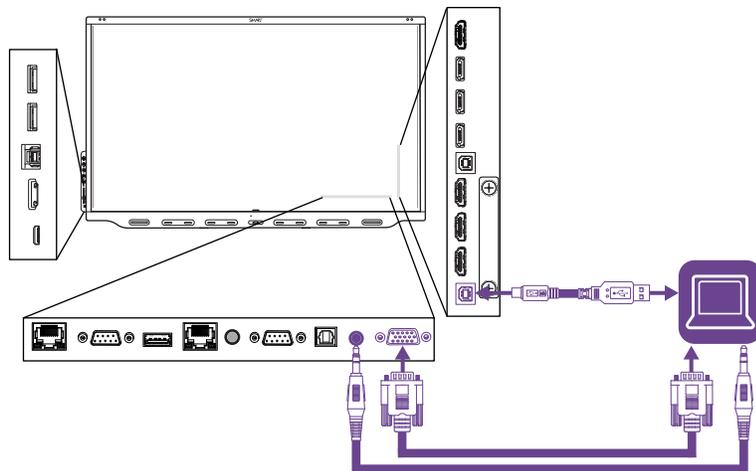
| Connector            | Standard      | Connection type | Cable                  |
|----------------------|---------------|-----------------|------------------------|
| HDMI 3               | HDMI 2.0      | Video/audio     | <u>HDMI</u>            |
| Touch 2 (USB Type-B) | Up to USB 3.0 | Touch           | <u>USB 2.0/USB 3.0</u> |

- HDMI 4



| Connector                       | Standard      | Connection type | Cable                  |
|---------------------------------|---------------|-----------------|------------------------|
| HDMI 4                          | HDMI 2.0      | Video/audio     | <u>HDMI</u>            |
| Convenience panel<br>USB Type-B | Up to USB 3.0 | Touch           | <u>USB 2.0/USB 3.0</u> |

- VGA



| Connector                | Standard      | Connection type | Cable                  |
|--------------------------|---------------|-----------------|------------------------|
| VGA                      | VGA           | Video           | <u>VGA</u>             |
| Audio In (Stereo 3.5 mm) | Stereo 3.5 mm | Audio           | <u>Stereo 3.5 mm</u>   |
| Touch 2 (USB Type-B)     | Up to USB 3.0 | Touch           | <u>USB 2.0/USB 3.0</u> |

## Viewing a connected computer's input

Use the Input app to view a connected computer's input on the display.

### To view a connected computer's input

1. Connect the computer to the display.
2. Do one of the following:

| If iQ is enabled  | If iQ is disabled  |
|---|--|
| Tap <b>Input</b>  on the Home screen.<br>OR<br>Press <b>Input</b>  on the remote control. | Press the <b>Home</b> button  or the <b>Input</b> button  on the remote control. |

The display shows thumbnails of the devices that are connected to the display's inputs:

- A gray thumbnail indicates no device is connected to an input.
- A blue thumbnail indicates a device is connected to an input but is in Sleep mode.
- A thumbnail showing a preview screen indicates an active device is connected to an input.

#### Tip

If iQ is disabled and you want a computer's input to appear whenever you wake up the display, tap the star in the upper-left corner of the computer's thumbnail.

3. Tap the computer's thumbnail.

## Setting a connected computer's resolution and refresh rate

The following table presents the recommend resolutions and refresh rates for the display's input sources:

| Input source                         | Resolution  | Refresh rate                 |
|--------------------------------------|-------------|------------------------------|
| USB Type-C                           | 3840 × 2160 | 60 Hz (YCbCr)<br>30 Hz (RGB) |
| HDMI 1<br>HDMI 2<br>HDMI 3<br>HDMI 4 | 3840 × 2160 | 60 Hz                        |
| VGA                                  | 1920 × 1080 | 60 Hz                        |

If possible, set any connected computers to these resolutions and refresh rates. See the connected computers' operating system documentation for instructions.

