SMART Board® 7000 and 7000 Pro series

interactive displays

USER'S GUIDE

FOR MODELS:

- SBID-7075
- SBID-7086
- SBID-7275
- SBID-7286

- SBID-7075P
- SBID-7275P

SMART®

smarttech.com/kb/171163

Important information

⚠️ **WARNING**

- Do not open or disassemble the display. You risk electrical shock from the high voltage inside the casing. Opening the casing also voids the warranty.

- Do not stand (or allow children to stand) on a chair to touch the surface of the display.

- To reduce the risk of fire or electric shock, do not expose the display to rain or moisture.

- Do not insert objects inside the cabinet ventilation holes, because they could touch dangerous voltage points and cause electric shock, fire or product damage which may not be covered by the warranty.

- Do not place heavy objects on the power cable. Damage to the cable could cause shock, fire or product damage which may not be covered by the warranty.

- If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.

- Disconnect all of the display's power cables from the wall outlet and seek assistance from qualified service personnel if any of the following occur:

  - The power cable or plug is damaged

  - Liquid is spilled into the display

  - Objects fall into the display

  - The display is dropped

  - Structural damage, such as cracking, occurs

  - The display behaves unexpectedly when you follow operating instructions

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.

✏️ **NOTE**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

⚠️ **CAUTION**

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

Radiation exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the antenna of this device and all nearby persons. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Innovation, Science and Economic Development Canada statement

This device complies with RSS-247 of the Innovation, Science and Economic Development Canada Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Radiation exposure statement

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the antenna of this device and all nearby persons. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Cet appareil est conforme à la norme ISED CNR-247 pour les appareils radio agréés. Son fonctionnement est soumis aux deux conditions suivantes:

1. le dispositif ne doit pas produire de brouillage préjudiciable, et
2. ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps. Cet émetteur ne doit pas être co- implantés ou exploités conjointement avec une autre antenne ou émetteur.

EU declaration of conformity

Hereby, SMART Technologies ULC declares that the radio equipment type Interactive Display SBID-7075, SBID-7075P, SBID-7086 and the interactive pen, SBID-7000-PEN, are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following Internet address: smarttech.com/compliance

---

⚠ **WARNING**

This equipment is compliant with Class A of CISPR 32. In a residential environment, this equipment may cause radio interference.

Radio frequency band and maximum power level:

Transmitting Band (MHz)	Maximum Transmit Power EIRP (dBm)
2402–2483.5	5.0

EU declaration of conformity: AM40

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

Welcome

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

About this guide

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

This guide is intended for individuals who use displays in their organizations. Other documentation and resources are available for those who install and maintain displays (see *More information* on page 9).

About the display

The SMART Board 7000 or 7000 Pro series interactive display is the hub of your classroom or meeting room. PC-free embedded computing provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser. There's no need for wires, cables or manual software and firmware updates.

Features

The display includes the following features:

Feature	Description
iQ technology	The display's iQ appliance provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser.
Touch support	You can do everything on the display that you can do at your computer—open and close applications, meet with others, create new documents or edit existing ones, visit websites, play and manipulate videos, and so on—by touching the display's surface.
	You can use an array of gestures within applications, including panning, scaling, rotating and zooming in and out.
	The display's support for up to 10 simultaneous touch, writing and erase points enables you and other users to interact with objects on the screen at the same time.
Writing and drawing support	You can write over applications in digital ink using one of the supplied pens, and then erase the digital ink using your palm, the eraser or the erasers on the pens.
	Up to four users can write or draw digital ink on the screen at the same time. Each pen writes and draws in its own color. The Pen ID™ feature enables you to assign different ink appearances to each pen.
Audio support	The display includes integrated speakers for presenting audio from connected input sources.

Identifying your SMART Board 7000 or 7000 Pro series interactive display model

The following models of SMART Board 7000 and 7000 Pro series interactive display are available:

Model	Frame style	Screen size (approximate)	iQ
SBID-7075	White	75" (190 cm)	No

Model	Frame style	Screen size (approximate)	iQ
SBID-7086	White	86" (218 cm)	NO
SBID-7275	White	75" (190 cm)	Yes
SBID-7286	White	86" (218 cm)	Yes
SBID-7075P	Black	75" (190 cm)	No
SBID-7275P	Black	75" (190 cm)	Yes

Refer to the specifications for detailed technical information for this model, including product dimensions and weights (see *More information* on page 9).

Identifying your iQ appliance model

The iQ appliance is installed in the accessory slot of some interactive display models to enable iQ functionality in those models. SMART offers several different iQ appliance models. Use the Identifying your iQ appliance model wizard to identify the specific model of iQ appliance installed in your display.

Components

The display consists of the following components:
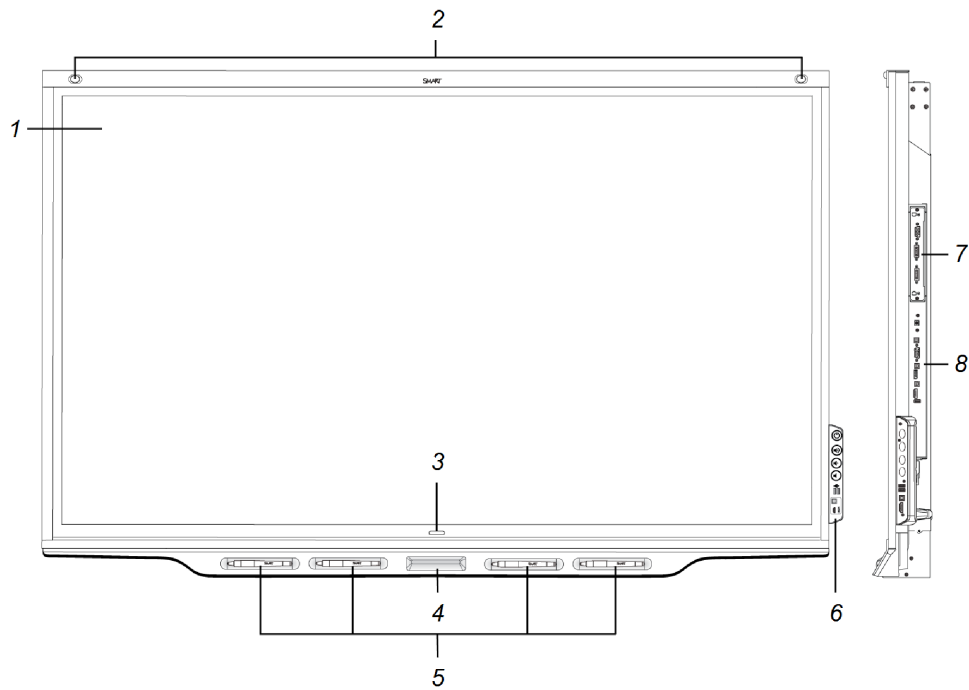
No.	Name	More information
Pictured		
1	Screen	Page 4
2	Presence detection sensor (×2)	Page 7
3	Home button	Page 5
4	Eraser	Page 6
5	Pen (×4)	Page 5
6	Convenience panel	Page 6
7	iQ appliance	Page 4
8	Connector panel	Page 11
Not pictured		
9	AC power inlet, outlet and switch	
10	RS-232 connectors	
11	Speakers	Page 8

iQ appliance

The iQ appliance is installed in the accessory slot on the back of the SBID-7275, SBID-7286 and SBID-7275P models. Take advantage of iQ technology and access collaborative tools.

💡 TIP

Use the Identifying your iQ appliance model wizard on the SMART support site to identify your model of iQ appliance.

