



# SMART Board® GX

series interactive displays

## User guide

SBID-GX165 | SBID-GX175 | SBID-GX186  
IDGX65-1 | IDGX75-1 | IDGX86-1



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## Learn more



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



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March 7, 2024



# Important information

## Note

Refer to the *SMART Board GX series interactive displays installation and maintenance guide* ([docs.smarttech.com/kb/171744](https://docs.smarttech.com/kb/171744)) for important information about installing and maintaining the display.

## 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 the display's power cable 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
- This product may contain substances that are candidate SVHCs under the EU REACH Regulation (EC) 1907/2006.

See > [echa.europa.eu/scip-database](https://echa.europa.eu/scip-database)



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# Chapter 1 **Welcome**

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The SMART Board® series interactive display gives you everything you need to get started with interactivity. This chapter introduces the features of your GX series display.

## About this guide

This guide explains how to use SMART Board GX series interactive displays.

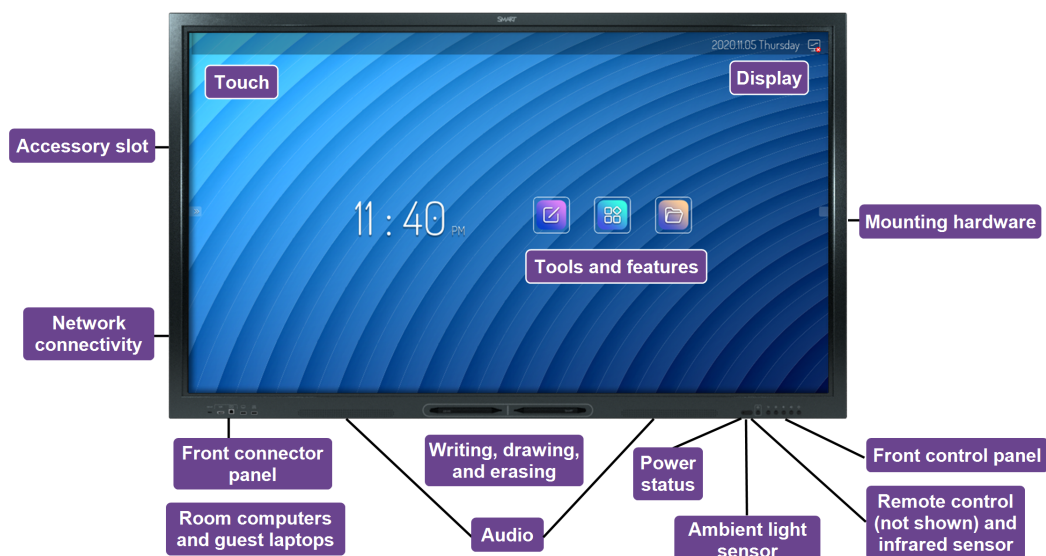
This guide is for people who use SMART Board interactive displays. Documentation and resources for those who install and maintain displays is also available (see *More information* on page 12).



## About the display

The SMART Board GX series gives you everything you need to get started with interactivity.

The display includes a comprehensive 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.

See > *Using touch* on page 22

### Display

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

The display size varies by model:

Models	Size (diagonal)
SBID-GX165	65"
SBID-GX175	75"



Models	Size (diagonal)
SBID-GX186	86"

## Mounting hardware

You can use VESA compliant wall mounts, such as SMART's WM-SBID-200 wall mount (not included), to mount the display on a wall.

You can also mount the display on a mobile stand (see *Accessories* on page 11).

## Front control panel

The front control panel provides buttons for turning the display on and off, controlling the volume, accessing the display's settings or freezing the screen, going back in the screen's navigation history, and displaying the Home screen.

See > *Using the front control panel* on page 14

## Remote control and infrared sensor

The display's infrared sensor is located in the control panel in the bottom-right corner of the display's frame.

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

See > *Using the remote control* on page 15

## Ambient light sensor

The ambient light sensor is located in the bottom-right corner of the display's frame. The sensor detects the brightness of the room and adjusts the screen's brightness accordingly.

## Power status

The indicator light's color indicates the display's status:

Power button	Display status
Off	Not receiving power
Red (solid)	Standby mode
Red (flashing)	Firmware update in progress
Green	Normal operating mode



## Writing, drawing, and erasing

The display comes with two pens you can use to write or draw on the screen. Each end of a pen can be assigned to write or draw in a different color. You can erase digital ink by moving your fist or palm over the digital ink.

With Object Awareness<sup>1</sup>, the display responds automatically to the tool or object you're using, whether it's a pen, finger, or palm.

See > *Writing, drawing, and erasing* on page 24

## Audio

The display includes two 15 W integrated speakers.

## Network connectivity

The display requires a network and internet connection for downloading software and firmware updates.

The display requires a network and internet connection for downloading software and firmware updates.

You can connect the display to a network using Wi-Fi or an Ethernet cable.

- 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 an Ethernet network.

See the *SMART Board GX series interactive displays installation and maintenance guide* ([docs.smarttech.com/kb/171744](https://docs.smarttech.com/kb/171744)).

## Front connector panel

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

See > *Connecting room computers and guest laptops* on page 58

See > *Connecting USB drives, peripherals, and other devices* on page 69

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<sup>1</sup>When connected to a computer with SMART Product Drivers



## Room computers and guest laptops

You can connect room computers and guest laptops to the display and 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.

See > *Connecting room computers and guest laptops* on page 58

## Tools and features

The display's built-in Android™ computing provides apps that enable you to browse the web, use a whiteboard, share your screen, and more without using a connected device.

See > *Chapter 3 Using apps on the display* on page 27


## 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® Pro installation.

See > *SMART OPS PC module* on page 12



### Caution

- The accessory slot's maximum available power is 60 W. The slot is not a limited power source. To reduce the risk of fire, make sure that accessories connecting to the slot satisfy the fire enclosure requirements of IEC 62368-1.
- Do not remove the OPS PC or other devices from the accessory slot while they are turned on.
- Only SMART-provided OPS appliances are supported in SMART Board interactive displays. Third-party OPS appliances are not supported, and their use can lead to poor performance or damage to the display.
- Do not install or remove the OPS appliance while the display is turned on. First make sure the power switch on the back of the display beside the AC power inlet is in the OFF (O) position. If you can't reach the power switch, use the front control panel's power button  to put the display in Standby mode, and then unplug the display's power cable from the power outlet.
- After you have turned the display's power switch off or unplugged it, wait at least 30 seconds before removing the appliance to allow its internal power supplies to discharge completely. You might also wait five minutes to give the appliance the opportunity to cool, if necessary.

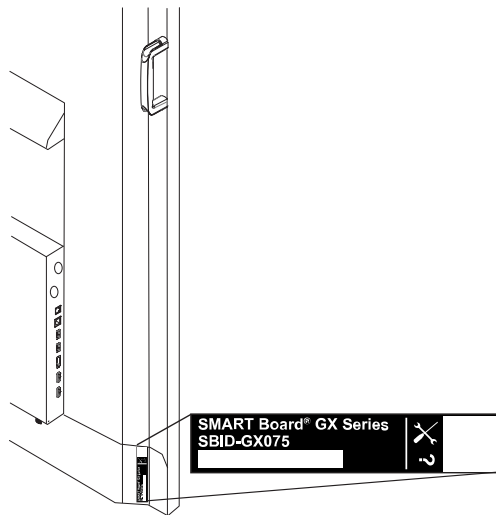


- Make sure the OPS appliance is secured to the display with screws through the two anchor points. Inadequately secured appliances can damage the display. (An OPS appliance's anchoring screws are typically captive, although some simply include separate anchoring screws.)

## Identifying your specific model

SMART offers several models of the SMART Board GX series interactive displays.

For help identifying your model, see the labels on the back or left side of the display.



Model	Screen size (approximate)
SBID-GX165	65" (165 cm)
SBID-GX175	75" (190 cm)
SBID-GX186	86" (218 cm)

## Accessories

Accessories for the display include:

- SMART OPS PC module
- SMART wall mount (WM-SBID-200) for SMART Board displays

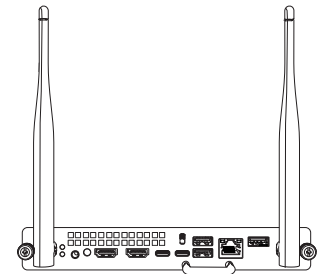


- Stands
- USB extenders

See also > [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 Board interactive display. All OPS PC modules are 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 following USB extender:

Extender	Specifications
USB-XT	<a href="https://docs.smarttech.com/kb/119318">docs.smarttech.com/kb/119318</a>

See also > [Extending USB cables](#)

## More information

SMART provides a variety of other documents for this display in the Support section of the SMART website ([smarttech.com/support](https://smarttech.com/support)). Scan the QR code on this guide's cover for links to SMART Board GX series interactive display documents and other support resources.




# Chapter 2 Using basic features

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## Waking the display and putting it in standby

If the display is in Standby mode, you can wake it by pressing the **Power** button  on the front control panel or remote control.

If the display's input source is set to HDMI2 and a computer is connected to the HDMI2 input, the display wakes automatically whenever the computer wakes.

To return the display to Standby mode, press the **Power** button  on the front control panel or remote control.

### Note

When the display is connected to an external input that has had no active signal for one hour, it begins a 60 second countdown before it enters Standby mode.

