SMART®

Release notes

iQ system software 3.5

Overview

You can download the iQ system software from smarttech.com/downloads.

NOTE

The features available vary depending on the model of iQ appliance that's installed in your display. For more information, see the Identifying your iQ appliance model wizard.

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iQ system software 3.5.9042

Highlights

Release date	April 8, 2020
Software versions	iQ appliance (AM30): 3.5.9042

New features

System software	• Downloaded files can be saved in the Files Library.
	• If the appropriate app is installed, the display can open a file.
	• Added Czech, Danish, Dutch, English (UK), Estonian, Finnish, Greek, Hungarian, Latvian, Lithuanian, Polish, Romanian, Slovak, Slovenian, Turkish, and Welsh language support.
Screen Share	• SMART Screen Share app for iOS and Android devices can connect to the display using a QR code on the display's screen.
	• Windows and Mac computers can be controlled using the SMART Screen Share app.
	ⓘ IMPORTANT
	You can use SMART Screen Share app's touchback feature to control a computer that's connected to the display using the Screen Share app. For example, use touchback when presenting a PowerPoint file. Touchback doesn't replace connecting a computer to the display with video and USB cables.
SMART Notebook Player for the display (education models only)	• Ready-made activities are available to add to a page.
	• You can search for videos using Bing.
Browser	Browser can download and save files in the Files Library

Resolved issues

System software	• Selecting and deleting all files didn't delete all files [76661].
	• Scrolling through the library might have been slow if the Files Library contained too many files [49660].
	• When changing the display's wallpaper in Settings, browsing for images on a USB drive that contained hundreds of images was very slow [47834].
	• After locking down the Settings app remotely or disabling apps, some tabs in Settings remained visible [41045].

Screen Share	• When an iOS device was streaming video and audio and then disconnected from the display by tapping ✖ on the display, the audio continued [61366].
	• Laptops couldn't share the screen using Miracast [61204].
	• When writing or drawing on an annotation layer, you couldn't change the second pen's color while the first pen was writing [46979].
	• Users might have been prompted a number of times for a PIN when installing a certificate for networks and proxies [46465].
	• Text appeared blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or mobile device [10784].

SMART Notebook Player for the display (education models only)	• If more space was added to a page, the page contents might have become unreadable when the SMART Notebook file was exported as a PDF [64383].
	• If you opened a PDF file from a USB drive, notes you made were not saved to the PDF file when the USB drive was removed [55473].
	• If you exit a lesson without tapping the Stop button, the lesson might have reappeared if you started and then stopped a Shout It Out! activity [48441].
	• When presenting a SMART Notebook file on the display, the ink in the SMART Notebook file might not have been saved if the mobile device was no longer connected to a network [43205]
	• After you'd shared a SMART Notebook file from Class Panel or connected to Player on the display with Player mobile app, changes made to the SMART Notebook file weren't saved [40152].

kapp Whiteboard	After erasing everything and adding new ink to a Whiteboard, a pinned Whiteboard tile showed the default icon instead of a thumbnail [46676].

Known issues

System software	When copying a file that currently has the same file name as a file on a USB drive, the old file is not replaced on the USB drive. Rename the file on the display and then copy it to the USB drive [85347].

Screen Share	• The Screen Share app on iPad with iOS 12.4.5 causes out-of-synch audio or no audio. Upgrade the iPad's operating system to the latest iOS version [90086].
	• Screen Share closes unexpectedly when devices are using Miracast [386862, 386874, 399983].
	• When Apple devices are connected to the display Screen Share closes unexpectedly when the second device to connect stops sharing its screen [35285].
	• Miracast may experience stuttering in a congested network environment [35167].
	• When an iOS device is disconnected from the display by tapping ✖ on the display, the iOS device can't connect again [34683].
	• After an unsuccessful attempt to share a device's screen using Miracast, the display's screen is black [34681].
	• When streaming media with iOS devices using AirPlay, audio and video can become unsynchronized [34678].
	• You may have trouble seeing the display from your AirPlay or Google Cast device. Tap **Reset** in the device lobby [33262, 33265, 33292].
	• Screen Share can occasionally stop displaying content from a mobile device without disconnecting the mobile device [386094].
	• Samsung mobile devices should use the Google™ Home app to share content [417994].
	• Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device [407403].
	• Chromebooks that can't use h.264 cannot share their screen reliably [389774].

