

SMART kapp iQ

USER'S GUIDE

FOR SMART KAPP iQ™ 55, 65, 65-V2 AND 75 BOARDS



Product registration

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at smarttech.com/registration.

Keep the following information available in case you need to contact SMART Support.

Serial number:

Date of purchase:

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

VCCI-A

Trademark notice

SMART amp, SMART kapp, SMART kapp iQ, Pen ID, DViT, smarttech, the SMART logo and all SMART taglines are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. Apple, App Store, iPhone, and iPad are trademarks of Apple Inc., registered in the U.S. and other countries. Google, Google Play, Android and Chrome are trademarks of Google Inc. The Bluetooth word mark is owned by the Bluetooth SIG, Inc. and any use of such marks by SMART Technologies ULC is under license. All other third-party product and company names may be trademarks of their respective owners.

Copyright notice

© 2017 SMART Technologies ULC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language in any form by any means without the prior written consent of SMART Technologies ULC. Information in this manual is subject to change without notice and does not represent a commitment on the part of SMART.

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

www.smarttech.com/patents

06/2017

Important information

WARNING

- Failure to follow the installation instructions shipped with the board could result in injury and product damage which may not be covered by the warranty.
 - Do not open or disassemble the board. 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 board. Rather, mount the product at the appropriate height.
 - To reduce the risk of fire or electric shock, do not expose the board to rain or moisture.
 - If the board requires replacement parts, make sure the service technician uses replacement parts specified by SMART Technologies or parts with the same characteristics as the original.
 - Ensure that any cables that cross the floor to the board are properly bundled and marked to avoid a trip hazard.
 - 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.
 - Use only extension cords and outlets that can fully accommodate the board's polarized plug.
 - Use the power cable provided with the board. If a power cable is not supplied, contact your supplier. Use only power cables that match the AC voltage of the power outlet and that comply with your country's safety standards.
 - If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.
 - Do not move or mount the board by connecting rope or wire to its handles. The board is heavy, and failure of the rope, wire or handle could lead to injury.
 - Use only VESA®-approved mounting hardware.
-

IMPORTANT INFORMATION

- Disconnect all of the board'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 board
 - Objects fall into the board
 - The board is dropped
 - Structural damage, such as cracking, occurs
 - The board behaves unexpectedly when you follow operating instructions
- The pens on this product use an adhesive containing nonylphenol ethoxylate, a candidate substance of very high concern under the EU REACH Regulation (EC) 1907/2006.

تستخدم الأقلام الموجودة في هذا المنتج مادة لاصقة تحتوي على نونيلفينول إيثوكسيلات، وهي مادة مرشحة أن يكون لها خطورة كبيرة وفقاً لائحة REACH (EC) 1907/2006 للاتحاد الأوروبي رقم REACH.

EU REACH Regulation (EC) 1907/2006

Las plumas de este producto utilizan un adhesivo que contiene etoxilato de nonilfenol, una sustancia candidata de muy alto riesgo según el Reglamento REACH de la UE (CE) 1907/2006.

Voor de stiften in dit product wordt gebruik gemaakt van een kleefstof met nonylfenoethoxylaate, een zeer zorgwekkende stof op de kandidaatslijst volgens de Europese REACH-richtlijn (EG) 1907/2006.

Pera na tomto produktu využívají lepidlo obsahující nonylfenol etoxylát, což je dle nařízení (ES) REACH 1907/2006 látka vzbuzující mimořádné obavy.

Pennene som følger med dette produktet bruker et klebestoff som inneholder nonylfenoloksetylat, et stoff det er ytret stor bekymring for i EU REACH Regulation (EC) 1907/2006.

Pennene på dette produkt anvender et klæbemiddel der indeholder nonylfenoethoxylat, et stof der er særligt problematisk under EU REACH forordningen (EF) 1907/2006.

Pióra na tym produkcie używają kleju zawierającego etoksylan nonylofenolu, substancję z listy kandydatek wzbudzającą duże obawy na mocy unijnego Rozporządzenia REACH (WE) 1907/2006.

Die Stifte dieses Produkts verwenden einen Klebstoff mit Nonylphenolethoxylat, einem Stoff der nach Artikel 59 der Verordnung (EG) Nr. 1907/2006 (REACH) auf der Liste der Stoffe mit einem beträchtlichen Risiko steht.

As canetas neste produto usam um adesivo contendo nonilfenol etoxilado, uma substância candidata que suscita elevada preocupação no âmbito do regulamento EU REACH (EC) 1907/2006.

Οι πένες αυτού του προϊόντος χρησιμοποιούν μια κολλητική ουσία που περιέχει αιθοξυλιωμένη εννεύλοφαινόλη, μια υποψήφια ουσία που προκαλεί πολύ μεγάλη ανησυχία σύμφωνα με τον Κανονισμό REACH της ΕΕ (ΕΚ) 1907/2006.

В пишущих ручках данного изделия используется клей, содержащий оксиэтилированный нонилфенол – кандидат на включение в списки особо опасных веществ в соответствии с Регламентом ЕС относительно правил регистрации, оценки, санкционирования и ограничения использования химических веществ (REACH) 1907/2006.

Los rotuladores de este producto emplean un adhesivo que contiene etoxilato de nonilfenol, una sustancia candidata de gran preocupación según la regulación REACH de la UE (CE) 1907/2006.

Pisala na tem izdelku uporabljajo lepilo, ki vsebuje nonilfenol etoksilat, ki se uvršča med snovi, ki morda vzbujajo zelo veliko skrb v skladu z Uredbo EU (ES) 1907/2006 REACH.

Tämän tuotteen kynissä on liimaa, joka sisältää nonyylifenolietoksyyliaattia, joka on erityinen huolenaihe EU REACH-asetuksen (EY) 1907/2006 mukaan.

IMPORTANT INFORMATION

Les crayons de ce produit utilisent un adhésif contenant des éthoxylates de nonylphénol, substance extrêmement préoccupante en vertu du règlement REACH de l'UE (CE) 1907/2006.

Ezen a termékben a tollak egy nonil-fenol-etoxilátot tartalmazó ragasztót használnak. Ez az anyag az 1907/2006/EK REACH-rendelet értelmében különös aggodalomra okot adó.

Le penna di questo prodotto utilizzano un adesivo contenente etossilato di nonilfenolo, una sostanza candidata estremamente problematica ai sensi del regolamento REACH dell'UE (CE) 1907/2006.

この製品のペンには、EUのREACH規則（EC）No 1907/2006で定められている高懸念物質候補であるノニルフェノールエトキシレートを含む接着剤が使用されています。

De inkluderade pennorna för denna produkt använder ett bindemedel som innehåller nonylfenoletoxylat, som är föremål för bekymmer enligt EU REACH förordning (EG) 1907/2006.

Bu üründeki kalemler, AB REACH Yönetmeliği(EG) 1907/2006 uyarınca son derece endişe uyandıran madde adayı nonilfenol etoksilat içeren bir yapıştırıcıyı kullanmaktadır.

本产品所用之墨笔采用之黏胶含有壬基酚聚氧乙烯醚（nonylphenol ethoxylate），根据欧盟REACH法规（EC）1907/2006，此化学物质为极受关切化学物质名单上之候选化学物质之一。

本產品所用之墨筆採用之黏膠含有壬基酚聚氧乙烯醚（nonylphenol ethoxylate），根據歐盟 REACH 法規（EC）1907/2006，此化學物為極受關切化學物名單上之候選化學物之一。

CAUTION

- Before you clean the board's screen, shut down or disconnect the computer. Otherwise, you may scramble the desktop icons or inadvertently activate applications when you wipe the screen.
- Avoid setting up and using the board in an area with excessive levels of dust, humidity and smoke.
- Dust buildup on the camera windows and reflective tape will degrade touch performance. SMART recommends that you inspect the camera windows and reflective tape for buildup and clean weekly.
- Make sure an electrical socket is near the board and remains easily accessible during use.
- The board should be used only with European TN and TT power distribution systems.

It is not suitable for older, IT-type power distribution systems found in some European countries. "This system (IT-type) is widely used isolated from earth, in some installations in France, with impedance to earth, at 230/400V, and in Norway, with voltage limiter, neutral not distributed, at 230V line-to-line." (IEC 60950:1999)

Contact qualified personnel if you're uncertain of the type of power system available where you're installing the board.

- 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 60950-1.

IMPORTANT INFORMATION

- You must connect the USB cable that came with the board to a computer that has a USB compliant interface and that bears the USB logo. In addition, the USB source computer must be compliant with CSA/UL/EN 60950 and bear the CE mark and CSA and/or UL Mark(s) for CSA/UL 60950. This is for operating safety and to avoid damage to the board.