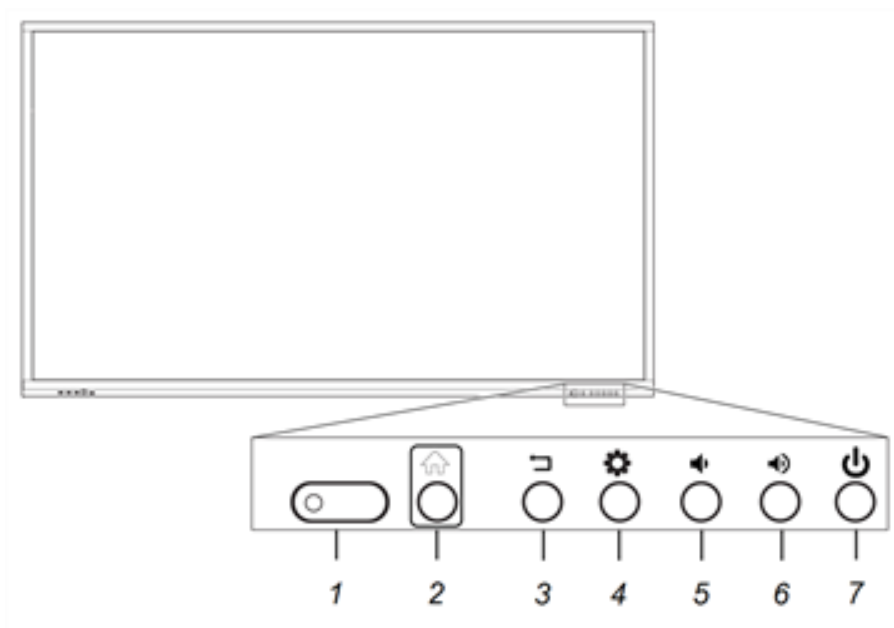


For information about turning off the display, see the *SMART Board GX series interactive displays installation and maintenance guide* ([docs.smarttech.com/kb/171744](https://docs.smarttech.com/kb/171744)).

## Using the front control panel

The front control panel contains buttons for turning the display on and off, controlling the volume, opening the display's settings or freezing and unfreezing the screen, returning to the previous screen in the embedded Android system, and going to the Home screen. The Settings button is context-sensitive. Depending on the currently selected input, it opens either the main system settings or the video input source settings.

The front control panel also includes a light that indicates the display's current power state.



No.	Name	Procedure
1	Status light, remote control receiver, and ambient light sensor	N/A
2	Home	Return to the Home screen.
3	Back	Return to the previous screen in the embedded Android system.



No.	Name	Procedure
4	Settings or Freeze	<ul style="list-style-type: none"> <li>• Open the display Settings.</li> <li>• Press and hold for three seconds to freeze and unfreeze the screen.</li> </ul>
5	Volume increase	Increase the volume.
6	Volume decrease	Decrease the volume.
7	Power	<ul style="list-style-type: none"> <li>• Enter or exit Standby mode (see <i>Waking the display and putting it in standby</i> on page 13).</li> <li>• Press and hold for five seconds to turn off the display.</li> </ul>

## Using the remote control

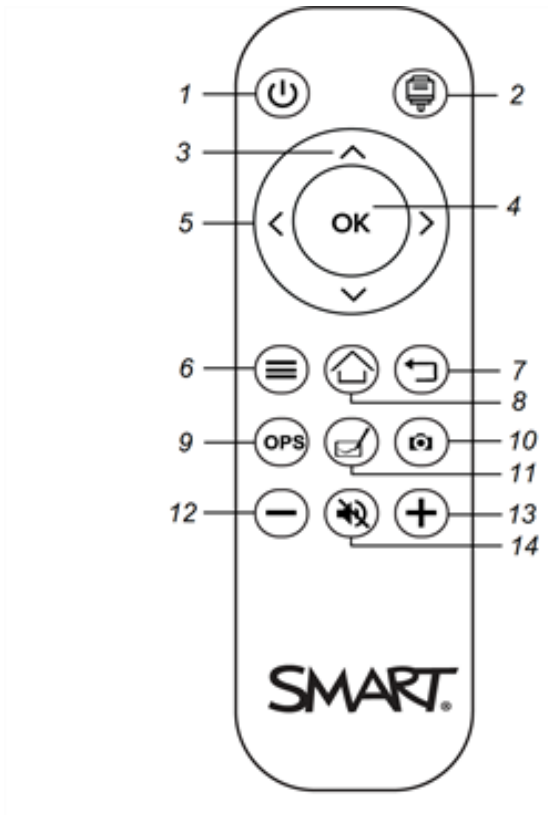
Use the remote control to turn the display on or off, change the input source, control the volume, switch to the OPS PC (if installed), and more. You can also use the remote control to open the on-screen menus and change the display's settings. The Settings button is context-sensitive. Depending on the currently selected input, it opens either the main system settings or the video input source 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	Description
1	Power	<ul style="list-style-type: none"> <li>Press to wake the display or put it back in Standby mode.</li> <li>Press and hold for five seconds to turn off the display.</li> </ul>
2	Input select	Open the input source menu.
3	Up and down buttons	Select a menu option in the settings.
4	OK	Select menu option in the settings.
5	Left and right buttons	Change the selected setting's value.
6	Settings or Freeze	<ul style="list-style-type: none"> <li>Show or hide the Settings menu.</li> <li>Press and hold for three seconds to freeze and unfreeze the screen.</li> </ul>
7	Back	Return to the previous screen in the embedded Android system.

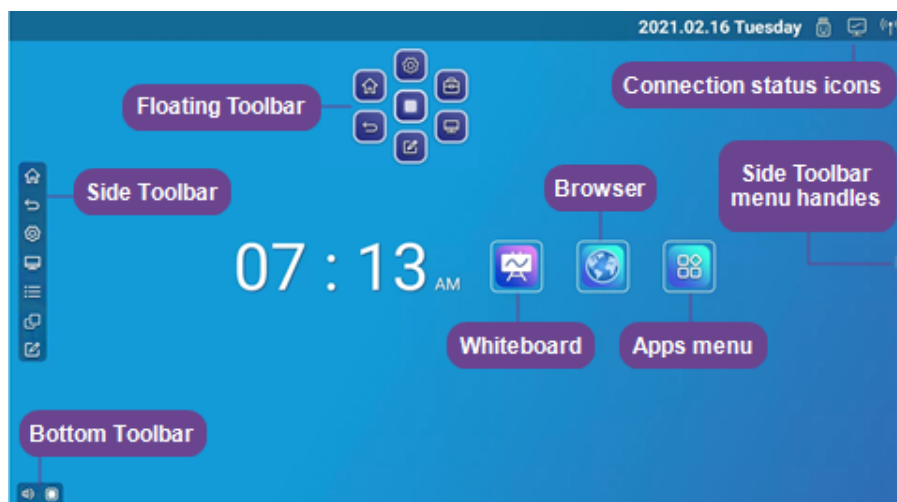


No.	Name	Description
8	Home	Open the Home screen.
9	OPS	Switch to the OPS input source.
10	Screen capture	Take a screen capture.
11	Whiteboard	Open the whiteboard.
12	Volume decrease	Decrease the volume.
13	Volume increase	Increase the volume.
14	Volume mute	Mute the volume.








## On-screen menus and controls

The SMART Board GX series display features a number of on-screen menus and controls.



### Connection status icons

The connection status icons provide information about the display's network connection and hotspot status.

Icon	Notes
 Connected to a wireless network and signal strength	The wireless signal strength level being received by the display.
 Hotspot enabled	Indicates the display's hotspot feature is enabled.
 Connected to a wired network	Indicates the display is connected to an Ethernet network.
 Disconnected from a wired network	Indicates the display is disconnected from an Ethernet network.
 USB inserted in connector	Indicates a USB device is connected to the display.  See > <i>Connecting USB drives, peripherals, and other devices</i> on page 69



## Side Toolbar menu handles

See > *Side Toolbar* below

## Whiteboard

Open the display's whiteboard application, where you can draw, show images, and write.

See > *Using Whiteboard* on page 28

## Browser

Open the display's Browser to view web sites on the display.

See > *Using Browser* on page 33

## Apps menu

Open a menu of Android apps installed on the display. Apps include WPS Office, file browser, settings, iMirror, E-Share, and Vote.

## Side Toolbar

From the Side Toolbar menu you can access a variety of commonly used display controls and features.

To open the **Side Toolbar** menu, slide either of the Side Toolbar menu handles  (on either sides of the screen) toward the center of the screen.





No.	Command	Function	Notes
1	Home	Open the Home screen.	See > <i>On-screen menus and controls</i> on page 18
2	Back	Return to the previous screen in the embedded Android system.	N/A
3	Settings	Open the display settings.	See the <i>SMART Board GX series interactive displays installation and maintenance guide</i> ( <a href="https://docs.smarttech.com/kb/171744">docs.smarttech.com/kb/171744</a> )
4	Input select	Select a connected computer or device's input to appear on the display.	See > <i>Viewing a connected computer or other device's input</i> on page 64
5	Widgets	Open the widgets menu, where you can access the calculator, timer, and other tools.	See > <i>Chapter 4 Using widgets on the display</i> on page 51
6	Recent files and apps	Access the most recently used files and apps.	N/A
7	Overlay	Annotate and save over images, web pages, and so on.	See > <i>Using overlays</i> on page 33

## Bottom Toolbar

Use the Bottom Toolbar menu to mute the display's sound and open the Floating Toolbar menus. The Bottom Toolbar menu can be opened on all screens and open apps.

To open the **Bottom Toolbar** menu, swipe up along the edge of the bottom left corner of the screen.





No.	Tool	Function	Notes
1	Mute	Mute or unmute the display's volume.	N/A
2	Open	Open the Floating Toolbar menus.	See > <i>Floating Toolbar</i> below.

## Floating Toolbar

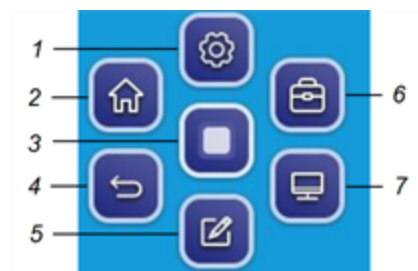
The Floating Toolbar features two menus that provide access to a number of the display's features and controls.