Screen

The following are the dimensions for the display:

Model	Diagonal	Width	Height
SBID-7075	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086	86" (218.4 cm)	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286	86" (218.4 cm)	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7075P	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7275P	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)

The display's HyPr Touch™ (Hybrid Precision Touch) technology enables you to interact with objects on the screen and write and draw in digital ink.

Home button

Tap the Home button to open the launcher. From the launcher, you can open the iQ appliance's apps as well as the settings.

For more information, see *Using the launcher* on page 18.

Pens

The display comes with black, red, blue and green pens. Each pen has an attached eraser and an indicator light.

The display's bottom frame includes magnetic holders for the pens. Removing a pen from its holder activates it, and you can use the pen to draw or erase digital ink. Replace the pen when you're done using it to charge it.

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

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

Light	Pen status	Action
Flashing green or amber (while the pen is in the magnetic holder)	The pen's firmware is updating.	Wait for the light to stop flashing. This indicates the pen's firmware has completed updating.

⚠ **CAUTION**

When you return a pen to the magnetic holder, make sure it's centered in its holder to keep it from falling and being damaged. The pen's light turns on to indicate that it's properly positioned in the holder.

Eraser

In addition to the pens, the display includes an eraser, which you can use when you want to erase a large area on the screen.

The display's bottom frame includes a magnetic holder for the eraser. Replace the eraser when you're done with it.
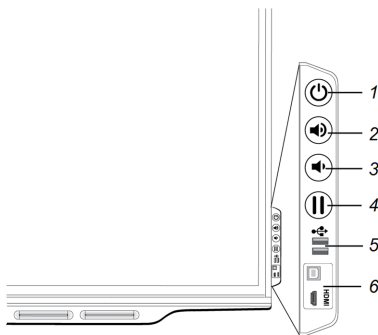
⚠ **CAUTION**

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

Convenience panel

The convenience panel contains buttons for turning the display on and off and controlling the volume. It also includes connectors for USB peripherals and a computer or other input source.

No.	Name	Procedure
1	Power	• Press to enter or exit Standby mode. • Press and hold for four seconds to turn off the display. • Press and hold for 10 seconds to reset the display.
2	Volume increase	Press to increase the volume.
3	Volume decrease	Press to decrease the volume.
4	Freeze	Press to freeze and unfreeze the screen (see page 15).
5	USB Type A connector (×2)	Connect USB drives and other devices that you want to use with the iQ appliance or a connected computer.
6	HDMI 2 input connectors	Connect a computer or other input source to use with the display (see page 12).

🖉 NOTE

The Power button indicates the display's status:

Power button	Display status
Off	Not receiving power
Amber	Standby mode
White	Normal operating mode

Presence detection sensors

The display has two presence detection sensors on its top frame that can detect people up to 16' (5 m) away when the display is in Standby mode.

When the sensors detect people in the room, the display is ready to turn on. To turn on the display, press the **Power** button ⏻ or pick up a pen or eraser.

If the room is empty for a specified period, the display returns to Standby mode.
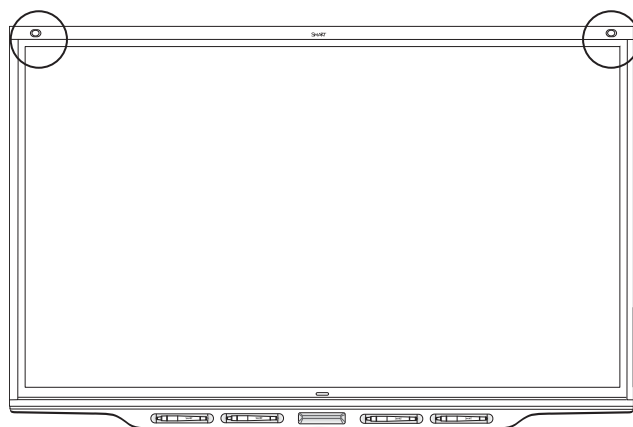
Internal speakers

The display includes two 10 W integrated speakers. You can also connect external speakers.

Related products

Related products for the display include the following:

- SBA-100 projection audio system
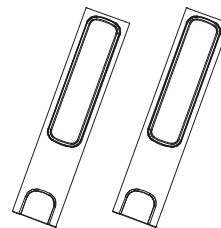
- SMART Audio 400 classroom amplification system

- USB extenders

SBA-100 projection audio system

Available for education models, the SBA-100 projection audio system consists of two 14 W speakers and is intended for wall-mounted displays. You can control volume using the display's convenience panel or the digital volume controls in a connected computer's operating system.

For more information, see the *SBA-100 projection audio system specifications* (smarttech.com/kb/171146).

SMART Audio 400 classroom amplification system

Available for education models, the SMART Audio 400 classroom amplification system provides high-quality audio amplification. The system comes with a teacher microphone and optional student microphone. Multiple speaker options are available, including wall- and ceiling-mounted speakers. The amplifier receives audio signals from the microphones and translates them into crystal-clear sound through the speakers.
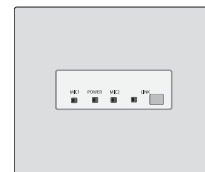
For more information, see the *SMART Audio 400 classroom amplification system specifications* (smarttech.com/kb/171137).

USB extenders

As noted in the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164), the USB connection between the display and computer should be no longer than 16' (5 m). If you need to connect a computer that is more than 16' (5 m) from the display, use one of the following USB extenders:

Extender	Specifications
USB-XT	smarttech.com/kb/119318
CAT5-XT-1100	smarttech.com/kb/170202

More information

In addition to this guide, SMART provides the following documents for the display:

Document	Link
Quick reference	smarttech.com/kb/171162
SBID-7075, 7275, 7075P and 7275P installation instructions	smarttech.com/kb/171160
SBID-7086 and 7286 installation instructions	smarttech.com/kb/171232
Installation and maintenance guide	smarttech.com/kb/171164
SBID-7075 specifications	smarttech.com/kb/171131
SBID-7086 specifications	smarttech.com/kb/171132
SBID-7275 specifications	smarttech.com/kb/171133
SBID-7286 specifications	smarttech.com/kb/171134
SBID-7075P specifications	smarttech.com/kb/171211
SBID-7275P specifications	smarttech.com/kb/171213
Comparison	smarttech.com/kb/171161

These documents are available in the Support section of the SMART website (smarttech.com/support). Scan the QR code on the cover of this guide to view the SMART Board 7000 and 7000 Pro series interactive displays pages in the Support section.

Chapter 2

Getting started with the display

This chapter explains how to wake the display when it's asleep, how to view connected computers' input and how to interact with the display.

Waking up the display and putting it back to sleep

The display's presence detection sensors can detect people up to 16' (5 m) away when the display is in Standby mode (in other words, sleeping). When the sensors detect people, the display enters Ready mode and is ready to wake. To wake the display, do one of the following:

- Press the **Power** button ⏻ on the convenience panel.

- Pick up a pen or the eraser.

The display returns to a partial sleeping state when one of the following occurs:

- The sensors don't detect people in the room for 60 minutes.

- You press the **Power** button ⏻ on the convenience panel.

The display remains in this partial sleeping state until all pens are fully charged. The display enters a full sleeping state after all pens are fully charged.

For information on how to turn off the display, see *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).

Using apps on the iQ appliance

You can use the apps on the iQ appliance to complete many of the same tasks you can complete on a computer (see *Chapter 3: Using apps on the display* on page 17).

Using SMART software on connected computers

In addition to the iQ appliance, the display comes with SMART software, which you or your organization's system administrators can install on computers that you connect to the display.