IMPORTANT

- The following are the maximum power requirements for the board (including the power requirements for the accessory slot):

Model	Power requirements
SMART kapp iQ® 55	90V to 240V AC, 50 Hz to 60 Hz, 134 W
SMART kapp iQ 65	100V to 240V AC, 50 Hz to 60 Hz, 199 W
SMART kapp iQ 65-V2	100V to 240V AC, 50 Hz to 60 Hz, 189 W
SMART kapp iQ 75	100V to 240V AC, 50 Hz to 60 Hz, 315 W

- For additional requirements and other information, refer to the board's specifications (see *Resources for decision makers* on page 8).

Federal Communication Commission interference statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

5.15–5.25 GHz frequency band operation is restricted to indoor use only. Outdoor operations in the 5150~5250 MHz are prohibited.

IMPORTANT INFORMATION

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.

Note: The country code selection is for the non-U.S. model only and is not available to all U.S. models. Per FCC regulations, all Wi-Fi products marketed in U.S. must be fixed to U.S. operation channels only.

Industry Canada statement

This device complies with RSS-210 of the Industry 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.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet 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.

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.

Avertissement

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :

(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.

Radiation exposure statement

This equipment complies with IC 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.

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.

EU declaration of conformity

Hereby, SMART Technologies ULC declares that the radio equipment type OPS, AM40 is 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

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

Transmitting Band (MHz)	Maximum Transmit Power EIRP (dBm)
2400–2483.5	19
5150–5350	16
5470–5725	16

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.

▲ 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.

Contents

Important information	i
Federal Communication Commission interference statement	iv
Industry Canada statement	v
EU declaration of conformity	vi
Chapter 1: Welcome	1
About this guide	1
About the board	2
About the SMART kapp app	7
About SMART software	7
Resources for users	8
Resources for others	8
Chapter 2: Starting the board	11
Chapter 3: Connecting a guest computer	13
Connecting a computer to the AM30 appliance	13
Connecting a computer to the board	14
Chapter 4: Connecting to a network	15
Connecting to a Wi-Fi network	15
Connecting to a wired network	15
Adding a proxy	16
Chapter 5: Using the launcher	17
Opening the launcher	18
Closing the launcher	18
Adding or removing apps from the launcher	18
Using the Whiteboard	19
Using Lessons	22
Using Activities	25
Using Workspaces	25
Using Browser	26
Using Input	27
Using Screen Share	28
Using the Clean Up button	34
Chapter 6: Troubleshooting	35
What the indicator icons mean	36
Resolving issues with Workspaces	37

CONTENTS

Resolving issues with the Browser	37
Resolving issues with Input	37
Resolving Screen Share issues for Apple devices	39
Resolving Screen Share issues for Android mobile devices	42
Resolving Screen Share issues for Chrome browser or Chromebook	45
Resolving Screen Share issues for Windows computers	47
Appendix A: Installing the AM30 appliance antenna	51
Appendix B: Supported devices for Screen Share	53
Supported Apple devices and operating systems	53
Supported Android devices and operating systems	53
Appendix C: Hardware environmental compliance	55
Waste Electrical and Electronic Equipment (WEEE)	55
Batteries	55
More information	55

Chapter 1

Welcome

About this guide	1
About the board	2
Models	2
Specifications	2
Components	2
Screen	3
Cameras and reflective tape channel	3
Front control panel	4
Pens with erasers	5
Presence detection sensor	6
Speakers	6
USB receptacle	6
Accessory slot	6
About the SMART kapp app	7
About SMART software	7
Resources for users	8
Training	8
Support center and knowledge base	8
Resources for others	8
Resources for decision makers	8
Resources for installers	8
Resources for administrators	9

This chapter introduces SMART kapp iQ boards, the SMART kapp app and this guide.

About this guide

This guide explains how to use the SMART kapp iQ board and the SMART kapp app.

This guide is intended for individuals who use boards in their organizations. Other documentation and resources are available for individuals who install and maintain boards.

About the board

The SMART kapp iQ board features SMART's proprietary DViT® (Digital Vision Touch) technology on an LCD screen with e-LED backlight.

Models

Four models of SMART kapp iQ board are available:

- SMART kapp iQ 55
- SMART kapp iQ 65
- SMART kapp iQ 65-V2
- SMART kapp iQ 75

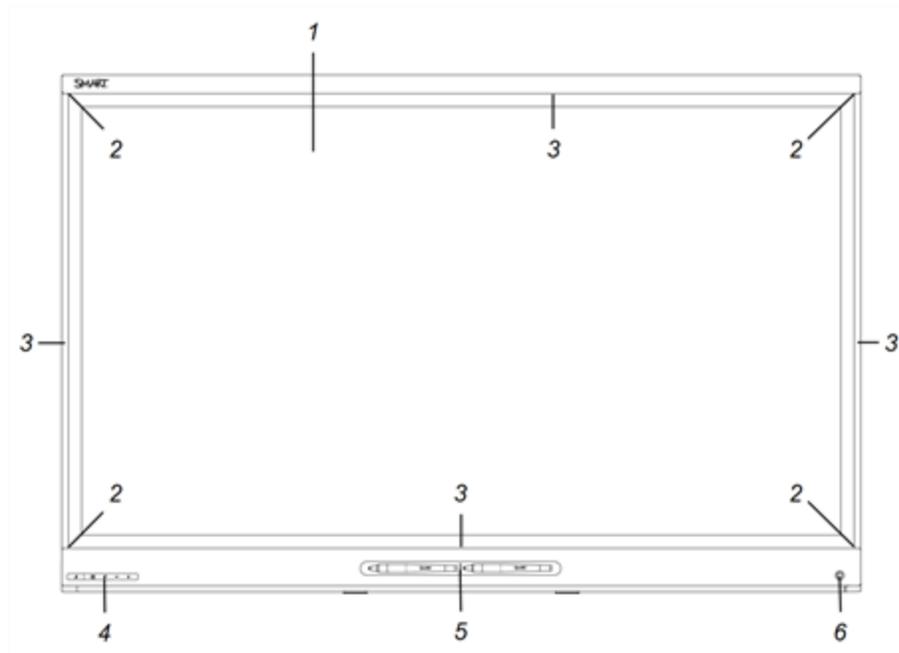
Differences among these models are noted in this guide.

Specifications

Refer to the board's specifications for detailed technical information, including product dimensions and weights.

Components

The board consists of the following components:



No.	Name	More information
Pictured		
1	Screen	Page 3
2	Cameras	Page 3
3	Reflective tape channel	Page 3
4	Front control panel	Page 4
5	Pen with eraser (×2)	Page 5
6	Presence detection sensor	Page 6
Not pictured		
7	Speakers	Page 6
8	Connector panel	See the <i>SMART kapp iQ administrator's guide</i> (smarttech.com/kb/171038)
9	Menu control panel	See Using the SMART kapp iQ on-screen display menu (support.smarttech.com/docs/hardware/kapp/kapp-iq/en/installing-and-maintaining/using-the-osd-menu/default.cshtml)
10	USB receptacle	Page 6
11	Accessory slot	Page 6

Screen

The screen sizes vary by model:

Model	Diagonal	Width	Height	Aspect ratio
SMART kapp iQ 55	54 1/2" (138.4 cm)	47 5/8" (121 cm)	26 3/4" (68 cm)	16:9
SMART kapp iQ 65	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)	16:9
SMART kapp iQ 65-V2	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)	16:9
SMART kapp iQ 75	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)	16:9

Cameras and reflective tape channel

Cameras in the corners of the screen track finger and pen positions across the display. The screen is bordered by a channel that contains reflective tape.

▲ CAUTION

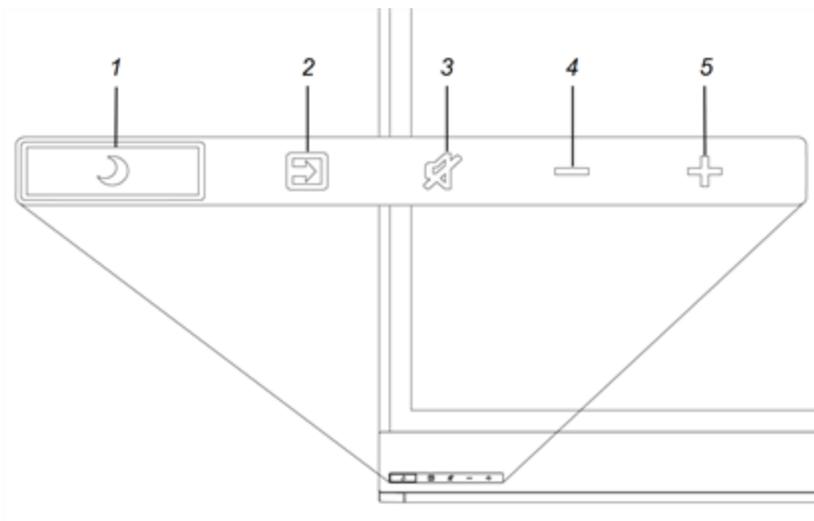
- Keep the reflective tape dry.
- Do not remove or damage the reflective tape.