SMART Notebook Player for the display (education models only)	• The following SMART Notebook file content is not supported by SMART Notebook Player:
	  ○ Flash® widgets
	  ○ HTML5 widgets
	  ○ GeoGebra
	  ○ Lesson Activity toolkit
	  ○ 3D objects
	  ○ SMART blocks
	  ○ Concept mapping

	• The Player app closes unexpectedly when you open a SMART Notebook file that contains SMART response® 2 question set that has more than 10 images in it [18287].
Browser	Invalid SSL certificate message appears when accessing certain sites that uses a newer GlobalSign ECC Root CA

iQ system software 3.5.9042

Highlights

Release date	March 13, 2020
Software versions	• iQ appliance (AM40): 3.5.9042 • iQ appliance (AM50): 3.5.9042

New features

System software	• Downloaded files can be saved in the Files Library. • If the appropriate app is installed, the display can open a file. • SMART's app store is available and includes teacher guides, Google apps, and Microsoft apps. • Added Czech, Danish, Dutch, English (UK), Estonian, Finnish, Greek, Hungarian, Latvian, Lithuanian, Polish, Romanian, Slovak, Slovenian, Turkish, and Welsh language support.
Screen Share	• SMART Screen Share app for iOS and Android devices can connect to the display using a QR code on the display's screen. • Windows and Mac computers can be controlled using the SMART Screen Share app. **ⓘ IMPORTANT** You can use SMART Screen Share app's touchback feature to control a computer that's connected to the display using the Screen Share app. For example, use touchback when presenting a PowerPoint file. Touchback doesn't replace connecting a computer to the display with video and USB cables.
SMART Notebook Player for the display (education models only)	• Ready-made activities are available to add to a page. • You can search for videos using Bing.
Browser	Browser can download and save files in the Files Library

Resolved issues

System software	• User couldn't sign in if a PIN or password was set up when installing network certificates [85707]. • Selecting and deleting all files didn't delete all files [76661]. • When a user was signed in, the display couldn't install a network certificate to authenticate devices connected to a wireless network [68438, 68439]. • Disabling the Library for the kapp Whiteboard disabled the Library for all signed-in users. All kapp Whiteboards would eventually be deleted too [67803]. • When writing or drawing on an annotation layer, you couldn't change the second pen's color while the first pen was writing [46979]. • After locking down the Settings app remotely or disabling apps, some tabs in Settings remained visible [41045].

Screen Share	• The display showed a black screen when sharing from an Apple TV [80626].
	• Audio was missing when using the SMART Screen Share app on a Mac computer with macOS 10.15 [80446].
	• The display might not have automatically disconnected from the Wi-Fi network when a device using Miracast shared its screen [66324].
	• When both Ethernet and Wi-Fi were enabled on the display, the Screen Share app showed the connection information for the Wi-Fi connection [60444].
	• Devices that couldn't use h.264 couldn't share their screen reliably [389774, 39752].
	• Text could have appeared blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device [10784].
SMART Notebook Player for the display (education models only)	• The Player app closed unexpectedly when a corrupted SMART Notebook file was opened [72942].
	• Customizations to the dice widget in a SMART Notebook file created on a computer wouldn't appear on the display [68883].
	• If more space was added to a page, the page contents might have become unreadable when the SMART Notebook file was exported as a PDF [64383].
	• When presenting a SMART Notebook file on the display, the ink in the SMART Notebook file might not been saved if the mobile device was no longer connected to a network [43205].
kapp Whiteboard	After erasing everything and adding new ink to a Whiteboard, a pinned Whiteboard tile showed the default icon instead of a thumbnail [46676].

Known issues

System software	When copying a file that currently has the same file name as a file on a USB drive, the old file is not replaced on the USB drive. Rename the file on the display and then copy it to the USB drive [85347].
Screen Share	• The Screen Share app on iPad with iOS 12.4.5 causes out-of-synch audio or no audio. Upgrade the iPad's operating system to the latest iOS version [90086].
	• Some devices may have trouble using Miracast to share the screen. Tap **Restart Screen Share** in the Screen Share lobby [72471].
	○ Tap **Restart Screen Share** in the Screen Share lobby.
	○ Enable Miracast Connection Handling in Settings.
	• When both Ethernet and Wi-Fi are enabled on the display, the Screen Share app shows the connection information for the Wi-Fi connection [417977].
	• Samsung mobile devices should use the Google™ Home app to share content [417994, 10815].
	• Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device [407403].
	• Devices that can't use h.264 cannot share their screen reliably [389774].
SMART Notebook Player for the display (education models only)	• When you are signed in to your SMART account, you cannot control the SMART Notebook lesson from your iOS or Android device.

- The following SMART Notebook file content is not supported by SMART Notebook Player:
  - Flash® widgets
  - GeoGebra
  - Lesson Activity toolkit
  - 3D objects
  - SMART blocks
  - Concept mapping
- The Player app closes unexpectedly when you open a SMART Notebook file that contains SMART response® 2 question set that has more than 10 images in it [18287].

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