The SBID-7075, SBID-7086, SBID-7275 and SBID-7286 models come with SMART Learning Suite, which includes SMART Notebook® collaborative learning software. SMART Notebook software enables you to create .notebook files that include graphics, text, tables, lines, shapes, animations and more.

The SBID-7075P and SBID-7275P models come with SMART Meeting Pro® software. SMART Meeting Pro software enables you to write or draw on a digital whiteboard, present content by sharing your desktop and connect and use integrated conferencing software to collaborate with local or remote participants.

> **NOTE**
>
> SMART Learning Suite and SMART Meeting Pro software are bundled with the following software:

Software	Description
SMART Product Drivers	Enables connected computers to detect input from the display
SMART Ink®	Enables you to write and draw in digital ink over applications, files, folders, websites and any other open window on connected computers

You can connect computers with SMART software to the display (as shown below) and then view the computers' input on the display.
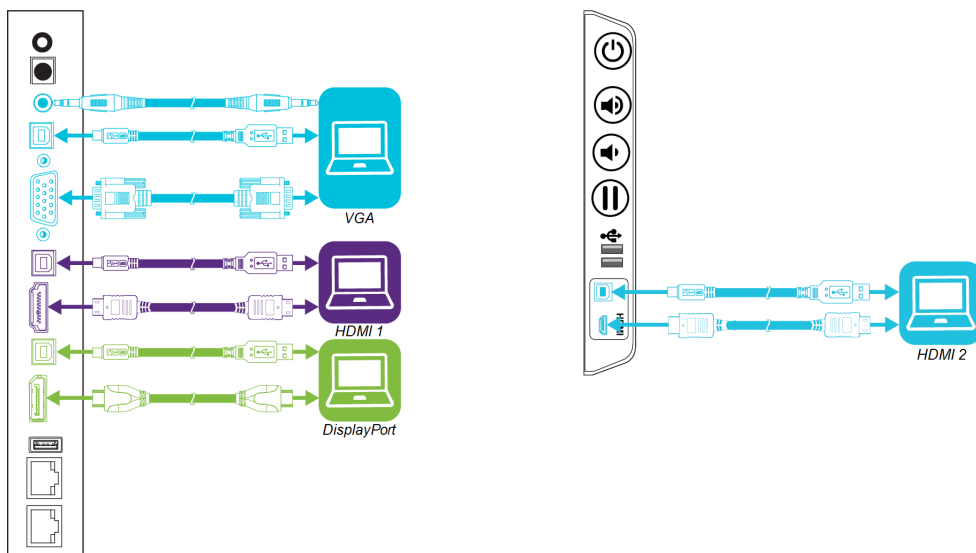
NOTES

- To interact with content, connect a USB cable to the appropriate USB Type-B receptacle on the connector panel or convenience panel (as shown in the above diagrams).

- Your organization's installers might have connected cables to the connector panel or the convenience panel and run the cables behind a wall or under the floor to a desk or table where you can place your computer.

▶ **To view a connected computer's input**

Use the Input app (see *Using Input* on page 35).

Interacting with content

By touching the display's surface, you can do everything on the display that you can do at your computer. You can also use an array of gestures within applications.
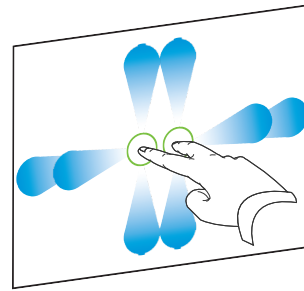
NOTE

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

Pan (one finger)
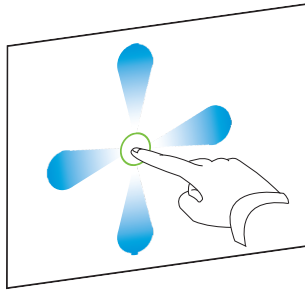
Pan (two fingers) / scroll

Pinch to zoom in / scale (enlarge)
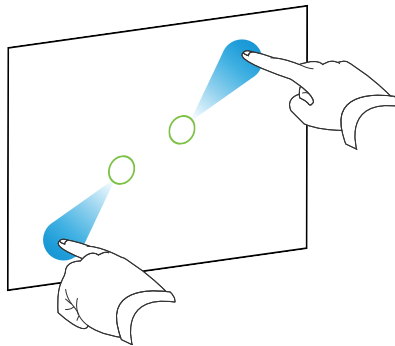
Pinch to zoom out / scale (reduce)
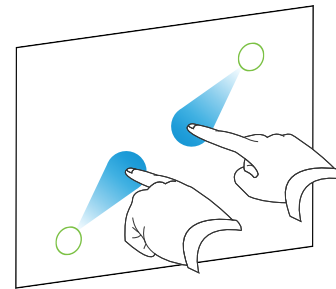
Rotate
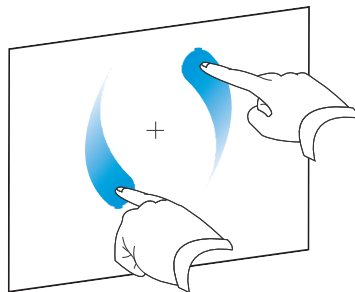
Flick
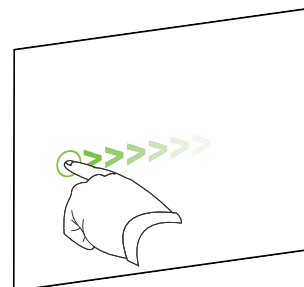
Writing, drawing and erasing

The display includes black, red, blue and green pens, which you can use to write or draw in digital ink. You can erase digital ink using the eraser ends of the pens, the eraser or gestures.

✏️ **NOTES**

- Each pen has a light that turns on to indicate the pen's status.

  For more information, see *Pens* on page 5.

- If you're viewing a connected computer's input, SMART Ink enables you to write or draw in digital ink over applications, files, folders, websites and any other open window on the computer.

▶ To write or draw in digital ink

1. Pick up one of the display's pens.

2. Use the pen to write or draw in digital ink.

> ✎ **NOTE**
>
> The Pen ID feature enables you to use the pens at the same time and customize their colors and other settings independently.

▶ To erase digital ink

Move a pen's eraser over the digital ink you want to erase.

OR
Move the eraser over the digital ink you want to erase.

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

Adjusting audio

If you're presenting content with sound, you can use the buttons on the convenience panel to increase and decrease the volume (see *Convenience panel* on page 6).

Freezing the screen

You can temporarily freeze the screen by pressing the **Freeze** button on the convenience panel (see *Convenience panel* on page 6). This is particularly useful when you want to pause a video, an animation or other moving content.

✏️ **NOTE**

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

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

Using apps on the display

The display includes the following apps:

- Whiteboard

- SMART Notebook® Player

- Activities

- Workspaces

- Browser

- Input

- Screen Share

You can access these apps and the display's settings from the launcher and you can write, draw and erase annotations digital ink using annotations. After you've finished using the display, you can clean up the display for the next user.

Using the launcher

The launcher contains all your apps and settings.

Opening and closing the launcher

▶ **To open the launcher**

Tap the Home button [icon] on the screen.

The launcher appears.

▶ **To close the launcher**

Select an app, tap the Home button [icon], 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. Tap the Home button [icon] on the screen.

2. Tap **Settings** [icon].

   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 *Settings* window, open the launcher and select an app.

Using acetates

When using the Browser app or Screen Share app, you can write or draw on acetates and save them to the Whiteboard library.

Writing, drawing and erasing ink on an acetate

The display includes black, red, blue and green pens, which you can use to write or draw in digital ink. You can erase digital ink using the eraser ends of the pens, the eraser or gestures.