🔑 IMPORTANT

- Do not attach adhesive notes or other items to the screen because they will interfere with the cameras.
- Do not place anything in the reflective tape channel because it will interfere with the cameras.

Front control panel

The front control panel contains the Standby, Input Select, Mute and volume control buttons.



No.	Name
1	Standby button ¹
2	Input Select button ²
3	Mute button ³
4	Volume decrease
5	Volume increase

¹Press and hold to reset the board

²Change the input source to OPS/HDMI for the kapp iQ experience.

³Press and hold to freeze and unfreeze the screen (SMART kapp iQ 65-V2 and 75 boards only)

 **IMPORTANT**

If there is a film over the front control panel, remove it before using the front control panel.

In normal operation, all buttons are white.

The Standby button also functions as an indicator light:

Indicator light	Status	Troubleshooting
Solid white	Normal operation	[N/A]
Off	Not receiving power	Confirm the board's power cable is connected to the power outlet. Flick the power switch to the ON (I) position.
Solid amber	DPMS (power management) mode	Press the Standby button  to exit DPMS mode. Connect an input source.
Slowly flashing amber	Standby mode	Press the Standby button  to exit Standby mode. If presence detection is enabled, move in range of the presence detection sensor. See Proximity (support.smarttech.com/docs/hardware/kapp/kapp-iq/en/installing-and-maintaining/using-the-osd-menu/default.cshtml). If wake-to-touch is enabled, touch the screen. See Wake to Touch (support.smarttech.com/docs/hardware/kapp/kapp-iq/en/installing-and-maintaining/using-the-osd-menu/default.cshtml).
Flashing amber	No USB connection from the connected computer	Verify the connections to the room computer. Switch to the room computer's input source.
Slowly flashing white	SMART Board service not running on the connected computer	Ensure that SMART Product Drivers is installed and that the SMART Board service is running. ⁴

Pens with erasers

The board comes with two pens with erasers attached.

The board's bottom frame includes magnetic holders for the pens. Removing a pen from the holders activates it, and you can use it to draw or erase digital ink.

⁴This only applies when a computer is connected to the board's computer connectors.

▲ CAUTION

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

Presence detection sensor

The board has a presence detection sensor on its bottom frame that can detect people up to 16' (5 m) away when the board is in Standby mode.

When the sensor detects people in the room, the board turns on. Touching the screen activates the board. If the room is empty for a specified period, the board returns to Standby mode.



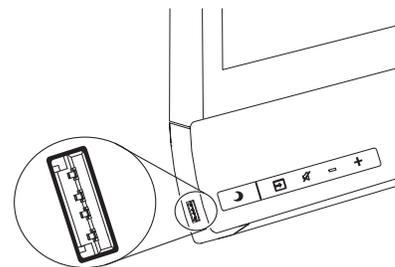
Speakers

The board includes two 10 W integrated side-firing speakers.

You or an installer can connect external speakers if desired.

USB receptacle

You can connect a USB drive to update the appliance's software.



Accessory slot

Install the AM30 appliance in the accessory slot located on the back of the board to take advantage of SMART kapp iQ functionality and access SMART education software and third-party applications.

 **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 60950-1.

About the SMART kapp app

The SMART kapp app enables users to connect their mobile devices to the board and then do the following:

- View notes they write on the board on their mobile devices
- Save and export notes
- Start a session and invite others to join and collaborate

To connect Bluetooth-enabled mobile devices to the board, users can scan the Quick Response (QR) code on the screen. When users first connect their mobile devices, they're directed to the Apple App Store (itunes.apple.com/ca/app/smart-kapp/id860144252) or Google Play™ store (play.google.com/store/apps/details?id=com.smarttech.kapp) to download the SMART kapp app. After they download and install the app, they can use it to connect to the board.

About SMART software

To take full advantage of the SMART kapp iQ board's features, install the following SMART software on computers connected to the board. Go to SMART Downloads (smarttech.com/en/Home+Page/Support/Browse+Support/Download+Software).

Software	Description
SMART Product Drivers	SMART Product Drivers enables connected computers to detect input from the board.
SMART Ink®	SMART Ink enables you to write and draw in digital ink over applications, files, folders, websites and any other open window on your computer. When you write outside the open windows on your computer, a SMART Ink Note appears, and you can write inside the note. When you open an application that has its own ink tools, you can use the application's ink tools to write in the content.

Resources for users

In addition to this guide, SMART provides a variety of other resources for users.

Training

The SMART training website (training.smarttech.com) includes an extensive library of training resources you can consult as you learn how to use the board.

Support center and knowledge base

The Support center (support.smarttech.com) contains a library of documents, including this guide, and a knowledge base that you can search when troubleshooting issues.

Resources for others

SMART provides resources for decision makers, installers and administrators as well as users.

Resources for decision makers

Decision makers can refer to the specifications for detailed information about the boards.

Model	Specifications
SMART kapp iQ 55	smarttech.com/kb/170840
SMART kapp iQ 65	smarttech.com/kb/170816
SMART kapp iQ 65-V2	smarttech.com/kb/171094
SMART kapp iQ 75	smarttech.com/kb/171001

Resources for installers

Installers can refer to the installation instructions included with the board when installing the product. PDF versions of these installation instructions are available for download.

Model	Specifications
SMART kapp iQ 55	smarttech.com/kb/170810
SMART kapp iQ 65	
SMART kapp iQ 65-V2	smarttech.com/kb/171107
SMART kapp iQ 75	smarttech.com/kb/170996

Installers should also refer to *Considerations for non-standard installations* (smarttech.com/kb/171035).

Resources for administrators

Administrators can refer to the *SMART kapp iQ board administrator's guide* for information about using the board with the SMART kapp app. A PDF version of this guide is available for download from smarttech.com/kb/171038.

Chapter 2

Starting the board

The board's presence detection sensor can detect people up to 16' (5 m) away when the board is in Standby mode.

- If the sensor detects people in the room, the board exits Standby mode and displays the welcome screen.
- If the sensor doesn't detect people in the room for a specified period of time, the board enters Standby mode.
- If the presence detection sensor is disabled, you can exit and enter Standby mode manually.

▶ To exit Standby mode manually

Press the **Standby** button  on the front control panel.

OR

Press the screen.

▶ To enter Standby mode manually

Press the **Standby** button  on the front control panel twice.

Chapter 3

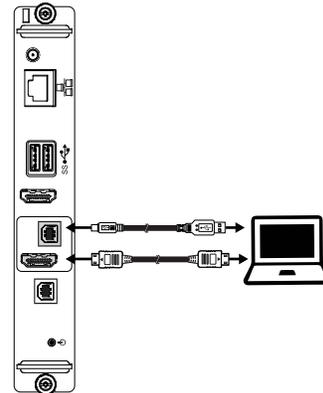
Connecting a guest computer

You can connect a computer to the SMART kapp iQ board's computer connectors or to the AM30 appliance. See *Using Input* on page 27 for more information about switching to the guest computer when it's connected to the AM30 appliance.

Connecting a computer to the AM30 appliance

Some models of the AM30 appliance have computer connectors. If you want to use the board's touch features and use a pen to draw and write, follow these steps:

1. Connect a computer to the AM30 appliance using USB and HDMI cables.
2. Download and install SMART Product Drivers and SMART Ink on your computer. See smarttech.com/us/Support/Browse+Support/Download+Software).



After you've connected the room computer to the AM30 appliance, you can use the Input app  to switch to the room computer's desktop (see *Using Input* on page 27).

NOTE

When you connect a computer to the AM30 appliance, make sure the input source is OPS/HDMI. See *Chapter 3: Connecting a guest computer* above.

Connecting a computer to the board

A SMART kapp iQ board can have one or three computer connectors, depending on the model. Using USB and HDMI or DisplayPort cables, you can connect room computers, guest laptops or video sources (such as Blu-ray™ players) to these connectors. By installing these cables, you make use of connectors that might not be accessible when the interactive flat panel is wall-mounted. You can then run the cables across floors or behind walls to the conference table.

⚠ WARNING

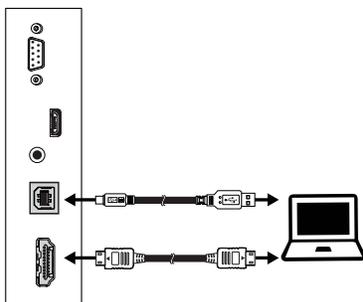
Ensure that any cables that cross the floor to the board are properly bundled and marked to avoid a trip hazard.