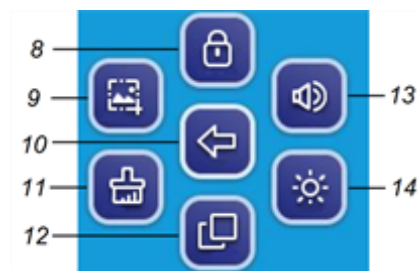
To open the **Floating Toolbar** menus, tap the **Open** icon  in the Bottom Toolbar menu (see *Bottom Toolbar* on the previous page) or place and hold two fingers on the screen  for 2–3 seconds.

Use the screen controls (6 and 10) to switch between the two Floating Toolbar menus.

### Menu 1



### Menu 2



No.	Tool	Function	Notes
1	Settings	Open the Settings screen, where you can connect to Wi-Fi, change the date, set passwords and locks, and change the power settings.	If the <i>Setting Lock</i> option is enabled, only admins who have the settings passcode can access the system settings. See the <i>SMART Board GX series interactive displays installation and maintenance guide</i> ( <a href="https://docs.smarttech.com/kb/171744">docs.smarttech.com/kb/171744</a> ).
2	Home	Open the Home screen.	N/A
3	Minimize the Floating Toolbar menus	N/A	N/A
4	Back	Return to the previous screen.	N/A
5	Overlay	Annotate and save over images, web pages, and so on.	See > <i>Using overlays</i> on page 33
6	Go to Floating Toolbar Menu 2	N/A	N/A
7	Input select	Select a connected computer or device's input to appear on the display.	See > <i>Viewing a connected computer or other device's input</i> on page 64



No.	Tool	Function	Notes
8	Screen lock	Lock access to the screen functions.	When enabled, a six digit passcode is required to unlock the screen.
9	Screen capture	Take a screen capture of a rectangular area, a freehand area, a window, or the entire screen.	See > <i>Using the Screen Capture widget</i> on page 54
10	Go back to Floating Toolbar Menu 1	N/A	N/A
11	Quick clean	Clear temporary files (cache) on the display's operating system	See > <i>Using the Clean widget</i> on page 52
12	Recent files and apps	Access the most recently used files and apps.	N/A
13	Volume controls	Set the display's volume.	N/A
14	Screen brightness	Set the display's screen brightness.	N/A

## 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.

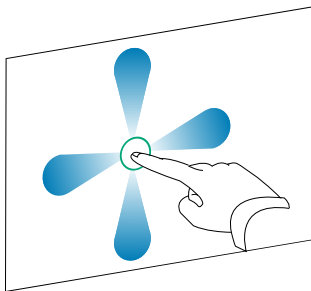
The display's support for up to 20 simultaneous interaction points enables you and others to interact with objects on the screen at the same time.

### Note

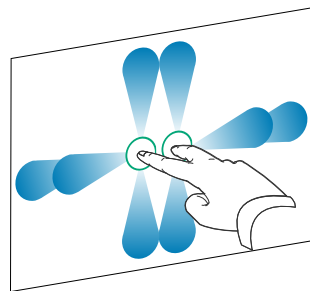
Some applications don't support all the gestures. Not all gestures work in all applications. Refer to an application's documentation to learn which gestures it supports.



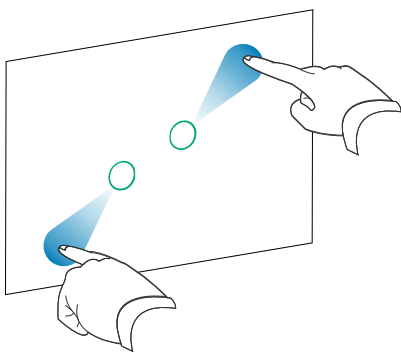
*Pan (one finger)*



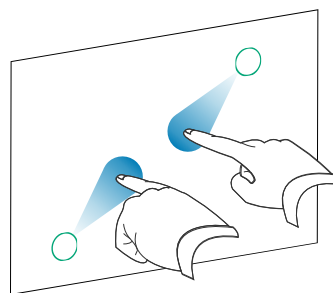
*Pan (two fingers) / scroll*



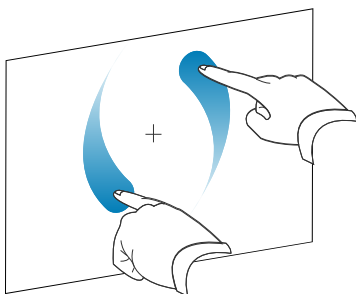
*Pinch to zoom in / scale (enlarge)*



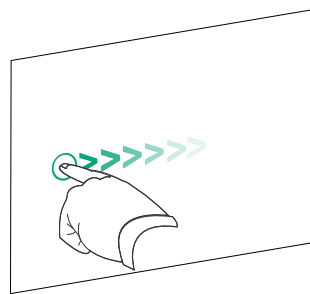
*Pinch to zoom out / scale (reduce)*



*Rotate*

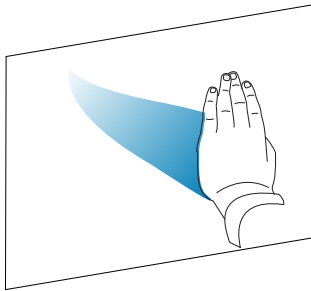


*Flick*

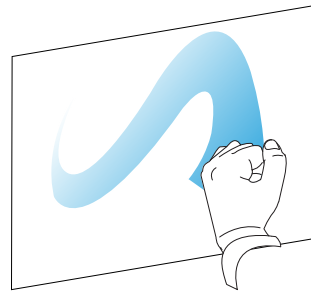




*Erase with palm*



*Erase with fist*



## Writing, drawing, and erasing

The display comes with two pens, which you can use to write or draw in digital ink. Each pen has a thin nib and a thick one. By default, the thin nib writes in black ink and the thick nib writes in red ink in the display's native tools and installed applications.

The display has magnetic holders for the pens at the bottom of the display's frame. Return the pens to their holders when you're done with them.

### **Caution**

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

## Writing and drawing in digital ink

1. Pick up one of the display's pens.
2. Write or draw in digital ink on the screen.

### **Important**

Use only pens designed for SMART Board GX series interactive displays. Pens for other SMART products aren't compatible with SMART Board GX series interactive displays (see [Comparing SMART product pens](#)).

### **Tips**

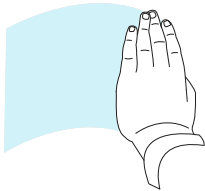
- When writing in SMART Notebook software on a connected computer, the smaller tip on the display's pens writes in black ink and the larger tip acts as a finger or pointer.



- When writing or drawing in the Whiteboard or the overlay app, you can change a pen's color, thickness, and other properties, including configuring the pen's wide tip as an eraser. For more information, see *Using Whiteboard* on page 28 and *Using overlays* on page 33.

## Erasing digital ink

Move your palm or fist over digital ink to erase.



## 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 appears. 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.

See > [Changing pen, eraser, and button settings](#)



## Freezing the screen

You can temporarily freeze the screen by pressing and holding the front control panel's **Settings**  button for three seconds. You can also press and hold the **Settings** button  on the remote control for three seconds. This is particularly useful when no other controls are available to pause a video, an animation, or other moving images.

When the image is frozen, a *Freeze on* message appears in the top left corner of the screen.

### **Note**

Freezing the screen does not pause applications that are running on the connected computer. It simply freezes the displayed image and mutes audio coming through the display.

To unfreeze the screen, press and hold the Settings button for three seconds again.



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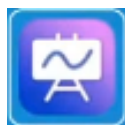
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This chapter introduces the apps on SMART Board GX series interactive displays.





## 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.

Tool	Icon	Description
<b>Menu tools</b>		
Tap the <b>Menu</b> icon  in the lower left corner to open the menu of tools for saving and sharing.		
Quit		Exits the Whiteboard app.
Export notes		Export the whiteboard as a .png file. The image is saved to the display.
Import notes		Import a whiteboard from a .png file.













Tool	Icon	Description
Share through QR code		<p>Share the whiteboard using a QR code.</p> <p><b>Notes</b></p> <ul style="list-style-type: none"> <li>The shared whiteboard image doesn't update to reflect changes made after it was shared.</li> <li>Shared whiteboard files viewed via a QR code are available on the server for seven days.</li> </ul>
Network drive upload		<p>Save the whiteboard contents directly to a Google Drive or OneDrive account. To add a cloud service account to the display, use the + button.</p> <p><b>Note</b></p> <p>When Microsoft Active Directory Federation Services (ADFS) is enabled, OneDrive sign ins using work or school accounts will not work. SMART will address this issue in a future release.</p>
Save		Save the whiteboard.
Hide controls		Hide or show all tools and controls.
<b>Navigation tools</b>		
Add a page		Add a new page to the whiteboard.
Next page		Advanced to the next page.
Previous page		Return to the previous page.
Page view		Shows the page view that enables you to navigate to a specific page or delete pages.


## Writing and erasing notes

The Whiteboard has several tools for drawing and erasing.