▶ **To write or draw on an acetate**

✏️ **NOTE**

If you write or draw over a playing video, the audio will be muted but the video will continue to play.

1. Pick up one of the display's pens.

2. Use the pen to write or draw in digital ink. The acetate appears as a semitransparent layer.
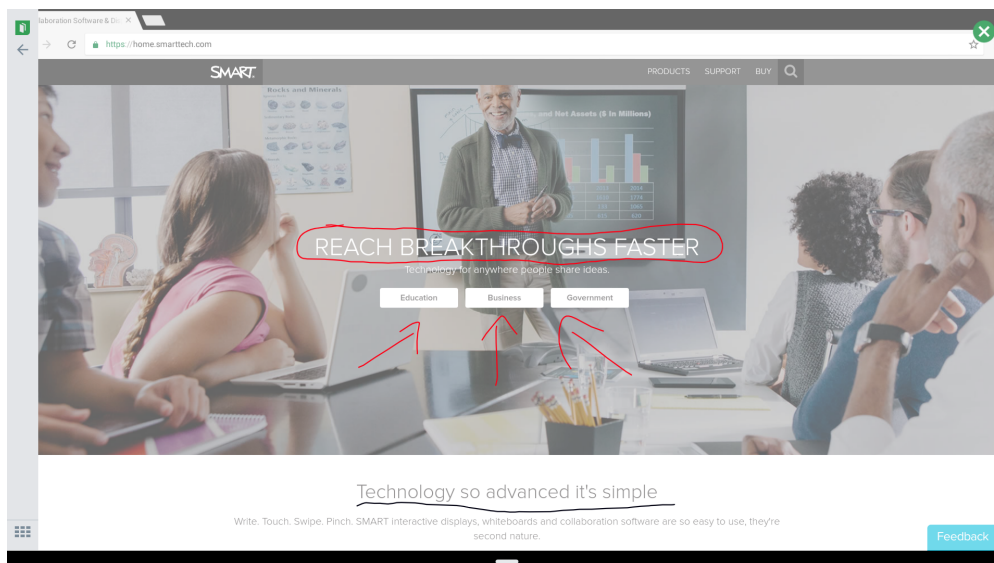
3. When you're done, tap **Close** ❌ or **Back** ← in the command bar to save or exit the acetate.

▶ **To erase ink on an acetate**

> ✎ **NOTE**
>
> If you erase all the ink, the display returns to the app without saving the acetate.

See *Writing, drawing and erasing* on page 14.

Acetate tools

Tool	Icon	Description
Back	←	Closes the acetate and returns to the app. You can choose to discard the acetate or save it to the Whiteboard Library.
Whiteboard Library	⚏	Opens the Whiteboard Library.
Close	✕	Closes the acetate and returns to the app. You can choose to discard the acetate or save it to the Whiteboard Library.

Saving an acetate

Acetates are saved to the Whiteboard library.

▶ **To save an acetate**

1. Tap **Back** ← or **Close** ✕ .

2. Tap **Save** to save the acetate in the Whiteboard Library.

   OR

   Tap **Discard** to discard the acetate and return to the app.

Closing an acetate

▶ **To close an acetate**

1. There are several ways to close an acetate.

   ○ Tap **Close** ✕ to close the acetate.

   ○ Tap ← in the command bar.

   ○ Erase all the ink. See *To erase ink on an acetate* above for more information.

- ○ Open the launcher and switch to another app.

- ○ Tap **Whiteboard Library** ▦ to go to the Whiteboard Library.

2. Tap **Save** to save the acetate in the Whiteboard Library.

   OR

   Tap **Discard** to return to the app without saving the acetate.

Opening a saved acetate

Acetates are saved to the Whiteboard library.

▶ **To open a saved acetate**

1. Open the launcher.

2. Tap **Whiteboard** .

3. Tap **Whiteboard Library** ▦.

4. Select an acetate by tapping the acetate's screen shot.

   The acetate appears.
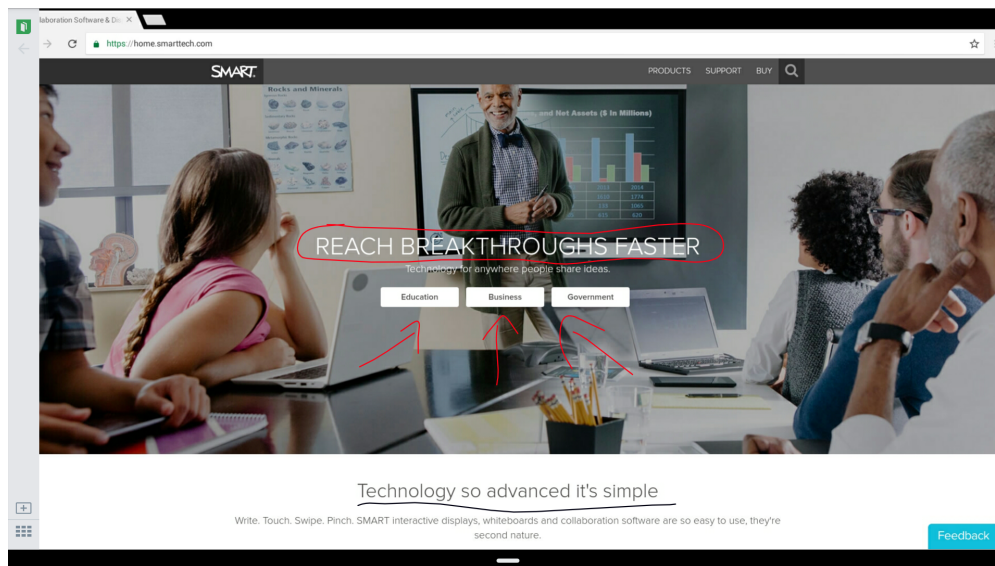
✎ **NOTE**

If you're making annotations over a saved acetate, the semitransparent layer is not visible.

Deleting acetates

▶ **To delete a saved acetate**

1. Open the launcher.

2. Tap **Whiteboard** .

3. Tap the **Whiteboard Library** icon .

4. Select an acetate by tapping its check box.

   OR

   Tap **Select All** to select all whiteboard sessions and acetates.

5. Tap **Trash** to delete the selected acetates.

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

▶ **To open the Whiteboard**

1. Open the launcher.

2. Tap **Whiteboard** .

Whiteboard tools and controls

The Whiteboard has several tools and controls for accessing and managing Whiteboard sessions.

Tool	Icon	Description
Back	←	Tap the button to return to the previous screen.

Tool	Icon	Description
Connect		Use the SMART kapp app to connect your mobile device to your display. See *Connecting and disconnecting the app* on page 61 for more information. **NOTE** If the QR code is not visible, the SMART kapp app won't be able to connect to the display and your mobile device won't be able to save snapshots of the display in the app. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164) for more information.
Device		The display is connected to a mobile device.
Capture		Tap the button to save snapshots of the whiteboard to your mobile device.
New page		Erases the whiteboard after optionally saving all notes to the Library. See *Starting a new Whiteboard* on the next page for more information.
Whiteboard Library		View and open saved notes. See *Using the Whiteboard Library* on the next page for more information.

Writing and erasing notes on the Whiteboard

You can write and erase notes on the display just like you do on a traditional dry-erase board. For more information, see *Writing, drawing and erasing* on page 14.

TIP

Use your finger to pan the whiteboard left or right to access more whiteboard space.

Using Panoramic View

Panoramic View provides an overview of the entire Whiteboard. Panoramic View is visible only on the display. 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. Tap the area you'd like to present.

The display shows the area you selected.

▶ **To hide Panoramic View**

Panoramic View disappears after five seconds.