## Using recommended cables

SMART recommends the following varieties of cable:

| Cable type    | Maximum length         | Recommendation  |
|---------------|------------------------|---|
| HDMI          | 23' (7 m) <sup>3</sup> | Use only certified premium high-speed HDMI cables that have been tested to support the performance standard you require.  |
| VGA           | 23' (7 m)              | Use VGA cables with all pins in their connectors fully populated and wired.   |
| Stereo 3.5 mm | 20' (6 m)              | [N/A]   |
| USB 2.0       | 16' (5 m)              | Use a USB extender if the distance between the computer and the display is greater than 16' (5 m). For more information, see <i>USB extenders</i> on page 13. USB 2.0 cables support Hi-Speed (480 Mbps), whether connected to a USB 2.0 or USB 3.0 receptacle. For SuperSpeed (5 Gbps), connect a USB 3.0 cable to a USB 3.0 receptacle.   |
| USB 3.0       | 9' (3 m)               | SMART supports only installations that use directly connected video and USB cables, AC-powered extenders, or USB extenders purchased from SMART. You might be able to use higher-grade cables that are longer than specified. If you have problems with such a cable or an extender of any type, test the connection with a shorter cable before contacting SMART Support.  |
| USB Type-C    | 6' (2 m)               | To use a USB Type-C cable for video, you need: <ul style="list-style-type: none"> <li>• A cable that supports USB 3.1 (Gen 1 or Gen 2)</li> <li>• A computer that supports Display Port Alternate Mode</li> </ul> Passive USB Type-C cables are sufficient for 60 W charging. You might be able to use higher-grade cables that are longer than specified. If you have problems with such a cable or an extender of any type, test the connection with a shorter cable before contacting SMART Support. |

Using cables that exceed these maximum lengths may produce unexpected results, degraded picture quality or degraded USB connectivity.

<sup>3</sup>The performance of cables longer than 23' (7 m) is highly dependent on the cable's quality.

## Sharing USB Type-B receptacles

The HDMI and VGA connectors on the connector panel share USB Type-B receptacles:

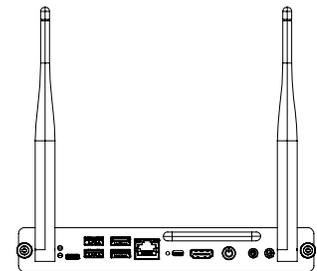
| USB Type-B receptacle | Video connectors   |
|-----------------------|--|
| Touch 1               | <ul style="list-style-type: none"> <li>• HDMI 1</li> <li>• HDMI 2</li> </ul> |
| Touch 2               | <ul style="list-style-type: none"> <li>• HDMI 3</li> <li>• VGA</li> </ul>    |

If two computers are connected to video connectors that share the same USB Type-B receptacle, you must disconnect the USB cable from the first computer and connect it to the second computer if you want to switch from one computer’s input to the other’s. For example, if a room computer is connected to HDMI 1 and a guest laptop is connected to HDMI 2, you must disconnect the USB cable from the room computer and connect it to the guest laptop when you want to switch to the guest laptop’s input.