If you want to use the board's touch features, and use a pen to draw and write, complete these steps:

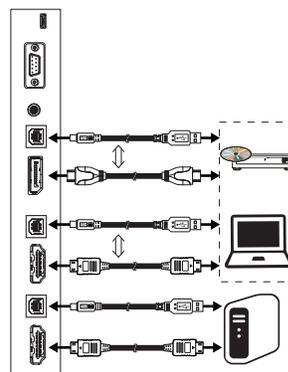
- Connect a computer to the board's computer connectors using USB and HDMI cables.
- Download and install SMART Product Drivers and SMART Ink on your computer. See smarttech.com/us/Support/Browse+Support/Download+Software.

✎ NOTE

Devices connected to the board's connectors are controlled by the front control panel. See Page 13.



*SMART kapp iQ 55
SMART kapp iQ 65*



*SMART kapp iQ 65-V2
SMART kapp iQ 75*

Chapter 4

Connecting to a network

The SMART kapp iQ board can connect to a network using either a Wi-Fi or wired connection.

Connecting to a Wi-Fi network

► To connect to a Wi-Fi network

1. If an Ethernet cable is connected to the AM30 appliance, disconnect it.
2. Press the Home button  on the screen to open the launcher.
3. Press **Settings**  in the launcher.
4. Press **Wi-Fi**.

NOTE

Ensure the toggle for Wi-Fi is **On**.

5. Select a wireless network.
6. Enter the Wi-Fi password in the *Password* field, and then press **Connect**.

TIP

Use the crosshairs to move the keyboard.

Connecting to a wired network

► To connect to a wired network

See the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038) for information about connecting to a wired network.

Adding a proxy

▶ **To add a proxy**

1. Press the Home button  on the screen to open the launcher, and then press **Settings** .
2. Press **Wi-Fi**.
3. Press and hold the network to which you're adding a proxy.
A dialog box appears.
4. Press **Modify network**.
5. Select **Show advanced options**.
6. In the *Proxy* field, select **Manual**.
7. Enter the information in the Proxy hostname, Proxy port and Bypass proxy fields.
8. Press **Save**.

Chapter 5

Using the launcher

Opening the launcher	18
Closing the launcher	18
Adding or removing apps from the launcher	18
Using the Whiteboard	19
Opening the Whiteboard	19
Writing and erasing notes on the Whiteboard	19
Using Panoramic View	20
To erase all notes on the Whiteboard	21
Using the Whiteboard Library	21
Using Lessons	22
Opening Lessons	22
Using Lessons tools and controls	23
About Lessons tools	23
About Lessons settings	24
To use Lessons	24
Frequently asked questions about the Lessons app	24
How do I copy SMART Notebook files to my SMART kapp iQ board?	24
Why is there a pause when I open a SMART Notebook file?	24
Where has the Flash content gone?	25
Why don't all the SMART Notebook tools appear?	25
How do I interact with SMART lab Activity?	25
Using Activities	25
Using Workspaces	25
Opening Workspaces	26
Using Workspaces	26
Using Browser	26
Opening Browser	26
Using the Browser	27
Using Input	27
Displaying content on the board	27
Downloading SMART software	28
Stop displaying content on the board	28
Using Screen Share	28
Sharing content from the Chrome browser to the board	29

Sharing content from your Windows computer to the board	30
Sharing content from your Apple product to the board	31
Sharing content from your Android mobile device	32
Stop sharing content to the board	33
Using the Clean Up button	34
Cleaning up the board	34

The launcher contains all your apps and settings.

Opening the launcher

▶ To open the launcher

Press the Home button  on the screen.

The launcher appears.

Closing the launcher

▶ To close the launcher

Select an app, press the Home button  or tap anywhere on the screen.

The launcher closes.

Adding or removing apps from the launcher

▶ To add or remove apps from the launcher

1. Press the Home button  on the screen.

2. Press **Settings** .

The *Settings* window appears.

3. Select **Launcher**.

4. Select an app's check box to add it to the launcher.
OR
Clear an app's check box to remove it from the launcher.
5. To exit the Capture Board Settings, open the launcher and select an app.

Using the Whiteboard



You can view and erase notes, continue a Whiteboard session from the Library and share your Whiteboard using the SMART kapp app.

Opening the Whiteboard



NOTE

When you first turn on the board or wake the board up from standby, the board defaults to the Whiteboard.

► To open the Whiteboard

1. Open the launcher.
2. Press **Whiteboard** .

Writing and erasing notes on the Whiteboard

► To view, write and erase notes on the Whiteboard

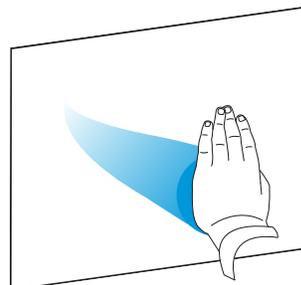
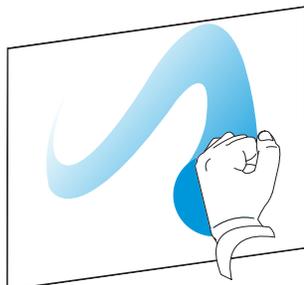
You can write and erase notes on the board just like you do on a traditional dry erase board.

- Use the black pen provided with the board to write or draw in black ink.
- Use the red pen provided with the board to write or draw in red ink.
- Use your finger to pan the whiteboard left or right to access more whiteboard space.

- Use the eraser end of either pen to erase notes.

OR

Use your fist or palm to erase notes.



- To erase all content on the board, see page 21.
- Make sure your hands, arms and any loose clothing don't touch the board's surface as you write or erase notes.

 **TIP**

Two users can write or draw notes at the same time, one using the black pen and the other using the red pen.

Using Panoramic View

Panoramic View provides an overview of the entire Whiteboard. Panoramic View is visible only on the board. Use Panoramic View to quickly view a different part of the Whiteboard.

▶ **To show Panoramic View**

Touch the Whiteboard near the bottom of the screen.

Panoramic View appears.

▶ **To quickly view content using Panoramic View**

1. Use your finger to move Panoramic View left or right to view the entire writing surface.
2. Press the area you'd like to present.

The board shows the area you selected.

▶ **To hide Panoramic View**

Wait five seconds and Panoramic View disappears.

To erase all notes on the Whiteboard

1. Press the **Erase All**  icon.
2. Press **Yes, Save it** to save the Whiteboard session to the Library and erase the Whiteboard.

OR

Press **No, discard it** to erase the Whiteboard. The session isn't saved to the Library.

OR

Press **Cancel** to return to the Whiteboard. Your notes are not erased.

To continue a whiteboard session you've saved to the Library , see *To continue a session from the Whiteboard Library* below.

Using the Whiteboard Library

The Whiteboard Library stores the Whiteboard sessions on the AM30 appliance. You can open the Library and continue a saved session on the board. Saved Whiteboard sessions are organized by date.

▶ To enable the Library

Some SMART kapp iQ boards have the Library disabled. The Library must be enabled before you can save or continue a session. See Setting up the SMART kapp iQ in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).

▶ To continue a session from the Whiteboard Library

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

1. Press the **Library**  icon.
2. Select the session you want to continue.

▶ To set how long the Library stores sessions

By default, The SMART kapp iQ board stores sessions for one month.

To change how long the Library stores sessions, see Adjusting the SMART kapp iQ settings in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).

► **To delete a session from the Library**

1. Press the Library  icon.
2. Select a session by tapping the session's checkbox.

OR

Press **Select All** to highlight all sessions.

3. Press **Trash** to delete the selected sessions.

Using Lessons



Teachers can use the Lessons app to open, view and interact with downloaded or assigned SMART Notebook content. Lessons makes it easy to display files and play SMART lab activities on the SMART kapp iQ board.

Provide any feedback about the Lessons app to SMART at smarttech.uservoice.com.

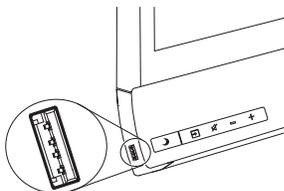
 **NOTE**

SMART kapp iQ boards with older models of the AM30 appliance don't include the Lessons app. See Identifying your SMART kapp iQ system and AM30 appliance version (kb.smarttech.com/?q=18190).

Opening Lessons

► **To open Lessons**

1. Insert a USB drive into the SMART kapp iQ board.



 **NOTE**

The USB receptacle may be covered with a dust cap. Remove the dust cap before inserting the USB drive.

2. Open the launcher.

3. Tap **Lessons** .

The Library shows all the Lessons files on the USB drive. The first page of each file also appears.

4. Tap the file you want to open.

5. If the file is a SMART lab Activity, you can play the activity.

Move between pages and documents by selecting the **Page sorter**



or **Library**



buttons at the bottom of the screen.

Using Lessons tools and controls

About Lessons tools

Lessons has several tools and controls for accessing and managing your Lessons files.