Starting a new Whiteboard

▶ **To start a new whiteboard**

1. Tap the **New Whiteboard** ⊞ icon.

Your notes are saved in the Whiteboard Library.

To continue a saved whiteboard session, see *Continuing a session from the Whiteboard Library* on the facing page.

Using the Whiteboard Library

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

Some displays have the Library disabled. The Library must be enabled before you can save or continue a session.

See Enabling the Whiteboard Library in the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).

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

▶ **To continue a session from the Whiteboard Library**

1. Tap **Whiteboard Library** ▦.

2. Select the session you want to continue.

Setting how long the Whiteboard Library stores sessions
By default, the display stores sessions for one month.

To change how long the Whiteboard Library stores sessions, see the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).

Deleting a session from the Whiteboard Library

▶ **To delete a session from the Whiteboard Library**

1. Tap the **Whiteboard Library** icon ▦.

2. Select a session by tapping the session's check box.

   OR

   Tap **Select All** to select all sessions.

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

Using education apps

Using SMART Notebook Player

Teachers can use SMART Notebook Player on the display to open, view and interact with downloaded or assigned SMART Notebook content. Player makes it easy to present files and play SMART lab activities on the display without connecting a computer to the display.

Teachers can download SMART Notebook Player for mobile devices to share SMART Notebook files to the display and interact with the content from anywhere in the classroom. See *Using SMART Notebook Player on your mobile device* on page 31.

Provide any feedback about SMART Notebook Player to SMART at smarttech.uservoice.com.

Opening a SMART Notebook file in SMART Notebook Player
You can open a SMART Notebook file on the display by doing the following:

- Copy the SMART Notebook files to the USB drive.

- Share SMART Notebook files to the display from your computer. Then, download SMART Notebook Player to interact with the content from anywhere in the classroom.

- Use SMART Notebook Document Writer's new Print to Board feature to convert a document from any Windows application into a SMART Notebook file that can be viewed on the display.

To open SMART Notebook files on a USB drive

1. Copy the SMART Notebook files to the USB drive.

2. Open the launcher.

3. Tap **Player** .

4. Insert the USB drive into the display.
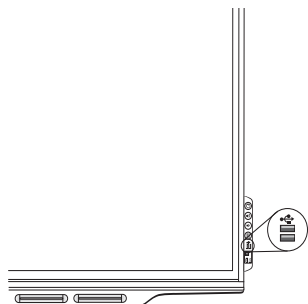
5. SMART Notebook Player Library shows all the .notebook files on the USB drive. The first page of each file also appears.

6. Tap the file you want to open.

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

   Move between pages and documents by selecting the **Page sorter** or **Notebook Player Library** buttons at the bottom of the screen.

▶ **To open SMART Notebook files using Share To Board**

> ✏️ **NOTE**
>
> - Sign in is required to share content to the display. See SMART Notebook 17 for more information.
>
> - Share to Board requires SMART Notebook 17 software or later.

1. Open the launcher.

2. Tap **Player** .

3. Tap the **Share** button.

   A four-digit code appears. You'll need this code later in this procedure.

4. On a computer, open the SMART Notebook file you want to share and select **File > Share**.

5. Click **Share with a SMART Board**.

6. Enter the four-digit code that appeared on the display.

   > ✏️ **NOTE**
   >
   > This step is required only when connecting to the display for the first time.

7. Select the display you want to share the file to and click **Share Now**.

   The SMART Notebook file appears in SMART Notebook Player Library and in the mobile app.

8. Tap the SMART Notebook file thumbnail to open it.

▶ **To open SMART Notebook files using Print to Board**

See *SMART Notebook 17 collaborative learning software user's guide* (smarttech.com/kb/171185) for more information.

Using SMART Notebook Player on the display

▶ **To use Notebook Player**

1. Open the launcher.

2. Tap **Player** .

3. Open a SMART Notebook file. See *Opening a SMART Notebook file in SMART Notebook Player* on page 26.

4. Tap the file to open.

   If the file contains a SMART lab activity, you can play the activity.

5. Use the Notebook Player tools and controls to interact with the file.

Starting SMART lab activities on the display

> ✎ **NOTES**
>
> - Notebook Player supports activities that require mobile devices, such as Monster Quiz or Shout It Out!
>
> - To end a lab activity, use the navigation buttons to move forward or backward in the file.
>
> - To edit or configure lab activities, open them in SMART Notebook software.
>
> - For more information about SMART lab activities, see *SMART Notebook 17 collaborative learning software user's guide* (smarttech.com/kb/171185) for more information.

▶ **To start a SMART lab activity**

1. Open the launcher.

2. Tap **Player** .

3. Open a SMART Notebook file. See *Opening a SMART Notebook file in SMART Notebook Player* on page 26.

4. Navigate to the page that has a SMART lab activity.

5. Tap the **Start** button to start the activity.

   Depending on the activity, you may need to start the activity as well.

   After starting the activity, an activity code appears that students can use to join the activity on classlab.com or from their SMART lab app.

Using the instant Shout It Out! activity on the display
Students use Shout It Out! to create and contribute text and images to SMART lab activities using the web browser on their mobile devices, and teachers can easily curate the content. Use Shout It Out! as a brainstorming activity for generating ideas.

▶ **To start a Shout It Out! activity**

1. Open the launcher.

2. Tap **Player** .

3. In Board Files, tap **Instant SIO**.

> ✎ **NOTE**
>
> The Shout It Out! activity is in a SMART Notebook file.

4. Tap **Start**.

   For more information, see Creating and adding a Shout It Out! activity in *SMART Notebook 17 collaborative learning software user's guide* (smarttech.com/kb/171185)

About SMART Notebook Player tools

Notebook Player provides several tools for accessing and managing SMART Notebook files.

Tool	Icon	Description
Back	←	Tap the button to return to the previous screen.
Share		Tap the icon to connect the mobile app to the display.
Search	🔍	Search for a SMART Notebook file.
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.
Marquee Select tool	⬚	Tap the icon to create a rectangular selection tool, then touch and hold where you want your selection to begin. Drag to create a rectangle surrounding the objects you want to select.
Page sorter		Tap the icon to sort and move pages as required. In the Page Sorter view, and drag a file or page to the location you want. Tap the icon to view all the pages in a file.
SMART Notebook Player Library	⊞	Tap the icon to view all of the SMART Notebook files available on the display. Tap a file to open it. If the file is a SMART lab activity, you can play the activity.

About SMART Notebook Player settings

Access SMART Notebook Player settings by tapping the **Player** icon [icon] in the upper-left corner.

Option	Values	Function
Right toolbar visibility	• On • Off	Displays a copy of the toolbar on the right

Frequently asked questions about SMART Notebook Player on the display

How do I access SMART Notebook files on my display?	Copy SMART Notebook files to a USB drive and insert the drive in the convenience panel's USB receptacle. OR Use Share To Board in SMART Notebook software. See *To open SMART Notebook files using Share To Board* on page 27. OR Use Print to Board in SMART Notebook software. See *To open SMART Notebook files using Print to Board* on page 27.
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** Tap **SMART Notebook Player Library** [icon] 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 display no longer supports Flash content. SMART Notebook Player displays a placeholder when there is Flash content on a page. See the *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?	SMART Notebook Player interface is designed to minimize distractions and to maximize displayed content. Some content-creation tools have been removed. It's similar to Adobe® Acrobat® Reader® versus the full experience of Adobe Acrobat.
How do I interact with a SMART lab activity?	• Activities appear full screen. Tap the image of the activity and wait while it loads. • To close a lab activity, tap the white ✕ in the top right corner. The white ✕ can be difficult to see against a white background. • To edit or configure lab activities, open them in SMART Notebook software.