## Connecting a SMART OPS PC module

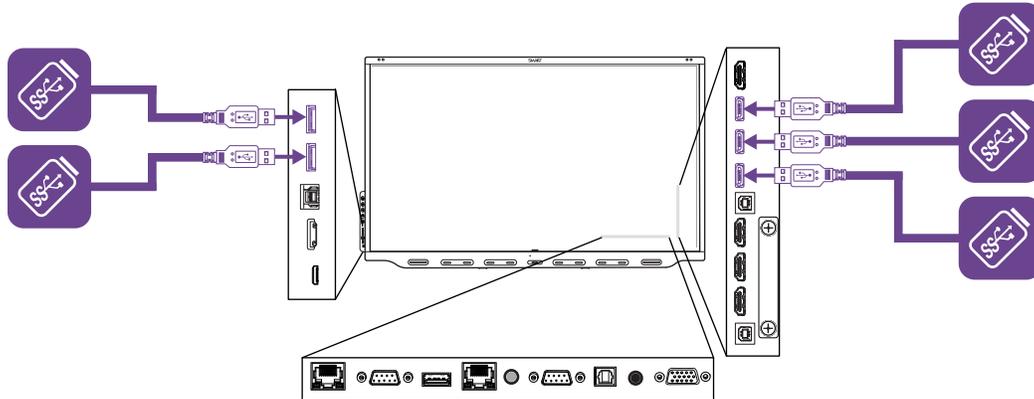
If your organization has purchased a SMART OPS PC module, you or your organization’s installers can install the OPS PC module in the display’s accessory slot following the OPS PC module’s installation instructions ([smarttech.com/kb/171544](http://smarttech.com/kb/171544)). You can then view the OPS PC module’s input on the display.

For more information about SMART OPS PC modules, see the *SMART OPS PC modules user guide* ([smarttech.com/kb/171747](http://smarttech.com/kb/171747)).



# Connecting USB drives, peripherals, and other devices

The display includes two USB 3.0 Type-A receptacles on the convenience panel and three USB 3.0 Type-A receptacles on the connector panel. You can connect USB drives, peripherals (such as keyboards), and other devices to these connectors and use the devices with the iQ experience, connected computers, and devices installed in the accessory slot (such as the SMART OPS PC module).



The following table shows which USB 3.0 Type-A receptacles you can use with each input source and the supported USB speed:

| Input source   | USB 3.0 Type-A receptacles on the convenience panel | USB 3.0 Type-A receptacles on the connector panel |
|----------------|---|---|
| iQ             | <input checked="" type="checkbox"/> (SuperSpeed)    | <input checked="" type="checkbox"/> (SuperSpeed)  |
| HDMI 1         | <input checked="" type="checkbox"/> (Hi-Speed)      | <input type="checkbox"/>                          |
| HDMI 2         | <input checked="" type="checkbox"/> (Hi-Speed)      | <input type="checkbox"/>                          |
| HDMI 3         | <input checked="" type="checkbox"/> (Hi-Speed)      | <input type="checkbox"/>                          |
| HDMI 4         | <input checked="" type="checkbox"/> (SuperSpeed)    | <input checked="" type="checkbox"/> (SuperSpeed)  |
| USB Type-C     | <input checked="" type="checkbox"/> (SuperSpeed)    | <input checked="" type="checkbox"/> (SuperSpeed)  |
| VGA            | <input checked="" type="checkbox"/> (Hi-Speed)      | <input type="checkbox"/>                          |
| Accessory slot | <input checked="" type="checkbox"/> (SuperSpeed)    | <input checked="" type="checkbox"/> (SuperSpeed)  |

**Note**

If you connect an audio output device to any of the display's USB Type-A receptacles, all the display's audio output will be routed through this audio output device rather than through the display's internal speakers or any external audio systems connected to the stereo 3.5 mm out connector or the S/PDIF out connector.

# Chapter 5 Troubleshooting

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| The display isn't turning on .....  | 40 |
| The display is turning on when it shouldn't .....                           | 41 |
| The screen is blank or there's a problem with the image on the screen ..... | 41 |
| There's no sound or there's a problem with the sound .....                  | 43 |
| Touch isn't working as expected .....                                       | 44 |
| The pens and erasers aren't working as expected .....                       | 44 |
| iQ apps aren't working as expected .....                                    | 45 |
| SMART software on connected computers isn't working as expected .....       | 45 |
| The SMART OPS PC module isn't working as expected .....                     | 46 |
| Contacting your reseller for additional support .....                       | 46 |

This chapter explains how to resolve a variety of common issues with the display. If the symptoms you're encountering aren't covered below or the solutions to the symptoms don't work, refer to the SMART knowledge base for additional troubleshooting information