Tool	Icon	Description
Ink Menu		Pick up a pen and tap the icon to select pen type, color, line thickness, and to create custom pens. Use the pens to annotate files or to write in digital ink on your documents and activities.
	 NOTE	If Draw by finger is enabled, the pens' ink color cannot be customized.
Marquee Select tool		Tap the icon to create a rectangular selection tool, then touch and hold where you want your selection to begin. While you continue to touch the screen, drag the rectangle to surround the objects you want to select. After you've selected the object, you can use the available tools to interact with it. To stop using the Marquee Select tool, press the  icon.
Page sorter		Tap the icon to view all the pages in a file.
Library		Tap the icon to view all of the Lessons files available on the board. Tap a file to open it. If the file is a SMART lab Activity, you can play the activity.

About Lessons settings

Access Lessons settings by tapping the **Lessons**  icon in the upper-left corner.

Option	Values	Function
• Right toolbar visibility	On, Off	Displays a copy of the toolbar on the right
▸ Draw Settings	[N/A]	[N/A]
• Draw by finger	On, Off	Use your fingers to draw.

 **NOTE**

If Draw by finger is enabled, the pens' ink color cannot be customized.

To use Lessons

1. Open the launcher.
2. Insert a USB drive into the board. The list of files on the USB appear in the Library.
3. Tap the file to open.
If the file contains a SMART lab Activity, you can play the activity.
4. Use the Lessons tools and controls to interact with the file you have opened.

 **NOTE**

To close a SMART lab Activity, press the white **X** in the top right corner.

Frequently asked questions about the Lessons app

How do I copy SMART Notebook files to my SMART kapp iQ board?

Copy the SMART Notebook file to a USB drive and insert it in the USB receptacle on the board.

Why is there a pause when I open a SMART Notebook file?

Load times haven't been optimized yet. Some files load in 10 seconds, and other files take longer.

 **TIP**

Press **Library**  to return to the Library and then tap the file's thumbnail to open the file again. This may make a file load more quickly.

Where has the Flash content gone?

The SMART kapp iQ board no longer supports Flash content. Lessons displays a placeholder when there is Flash content on a page. See *SMART kapp iQ system software 2.5 release notes* (smarttech.com/kb/171135) for more information.

Why don't all the SMART Notebook tools appear?

The Lessons app interface is designed to minimize distractions and to maximize displayed content. Some content-creation tools have been removed. It's similar to Adobe Reader versus the full experience of Adobe Acrobat.

How do I interact with SMART lab Activity?

- Lessons doesn't support activities like Monster Quiz or Shout It Out! that require a mobile device.
- Activities appear full screen. Tap the image of the activity and wait while it loads.
- To close a lab activity, press the white **X** in the top right corner. The white **X** can be difficult to see against a white background.
- To edit or configure lab activities. You'll need to open them in SMART Notebook software.

Using Activities



Activities gives teachers the means to quickly build game-based activities and get timely insight into students understanding.



Older versions of the SMART kapp iQ board don't have Activities. See Identifying kapp iQ system and AM30 appliance version (kb.smarttech.com/?q=18190).

Using Workspaces



Workspaces allows you to access SMART amp software on your SMART kapp iQ board. SMART amp is an easy-to-use cloud-based application that enables teachers and students to collaborate in real time. SMART amp integrates with Google Drive and Google Apps for Education, which simplifies deployment and account management for your school.

For more information on SMART amp, see support.smarttech.com.

 **NOTE**

SMART kapp iQ boards with older models of the AM30 appliance don't include Workspaces. See Identifying your SMART kapp iQ system and AM30 appliance version (kb.smarttech.com/?q=18190).

Opening Workspaces

▶ **To open Workspaces**

1. Open the launcher.
2. Press the Workspaces  icon.

A browser window opens and the SMART amp web page appears.

Using Workspaces

For more information on Workspaces, see support.smarttech.com.

Using Browser



You can use a web browser on the SMART kapp iQ board.

 **NOTE**

SMART kapp iQ boards with older models of the AM30 appliance don't include the Browser. See Identifying your SMART kapp iQ system and AM30 appliance version (kb.smarttech.com/?q=18190).

Opening Browser

▶ **To start Browser**

1. Open the launcher.
The launcher appears.
2. Press **Browser** .

Using the Browser

► To use the Browser

NOTES

- Browser supports HTML 5 and earlier content.
 - Browser doesn't support third-party plugins like Adobe Flash.
-

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

Using Input



You can display content from your computer on the board when you connect a computer to the AM30 appliance. Download and install SMART software to take full advantage of the board's touch and ink features.

NOTES

- Connecting a computer to the AM30 appliance requires a newer AM30 appliance. See *Identifying your SMART kapp iQ system and AM30 appliance version* (kb.smarttech.com/?q=18190).
 - To connect a computer to the AM30 appliance or the board's computer connectors, see *Chapter 3: Connecting a guest computer* on page 13.
 - If you want to share content from a copyright-protected source, such as a Blu-ray player, connect the device to the board's connector panel. See *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).
-

Displaying content on the board

► To display content on the board

NOTE

Make sure the input source is OPS/HDMI. See *Chapter 3: Connecting a guest computer* on page 13.

1. Connect a computer to the AM30 appliance's HDMI in and USB receptacles. See *Chapter 3: Connecting a guest computer* on page 13.
2. Optionally, orient the board. See the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).
3. Open the launcher.
The launcher appears.
4. Press **Input** .
- The board looks for a connection.
5. The computer's desktop appears on the screen.

Downloading SMART software

When you download SMART Product Drivers, the connected computer can detect input from the board. SMART Ink enables you to write and draw in digital ink over applications, files, folders websites and any other open window on your computer. See the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).

Stop displaying content on the board

► To stop displaying content on the board

To stop sharing your computer's screen, open the launcher and select another app.

Using Screen Share



You can share content wirelessly on the SMART kapp iQ board from your computer or mobile device.

NOTES

- SMART kapp iQ boards with older models of the AM30 appliance don't have the Screen Share app. See *Identifying your SMART kapp iQ system and AM30 appliance version* (kb.smarttech.com/?q=18190).
- When you use the launcher to switch apps on the board, Screen Share stops.

To use Screen Share with the Chrome browser, see *Sharing content from the Chrome browser to*

the board on the facing page.

To use Screen Share with your Windows computer, see *Sharing content from your Windows computer to the board* on the next page.

To use Screen Share with your Apple products, see *Sharing content from your Apple product to the board* on page 31.

To use Screen Share with your Android mobile device, see *Sharing content from your Android mobile device* on page 32.

Sharing content from the Chrome browser to the board

Using the Chrome browser and Google Cast (a browser extension for Chrome) to share the desktop or a specific browser tab from your computer. For help troubleshooting, see *Resolving Screen Share issues for Chrome browser or Chromebook* on page 45.

NOTES

- Chrome 52 and later already include the Google Cast extension.
 - Make sure your computer is connected to the same network as the board.
-

To download the Chrome browser

1. On your computer, go to google.com/chrome.
2. Click **Download** > **For personal computers** > **Download Chrome**.
3. Follow the on-screen instructions.

To download the Google Cast extension

1. On your computer, go to chrome.google.com/webstore.
2. Search for **Google Cast**.
3. Under *Extensions*, click **Add to Chrome** > **Add Extension**.
4. The extension installs in your browser.

To share content from the browser tab to the board

1. On the board, open the launcher.

The launcher appears.

2. Press **Screen Share** .

3. On your computer, open the Chrome browser.
4. Open the tab you want to share on the board.
5. In the top right corner of your browser, click the **Cast** icon .
6. Select the board's name.
7. When you're sharing content, the Cast icon  turns blue.

► **To share content from your desktop to the board**

1. On the board, open the launcher.
The launcher appears.
2. Press **Screen Share** .
3. On your computer, open the Chrome browser.
4. In the top right corner of your browser, click the **Cast** icon .
5. Click the drop-down menu beside *Cast to*.
6. Click **Cast desktop**.
7. Select the board's name.
8. In the *Share your screen* dialog box, click **Entire screen**.
9. When you're sharing content, the Cast icon turns blue .

Sharing content from your Windows computer to the board

 **NOTE**

Make sure your computer is connected to the same network as the board.

You can use the Chrome browser to share content from your Windows computer. See *Using Screen Share* on page 28.

You can purchase AirParrot, an application that allows you to share your display, a single application or a media file. See airsquirrels.com/airparrot/features/win.

For help troubleshooting Windows computers, see *Resolving Screen Share issues for Windows computers* on page 47.

Sharing content from your Apple product to the board

For help troubleshooting Apple products, see *Resolving Screen Share issues for Apple devices* on page 39.

For a list of supported Apple products, see *Supported Apple devices and operating systems* on page 53.

