

Release notes

SMART TeamWorks™ software

TIP

Have a suggestion or feature request? Visit smarttech.uservoice.com/forums/921568-smart-teamworks.

SMART TeamWorks™ 3.3.4 release notes

Release date	October 23, 2020	
Versions	Room and Connected edition	3.3.7578
Highlights		
Room and Connected editions	Support for Windows 10 build 2004 SMART Board 6000S and 6000S Pro extended pen pack	
Resolved issues		
Room and Connected editions	Updated the in-whiteboard Chrome browser. Fixed the issue on all SMART boards where pens were incorrectly identified as touches and not pens when SMART Product Drivers 12.15 was installed on a Windows 10 build 2004 computer. Fixed the issue where PDF files containing pages with different orientations and sizes were not correctly displayed on the whiteboard.	
Known issues		
Room and Connected editions	Does not support Windows® 10 build 20H2.	
Related release notes		
SMART Product Drivers 12.16 for Windows	smarttech.com/kb/171085	
SMART Ink 5.7 for Windows	smarttech.com/kb/171189	

SMART TeamWorks™ 3.3.3 release notes

Release date	July 13, 2020	
Versions	Room and Connected edition	3.3.7453
Highlights		
Room and Connected editions	Implemented new method of decoding ink events when SMART Ink® is installed.	

Resolved issues

Room and Connected editions	Fixed an issue on the SMART Board® 7000R in which a second pen touch on the display could take on the color of the pen already touching the display.
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Known issues

Room and Connected editions	Does not support Windows® 10 build 2004.
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Room and Connected editions	Does not support SMART Product Drivers 12.16.
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Related release notes

SMART Product Drivers 12.15 for Windows	smarttech.com/kb/171085
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SMART Ink 5.6 for Windows	smarttech.com/kb/171189
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SMART TeamWorks 3.3.2 release notes

Release date	January 27, 2020
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Versions	Room and Connected edition	3.3.7324
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Resolved issues

Room and Connected editions	Fixed the issue where the SMART TeamWorks' whiteboard stops responding when you move a posted note.
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Related release notes

SMART Product Drivers 12.15 for Windows	smarttech.com/kb/171085
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SMART Ink 5.6 for Windows	smarttech.com/kb/171189
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SMART TeamWorks 3.3.1 and Server 3.1 release notes

Release date	December 20, 2019
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Versions	Room and Connected edition	3.3.7291
	Server	3.1
	• RMS Connector for Exchange	1.1.7219
	• RMS Connectors Configurator	1.1.7198
	• RMS Database Scripts	1.9
	• RMS Meeting Server Compact Edition for IIS	3.1.7219
	• RMS Web Portal for IIS	3.1.7198

Highlights

Room and Connected editions Support for use with the following SMART Board interactive displays:

- SMART Board 7000R and 7000R Pro
- SMART Board 6000S and 6000S Pro
- SMART Board MX and MX (V2)

Resolved issues

Room and Connected editions	• Fixed the issue where SMART TeamWorks' meeting server service would fail to start when SMART TeamWorks was used on French version of the Windows 10 operating system.
	• Fixed the issue where when using SMART TeamWorks in some languages, some buttons in the whiteboard would be blank.
	• Fixed the issue where on some interactive displays, using a second pen would default to black instead of the color selected by the user.
Server	• Fixed the issue where when attachments were added to the meeting invite, no icon would appear on the meeting's calendar tile in the SMART TeamWorks launcher.

Related release notes

SMART Product Drivers 12.15 for Windows smarttech.com/kb/171085

SMART Ink 5.6 for Windows smarttech.com/kb/171189

SMART TeamWorks 3.3 and Server 3.0 release notes

Release date October 1, 2019

Versions

Room and Connected edition	3.3.7206
Server	3.0.0
• RMS Connector for Exchange	1.1.7198
• RMS Connectors Configurator	1.1.7198
• RMS Database Scripts	1.9
• RMS Meeting Server Compact Edition for IIS	3.1.7198
• RMS Web Portal for IIS	3.1.7198

Highlights

Room and Connected editions

- New ink recognition features in the SMART TeamWorks whiteboard enable you to:
 - convert handwriting to text
 - perfect drawn shapes
- In the SMART TeamWorks whiteboard, use the AutoDraw feature to transform complex shapes into clean drawings.
- Use background templates in the SMART TeamWorks whiteboard to help structure and organize meetings.
- Quickly connect to your professional OneDrive™ account in the whiteboard's File Manager to access files you want to use in the meeting and to save meeting recaps.
- Now, using the settings window, you can customize the DPI resolution for documents inserted into the whiteboard.
- When saving a meeting recap, you can now choose to save in a sub-folder of any available drive.