[community.smarttech.com/s/topic/0TOU0000000kAJ0OAM/interactive-displays](https://community.smarttech.com/s/topic/0TOU0000000kAJ0OAM/interactive-displays)

## The display isn't turning on

| Symptom  | Troubleshooting steps  |
|--|--|
| The power light isn't lit.                       | <ul style="list-style-type: none"> <li>Make sure the power cable is securely fastened to the power outlet and the display.</li> </ul> <p><b>Note</b></p> <p>If the power cable is connected to a power bar, make sure the power bar is securely fastened to the power outlet and turned on.</p> <ul style="list-style-type: none"> <li>Make sure the switch beside the AC power inlet is in the ON (I) position.</li> <li>Make sure the power outlet is working by testing it with a different device.</li> <li>Make sure the power cable is working by testing it with a different device.</li> </ul> |
| The power light is lit, but the screen is blank. | <ul style="list-style-type: none"> <li>Pick up a pen or press the Power button on the convenience panel or the remote control.</li> <li>Make sure the proximity sensors aren't blocked.</li> <li>Restart the display.</li> <li>Determine if the problem is with the video.</li> </ul> <p>See <i>The screen is blank or there's a problem with the image on the screen</i> on the next page.</p>  |

## The display is turning on when it shouldn't

| Symptom  | Troubleshooting steps   |
|--|---|
| The display turns on or enters Ready mode when it shouldn't. | <ul style="list-style-type: none"> <li>• Check for and, if possible, move the display away from the following:               <ul style="list-style-type: none"> <li>◦ Direct sunlight</li> <li>◦ Bright lights</li> <li>◦ Forced air ducts</li> <li>◦ Plasma displays</li> <li>◦ Infrared audio systems and other infrared sources</li> <li>◦ Polished floors, glass walls, or other reflective surfaces</li> </ul> </li> <li>• Be aware that the proximity sensors' range is 16' (5 m).</li> </ul> |

## The screen is blank or there's a problem with the image on the screen

| Symptom  | Troubleshooting steps   |
|--|---|
| The screen is blank.   | <ul style="list-style-type: none"> <li>• Make sure the screen is working by tapping the <b>Home</b> button  below the screen or pressing the <b>Home</b> button  on the remote control to open the Home screen.</li> <li>• Make sure any connected computers are on and not in an energy saving mode.</li> <li>• Restart the display and any connected computers.</li> <li>• Replace the video cables connecting any computers to the display to determine if the issue is with the cables.</li> </ul>   |
| A computer is connected to the display, but only a connection message appears on the screen.   | <ul style="list-style-type: none"> <li>• Make sure the computer is connected to the currently selected input.</li> <li>• If the currently selected input is a computer, make sure the computer is not in an energy saving mode.</li> </ul>  |
| <p>The image on the screen is distorted.</p> <p>OR</p> <p>There are lines, snow, or other visual noise on the screen.</p> <p>OR</p> <p>The image is flickering or flashing.</p> <p>OR</p> <p>The image is dim.</p> | <ul style="list-style-type: none"> <li>• Tap the <b>Home</b> button  below the screen or press the <b>Home</b> button  on the remote control to open the Home screen. If it appears correctly, the issue is with the video input.</li> <li>• Switch to a different input and then back to the first input.</li> <li>• Make sure any connected computers are on and not in an energy savings mode.</li> <li>• Restart the display and any connected computers.</li> <li>• Set any connected computers' resolution and refresh rate to values that the display supports.<br/><i>See <a href="#">Setting a connected computer's resolution and refresh rate</a> on page 35.</i></li> <li>• Replace the video cables that connect any computers to the display to determine if the issue is with the cables.</li> </ul> |