 **NOTE**

Make sure your Mac computer or iOS device is connected to the same network as the board.

▶ To mirror your Mac computer's desktop to the board

1. On the board, open the launcher.

The launcher appears.

2. Press **Screen Share** .

3. On your Mac computer, click the **Airplay** icon  in the menu bar.

Select the board's name.

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

▶ To extend your Mac computer desktop to the board

1. On the board, open the launcher.

The launcher appears.

2. Press **Screen Share** .

3. On your Mac computer, click the **Airplay** icon  in the menu bar.

Select the board's name.

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

4. Click the **Airplay** icon  and, then click **Extend Desktop**.

▶ To mirror your iOS device's screen to the board

1. On the board, open the launcher.

The launcher appears.

2. Press **Screen Share** .
3. On your iOS mobile device, open the Control Center.
4. Press **AirPlay**.
5. Select the board's name.
6. Select **Mirroring**.
7. Select an app, and the content appears on the board.

Sharing content from your Android mobile device

For help troubleshooting Android devices, see *Resolving Screen Share issues for Android mobile devices* on page 42.

For a list of supported Android products, see *Supported Android devices and operating systems* on page 53.

► To share your Android mobile device's screen on the board using the Google Home app

For more information, see *Cast your Android screen from the Google Home app* (support.google.com/chromecast/answer/6059461)

NOTE

Make sure your Android mobile device is connected to the same network as the board.

1. Download the Google Home app from Google Play.
2. On the board, open the launcher.
The launcher appears.
3. Press **Screen Share** .
4. On your Android mobile device, open the Google Home app.
5. In the top left corner, press the navigation drawer .
6. Press **Cast Screen**.
7. Select the board's name.

If you don't see the board you want, press **MORE SETTINGS** to show more boards.

► **To share your Android mobile device's screen on the board from the notification shade**

1. On your device, swipe down to open the notification shade.
2. Press **Cast**.
3. Select the board's name.

If you don't see the board you want, press **MORE SETTINGS** to show more boards.

► **To share apps on the board**

 **NOTES**

- Make sure your Android mobile device is connected to the same network as the board.
- Not all apps are Google Home-enabled.

-
1. Download the Google Home app from Google Play.
 2. On the board, open the launcher.
The launcher appears.
 3. Press **Screen Share** .
 4. Open the app you want to share.
 5. Press the **Cast** button.
 6. Select the board's name.

If you don't see the board you want, press **MORE SETTINGS** to show more boards.

Stop sharing content to the board

► **To stop sharing content to the board**

 **TIP**

You can disconnect your mobile device or computer to stop sharing content to the board.

-
1. Tap the board.
The overlay appears.
 2. In the top right corner of the screen, press **X**.
 3. The message "Want to disconnect?" appears. Press **Yes**.

Using the Clean Up button

After you've finished using the SMART kapp iQ board, you can clean it up for the next user.

 **NOTE**

This doesn't perform a factory reset on the board.

Cleaning up the board

To clean up the board, the **Clean Up**  button in the launcher. Pressing the Clean up button:

- erases the Whiteboard,
- if the Library is enabled, saves the Whiteboard session to the Library,
- resets the Browser (clears the browser history, cache, cookies and closes all open tabs, and opens a new tab)
- closes all applications.

For information about changing the board's **Clean up** settings, see *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).

 **To clean up the board**

1. Open the launcher.
2. Press **Clean Up** .
3. The board cleans up.

Chapter 6

Troubleshooting

What the indicator icons mean	36
Resolving issues with Workspaces	37
Resolving issues with the Browser	37
Resolving Browser issues	37
Resolving issues with Input	37
Resolving image issues	38
Resolving touch issues	38
Resolving audio issues	38
Resolving Screen Share issues for Apple devices	39
What is Screen Share?	39
How do I share content from my iPhone, iPad or Mac computer?	39
Why can't I find my SMART kapp iQ board's name in the list of devices?	39
Why am I experiencing performance issues?	40
I'm experiencing other issues	40
I'd like to give feedback	41
Supported Apple devices and operating systems	41
Resolving Screen Share issues for Android mobile devices	42
What is Screen Sharing?	42
How do I share content from my Android mobile device?	42
Why can't I find my SMART kapp iQ board's name in the list of devices?	42
Why am I experiencing performance issues?	43
I'm experiencing other issues	43
I'd like to give feedback	44
Supported Android devices and operating systems	44
Resolving Screen Share issues for Chrome browser or Chromebook	45
What is Screen Sharing?	45
How do I share content using the Chrome browser or Chromebook?	45
Why can't I find my SMART kapp iQ board's name in the list of devices?	45
Why am I experiencing performance issues?	46
I'm experiencing other issues	46
I'd like to give feedback	47
Resolving Screen Share issues for Windows computers	47
What is Screen Sharing?	47
How do I share content from my Windows computer?	47

Why can't I find my SMART kapp iQ board's name in the list of devices?	47
Why am I experiencing performance issues?	48
I'm experiencing other issues	49
I'd like to give feedback	49

This chapter helps you solve issues that can occur with the SMART kapp app and the board.

 **NOTE**

You can also refer to Troubleshooting in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038) for more information.

What the indicator icons mean

SMART kapp iQ boards include indicator icons on the bottom of the screen. You can refer to the indicator icons to see the board's status and to diagnose common issues.

 **NOTE**

In addition to the indicator icons on the screen, there is an indicator light on the bottom frame (see *The Standby button also functions as an indicator light*: on page 5).

Icon	What it means	What to do
 Device		
Solid green	The board is connected to a mobile device.	[N/A]
Solid gray	The board is disconnecting from a mobile device.	[N/A]
 Connect		
Black	With the SMART kapp app, connect to your board.	See the <i>SMART kapp iQ user's guide</i> (smarttech.com/kb/170812) for more information.
Not visible	The SMART kapp app is unable to connect to the board and your mobile device is unable to save snapshots of the board in the app.	See SMART kapp Whiteboard in Settings in the <i>SMART kapp iQ administrator's guide</i> (smarttech.com/kb/171038).

Icon	What it means	What to do
 Erase all		
Black	Erase all notes on the Whiteboard or save all notes on the Whiteboard in the Library.	See the <i>SMART kapp iQ user's guide</i> (smarttech.com/kb/170812) for more information.
 Library		
Black	Stores your Whiteboard sessions.	See the <i>SMART kapp iQ user's guide</i> (smarttech.com/kb/170812) for more information.

Resolving issues with Workspaces

To resolve issues with Workspaces, see *Troubleshooting SMART amp* (onlinehelp.smarttech.com/english/web/help/amp/admin/Content/Product-SysAdmin/GettingStarted/AdminTroubleshooting.htm) or *Troubleshooting SMART amp* (support.smarttech.com/docs/software/amp/amp-software/en/troubleshooting/).

Resolving issues with the Browser

Review the following information to resolve issues with the Browser. If the issues persist or aren't covered in the following information, contact your system administrator.

Resolving Browser issues

- Make sure the board is connected to a network with Internet access. See *Chapter 4: Connecting to a network* on page 15 for more information.
- If the Browser can't visit secure (https) websites, ensure the board's date and time are correct. See Adjusting the SMART kapp iQ settings in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038) for more information.
- Contact your IT admin.

Resolving issues with Input

Review the following information to resolve issues with Input. If the issues persist or aren't covered in the following information, contact your system administrator.

Resolving image issues

- Make sure the HDMI cable is securely fastened to both your computer and the AM30 appliance.
- Replace the HDMI cable with a better quality HDMI cable.
- If you're using two connected video cables, use one longer cable or move the computer so it's within a single cable length of the AM30 appliance.
- If you're using a display adapter with your HDMI cable, try a different display adapter.
- If your computer is connected to the AM30 appliance, verify that the input source is OPS/HDMI. See *Chapter 3: Connecting a guest computer* on page 13.
- If the board's input source is OPS/HDMI, make sure your computer is connected to the AM30 appliance. See *Chapter 3: Connecting a guest computer* on page 13.
- The video signal from your computer or mobile device might be HDCP protected. Connect your computer to the board's connector panel. See *Connecting power and devices* in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038) for more information.

Resolving touch issues

- Make sure the USB cable is securely fastened to both your computer and the AM30 appliance.
- Use a USB 2.0 cable and make sure it's connected to the correct USB receptacle. See *Chapter 3: Connecting a guest computer* on page 13.
- If touch interactivity is slow, close some open applications on the computer.
- If touch is not behaving as expected, remove any USB cable extenders. For best results, use a 6' (5 m) USB cable.

Resolving audio issues

- Turn off the mute setting on your computer.
- Turn up the volume on your computer.
- Turn up the volume on the board using the front control panel (see *Front control panel* on page 4).

Resolving Screen Share issues for Apple devices

What is Screen Share?