Tool	Icon	Description
Background		Select options for changing the background.
Pen settings		Change ink color and thickness for the display's pens. You can also configure a pen's thick nib end to act as an eraser, and enable the <i>Keep out Write</i> setting for improved palm rejection capabilities.  <b>Note</b> Enabling the <i>Keep out Write</i> setting might affect the behavior of other Whiteboard app features.
Calligraphic ink		Make selected text look like it was written with a calligraphy pen.
Single finger draw		Switch between single finger and multi-finger drawing modes. In single finger drawing mode, you can interact with the screen's contents using pinch, zoom, and drag gestures only. In finger drawing mode the digital ink is always red. Unlike drawing with a pen, you cannot change the ink color.
Multi-finger draw		In multi-finger drawing mode, two people can write using the display's pens independently and simultaneously. You can also use multiple fingers to write and draw while using a single pen. Gestures are not available in multi-finger drawing mode.
Cover/import picture/split screen writing		Access tools for highlighting specific areas of the screen, importing a picture, and splitting the screen into two or three writing areas.
Selection marquee		Draw a selection marquee to select objects to copy or move around the whiteboard; use either end of the pens or your finger.
Undo		Reverse the effect of the last action.
Redo		Reinstate the last action reversed with the Undo command.
Clear page		Clear the page.

### Starting a new whiteboard

On the display's Home screen, tap the **Whiteboard** icon .

A new whiteboard appears.



## Changing the background

You can change the whiteboard's background. If a whiteboard has multiple pages, each page can have a different background. When you export or share the whiteboard, the background you've selected also appears.

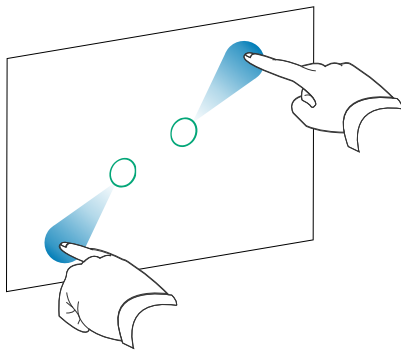
### To change the whiteboard's background

1. Tap the **Background** icon .
2. Select a background or tap the **Add background** icon  to add a background from the display (*sdcard*) or a USB drive.

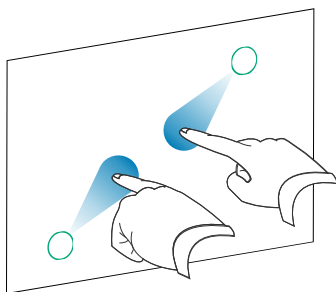
The background appears.

## Navigating 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 the **Menu** icon .
2. Tap the **Import notes** icon , select the whiteboard you want to open, and tap **Confirm**.



## Sharing a whiteboard

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

### Notes

- The shared whiteboard doesn't update if the whiteboard is shared again.
- Make sure your computer or mobile device is connected to the same network as the display.

### To share the whiteboard note


1. Tap the **Menu** icon .
2. Tap the **Share through QR code** icon , choose whether to share the current page or all pages, and tap **Confirm**.
3. Scan the QR code with your mobile device.

You're prompted to open the page images in your device's browser.

When the image appears, you can save the image to your mobile device.

## Saving a whiteboard

### To save the whiteboard as a .png or .pdf file

1. Tap the **Save** icon , enter a folder name, and select the following options:
  - save the file locally or to a USB drive
  - save the current page or all pages
  - save as a .png or .pdf file

### Note

The Whiteboard pages are saved as sequentially-numbered .png files or as a single .pdf file.

2. Tap **OK**.



## Exporting a whiteboard

You can export a whiteboard. The whiteboard is saved as an .iwb file and can only be viewed in the Whiteboard app.

### To export a whiteboard

1. Tap the **Menu** icon .
2. Tap the **Export notes** icon , enter a file name, and tap **OK**.

## Using Browser



The display includes a web browser that you can use as you would on your computer or mobile device. Refer to the Help in the browser.

### Notes

- Restoring user settings doesn't delete bookmarks.
- The browser doesn't support the installation of plug-ins and add-ons.

## Using overlays

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




### Note

Overlays are not available in the Whiteboard app.

## Writing, drawing and erasing ink on an overlay

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

### To write or draw on an overlay

1. Open the **Side Toolbar** menu and tap the **Overlay** icon .
- The overlay menu appears.
2. Use the display's pens or your finger to write or draw in digital ink.
3. When you're done, tap the **Menu** icon , and tap the **Quit** icon  to exit the overlay.



**Note**

If you write or draw over a video playing in the browser, the video will stop.











**To erase ink on an overlay**

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




OR

Tap the **Erase All**  icon.

**Overlay tools and controls**

Tool	Icon	Description
<b>Menu tools</b>		
Tap the <b>Menu</b>  icon in the lower left corner to open the menu.		
Quit		Closes the overlay.
Share through QR code		Share the overlay using a QR code.
Upload to the network disk		Save the overlay to Google Drive or OneDrive cloud storage.
Save		Save the overlay.
Hide controls		Hide or show all tools and controls.
<b>Overlay tools</b>		
Pen settings		Change the display's pens ink color and thickness.
Pointer		Enable touch control of the display's features. Tap the button again to enable writing or drawing on an overlay with your finger.
Whiteboard		Open the White board application.
Screen capture/import picture		Open the screen capture widget or import a picture.





Tool	Icon	Description
Undo		Reverse the effect of the last action.
Redo		Reinstates the last action reversed with the Undo command
Clear page content		Clear all the page content.

## Exiting an overlay

When you exit an overlay, you are prompted to save your writing before exiting.

### To exit an acetate

Tap the **Menu** icon , and tap the **Quit** icon  to exit an overlay.



## Using EShare



You can wirelessly share images, videos, or your computer or mobile device's desktop, to the device.

### Notes

- EShare is a third-party application. SMART's support for this application may vary depending on the inquiry.
- Make sure your computer or mobile device is connected to the same network as the display.
- Some EShare features are not available for certain mobile devices or computers.
- If you're using AirPlay to connect your macOS or iOS device to the display's EShare app, the *Connect Code* that appears on the display's screen might be in a format that's not compatible with the connect code required by your device. In such cases, download, install, and use the EShare app for your device (see *Downloading the EShare app* below).

## Downloading the EShare app

For device requirements, see *Device requirements* on page 39.

1. On the display's Home screen, tap the **Apps menu** icon

The Apps menu appears.

2. Tap the **EShare** icon
3. In your device's browser, enter the URL specified on the display's screen.

OR

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

4. Download and install the EShare app for your device.

## Verifying that the display and mobile devices are connected to the same network

1. Tap the **User Guide** button on the EShare app to view the network name and IP address.

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 IPv4 address, and compare the first 3 octets (that is, **xxx.xxx.xxx.xxx**) to the IP address on the mobile device or computer.



2. On the mobile device or computer, verify that the mobile device or computer is connected to the same network and subnet.

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

## Connecting your device to the display

1. Verify that your device and display are connected to the same network (see *Verifying that the display and mobile devices are connected to the same network* on the previous page).

2. Open the EShare app on your device.

The *Device List* appears, showing EShare enabled devices connected to your network.

3. On your device, tap the display's name.

OR

Tap **Scan QR** on your device and scan the QR code on the display.

## Sharing your device's screen to the display

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.

## Showing files from your device on 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.

### Note

Another user can write or draw in digital ink over the shared screen contents.

See > *Using overlays* on page 33



## Controlling the display

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

### Using TV Mirror

When you use 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 appears on the display.

#### 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, close apps, or return to the Home screen.

#### 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** in the EShare app.
4. Control the display using the touch on your mobile device or mouse on your computer.



## Opening apps using EShare

See > *Controlling the display* above



## EShare settings

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





#### To change the display's name

1. On the display's Home screen, tap the **Apps menu** icon .
2. Tap the **EShare** icon .



3. Tap the **Settings** icon .
4. Tap the **Edit** icon  beside *Device Name*.
5. Tap within the *Device Name* field and use the on-screen keyboard to type the display's new name.
6. Tap **Close**.

### To add a connection code




1. On the display's Home screen, tap the **Apps menu** icon .
2. Tap the **EShare** icon .
3. Tap the **Settings** icon .
4. Enable the **PIN Code**.
5. Tap the **Edit**  icon beside *Device Name*, and then tap within the *Connect Code* field to use the on-screen keyboard to change the code. You can also set a timer for refreshing the password.

OR

Tap the **Refresh** icon  to generate a new code.

6. Tap **Close**.

### To stop using a connection code

1. On the display's Home screen, tap the **Apps menu** icon .
- The Apps menu appears.
2. Tap the **EShare** icon .
3. Tap the **Settings** icon .
4. Disable the **PIN Code**.

## Device requirements

Device	Requirement
iOS devices	iOS 9.0 (and later)
Android devices	Android 2.3 (and later)
Windows computers	Windows 7, 8, 10 (and later)
Mac computers	Mac OS X 10.9 (and later)



Device	Requirement
Chrome	Chrome OS version 4 (and later)
Linux	Ubuntu (12.04 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.

### Notes

- iMirror is a third-party application. SMART's support for this application may vary depending on the inquiry.
- For a list of supported Apple products, see *Supported Apple devices and operating systems* on the next page.
- 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's Home screen, tap the **Apps menu** icon .

The Apps menu 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 app appears on the display.

If the display's screen appears blank, go to the iMirror **Settings**  and enable **Software Decoder**. Try mirroring your iOS device's screen to the display.



## Mirroring your Mac computer's desktop to the display


1. On the display's Home screen, tap the **Apps menu** icon .
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 with AirPlay.



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

## Supported Apple devices and operating systems

iOS 9.0 or later Apple operating systems support iMirror.

## 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's Home screen, tap the **Apps menu** icon .
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 WPS Office





You can use the Writer, Presentation, and Spreadsheet features of this office suite to create or view a variety of document types. WPS Office can also open and edit documents created with a variety of other software, including Microsoft Office, Google Docs, and Adobe Acrobat.

### Note

WPS is a third-party application. SMART's support for this application may vary depending on the inquiry.

## Opening the WPS Office app

1. On the display's Home screen, tap the **Apps menu** icon .
2. Tap the **WPS Office** icon .

The WPS Office welcome screen appears.