| Symptom  | Troubleshooting steps   |
|--|---|
| There is no image when using the USB Type-C receptacle with a computer | <ul style="list-style-type: none"> <li>• Make sure that the computer supports Display Port Alternate Mode video via USB Type-C. Look for the Display Port logo beside the USB Type-C receptacle on the computer. If it's not there, the computer may not support Display Port Alternate Mode video via USB Type-C.</li> <li>• Make sure the cable used with the USB Type-C receptacle supports Super Speed (5Gbps) USB. Look for the Super Speed USB logo on the cable. If the cable doesn't have the Super Speed USB logo, it may not have the internal wiring necessary to carry Display Port Alternate Mode video data.</li> </ul> |
| There are bright spots on the screen.                                  | <ul style="list-style-type: none"> <li>• Tap the <b>Home</b> button  below the screen or press the <b>Home</b> button  on the remote control to open the Home screen. If it appears correctly, the issue is with the video input.</li> <li>• Take a photograph of the screen and send it to SMART support. If SMART support determines that the issue is with the screen and the display is under warranty, you may be eligible for a replacement.</li> </ul>     |
| Colors don't appear correctly.   | <ul style="list-style-type: none"> <li>• Be aware that if two or more displays are mounted side-by-side, there could be minor differences in colors across the displays. This issue is not unique to SMART products.</li> <li>• If the screen is completely lacking one color on the screen or the color problems occur on the Home screen, see <i>Contacting your reseller for additional support</i> on page 46.</li> <li>• If you're using a VGA video input, use a different cable or connect a different source to see if the issue is with the cable or input source.</li> </ul>  |
| The image is cut off or shifted to the left or right.                  | <ul style="list-style-type: none"> <li>• Adjust any connected computers' video settings, particularly zoom, crop, and underscan.<br/>See the computer's operating system documentation.</li> <li>• If you're using a VGA video input and any connected computers' desktops are entirely black, change them to dark gray or a different color.</li> <li>• If any connected computers' desktops are extended across multiple screens, duplicate the desktops across the screens or set the display as the only screen.</li> </ul>   |
| The image doesn't fill the entire screen.                              | <ul style="list-style-type: none"> <li>• Adjust any connected computers' video settings, particularly overscan.<br/>See the computer's operating system documentation.</li> <li>• Make sure the connected computer's video connector is configured to output a supported video signal. See <a href="#">No video display output from a laptop</a>.</li> </ul>  |
| A persistent image appears on the display.                             | See <a href="#">Image persistence or burn in on LCD displays</a> .  |

# There's no sound or there's a problem with the sound

| Symptom  | Troubleshooting steps  |
|--|--|
| <p>There's no sound.<br/>OR<br/>There is sound, but the volume is low.<br/>OR<br/>The sound is distorted or muffled.</p> | <ul style="list-style-type: none"> <li>• If you're using an external audio system, make sure it is turned on.</li> <li>• Make sure the cables connecting the display to the computer are securely fastened.</li> </ul> <p><b>Notes</b></p> <ul style="list-style-type: none"> <li>◦ The display's stereo 3.5 mm in connector works with the VGA input only.</li> <li>◦ Connecting an audio cable to the display's stereo 3.5 mm out connector disables the internal speakers.</li> <li>◦ If you're using the display's S/PDIF out connector to connect a sound bar or receiver for external speakers, see the <i>SMART Board 7000R or 7000R Pro series interactive displays installation and maintenance guide</i> (<a href="http://smarttech.com/kb/171538">smarttech.com/kb/171538</a>).</li> </ul> <ul style="list-style-type: none"> <li>• If you're using the display's stereo 3.5 mm out connector, adjust the volume on the display and the connected computer and make sure neither are muted.</li> <li>• If you're using the display's S/PDIF out connector, adjust the volume on the external audio system and make sure the audio system isn't muted.</li> <li>• Adjust the display's audio settings.</li> <li>• If you're using the integrated speakers, set the volume for the computer and any running applications to 80%, and then adjust the display's volume.</li> </ul> <p>OR</p> <p>If you're using an external audio system, set the volume for the computer, any running applications and the display to 80%, and then adjust the external audio system's volume.</p> <ul style="list-style-type: none"> <li>• If you connect an audio output device to any of the display's USB Type-A receptacles, all the display's audio output will be routed through this audio output device rather than through the display's internal speakers or any external audio systems connected to the stereo 3.5 mm out connector or the S/PDIF out connector.</li> </ul> |
| <p>There is a whine or buzzing sound coming from the back of the display.</p>  | <ul style="list-style-type: none"> <li>• Be aware that these sounds are normal. All displays emit some electrical noise. Such sounds may be more noticeable with some displays than with others. However, if you hear noise from the front of the display, further investigation is required.</li> <li>• Connect all devices to the same power outlet or power bar.</li> </ul>   |