Using SMART Notebook Player on your mobile device

Teachers can download SMART Notebook Player for mobile devices to share SMART Notebook files to the display and interact with the content from anywhere in the classroom.

Provide any feedback about SMART Notebook Player to SMART at smarttech.uservoice.com.

✏ **NOTE**

Currently, Notebook Player is available only for iOS devices.

Installing SMART Notebook Player on your mobile device

You can download and install the app by visiting the Apple App Store.

SMART Notebook Player is currently available only for iOS devices with iOS 10 or later operating system software.

Connecting SMART Notebook Player to the display

✏ **NOTE**

To connect Notebook Player to the display, you must first share a SMART Notebook file with the display. See *To open SMART Notebook files using Share To Board* on page 27.

▶ **To connect Notebook Player to the display**

1. On your mobile device, open Player and tap the **Share** button.

2. Select a display.

The Share button shows the app is connected to the display.

Using SMART Notebook Player on your mobile device

▶ **To use Notebook Player**

1. On your mobile device, open **Player**.

2. Connect to the display. See *Connecting SMART Notebook Player to the display* above for more information.

3. Tap a SMART Notebook file to show it on the display.

4. To show a page, scroll to the page on the mobile device and tap it.

Using SMART Notebook Player on an iPad

The Notebook Player app for iPad® devices has additional features.

▶ **To write or draw ink in the Notebook Player app on an iPad**

> ✏️ **NOTE**
>
> The ink won't be saved when you close the SMART Notebook file.

1. On your iPad, open **Player**.

2. Connect to the display. See *Connecting SMART Notebook Player to the display* on the previous page for more information.

   OR

   Tap a SMART Notebook file to open it.

3. Tap a SMART Notebook file to show it on the display.

   OR

   Tap a SMART Notebook file to open it.

4. Scroll to the page on the mobile device and tap it.

5. Tap ▲.

6. Move your finger to write digital ink.

7. To return to the pointer, tap 👆.

▶ **To erase ink in the Notebook Player app on an iPad**

1. After you've written or drawn ink, tap ◇.

2. Move your finger over the ink you want to erase.

3. To return to the pointer, tap 👆.

Frequently asked questions about SMART Notebook Player

Is SMART Notebook Player free?	Notebook Player is free to download. A subscription to SMART Learning Suite is required to access features like controlling the SMART Notebook file from the mobile device.

How do I sign in to SMART Notebook Player?	Sign in with the same Google™ or Microsoft® account used to sign in to SMART Learning Suite.
How did my SMART Notebook files appear in Notebook Player?	SMART Notebook files were shared to the board using the Share to Board feature in SMART Notebook 17 software or later. See *To open SMART Notebook files using Share To Board* on page 27 for more information.
Can I use a cloud service like Google Drive™ to upload SMART Notebook files?	Not at this time. SMART is working on a solution for this.
Do the mobile device and display need to be on the same network?	No. The mobile device and display can be connected to different networks.

Using Activities

Teachers can use activities to quickly build game-based activities and get timely insight into students' understanding.

Opening Activities

To open Activities

1. Open the launcher.

2. Tap **Activities** .

Using Activities

See Using SMART lab for more information.

Using Workspaces

Workspaces allows you to access SMART amp® collaborative learning software on the display.

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 G Suite for Education, which simplifies deployment and account management for your school.

Opening Workspaces

▶ **To open Workspaces**

1. Open the launcher.

2. Tap the **Workspaces** ⬛ icon.

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

Using Workspaces
For more information on Workspaces, see the Using SMART amp.

Using Browser

You can use a web browser on the display.

✏️ **NOTES**

- Browser supports HTML5 and earlier content.

- Browser doesn't support third-party plugins, such as Adobe Flash Player.

Opening Browser

▶ **To open Browser**

1. Open the launcher.

2. Tap **Browser** 🔵 .

Using Browser

👉 **IMPORTANT**

Pressing the **Clean Up** button ↩️ doesn't delete bookmarks saved in the Browser app. See *Using Browser* above

---

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

Using Input

Connect a computer to the display to present content on the display. Download and install SMART software on the connected computer to take full advantage of the display's touch and ink features.

Showing content on the display

▶ **To show content on the display**

1. Connect a device to the display's HDMI 1, HDMI 2, DisplayPort or VGA connectors.

    > **✏ NOTE**
    >
    > To enable touch control of the device, connect a USB cable to the corresponding USB port for that video input port.

2. Open the launcher.

    The launcher appears.

3. Tap **Input** ⬚.

    The display shows previews of the devices that are connected to the display's inputs.

    Video input ports that are gray indicate no devices connected. Video input ports that are blue are connected to devices in sleep mode. Video input ports that show a preview screen are connected to devices with an active signal are shown with a preview.

    Ports that have nothing connected will provide on-screen guidance if you select them.

4. Select an input source to show on the display.

Downloading SMART software

SMART Learning Suite includes SMART Ink. When you download and install SMART Learning Suite on the connected computer, SMART Ink enables you to write and draw in digital ink over applications, files, folders websites and any other open window on your computer.

For more information about SMART Learning Suite, see *Using SMART software on connected computers* on page 12.

Stop showing content on the display

▶ **To stop showing content on the display**

Open the launcher and select another app.

Using Screen Share

You can share content wirelessly to the display from your computer or mobile device.

✏ **NOTES**

- Touch interactions are not supported while using Screen Share.

- When you use the launcher to switch apps on the display, Screen Share stops.

- If you want to change the display's name, see the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164) for instructions.

Sharing content from the Chrome™ browser to the display

You can use the Chrome browser and Google Cast™ (a browser extension for Chrome) to share the desktop or a specific browser tab from your computer.

✏ **NOTES**

- Use Chrome version 52 or later.

- Make sure your computer is connected to the same network as the display. See *Verifying that the display and mobile device or computer are connected to the same network* on page 44 for more information.

▶ **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 share content from the browser tab to the display**

1. On the display, open the launcher.

   The launcher appears.

2. Tap **Screen Share** ⮫.

   ✏ **NOTE**

   Remember the display's name.

   ---

3. On your computer, open the Chrome browser.

4. Open the tab you want to share to the display.

5. In the top right corner of your browser, click the **Cast** icon ⮫.

6. Select the display's name.

   ✏ **NOTE**

   When you're sharing content, the Cast icon ⮫ turns blue.

▶ **To share content from your desktop to the display**

1. On the display, open the launcher.

   The launcher appears.

2. Tap **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 display's name.

8. In the *Share your screen* dialog box, click **Entire screen**.

   ✏ **NOTE**

   When you're sharing content, the Cast icon ⮫ turns blue.

Sharing content from your Windows® computer to the display

If your computer is running Windows 10 or Windows 8.1 operating system, you can use Miracast to share content.

You can use the Chrome browser to share content from your Windows computer. See *Sharing content from the Chrome browser to the display* on page 36

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.

> **NOTE**
>
> Make sure your computer is connected to the same network as the display. See *Verifying that the display and mobile device or computer are connected to the same network* on page 44 for more information.

Using Miracast to share content from Windows 8.1 operating system

▶ **To share content from the Windows 8.1 operating system**

1. On the display, open the launcher.

   The launcher appears.

2. Tap **Screen Share** .

   > **NOTE**
   >
   > Remember the display's name.

3. On your computer, swipe in from the right edge of the screen, and then tap **Devices**.

   OR

   With a mouse, point to the lower-right corner of the screen, move the pointer up and click **Devices**.