Server

- Now you can add in your organization's Bing® search key in the web portal for SMART TeamWorks Server. With an active Bing search key entered, users will be able to search the internet for images, web pages, and videos directly in the whiteboard's File Manager.
- SMART TeamWorks Server now supports horizontal scalability (clustered servers) for load balancing.
- Improvements to how SMART TeamWorks handles whiteboard session (meeting) data traffic when in-room participants are connected to the SMART TeamWorks whiteboard using the Contributor app.
- Now you have the option to configure SMART TeamWorks Server to store meeting data in Azure® File Storage instead of in the local folders of the computer on which the server is installed.
- The Web Portal for managing SMART TeamWorks Server now includes additional dashboards and monitoring tools for viewing and tracking log information, server activity, and other reports.

Resolved issues

- AirServer licensing issues that resulted in AirServer failing have been resolved.
- When saving a meeting recap, you can now choose to save in a sub-folder of any available drive.
- Start-up timing issues between SMART TeamWorks and SMART Ink which resulted in the colored pens for a SMART Board interactive display to only write with black ink have been resolved.

Related release notes

SMART Product Drivers 12.13 for Windows smarttech.com/kb/171189

SMART Ink 5.5 for Windows smarttech.com/kb/171085

SMART TeamWorks 3.2 August patch release notes

Release date August 1, 2019

Versions Room and Connected edition 3.2.7123

Resolved issues

Room and Connected editions

- Adding sticky notes no longer cause SMART TeamWorks to become unresponsive after adding them to the whiteboard.

Known issues

Room and Connected editions

- AirServer fails to start after reinstalling SMART TeamWorks on a computer after it was re-imaged.
- Updating SMART TeamWorks by uninstalling the existing version from the computer, then installing the latest version causes AirServer to fail to start. To avoid this, when updating SMART TeamWorks, install the latest version over the existing one.

If you experience an issue with AirServer as a result of either of these scenarios, please contact SMART support for assistance (smarttech.com/contactsupport).

Related release notes

SMART Product Drivers 12.12 for Windows smarttech.com/kb/171189

SMART Ink 5.4 for Windows smarttech.com/kb/171085

SMART TeamWorks 3.2 June patch and Server 2.1 release notes

Release date June 14, 2019

Versions	Room and Connected edition	3.2.7101
	Server	2.1.0
	<ul style="list-style-type: none"> • RMS Connector for Exchange 	1.1.7096
	<ul style="list-style-type: none"> • RMS Connectors Configurator 	1.1.6968
	<ul style="list-style-type: none"> • RMS Database Scripts 	1.3
	<ul style="list-style-type: none"> • RMS Meeting Server Compact Edition for IIS 	1.0.7027
	<ul style="list-style-type: none"> • RMS Web Portal for IIS 	1.0.7013

Resolved issues

Room and Connected editions	<ul style="list-style-type: none"> • AirServer 2.5.2 provides stability improvements for Miracast touchback. Additionally, it supports touchback on Android devices that support Miracast. • Room and Connected editions now come with AirServer 2.5.0 which provides stability improvements for Miracast and supports Miracast touchback on multiple Windows 10 devices projecting at the same time.
Server	<ul style="list-style-type: none"> • Previously, custom (vanity) web conferencing application URLs were not supported by SMART TeamWorks Server. Now custom URLs are supported when installing and configuring SMART TeamWorks Server.