## Touch isn't working as expected

| Symptom   | Troubleshooting steps   |
|---|---|
| The display doesn't respond to touch.   | <ul style="list-style-type: none"> <li>• Make sure <a href="#">SMART Product Drivers 12.14</a> or later are installed and running on any connected computers.</li> <li>• Make sure the USB cable between the display and the computer doesn't exceed the supported maximum cable length. See <i>Using recommended cables</i> on page 36.</li> <li>• Make sure any connected computers have detected the display's USB connection.</li> <li>• On Windows computers, open Device Manager and make sure there is no red X or yellow explanation mark (!) over the display's icon.</li> <li>• On Mac computers, open System Information and make sure there are no error messages in the display's row.</li> <li>• For Mac computers with macOS Mojave, see <a href="#">How to resolve issues with installing and using SMART Learning Suite software on macOS Mojave</a>.</li> </ul> |
| <p>The display responds to touch intermittently.</p> <p>OR</p> <p>When you touch the screen, the pointer doesn't appear in the correct place.</p> | <ul style="list-style-type: none"> <li>• Restart the display.</li> <li>• Make sure <a href="#">SMART Product Drivers and SMART Ink</a> are installed and running on any connected computers.</li> <li>• Confirm with the installers that the computer is connected to the display with only a single cable.</li> <li>• Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the display to another location in the room.</li> <li>• Remove any USB extenders to help isolate the USB cable.</li> <li>• <a href="#">Update the firmware</a>.</li> </ul>  |

## The pens and erasers aren't working as expected

| Symptom  | Troubleshooting steps  |
|--|--|
| The display doesn't respond to touch or writing with a pen.  | <ul style="list-style-type: none"> <li>• Make sure any connected computers have detected the display's USB connection.</li> <li>• On Windows computers, open Device Manager and make sure there is no red X or yellow explanation mark (!) over the display's icon.</li> <li>• On Mac computers, open System Information and make sure there are no error messages in the display's row.</li> <li>• Reinstall or update <a href="#">SMART Product Drivers and SMART Ink</a> on any connected computers.</li> <li>• Make sure SMART Product Drivers is version 12.14 or later.</li> </ul> |
| The display responds to touch but not to writing with a pen. | <ul style="list-style-type: none"> <li>• Reinstall or update <a href="#">SMART Product Drivers and SMART Ink</a> on any connected computers.</li> </ul>  |