## Using the WPS Office app

For information about using WPS office, see the [help.wps.com/](http://help.wps.com/) support site.



## Using Vote



You can use the Vote app to create instant polls and distribute them to your class or audience. Users can then use their mobile devices to submit their votes.

### Note

Vote is a third-party application. SMART's support for this application may vary depending on the inquiry.

## Setting up a poll

1. On the display's Home screen, tap the **Apps menu** icon

2. Tap **Vote**.

The Vote app dialog box appears.

3. Type a name for the poll in the *Theme* text field.

### Tip

Use the on-screen key board or connect a key board to the front connector panel.

4. Select a **Single choice** or **Multiple choice** *Choice model*.

### Note

Selecting a multiple choice model enables voters to select more than one voting options.

5. Add a minimum of two voting options using the *Voting options* text fields.

6. Tap **Release**.

A QR code appears on the screen.

7. Direct users to scan the QR code with their mobile device.

After users devices are connected to the poll, they can submit their votes.

## Viewing results

1. To view the voting results, tap **View results**.

Use the **Bar** or **Poll** options to change how the results of the poll are displayed.

### Tip

Tap the **QR code** icon



2. To end voting, tap **Voting over**.

**Note**

Remember the display's name.

3. To exit the Vote app, tap the **Exit** icon .

## Using File Manager



Use the File Manager to access files saved on the display, USB drives, Google Drive or OneDrive cloud storage (cloud storage must be enabled in the display's settings).

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

### Opening File Manager

1. On the display's Home screen, tap the **Apps menu** icon .

The Apps menu appears.

2. Tap the **File Manager** icon .

File Manager appears.

### Viewing files

#### To view an image exported from the Whiteboard app

1. Export your drawing from the Whiteboard app.

Remember the folder name.

See > *Using Whiteboard* on page 28

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

1. In File Manager, tap the file.
2. Choose an application in which to open the file.

The file opens in the selected application.

#### Tip

You can select an application as the default for opening files.

### To stop viewing content



On the display's **Side Toolbar**, tap the **Home** icon .

## Moving or copying files

### To move a file from the USB drive to the display

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



2. On the display's Home screen, tap the **Apps menu** icon .
3. Tap the **File Manager** icon .
4. Tap the name of the connected USB Drive.
5. Browse to the files you want to move.
6. Press and hold the file to select it.

A check box appears next to the file.

7. Tap **Cut** in the side menu.
8. Tap **Local storage**.
9. Browse to the folder you want to move the file to.
10. Double-tap the folder to open it.
11. Tap **Paste**.

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



### **To copy a file from the USB drive to the display**

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



2. On the display's Home screen, tap the **Apps menu** icon .

The Apps menu appears.

3. Tap the **File Manager** icon .

File Manager appears.

4. Tap the name of the connected USB Drive.

5. Browse to the files you want to move.

6. Tap and hold on the file to select it.

A check box appears next to the file.

7. Tap **Copy** in the side menu.

8. Tap **Local storage**.

9. Browse to the folder you want to copy the file to.

10. Double-tap the folder to open it.

11. Tap **Paste**.

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

### **To move a file from the display to a USB drive**

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



2. On the display's Home screen, tap the **Apps menu** icon .

3. Tap **File Manager** icon .

4. Tap **Local storage**.

5. Browse to the files you want to move.

6. Press and hold on the file to select it.

A check box appears next to the file.

7. Tap **Cut** in the side menu.



8. Tap the name of the connected USB Drive.
9. Browse to the folder you want to copy the file to.
10. Double-tap the folder to open it.
11. Tap **Paste**.

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

### **To copy a file from the display to a USB drive**

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



2. On the display's Home screen, tap the **Apps menu** icon .

The Apps menu appears.

3. Tap the **File Manager** icon .

File Manager appears.

4. Tap **Local storage**.
5. Browse to the files you want to copy.
6. Press and hold the file to select it.  
A check box appears next to the file.
7. Tap **Copy** in the side menu.
8. Tap the name of the connected USB Drive.
9. Browse to the folder you want to move the file to.
10. Double-tap the folder to open it.
11. Tap **Paste**.

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

## **Installing apps using File Manager**



You can use File Manager to install third-party apps on the display.



### To install apps using File Manager

1. Download and save .apk files to a USB Drive.
2. Connect the USB drive to the display on the front connector panel.



3. On the display's Home screen, tap the **Apps menu** icon .
4. Tap the **File Manager**  icon.
5. Tap the name of the connected USB Drive.
6. Browse to and double-tap the .apk file you want to install.

Follow the on-screen instructions to install the app on the display.

### Supported file formats

For more information regarding supported file formats, see [Supported Media Formats](#).

## Unsupported apps

Some apps can cause issues with GX displays and are not supported on these displays as a result.

Icon	Notes
Launchers	Launcher apps can interfere with the home screen app and cause the Input, Screen Share, and other apps to stop working.
Web browsers	Third-party web browsers allow users to download APKs and other files from the internet.
File managers	File managers can allow access to hidden system files and settings.
Keyboards	Third-party keyboards can cause a wide variety of issues with the embedded Android experience.
Setup wizards, system setting tuners, and apps that allow the system to be rooted	These apps grant access to the operating system and can cause a wide variety of issues.
Online music players	Online music players can operate in the background. The interface is hidden and you can't stop unintended music from playing.




Icon	Notes
Apps requiring Google Play Services	Google's policies do not permit Google Play Services to be used on interactive display products. Apps requiring Google Play Services will not run on SMART Board GX interactive displays with embedded Android, and attempts to run them could cause problems.
Apps with GPS	Hardware limitations prevent apps from working.
Apps with NFC	Hardware limitations prevent apps from working.
Apps that require portrait orientation	Apps that require portrait orientation don't fit the landscape screen. Install only apps that allow landscape orientation.



# Chapter 4 Using widgets on the display

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


This chapter introduces the widgets on the SMART Board GX series interactive displays.

To open the widget menu, open the **Side Toolbar** menu (see *On-screen menus and controls* on page 18) and tap the **Toolbox** icon .





## Note

Widgets always appear on top of other open windows, programs, and connected devices.

The widget menu features the following tools and controls:

Icon	Widget	Function	For more information
	Clean	Closes all open apps and clears the display's system RAM memory.	See > <i>Using the Clean widget</i> on the next page
	Countdown	Start a countdown timer.	See > <i>Using the Countdown widget</i> on the next page
	Screen Capture	Use the Screen Capture widget to take a screen capture of a rectangular area, a freehand area, a window, or the entire screen.	See > <i>Using the Screen Capture widget</i> on page 54



Icon	Widget	Function	For more information
	Spotlight	Use the Spotlight widget during a presentation to draw attention to an area of a screen.	See > <i>Using the Spotlight widget</i> on page 55
	Calculator	Open an on-screen calculator.	See > <i>Using the Calculator tool</i> on page 56
	Vote	Create instant polls and distribute them to your class or audience.	See > <i>Using the Vote widget</i> on page 56
	Lock Screen	Lock the screen.	See > <i>Using Lock Screen</i> on page 56

## Using the Clean widget

Use the Clean widget to close all open apps and clear the display's system RAM.

### To use the Clean widget

Tap the **Clean** icon .

## Using the Countdown widget

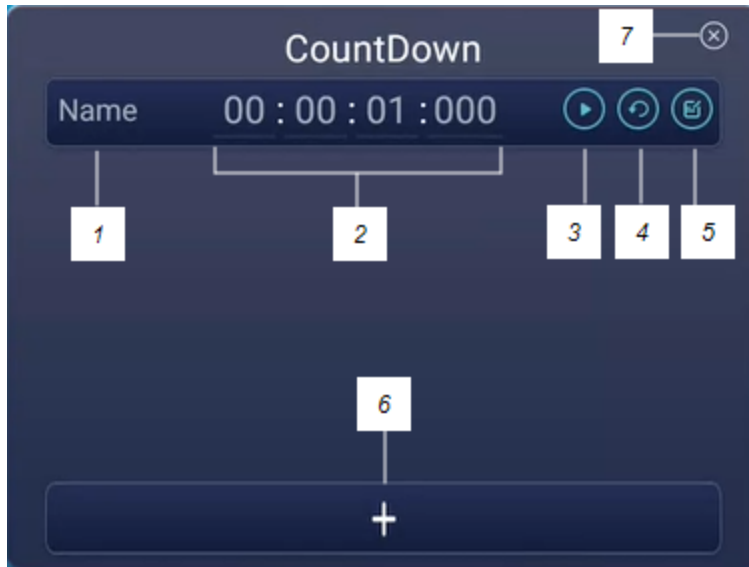
Use the Countdown widget to display a countdown timer on the screen.




**To open the Countdown widget**

1. Tap the **Countdown** icon .

The Countdown widget opens:



2. Tap the **Edit** icon  to customize countdown timer settings.

No.	Tool
1	Type a name for the countdown activity.
2	Set a time for the duration of the countdown.
3	Start/pause the countdown.
4	Restart the countdown.
5	Edit the countdown's duration.
6	Add additional countdown timers, up to a maximum of six.
7	Close the countdown widget.

**To close the Countdown widget**

Tap the **Close** icon .