4. Click **Project > Add a wireless display** and select the display.

▶ **To choose how content is shared from the Windows 8.1 operating system**

1. On the display, open the launcher.

   The launcher appears.

2. Tap **Screen Share** ⤢.

> ✏️ **NOTE**
>
> Remember the display's name.

3. On your computer, swipe in from the right edge of the screen, and then tap **Devices**.

   OR

   With a mouse, point to the lower-right corner of the screen, move the pointer up and click **Devices**.

4. Click **Project** and then select an option:

   ○ **PC screen only:**. No content is shared to the display.

   ○ **Duplicate:**. The same content appears on both screens.

   ○ **Extend:** The computer's desktop is extended across the computer and display's screen. You can move items between the two screens.

   ○ **Second screen only:**. Content is shared to the display. The computer's screen is blank.

Using Miracast to share content from the Windows 10 operating system

▶ **To share content from a computer using Windows 10 system software**

1. On the display, open the launcher.

   The launcher appears.

2. Tap **Screen Share** ⤢.

> ✏️ **NOTE**
>
> Remember the display's name.

3. On the computer, click the action center ▢ in the lower right of the screen, select **Connect**, and select the display.

Supported Chrome browsers

Chrome browser version 52 or later

Sharing content from your Apple product to the display

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

> ✏️ **NOTE**
>
> Make sure your Mac computer or iOS device is connected to the same network as the display. See *Verifying that the display and mobile device or computer are connected to the same network* on page 44 for more information.

▶ **To mirror your Mac computer's desktop to the display**

1. On the display, open the launcher.

   The launcher appears.

2. Tap **Screen Share** ⬚.

   > ✏️ **NOTE**
   >
   > Remember the display's name.

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

4. Select the display's name.

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

▶ **To extend your Mac computer desktop to the display**

1. On the display, open the launcher.

   The launcher appears.

2. Tap **Screen Share** ⬚.

   > ✏️ **NOTE**
   >
   > Remember the display's name.

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

4. Select the display's name.

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

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

▶ **To mirror your iOS device's screen to the display**

1. On the display, open the launcher.

   The launcher appears.

2. Tap **Screen Share** ⤵.

   ✏ **NOTE**

   Remember the display's name.

   ---

3. On your iOS mobile device, open the Control Center.

4. Tap **AirPlay**.

5. Select the display's name.

6. Select **Mirroring**.

7. Select an app.

   The content appears on the display.

Supported Apple devices and operating systems
The following Apple operating systems support Screen Share.

- iOS 9 or later

- OS X 10.11 (El Capitan) or later

The following Apple devices support Screen Share.

- iPhone 4S or later

- iPad 2 or later

- iPod touch (5th generation) or later

Sharing content from your Android™ mobile device

For a list of supported Android products, see *Supported Android devices and operating systems on page 43*.

For more information, see Cast your Android screen from the Google Home app.

> ✎ **NOTE**
>
> Make sure your Android mobile device is connected to the same network as the display. See *Verifying that the display and mobile device or computer are connected to the same network* on page 44 for more information.

▶ **To share your Android device's screen on the display using the Google Home app**

1. Download the Google Home app from Google Play™.

2. On the display, open the launcher.

   The launcher appears.

3. Tap **Screen Share** ⛶.

   > ✎ **NOTE**
   >
   > Remember the display's name.

4. On your Android device, open the Google Home app.

5. In the top left corner, tap the navigation drawer ≡.

6. Tap **Cast Screen**.

7. Select the display's name.

   > ✎ **NOTE**
   >
   > If you don't see the display you want, tap **MORE SETTINGS** to show more displays.

▶ **To share your Android device's screen on the display from the notification shade**

1. On your Android device, swipe down to open the notification shade.

2. Tap **Cast**.

3. Select the display's name.

   If you don't see the display you want, tap **MORE SETTINGS** to show more displays.

> ✎ **NOTE**
>
> Not all apps are Google Home-enabled.

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.

  ✎ NOTE

  Not all mobile devices have been optimized for screen casting.

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

Stop sharing content

💡 TIP

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

▶ **To stop sharing content to the display**

1. Tap the display.

   The overlay appears.

2. In the top right corner of the screen, tap ✖.

3. When the message "Want to disconnect?" appears, tap **Yes**.

▶ **To stop sharing content to the display when using Miracast**

💡 TIP

This an optional way to stop sharing content when using Miracast.

---

1. Tap or click Project, and then tap or click Disconnect.

   The overlay appears.

2. On your computer, swipe in from the right edge of the screen, and then tap **Devices**.

   OR

   With a mouse, point to the lower-right corner of the screen, move the pointer up and click **Devices**.

3. Click **Project**, and then click **Disconnect**.

Verifying that the display and mobile device or computer are connected to the same network

▶ **To verify that the display and mobile device or computer are connected to the same network**

1. On the display, open the launcher.

   The launcher appears.

2. Tap **Screen Share** .

3. Note the name of the network the display is connected to.

4. On your mobile device or computer, verify that the mobile device or computer is connected to the same network. Consult the mobile device or computer's user guide for more information.

Using the Clean Up button

After you've finished using the display, you can tap the **Clean Up** button in the launcher to clean up the display for the next user. Pressing the Clean Up button:

- Erases the Whiteboard

- Saves the Whiteboard session to the Library (if the Library is enabled)

- Resets Browser (clears the browser history, cache, cookies and closes all open tabs, and opens a new tab)

- Closes all applications

☞ **IMPORTANT**

Pressing the **Clean Up** button doesn't delete bookmarks saved in the Browser app. See *Using Browser* on page 34

✏️ **NOTES**

- Pressing the Clean Up button doesn't perform a factory reset on the display.

- For information about changing the Clean Up button settings, see the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).

▶ **To clean up the display**

1. Open the launcher.

2. Tap **Clean Up** ↩.

   The display cleans up.

Troubleshooting

This chapter explains how to troubleshoot the display's software.

🖊 NOTE

For hardware troubleshooting information, see the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).

Resolving general issues

Issue	Solutions
An app or feature is missing or not available.	• The apps and features available depend on the iQ appliance model. See the Identifying your iQ appliance model wizard. • The iQ system software may not include that feature or app. See the iQ system software release notes. • The app may be disabled. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).

Issue	Solutions
The iQ apps and features do not appear when the display is turned on.	• Wait for a minute after first turning on the display or switching the input source to the iQ appliance. This delay may be longer immediately after upgrading the iQ system software. • The iQ appliance has stopped responding during startup or after a system software update. Turn off the display, unplug the power cable and wait at least 30 seconds before reconnecting the power cable and turning on the display.
There is no content from the HDMI video out connector.	The connected HDMI sync device (for example, a display, video splitter, video extender or video capture system) may not support High-Bandwidth Digital Content Protection (HDCP). Make sure the sync device is able to receive and display HDMI content that is protected by HDCP. For more information, see SMART Board interactive flat panels and High-bandwidth Digital Content Protection (HDCP).

When updating the iQ system software with a USB drive, the update process doesn't start.	• The iQ system software version already installed may be newer than or the same version as the version on the USB drive.
	Compare the version number of the current iQ system software with the version number of the upgrade file on the USB drive.
	• Follow the installation instructions provided on SMART's website when updating the iQ system software.
	
	💡 **TIPS**
	  ○ Make sure the USB drive is FAT formatted.
	  ○ Make sure the file has not been renamed or unzipped. The file should be copied to the USB drive unmodified.
	  ○ Make sure the file is located in the root folder on the USB drive.
	  ○ Make sure the USB drive is inserted in the convenience panel on the display's frame.
	  ○ After inserting the USB drive in the convenience panel, switch to the Whiteboard app.