| Symptom  | Troubleshooting steps   |
|--|---|
| When you write on the screen, the ink appears in the wrong place.<br>OR<br>Writing is intermittent.<br>OR<br>Ink disappears as you write.<br>OR<br>Ink colors change unexpectedly. | <ul style="list-style-type: none"> <li>Restart the display.</li> <li>Confirm with the installers that the computer is connected to the display with only a single cable.</li> <li>Make sure <u>SMART Product Drivers and SMART Ink</u> are installed and running on any connected computers.</li> <li>Use a known working pen from another display to check if the issue is being caused by the pen.</li> <li>Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the display to another location in the room.</li> <li><u>Update the firmware.</u></li> </ul> |
| You change the width or color of a pen's digital ink, but the width and color revert to the pen's defaults when you next pick up the pen from its holder on the display.           | <ul style="list-style-type: none"> <li>Be aware that a pen's color and thickness revert to the pen's default values when you place the pen back in its holder.</li> <li>You can change the pen's default color and thickness through SMART Product Drivers (see <u>Changing pen, eraser, and button settings</u>).</li> </ul>   |
| You're experiencing other issues with the pens.  | <ul style="list-style-type: none"> <li>Use only SMART Board 7000R or 7000R Pro series interactive display pens with the display. Pens from other interactive displays aren't compatible.</li> <li>Return the pen to its magnetic holder to calibrate it.</li> <li>Make sure the pen's pressure sensitive switch isn't damaged or dirty.</li> <li>If one pen isn't working, make sure the pen is paired with the display and is fully charged.</li> <li>If all pens aren't working, return the pens to their magnetic holders and restart the display.</li> </ul>  |
| You can't write or draw in Microsoft® Office.  | <ul style="list-style-type: none"> <li>Make sure Microsoft Office 2013 or later is installed.</li> <li>Reinstall or update <u>SMART Product Drivers and SMART Ink</u>.</li> </ul>   |

## iQ apps aren't working as expected

| Symptom                             | Troubleshooting steps                          |
|-------------------------------------|--|
| iQ apps aren't working as expected. | See <u>Troubleshooting the iQ experience</u> . |

## SMART software on connected computers isn't working as expected

| Symptom  | Troubleshooting steps  |
|--|--|
| SMART Notebook software isn't working as expected. | See <u>Troubleshooting SMART Notebook</u> .                  |
| Lumio by SMART isn't working as expected.          | See <u>Troubleshooting common issues in Lumio by SMART</u> . |

| Symptom   | Troubleshooting steps   |
|---|---|
| SMART TeamWorks software isn't working as expected.   | See <a href="#">Troubleshooting SMART TeamWorks 4 Room</a> .      |
| SMART Meeting Pro software isn't working as expected. | See <a href="#">Basic troubleshooting for SMART Meeting Pro</a> . |
| SMART Ink isn't working as expected.                  | See <a href="#">Troubleshooting SMART Ink</a> .                   |
| SMART Product Drivers isn't working as expected.      | See <a href="#">Troubleshooting SMART Product Drivers</a> .       |

## The SMART OPS PC module isn't working as expected

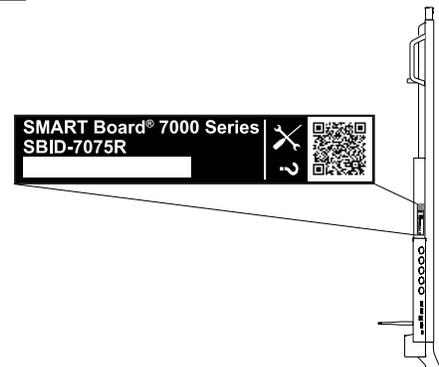
| Symptom  | Troubleshooting steps  |
|--|--|
| The SMART OPS PC module isn't working as expected. | See the <i>SMART OPS PC modules user guide</i> ( <a href="http://smarttech.com/kb/171747">smarttech.com/kb/171747</a> ). |

## Contacting your reseller for additional support

If an issue you're experiencing with the display persists or isn't covered in this chapter or the knowledge base, contact your authorized SMART reseller ([smarttech.com/where](http://smarttech.com/where)) for support.

Your reseller might ask you for the serial number for the display.

The serial number is on a label located on the left side of the display (pictured).



### Tips

- Scan the QR code on the label to view the SMART Board 7000R or 7000R Pro series interactive display support pages on the SMART website.
- You can also find the serial number in the iQ settings. Refer to the *SMART Board 7000R and 7000R Pro series interactive displays installation and maintenance guide* ([smarttech.com/kb/171538](http://smarttech.com/kb/171538)) for more information.

# Certification and compliance

## Federal Communication Commission interference statement

### FCC

#### Supplier's Declaration of Conformity

#### 47 CFR § 2.1077 Compliance Information

**Unique Identifier:** IDR775-1, IDR786-1, IDRMOD1, PR7-1

#### Responsible Party – U.S. Contact Information

SMART Technologies Inc.