Related release notes

SMART Product Drivers 12.12 for Windows smarttech.com/kb/171189

SMART Ink 5.4 for Windows smarttech.com/kb/171085

SMART TeamWorks 3.2 release notes

Release date	May 13, 2019
Versions	Room and Connected edition 3.2.7067

Highlights

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| Room and Connected editions | <ul style="list-style-type: none"> • Miracast touchback support for screen sharing. Use your Miracast to share your Windows 10 device's screen to the interactive display with SMART TeamWorks. Then from the display, you can select shared Windows 10 screen to make it full screen, then use the display to control the shared devices screen. |
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NOTES

- Miracast touchback is only support with Windows 10 version 1809.
- Only touch is currently supported, SMART Ink is not supported by Miracast touchback.
- If SMART TeamWorks is installed on a computer connected to multiple displays, you now have the option in the settings window to enable recording of the main and extended displays when people use SMART TeamWorks' recording feature.

Resolved issues

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|--------------------------------|---|
| Room and
Connected editions | <ul style="list-style-type: none">• In the whiteboard, erasing digital ink now behaves more as expected.• Resolved issue where new files added to whiteboard caused errors or were not shared with other connected devices after 30 minutes into a whiteboard session.• Correct web conference buttons are now displayed when the SMART TeamWorks calendar is configured for use with an on-premise Exchange Server• A vertical scroll bar has been added in the whiteboard's File Manager. This means that if you can now view all of the available locations that are available.
Previously if you had more than 7 file locations available, you could not access all of them from the file manager.• The whiteboard's File Manager now supports long file names. Additionally, when mapping network locations to the File Manager, there is no longer a character restriction for the <i>Network user</i> field.• If using GoToMeeting™ as a web conferencing application with SMART TeamWorks, the icon now appears correctly in the SMART TeamWorks calendar. Additionally, the supported URL format for GoToMeeting is now the standard gotomeeting.com, previously it was gotomeeting.me.• QR codes for downloading the SMART TeamWorks Contributor apps provide correct links to download the app from iTunes and Google™ Play. |
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Related release notes

SMART Product Drivers 12.12 for Windows	smarttech.com/kb/171189
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SMART Ink 5.4 for Windows	smarttech.com/kb/171085
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SMART TeamWorks 3.1.1 release notes

Release date	April 22, 2019	
Versions	Room and Connected edition	3.1.7048
Highlights		
Room and Connected editions	<ul style="list-style-type: none">• Now you have the ability to configure SMART TeamWorks Connected edition to automatically ask users if they want to invite other participants when they start an unscheduled whiteboard session. This setting is only applicable if installing the Connected edition with SMART TeamWorks Server.	

Resolved issues

Room and Connected editions

- Resolved the issue which prevented screen sharing from working or only partially working (audio was shared but not the devices screen). Now when you use screen sharing to mirror your device's screen to SMART TeamWorks, it behaves as expected. This issue has been resolved with both the full and trial versions of SMART TeamWorks.
- Previously, if you upgraded from SMART TeamWorks 3.0 to 3.1, you had to re-enter your settings. Now when you upgrade from version 3.0 to 3.1.1, SMART TeamWorks' settings are maintained.
- If you are in a SMART TeamWorks whiteboard session and a scheduled meeting is about to start, SMART TeamWorks now notifies you in the whiteboard, giving you time to save your work / create a recap before the next meeting starts. Previously this notification only appeared if you were in the SMART TeamWorks launcher (main screen).

Related release notes

SMART Product
Drivers 12.12 for
Windows

smarttech.com/kb/171189

SMART Ink 5.4 for
Windows

smarttech.com/kb/171085

SMART TeamWorks 3.1 release notes

Release date	March 15, 2019	
Versions	Room and Connected edition	3.1.7010
Highlights		