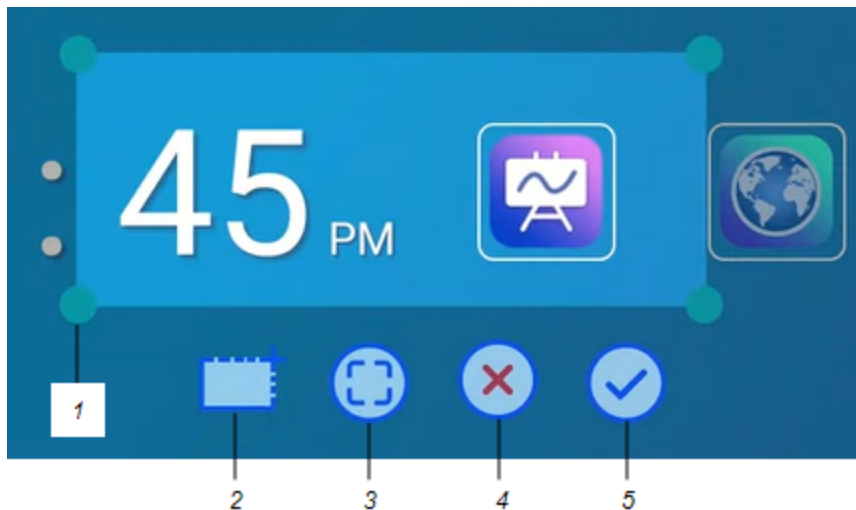
## Using the Screen Capture widget

The Screen Capture toolbar enables you to take a screen capture of a rectangular area, a freehand area, a window, or the entire screen.


### To use the Screen Capture widget

1. Tap the **Screen capture** icon .

The Screen Capture widget opens:



No.	Tool
1	Capture window re-size handle
2	Select a rectangular or circular window (click icon to switch between them)
3	Select the entire screen
4	Close the Screen Capture tool
5	Save the selected window or screen

2. Select the window or screen you want to capture.
3. Tap the **Save** icon  to save the selected window or screen.

Save the file locally, to a USB drive, or to your Google Drive or OneDrive account.

#### Note

Google Drive or OneDrive cloud storage must be enabled in display settings.

See the *SMART Board GX series interactive displays installation and maintenance guide* ([docs.smarttech.com/kb/171744](https://docs.smarttech.com/kb/171744)).



### To close the Screen Capture widget

Tap the **Close** icon .

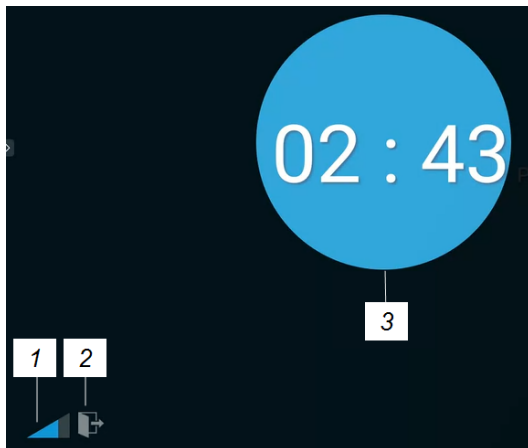
## Using the Spotlight widget

You can use the Spotlight widget during a presentation to draw attention to an area of a screen.

### To use the Spotlight widget

1. Tap the **Spotlight** icon .

The Spotlight widget is activated:



No.	Tool
1	Make the spotlight larger or smaller. <b>Tip</b> You can also use finger gestures to change the size of the spotlight area.
2	Close the Spotlight widget.
3	Spotlight area

2. Press and drag the Spotlight window to highlight an area of the screen.

### To close the Spotlight widget

Tap the **Close** icon .



## Using the Calculator tool

Open an on-screen calculator that appears in front of any application running on the display.

### To use the Calculator widget

Tap the **Calculator** icon .

To close the Calculator widget, tap **Close**.

## Using the Vote widget

Use the Vote widget to create instant polls and distribute them to your class or audience.

### To use the Vote widget

For information about using this widget, see *Using Vote* on page 44.

## Using Lock Screen

Use the Lock Screen feature to secure the display's screen. When Lock Screen is enabled, a six digit passcode must be entered to un-lock the screen.

### Note

Creation of a Lock Screen passcode is part of the initial set up when the display is turned on for the first time. The Lock Screen feature can also be configured in display settings.

See the *SMART GX series interactive displays installation and maintenance guide* ([docs.smarttech.com/kb/171744](https://docs.smarttech.com/kb/171744)).

### To lock the screen

Tap the **Lock Screen** icon .

A lock icon will appear on the screen and a password must be entered to un-lock the screen.



# Chapter 5 Connecting computers and other devices

Installing and using SMART software .....	57
Connecting room computers and guest laptops .....	58
Viewing a connected computer or other device’s input .....	64
Setting a connected computer’s resolution and refresh rate .....	65
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Sharing USB Type-B receptacles .....	67
Connecting a SMART OPS PC module .....	67
Connecting USB drives, peripherals, and other devices .....	69



**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 SMART software that you can install on connected room computers and guest laptops. Other SMART software is optional.

**Included**



SMART Notebook



SMART Product Drivers and Ink



## Optional



Lumio by SMART



SMART Notebook Plus

**SMART  
Remote  
Management**

SMART Remote Management



SMART Meeting Pro



SMART TeamWorks Room

See > [smarttech.com/downloads](https://smarttech.com/downloads)

# Connecting room computers and guest laptops

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

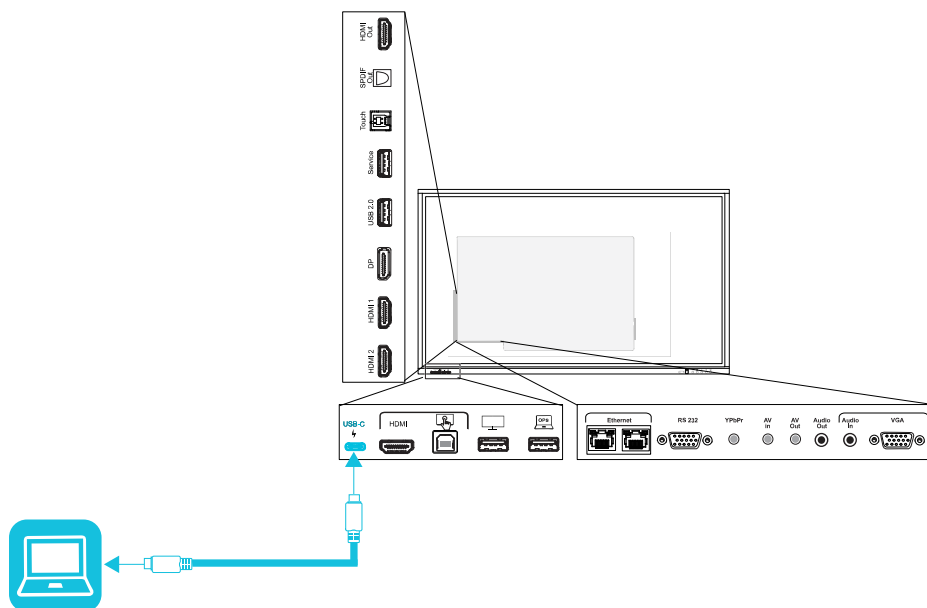
## Notes

- Install SMART software on computers you connect to the display (see *Installing and using SMART software* on the previous page).
- 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, HDMI 2, VGA, and Display Port share the Touch USB Type-B receptacle on the side connector panel, and HDMI uses the Touch USB Type-B receptacle on the front connector panel (see *Sharing USB Type-B receptacles* on page 67).
- The USB Type-C connector provides 15 W of power for charging connected devices.

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



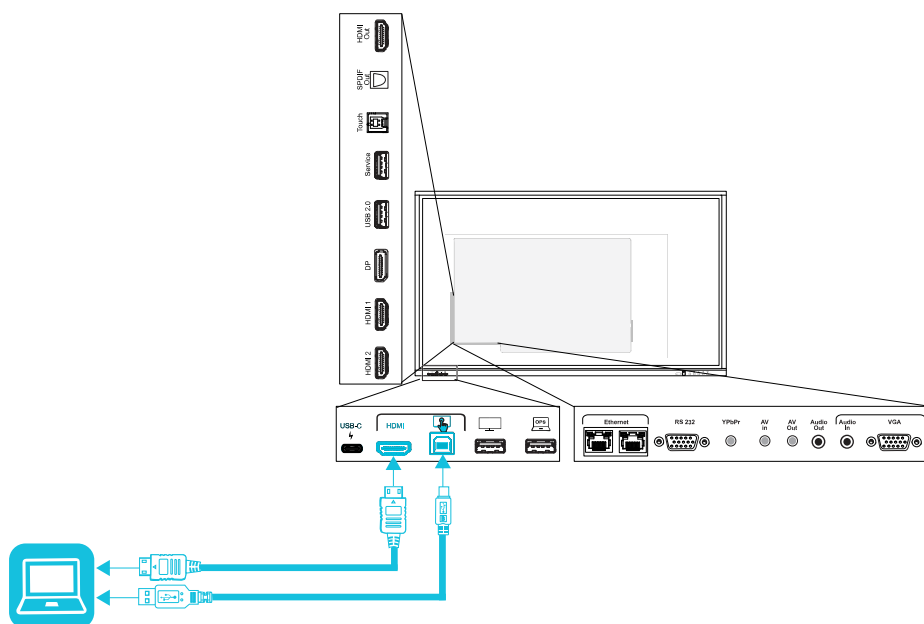
- **USB Type-C**



Connector	Standard	Connection type	Cable
USB Type-C	USB 3.2 Gen 1 (SuperSpeed, 5 Gbps)	Video/audio/touch	<u>SuperSpeed USB Type-C</u>