2401 4th Ave., 3rd Floor

Seattle, WA 98121

[compliance@smarttech.com](mailto:compliance@smarttech.com)

The FCC and ISED registration numbers and warnings can be found through the *Settings* screen under the *Regulatory* tab.

**Regulatory Model:** IDR775-1

**Regulatory Model:** IDR786-1

**Regulatory Model:** PR7-1

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.

#### **Caution**

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

### 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.

**Regulatory Model:** IDRMOD1

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

#### **Caution**

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

### 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.

### Restriction

This device is restricted to indoor use when operated in the 5.15 to 5.25 GHz frequency range.

IEEE 802.11b or 802.11g operation of this product in the USA is firmware limited to channels 1 through 13.

## Certification and compliance

### 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 20 cm between the radiator and your body. The PEN can be used with 0 cm separation distance between the pen and your body.

## Innovation, Science and Economic Development Canada statement

The FCC and ISED registration numbers and warnings can be found through the *Settings* screen under the *Regulatory* tab.

**Regulatory Model:** IDR775-1

**Regulatory Model:** IDR786-1

This device complies with ICES-003 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.

**Regulatory Model:** PR7-1

This device complies with Industry Canada's RSS-310. Operation is subject to the condition that this device must not cause harmful interference and must accept any interference, including interference that may cause undesired operation of the device.

98-305kHz: <30dBuV/A @10m

**Regulatory Model:** IDRM0D1

This device complies with ICES-003 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.

### Caution

(i) the device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the bands 5250–5350 MHz and 5470–5725 MHz shall comply with the e.i.r.p. limit; and

(iii) the maximum antenna gain permitted for devices in the band 5725–5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.

(iv) Users should also be advised that high-power radars are allocated as primary users (i.e., priority users) of the bands 5250–5350 MHz and 5650–5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

### 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 20 cm between the radiator and your body. The PEN can be used with 0 cm separation distance between the pen and your body.

## Innovation, Science et Développement économique Déclaration du Canada

### Avertissement

(i) les dispositifs fonctionnant dans la bande 5 150–5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(ii) le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5 250–5 350 MHz et 5 470–5 725 MHz doit se conformer à la limite de p.i.r.e.;

(iii) le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5 725–5 825 MHz) doit se conformer à la limite de p.i.r.e. spécifiée pour l'exploitation point à point et non point à point, selon le cas.

(iv) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250–5 350 MHz et 5 650–5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

### Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements IC 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. Le PEN peut être utilisé avec une distance de séparation de 0 cm entre le stylo et votre corps.

## Certification and compliance

### EU declaration of conformity

Hereby, SMART Technologies ULC declares that the radio equipment type Interactive WiFi Module IDRMOD-1 and the interactive pen PR7-1 are in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:

[smarttech.com/compliance](http://smarttech.com/compliance)

The frequency band and the maximum transmitted power in EU are listed below:

PR7-1

98-305kHz: <30dBuV/A @10m

IDRMOD1

2400MHz – 2480MHz: 19dBm (EIRP) 5150MHz – 5850MHz:

13dBm (EIRP)

Restrictions in

BE/BG/CZ/DK/DE/EE/IE/EL/ES/FR/HR/IT/CY/LV/LT/LU/HU/

MT/NL/AT/PL/PT/RO/SI/SK/FI/SE/UK/TR/NO/CH/IS/LI.

5150MHz-5350MHz is for indoor use only.

#### **Caution: Exposure to radio frequency radiation**

This equipment complies with EU radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. The PEN can be used with 0 cm separation distance between the pen and your body.

For optimal performance any support equipment connected to this device must be CE compliant

**SMART Technologies**

[smarttech.com/support](http://smarttech.com/support)

[smarttech.com/contactsupport](http://smarttech.com/contactsupport)

[smarttech.com/kb/171539](http://smarttech.com/kb/171539)