Room and
Connected editions

- Full language support in the SMART TeamWorks interface. See the list of supported languages at the beginning of these release notes.
- Support added for the following conferencing solutions:
 - Cisco® WebEx®
 - Google Meet
 - GoToMeeting
 - InFocus ConX
 - join.me
 - Lifesize®
 - Microsoft® Teams
 - Microsoft Skype® for Business (previously supported)
 - Zoom
- Improvements to the process of creating a meeting recap.
- Setting and configuration enhancements (For complete information, see the [SMART TeamWorks 3.1 Installation and configuration guide for Room and Connected editions](#)):
 - Improvements to the organization of options in the settings window.
 - New Kiosk settings are available for SMART TeamWorks Room and Connected editions for computers configured as kiosks. When kiosk mode is enabled, when the computer turns on, SMART TeamWorks will automatically launch and access to the computer's desktop, taskbar, and other applications are restricted. For more information, see the *SMART TeamWorks 3.1 Installation and configuration guide for Room and Connected editions* (smarttech.com/kb/171392).
 - New option for enabling notifications of an upcoming scheduled meeting for the room. Meeting participants are notified shortly before the next meeting is scheduled to begin so they can create a recap or exit the current whiteboard session before the next meeting.
 - Options added in the settings window to support SMART TeamWorks Server with SMART TeamWorks Connected edition installations .
 - You can now use the settings window to select a language for the interface.
- During installation, you can now configure SMART TeamWorks software to start automatically when the computer is turned on.

Connected edition

- Ultrasonic pairing is now available as an alternate method for in-room meeting participants to connect to a whiteboard session using the SMART TeamWorks Contributor apps. This feature is available for SMART TeamWorks Connected edition only and is configured during the set up of SMART TeamWorks.
- If your organization has installed the SMART TeamWorks Server with its SMART TeamWorks Connected edition, you can:
 - Host a meeting from the SMART TeamWorks Contributor app.
 - Share a link or email participants to join your whiteboard session.

Resolved issues

SMART TeamWorks software

Room and Connected editions	<ul style="list-style-type: none"> You can now cancel the addition of a large file to the whiteboard if it is taking too long to load. PDF and Microsoft PowerPoint® files added to the whiteboard now automatically adjust based on the size of the window. PDF and Microsoft PowerPoint files are no longer blurry after they are resized in the whiteboard. Within the whiteboard, a “Conversion error” message now appears if you try to add a file of a type for which the native software is not installed. Previously, there was no indication of an error. Resolved an issue in which SMART TeamWorks did not detect the display settings of an interactive display when the display was connected to a computer that already had a standard monitor connected. Now, SMART TeamWorks will detect the newly connected interactive display. Activation with a license key after the free trial period has ended now works correctly. Resolved issue on SMART Board 6000 and 7000 series interactive displays in which digital ink behaved unexpectedly when using the display’s black pen to write or draw while also as using an eraser in the SMART TeamWorks whiteboard.
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Related release notes

SMART Product Drivers 12.12 for Windows	smarttech.com/kb/171189
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SMART Ink 5.4 for Windows	smarttech.com/kb/171085
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SMART TeamWorks 3.0 release notes

Release date	November 7, 2018	
Versions	Room and Connected edition	3.0.6873
Highlights	<p>SMART TeamWorks supports the following SMART hardware products:</p> <ul style="list-style-type: none"> SMART Board 7000 and 7000 Pro SMART Board 6000 and 6000 Pro iQ appliance with Intel® Compute Card for SMART Board interactive displays (AM50) SMART Podium™ 624 and 624 Pro 	
Known issues		

**Room and
Connected editions**

- This initial release of SMART TeamWorks includes only partial support for the following languages (Voice Commands only):
 - German
 - Spanish
 - French
 - Italian
 - Chinese
 - Portuguese
 - Japanese
 - On SMART Board 6000 and 7000 series interactive displays, digital ink can behave unexpectedly when using the display's black pen to write or draw while also as using an eraser (your palm or the display's eraser) in the SMART TeamWorks whiteboard. If you experience this issue, avoid using the black pen to ink at the same time as an eraser. See smarttech.com/kb/171344 for further details.
 - SMART TeamWorks has not been fully optimized for use with the SMART Board MX or MX100 series interactive displays. Most features will behave as expected, but dual user pen use is not currently supported in SMART TeamWorks running on MX or MX100 displays.
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Related release notes

SMART Product
Drivers 12.11 for
Windows

smarttech.com/kb/171189

SMART Ink 5.4 for
Windows

smarttech.com/kb/171085

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