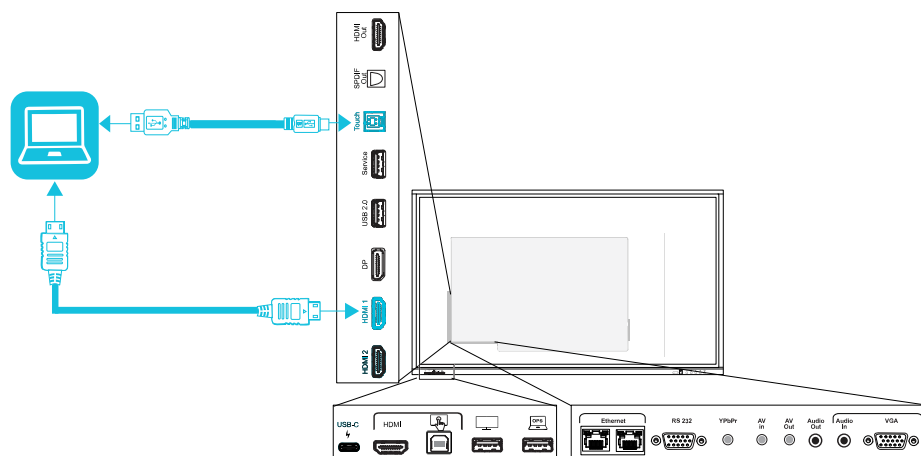
- **HDMI**



Connector	Standard	Connection type	Cable
HDMI	HDMI 2.0	Video/audio	<u>Premium High Speed HDMI (18 Gbps)</u>
Touch input	USB 2.0 Type-B	Touch	<u>High Speed USB 2.0</u>



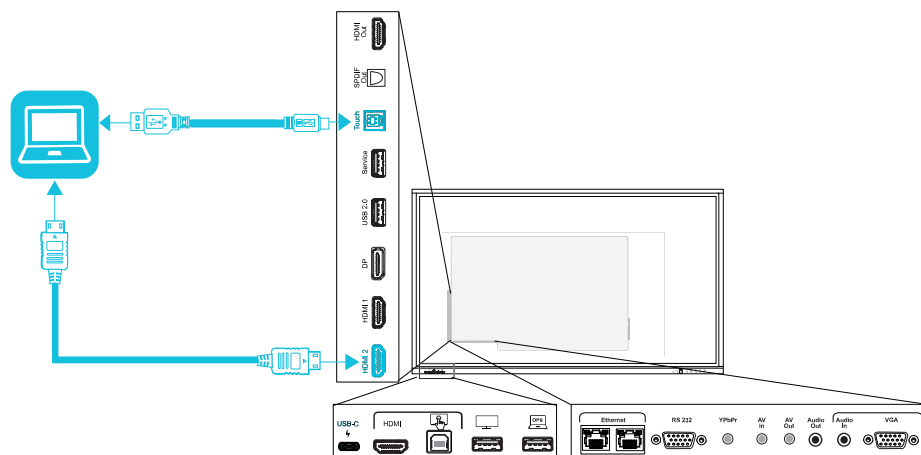
- **HDMI 1**



Connector	Standard	Connection type	Cable
HDMI 1	HDMI 2.0	Video/audio	<u>Premium High Speed HDMI (18 Gbps)</u>
Touch	USB 2.0 Type-B	Touch	<u>High Speed USB 2.0</u>



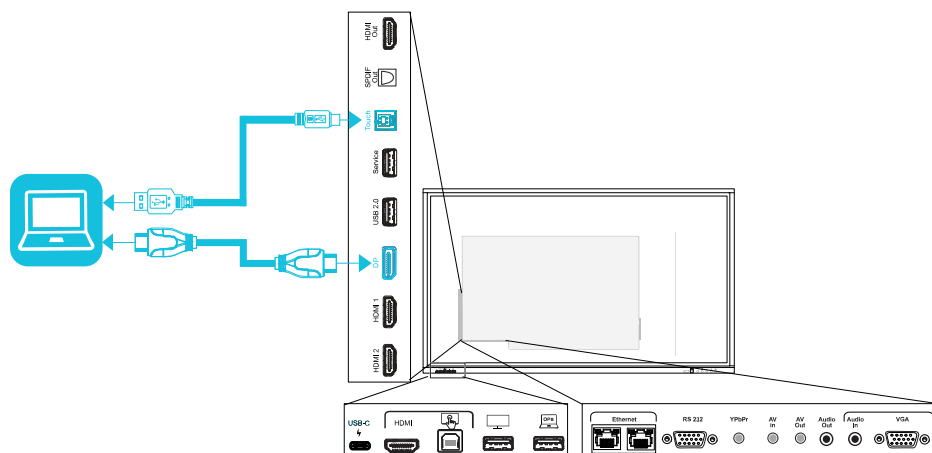
- **HDMI 2**



Connector	Standard	Connection type	Cable
HDMI 2	HDMI 2.0	Video/audio	<u>Premium High Speed HDMI (18 Gbps)</u>
Touch	USB 2.0 Type-B	Touch	<u>High Speed USB 2.0</u>



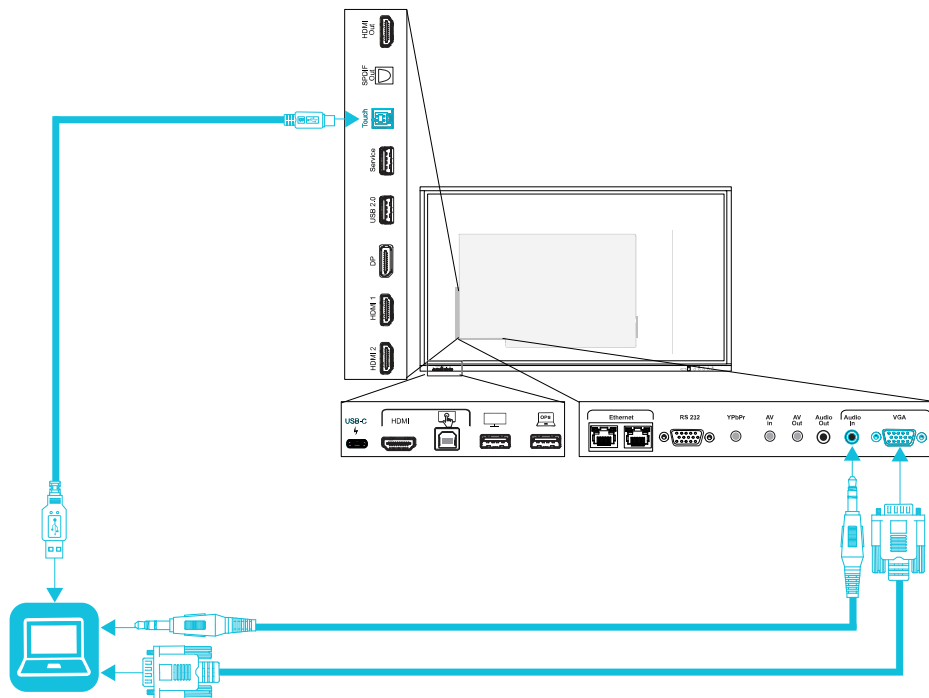
- **Display Port**



Connector	Standard	Connection type	Cable
Display Port	Display Port 1.2	Video/audio	<u>Display Port</u>
Touch	USB 2.0 Type-B	Touch	<u>High Speed USB 2.0</u>



- **VGA**



Connector	Standard	Connection type	Cable
VGA	VGA	Video	<u>VGA</u>
Audio In	Stereo 3.5 mm	Audio	<u>Stereo 3.5 mm</u>
Touch	USB 2.0 type-B	Touch	<u>High Speed USB 2.0</u>

## Viewing a connected computer or other device's input




1. Connect a device to the display's USB Type-C, HDMI, HDMI 1, HDMI 2, Display Port, or VGA connectors.

### Note

To enable touch control of the device, connect a USB cable to the associated USB connector. Devices connected to the USB Type-C connector don't require an additional USB connection to enable touch.



2. Select the source using one of the following methods:

Using the Side Toolbar menu	Using the remote control
<ol style="list-style-type: none"> <li>a. Open the <b>Side Toolbar</b> menu by sliding either of the Side Toolbar menu handles  (located on either side of the screen) toward the center of the screen.</li> <li>b. Tap the <b>Input Select</b> icon .</li> </ol>	<p>Press the <b>Input Select</b>  button on the remote control.</p>

The Input Selection dialog box appears.

#### Note

Three dots ... appear below inputs (USB Type-C, HDMI, HDMI 1, HDMI 2, OPS and DP) with a connected device.

3. Tap the computer's input source or use the navigation keys on the remote control to select the input source and then press the **OK** button.

The device's output appears on the display's screen.

#### Tip

You can configure the display to automatically switch to the newest input, lock the current source, or choose other priorities or input options.

See the *SMART Board GX series interactive displays installation and maintenance guide* ([docs.smarttech.com/kb/171744](https://docs.smarttech.com/kb/171744)).

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

This table presents the recommend resolutions and refresh rates for the display's inputs:

Input source	Maximum resolution	Refresh rate
USB Type-C, Display Port Alternate Mode	3840 × 2160	60 Hz
HDMI1	3840 × 2160	60 Hz
HDMI 1	3840 × 2160	60 Hz
HDMI 2	3840 × 2160	60 Hz
VGA	1920 × 1080	60 Hz

<sup>1</sup>Located on the display's front connector panel.



Input source	Maximum resolution	Refresh rate
Display Port	3840 × 2160	60 Hz
AV	1920 × 1080	60 Hz
YPbPr	1920 × 1080	60 Hz

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

## Using recommended cables

SMART recommends the following varieties of cable:

Cable type	Maximum length	Recommendation
Display Port	23' (7 m) <sup>2</sup>	Use only certified Display Port 1.4 cables that have been tested to support the performance standard you require.
HDMI	23' (7 m)	Use only certified Premium High-Speed HDMI (18 Gpbs) 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)	Use only shielded 3.5 mm cables  <b>ⓘ Important</b> Use only a 3.5 mm stereo jack (15 mm long barrel) to connect to the display.
USB 2.0	16' (5 m)	Use a Hi-Speed USB 2.0 USB extender if the distance between the computer and the display is greater than 16' (5 m).  See > <i>USB extenders</i> on page 12
USB 3.0	9' (3 m)	SMART supports only installations that use directly connected video and USB cables, or AC-powered extenders.  You might be able to use higher-grade cables that exceed the recommended length. 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.