If your mobile device or computer is on the same network as the SMART kapp iQ board, you can use the board's Screen Share app to share audio and video content from your mobile device or computer to the board.

How do I share content from my iPhone, iPad or Mac computer?

- Using AirPlay on your Mac computer or iOS mobile device. See *Sharing content from your Apple product to the board* on page 31.
- For more information about connecting a Mac computer, see *Get help in Use AirPlay to display video from your Mac on an HDTV* (support.apple.com/HT201343).
- For more information about connecting an iOS mobile device, see *Get help with AirPlay and AirPlay Mirroring on your iPhone, iPad, or iPod touch* (support.apple.com/HT204291).

Why can't I find my SMART kapp iQ board's name in the list of devices?

- Make sure your mobile device or computer is on the same network as the board.
- If your board is using a wired network connection, try connecting it to a wireless network.

Wired and wireless networks don't often share the same network subnet. Connecting the board to a wireless network might help the connection between the board and a mobile device or computer that's connected wirelessly.
- Ensure the board and computer have the correct date and time set. See *Adjusting SMART kapp iQ settings in the SMART kapp iQ board administrator's guide* (smarttech.com/kb/171038) for more information. See your computer's user guide for more information.
- On your mobile device, turn Airplane mode on and then off on your mobile device. If you can't see the board's name in the list of devices, restart your mobile device.

Restarting your mobile device can clear network address information that your mobile device had cached. Restarting the mobile device can also reinitialize audio and video encoders that might have stopped working properly.

- On your computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable. If the board's name still doesn't appear in the list of devices, restart your computer.

Restarting your computer can clear network address information that your computer had cached. Restarting the computer can also reinitialize audio and video encoders that might have stopped working properly.

- Restart your board. See the Standby button in *Standby button* on page 4.
- If you've restarted your board and still don't see the board's name in the list of devices, wait several minutes and then try to connect to the board again.
- Make sure your computer or device has the latest operating software.

Why am I experiencing performance issues?

Performance issues might appear as choppy video or audio that isn't in sync with the video.

- The board and the mobile device or computer could be connected to different wireless access points, which can increase latency. On the mobile device, turn Airplane mode on and back off to try to connect to a closer access point. On the computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable to try to connect to a closer access point.
- Make sure the antenna is attached to the AM30 appliance. See *Appendix A: Installing the AM30 appliance antenna* on page 51 for more information.
- Reduce your Mac computer's display resolution to 1920 × 1080 or lower.
- See Evaluating the effect of Screen Share on your network data usage in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).
- Make sure your computer or device has the latest operating software.

I'm experiencing other issues

- If you see video on the board but don't hear audio, make sure the volume on your iOS device is turned up and the board is not muted.
- If you see video on the board but don't hear audio, ensure the Ring/Silent switch isn't set to silent on your mobile device.

- Restart the Screen Share app and its discovery services.
 - a. On the board, open the launcher.

The launcher appears.
 - b. Press **Settings** 
 - c. Scroll to **Applications > Screen Share [beta]**.
 - d. Press **Reset**.
- If you can see your board but can't connect to it, open the Screen Share app.
 - a. On the board, open the launcher.

The launcher appears.
 - b. Press **Screen Share** .
- See Resolving issues with applications in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).
- If a board's name appears more than once, contact your system administrator.
- The screen is not responding to touch or you're unable to write or draw with the pens.

Using your fingers or the pens to interact with the screen is not supported while using Screen Share.
- If the issues persist even after you've restarted your Mac computer or iOS mobile device and ensured they are on the same network as the board, contact your system administrator.

I'd like to give feedback

- Help us out. Give us some feedback about the Screen Share beta experience. Contact us [here](#).

Supported Apple devices and operating systems

The following Apple operating systems support Screen Share.

- iOS 9 or later
- Mac OS X 10.11 (El Capitan) or later

The following Apple devices support Screen Share.

- iPhone 4 S or later
- iPad 2 or later

- iPod touch (5th generation) or later

Resolving Screen Share issues for Android mobile devices

What is Screen Sharing?

If your mobile device is on the same network as the SMART kapp iQ board, you can use the board's Screen Share app to share audio and video content from your mobile device to the board.

How do I share content from my Android mobile device?

Use the Google Home app. See *Sharing content from your Android mobile device* on page 32.

Why can't I find my SMART kapp iQ board's name in the list of devices?

- Make sure your mobile device is on the same network as the SMART kapp iQ board.
- Not all Android devices can initiate Screen Share from the notification drawer. Download the Google Home app from Google Play to use Screen Share.
- If your board is using a wired network connection, try connecting it to a wireless network.

Wired and wireless networks don't often share the same network subnet. Connecting the board to a wireless network might help the connection between the board and a mobile device or computer that's connected wirelessly.

- Make sure the board and mobile device are set to the correct date and time. See *Adjusting SMART kapp iQ settings* in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038) for more information. See your mobile device's user guide for more information.
- On your mobile device, turn Airplane mode on and then off again. If you can't see the board's name in the list of devices, restart your mobile device.

Restarting your mobile device can clear network address information that your mobile device had cached. Restarting the mobile device can also reinitialize audio and video encoders that might have stopped working properly.

- Restart your Android mobile device.
- Restart your board. See the Standby button in *Standby button* on page 4.

- If you've restarted your board and still don't see the board's name in the list of devices, wait several minutes and then try to connect to the board again.
- Ensure you have the latest operating software on your Android mobile device. Make sure you have no pending system updates for your Android mobile device.

Why am I experiencing performance issues?

Performance issues might appear as choppy video or audio that isn't in sync with the video.

- Your mobile device could be connected to different access points than your board which can increase latency. Turn Airplane mode on and then off on your mobile device to try to connecting to a closer access point.
- Make sure the antenna is attached to the AM30 appliance. See *Appendix A: Installing the AM30 appliance antenna* on page 51 for more information.
- See Evaluating the effect of Screen Share on your network data usage in the *SMART kapp IQ administrator's guide* (smarttech.com/kb/171038).
- Your mobile device may not be optimized for sharing its screen and is limited to lower quality performance. Try connecting with a different mobile device.
- Ensure you have the latest operating software on your Android mobile device. Make sure you have no pending system updates for your Android mobile device.

I'm experiencing other issues

- If the mobile device's video appears on the board but you don't hear audio:
 - Make sure the volume on your mobile device is turned up and the board is not muted.
 - Make sure you have the latest operating software on your Android mobile device.
 - Restart your mobile device.
- If you can see your board but can't connect to it, open the Screen Share app.
 - a. On the board, open the launcher.

The launcher appears.
 - b. Press **Screen Share** .

- Restart the Screen Share app and its discovery services.
 - a. On the board, open the launcher.

The launcher appears.
 - b. Press **Settings** 
 - c. Scroll to **Applications > Screen Share [beta]**.
 - d. Press **Reset**.
- If a board's name appears more than once, contact your system administrator.
- The screen is not responding to touch or you're unable to write or draw with the pens.

Using your fingers or the pens to interact with the screen is not supported while using Screen Share.
- Turn off Power Saving mode on your Android device.
- Make sure your Android mobile device is using the latest operating software and has no pending system updates.
- See Resolving issues with applications in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).
- Contact your system administrator.

I'd like to give feedback

- Help us out. Give us some feedback about the Screen Share beta experience. Contact us [here](#).

Supported Android devices and operating systems

- All devices running Android 4.4.2 or later support the Cast Screen feature. See Optimized devices for Android Screen casting (support.google.com/chromecast/answer/6293757).

 **NOTE**

Not all mobile devices have been optimized for screen casting.

- Make sure Power Saving mode is off on your Android mobile device. Power Saving mode can limit the mobile device's processing power, which could affect the performance of the Cast Screen feature.

Resolving Screen Share issues for Chrome browser or Chromebook

What is Screen Sharing?

If your computer is on the same network as the SMART kapp iQ board, you can use the computer's Chrome browser and the board's Screen Share app to share audio and video content from your computer to the board.

How do I share content using the Chrome browser or Chromebook?

- You may need to download the Google Cast extension for Chrome. See *Sharing content from the Chrome browser to the board* on page 29.
- For more information about the Google Cast browser extension, see *Casting a tab or entire desktop* (support.google.com/googlecast/answer/3228332).
- For more information about sharing content from your Chromebook with Google Cast, see *Use Chromecast with your Chromebook* (support.google.com/chromebook/answer/3289520).

Why can't I find my SMART kapp iQ board's name in the list of devices?

- Make sure your computer is on the same network as the board.
- If your board is using a wired network connection, try connecting it to a wireless network.

Wired and wireless networks don't often share the same network subnet. Connecting the board to a wireless network might help the connection between the board and a mobile device or computer that's connected wirelessly.
- Make sure the board and computer have the correct date and time set. See *Adjusting SMART kapp iQ settings in the SMART kapp iQ administrator's guide* (smarttech.com/kb/171038) for more information. See your computer's user guide for more information.
- On your computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable. If the board's name still doesn't appear in the list of devices, restart your computer.