<sup>2</sup>The performance of cables longer than 23' (7 m) is highly dependent on the cable's quality.



Cable type	Maximum length	Recommendation
USB Type-C	6' 6" (2 m) for SuperSpeed 5Gbps cables	<p>USB-IF certified USB 3.2 Gen 1 Type-C cable, SuperSpeed (5 Gbps) support</p> <p>To use a USB Type-C cable for video, you need:</p> <ul style="list-style-type: none"> <li>• A full-featured cable that supports SuperSpeed 5Gbps (or faster) data rates.</li> <li>• A computer that supports Display Port Alternate Mode via USB Type-C</li> </ul> <p><b>Note</b></p> <p>The USB Type-C connector on the display can supply up to 15 W of power to connected devices.</p>

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

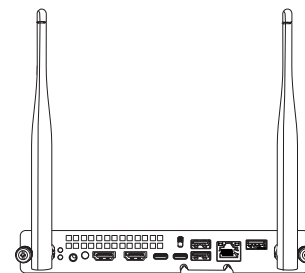
## Sharing USB Type-B receptacles

The HDMI, VGA, and Display Port connectors on the side connector panel (back of the display) all share a single USB Type-B receptacle on this panel. This means the touch system can be used with only one device connected to these video inputs.

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

## 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 module in the display's accessory slot following the OPS PC module's installation instructions ([docs.smarttech.com/kb/171775](https://docs.smarttech.com/kb/171775) or [docs.smarttech.com/kb/171544](https://docs.smarttech.com/kb/171544)). You can then view the OPS PC module's input on the display.



See > *SMART OPS PC modules user guide* ([docs.smarttech.com/kb/171747](https://docs.smarttech.com/kb/171747))

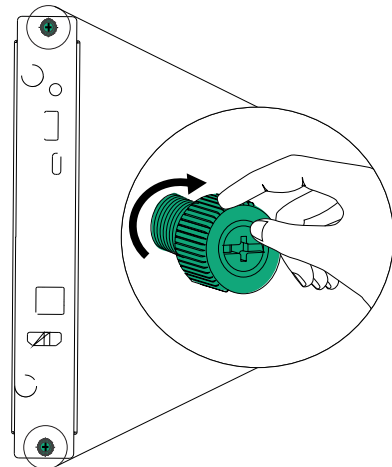


**Caution**

- Only SMART-provided OPS appliances are supported in SMART Board interactive displays. Third-party OPS appliances are not supported, and their use can lead to poor performance or damage to the display.
- Do not install or remove the OPS appliance while the display is turned on. First make sure the power switch on the back of the display beside the AC power inlet is in the OFF (O) position. If you can't reach the power switch, use the front control panel's power button  to put the display in Standby mode, and then unplug the display's power cable from the power outlet.
- After you have turned the display's power switch off or unplugged it, wait at least 30 seconds before removing the appliance to allow its internal power supplies to discharge completely. You might also wait five minutes to give the appliance the opportunity to cool, if necessary.

Make sure the OPS appliance is secured to the display with screws through the two anchor points. Inadequately secured appliances can damage the display. (An OPS appliance's anchoring screws are typically captive, although some simply include separate anchoring screws.)

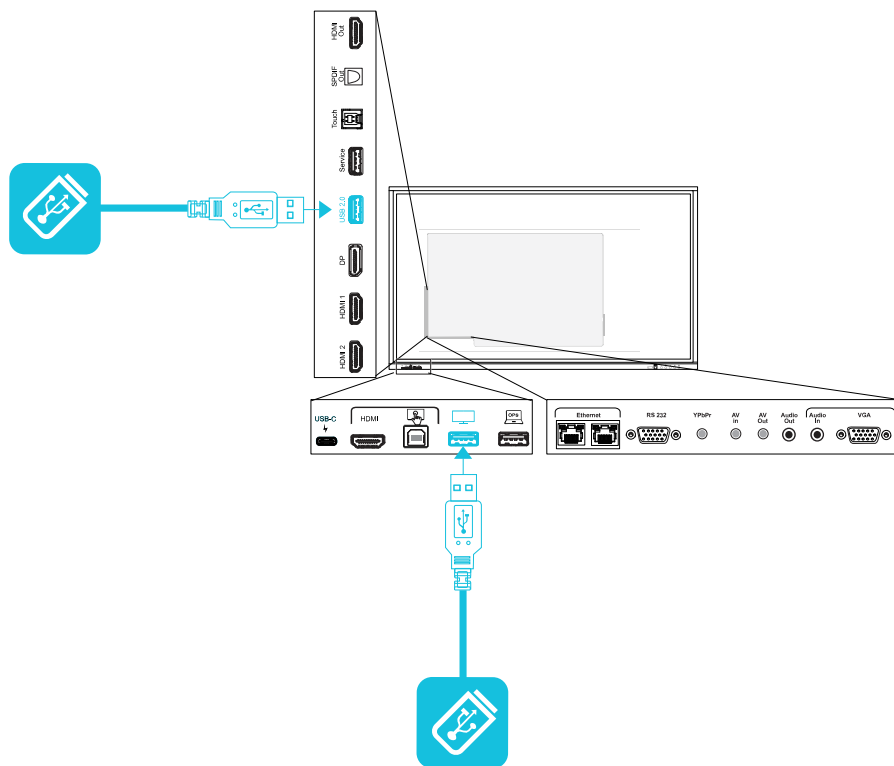
- 





## Connecting USB drives, peripherals, and other devices

The display includes one USB 2.0 Type-A receptacle on the front connector panel and one USB 2.0 Type-A receptacle on the side connector panel. You can connect USB drives, peripherals (such as keyboards), and other devices to the USB 2.0 Type-A receptacle on the side connector panel and use these devices with the display's Android system. The front USB 2.0 Type-A receptacle will switch to the active input, including the display's Android system, the OPS slot computer, or an externally connected computer.





# Chapter 6 Troubleshooting

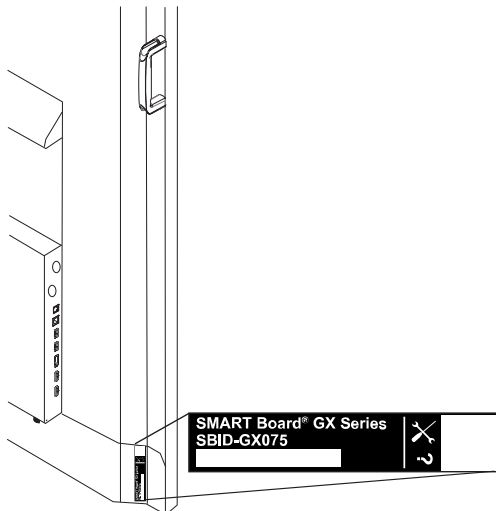
## Troubleshooting the display and related SMART products

See [Troubleshooting](#) for information on how to resolve a variety of common problems with the display and related SMART products.

## Contacting your reseller for additional support

If an issue you're experiencing with the display persists or isn't addressed 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 display's serial number. The serial number is on a label on the left side of the display.



### Tip

Scan the QR code on the label to view the SMART Board GX series interactive display support pages on the SMART website.



# Certification and compliance

## Federal Communication Commission interference statement

### FCC

#### Supplier's Declaration of Conformity

#### 47 CFR § 2.1077 Compliance Information

Unique Identifier: IDGX65-1, IDGX75-1, IDGX86-1

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

SMART Technologies Inc.

2401 4th Ave, 3rd Floor

Seattle, WA 98121

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

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.

### Restriction

Operations in the 5.15–5.25 GHz band are restricted to indoor usage only.

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

### 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.

### ⚠ 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 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 et Développement économique Déclaration du Canada

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.

### 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 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.

## EU Declaration of Conformity

Hereby, SMART Technologies ULC declares that the radio equipment type Interactive Display **IDGX65-1, IDGX75-1, IDGX86-1** and the **OPS, PCM8**, 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)

### Warning

Operation of this equipment in a residential environment could cause radio interference.

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

Regulatory models: IDGX65-1, IDGX75-1, IDGX86-1

Transmitting Band (MHz)	Maximum Transmit Power dBm
2402-2483.5	19
5150-5350	20
5470-5725	20
5725-5875	13

Regulatory models: OPS, PCM8

Transmitting Band (MHz)	Maximum Transmit Power dBm
2402-2483.5	20
5150-5350	22
5470-5725	22
5745-5875	13

Restrictions in:

AT/BE/BG/CZ/DK/EE/FR/DE/IS/IE/IT/EL/ES/CY/LV/LI/LT/LU/HU/MT/NL/NO/PL/PT/RO/SI/SK/TR/FI/SE/CH/UK/HR – 5150MHz-5350MHz is for indoor use only.

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

## Hardware environmental compliance

SMART Technologies supports global efforts to ensure that electronic equipment is manufactured, sold, and disposed of in a safe and environmentally friendly manner.

### Waste Electrical and Electronic Equipment (WEEE) and batteries

Electrical and electronic equipment and batteries contain substances that can be harmful to the environment and to human health. The crossed-out wheeled bin symbol indicates that products should be disposed of in the appropriate recycling stream and not as regular waste.



### Batteries

The remote contains two AAA batteries. Recycle or dispose of batteries properly.

### More information

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



**SMART Technologies**

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

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

[docs.smarttech.com/kb/171745](https://docs.smarttech.com/kb/171745)