Restarting your computer can clear network address information that your computer had cached. Restarting the computer can also reinitialize audio and video encoders that might have stopped working properly.

- For more information about the Google Cast browser extension, see *Casting a tab or entire desktop* (support.google.com/googlecast/answer/3228332).
- Restart your board. See the Standby button in *Standby button* on page 4.
- If you've restarted your board and still don't see the board's name in the list of devices, wait several minutes and try to connect to the board again.

Why am I experiencing performance issues?

- Not all devices are designed for video encoding for Screen Sharing, so video streaming might not behave as expected.

See *Evaluating the effect of Screen Share on your network data usage in the SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).

- SMART kapp iQ board's Screen Share app has not been optimized for performance with Chromebooks. For best results, limit usage to static content.
- The board and the computer might be connected to different wireless access points, which can increase latency. On the computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable to try to connect to a closer access point.
- Make sure the antenna is attached to the AM30 appliance. See *Appendix A: Installing the AM30 appliance antenna* on page 51 for more information.

I'm experiencing other issues

- If you can see your board but can't connect to it, open the Screen Share app.
 - a. On the board, open the launcher.

The launcher appears.
 - b. Press **Screen Share** .
- Restart the Screen Share app and its discovery services.
 - a. On the board, open the launcher.

The launcher appears.
 - b. Press **Settings** .
 - c. Scroll to **Applications > Screen Share [beta]**.
 - d. Press **Reset**.

- See Resolving issues with applications in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).
- The screen is not responding to touch or you're unable to write or draw with the pens.
Using your fingers or the pens to interact with the screen is not supported while using Screen Share.

I'd like to give feedback

- Help us out. Give us some feedback about the Screen Share beta experience. Contact us [here](#).

Resolving Screen Share issues for Windows computers

What is Screen Sharing?

If your computer is on the same network as the SMART kapp iQ board, you can use the board's Screen Sharing app to share audio and video content from your computer to the board.

How do I share content from my Windows computer?

- Use the Chrome browser. See *Using Screen Share* on page 28.
- You can purchase AirParrot, an application that allows you to share your display, an application, audio or a media file. See airsquirrels.com/airparrot/features/win.
- If you're sharing content using the Google Cast extension, see Use Chromecast with your Chromebook (support.google.com/chromebook/answer/3289520).
- If you're sharing content using AirParrot, see *AirParrot 2 does not see a Chromecast in our office* (help.airsquirrels.com/support/solutions/articles/1000195447-airparrot-2-does-not-see-a-chromecast-in-our-office-) or *Can I extend my desktop on Windows 10* (help.airsquirrels.com/support/solutions/articles/1000199265-can-i-extend-my-desktop-on-windows-10-).

Why can't I find my SMART kapp iQ board's name in the list of devices?

- Make sure your computer is on the same network as the board.

- If your board is using a wired network connection, try connecting it to a wireless network.

Wired and wireless networks don't often share the same network subnet. Connecting the board to a wireless network might help the connection between the board and a mobile device or computer that's connected wirelessly.

- Make sure the board and computer have the correct date and time set. See *Adjusting SMART kapp iQ settings in the SMART kapp iQ administrator's guide* (smarttech.com/kb/171038) for more information. See your computer's user guide for more information.
- On your computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable. If the board's name still doesn't appear in the list of devices, restart your computer.

Restarting your computer can clear network address information that your computer had cached. Restarting the computer can also reinitialize audio and video encoders that might have stopped working properly.

- Restart your board. See the Standby button in *Standby button* on page 4.
- If you've restarted your board and still don't see the board's name in the list of devices, wait several minutes and try to connect to the board again.
- Make sure the operating system on your Windows computer is updated.
- Windows Wireless Display (Miracast) is currently not supported.
 - Use Google Cast from Chrome browser. See *Sharing content from the Chrome browser to the board* on page 29.
 - You can purchase AirParrot, an application that allows you to share your computer's display, an application, audio or a media file. See airsquirrels.com/airparrot/features/win.

Why am I experiencing performance issues?

- If your network is slow or congested, that affects Screen Sharing. Contact your administrator.
- The Wi-Fi signal could be weak. Contact your administrator.
- Your device could be connected to different access points than your board which can increase latency. Turn Airplane mode on and then off on your computer to try to connecting to a closer access point.
- See *Evaluating the effect of Screen Share on your network data usage in the SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).
- Make sure the antenna is attached to the AM30 appliance. See *Appendix A: Installing the AM30 appliance antenna* on page 51 for more information.

- Reduce your display's resolution to 1920 × 1080 or lower.
- Make sure the operating system on your Windows computer is updated.
- If you're using AirParrot, make sure AirParrot is updated.
- If you're using Chrome, make sure Chrome is updated.
- If you've restarted your board and still don't see the board's name in the list of devices, wait several minutes and then try to connect to the board again.

I'm experiencing other issues

- If you can see your board but can't connect to it, open the Screen Share app.
 - a. On the board, open the launcher.

The launcher appears.
 - b. Press **Screen Share** .
- Restart the Screen Share app and its discovery services.
 - a. On the board, open the launcher.

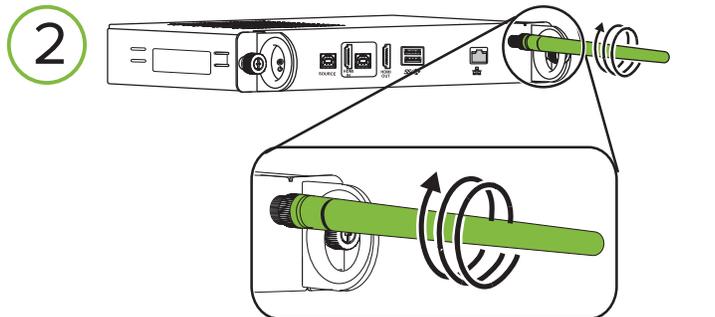
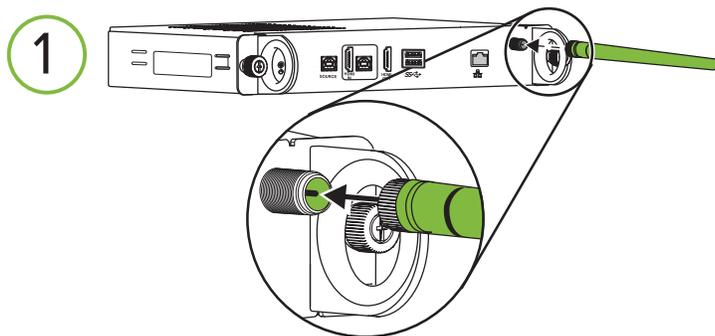
The launcher appears.
 - b. Press **Settings** .
 - c. Scroll to **Applications > Screen Share [beta]**.
 - d. Press **Reset**.
- See Resolving issues with applications in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038).
- Contact your system administrator.

I'd like to give feedback

- Help us out. Give us some feedback about the Screen Share beta experience. Contact us [here](#).

Chapter A

Installing the AM30 appliance antenna



For more information, see the following installation guides:

- *SMART kapp iQ 55 and 65 installation guide* (smarttech.com/kb/170810)
- *SMART kapp iQ 65-V2 installation guide* (smarttech.com/kb/171107)
- *SMART kapp iQ 75 installation guide* (smarttech.com/kb/170996)

Appendix B

Supported devices for Screen Share

This is a list of supported devices for Screen Share.

Supported Apple devices and operating systems

The following Apple operating systems support Screen Share.

- iOS 9 or later
- Mac OS X 10.11 (El Capitan) or later

The following Apple devices support Screen Share.

- iPhone 4 S or later
- iPad 2 or later
- iPod touch (5th generation) or later

Supported Android devices and operating systems

- All devices running Android 4.4.2 or later support the Cast Screen feature. See [Optimized devices for Android Screen casting \(support.google.com/chromecast/answer/6293757\)](https://support.google.com/chromecast/answer/6293757).

 **NOTE**

Not all mobile devices have been optimized for screen casting.

- Make sure Power Saving mode is off on your Android mobile device. Power Saving mode can limit the mobile device's processing power, which could affect the performance of the Cast Screen feature.

Appendix C

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)

Electrical and electronic equipment 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 AM30 appliance contains a CR2032 battery. Recycle or dispose of batteries properly.

Perchlorate material

Battery contains perchlorate material. Special handling may apply. See dtsc.ca.gov/hazardouswaste/perchlorate.

More information

See smarttech.com/compliance for the materials table.

SMART TECHNOLOGIES

smarttech.com/support

smarttech.com/contactsupport

smarttech.com/kb/170812