Annotations appear only in the Browser and Screen Share apps.	Currently, only the Browser and Screen Share apps support ink and annotations.
When the annotation is open in the Whiteboard app, you're unable to connect the SMART kapp app to your display.	The SMART kapp app is unable to connect to the display when an annotation is open in the Whiteboard app.
You can't ink on the screen when you press the Freeze button.	To ink on the screen, pick up a pen and start drawing.

Resolving issues with SMART Notebook Player

Issue	Solutions
There is an issue with SMART Notebook Player.	• Make sure the display is connected to a network and the network is configured properly. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).

Issue	Solutions
The display's name doesn't appear in the list of available devices.	• See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164) and your computer's documentation. • Restart the display. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).
I'm unable to download SMART Notebook Player.	• If you're using an iPhone, download the app from the Apple App Store. • Notebook Player is currently unavailable for Android devices and iPad devices.
I'm unable to sign in to Notebook Player.	Use your Google or Microsoft account to sign in.
There are no SMART Notebook files in the mobile app.	You need to share a SMART Notebook file with the display. See *Using SMART Notebook Player* on page 25 for more information.
The mobile device or Notebook Player is no longer connected to the display.	The display or the mobile device is unable to connect to the Internet. Check the settings for the display and the mobile device and try connecting again.
The display can't generate a pairing code The Notebook Player mobile app can't be used to remotely control the SMART Notebook file on the display	You can resolve the issue by restarting the display. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).

Resolving issues with Activities

Issue	Solutions
There is an issue with Activities.	• Make sure the display is connected to a network and the network is configured properly. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • If Activities can't visit secure (https) websites, make sure the display's date and time are correct. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • Make sure the network firewall isn't blocking services required for Activities. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • Contact your system administrator.

Resolving issues with Workspaces

Issue	Solutions
Workspaces is unable to display any content.	• Make sure the display is connected to a network and the network is configured properly. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • If Workspaces can't visit secure (https) websites, make sure the display's date and time are correct. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • Make sure the network firewall isn't blocking services required for Workspaces. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • Contact your system administrator.

Resolving issues with Browser

Issue	Solutions
There is an issue with Browser.	• Make sure the display is connected to a network and the network is configured properly. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • If Browser can't visit secure (https) websites, ensure the display's date and time are correct. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • Contact your system administrator.

Resolving issues with Input

Issue	Solutions

There is an issue with the image.	• See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).
	 • Connect the computer to the display's connectors.
	 • 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 iQ appliance.
	 • The computer's video resolution settings and refresh rates aren't supported by the display. The display supports the following resolutions and refresh rates:
	  ○ 1920 × 1080 at 6 0 Hz
	  ○ 1280 × 720 at 60 Hz

Issue	Solutions
There is an issue with touch.	- Make sure the USB cable is securely fastened to both your computer and the display. - Use a USB 2.0 cable and make sure it's connected to the correct USB receptacle. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - If touch interactivity is slow, close some open applications on the computer. - Make sure the latest version of SMART Product Drivers is installed on your computer. See smarttech.com/downloads. - Remove any USB cable extenders. For best results, use a 16' (5 m) or shorter USB cable.
There is an issue with audio.	- See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - Turn off the mute setting on your computer. - Turn up the volume on your computer. - Turn up the volume on the display. See *Convenience panel* on page 6.

Resolving issues with Screen Share

> **💡 TIP**
>
> In some instances, restarting the Screen Share app and its discovery services resolves issues with the app.

1. On the display, open the launcher.

   The launcher appears.

2. Tap **Settings** ⚙.

3. Scroll to **Applications** > **Screen Share**.

4. Tap **Reset**.

Resolving issues with Android mobile devices

Issue	Solutions
The display's name doesn't appear in the list of available devices.	- Make sure your mobile device is on the same network as the display. - 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 display is using a wired network connection, try connecting it to a wireless network. - See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164) and your computer's documentation. - On your mobile device, turn Airplane mode on and then off again. - Restart your Android mobile device. **✎ NOTE** Restarting your Android device can clear network address information that your device had cached. Restarting the device can also reinitialize audio and video encoders that might have stopped working properly. - Restart the display. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - If you've restarted your display and still don't see the display's name in the list of devices, wait several minutes and then try to connect to the display again. - Ensure you have the latest operating software on your Android device. Make sure no system updates are pending for your Android device. See the device's user guide for more information.
The display's name appears in the list of available devices but you're unable to connect to it.	Open the Screen Share app. a. On the display, open the launcher. The launcher appears. b. Tap **Screen Share** 🔗.
The video is choppy or the audio isn't in sync with the video.	- If your network is slow or congested, Screen Share is affected. Contact your administrator. - Your mobile device could be connected to a different access point than your display, which can increase latency. Turn Airplane mode on and then off on your mobile device to try to connect to a closer access point. - Make sure the antenna is attached to the iQ appliance. - Sharing videos or playing video games with frequent screen updates requires more network bandwidth. Try reducing the video quality to improve performance. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - 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 device. Make sure no system updates are pending for your Android device. See the device's user guide for more information.

Issue	Solutions
The video has no audio.	• Make sure the volume on your Android device is turned up and the display is not muted. • Turn up the volume on the display. See *Convenience panel* on page 6. • Make sure you have the latest operating software on your Android mobile device. • Restart your mobile device.
The screen is not responding to touch or you're unable to write or draw with the pens.	Touch interactions are not supported while using Screen Share.
The issues persist even after you've restarted your Android mobile device and ensured it is on the same network as the display.	Contact your system administrator.

Resolving issues with Apple devices

Issue	Solutions
The display's name doesn't appear in the list of available devices.	• Make sure your mobile device or computer is on the same network as the display. • If your display is using a wired network connection, try connecting it to a wireless network. • See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164) and your computer's documentation. • On your mobile device, turn Airplane mode on and then off on your mobile device. • Restart your mobile device. ✏ **NOTE** 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. • Restart your computer. ✏ **NOTE** 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 display. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • If you've restarted your display and still don't see the display's name in the list of devices, wait several minutes and then try to connect to the display again. • Make sure your computer or device has the latest operating system software.

Issue	Solutions
The display's name appears in the list of available devices but you're unable to connect to it.	Open the Screen Share app. a. On the display, open the launcher. The launcher appears. b. Tap **Screen Share** 🛜.
The video is choppy or the audio isn't in sync with the video.	• If your network is slow or congested, Screen Share is affected. Contact your administrator. • The display 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, disconnect and then reconnect the Ethernet cable or turn Wi-Fi off and then back on to try to connect to a closer access point. • Make sure the antenna is attached to the iQ appliance. • Reduce your computer's display resolution to 1920 × 1080 or lower. • Sharing videos or playing video games with frequent screen updates requires more network bandwidth. Try reducing the video quality to improve performance. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • Make sure your computer or device has the latest operating system software.
The video has no audio.	• Make sure the volume on your iOS device is turned up and the display is not muted. • Make sure the Ring/Silent switch isn't set to silent on your mobile device. • Turn up the volume on the display. See *Convenience panel* on page 6.
The screen is not responding to touch or you're unable to write or draw with the pens.	Touch interactions are not supported while using Screen Share.
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 display.	Contact your system administrator.

Resolving issues with Chrome browser and Chromebook

Issue	Solutions
The display's name doesn't appear in the list of available devices.	- Make sure your computer is on the same network as the display. - If your display is using a wired network connection, try connecting it to a wireless network. - See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164) and your computer's documentation. - On your computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable. - Restart your computer. **✎ NOTE** 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. - Restart your display. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - If you've restarted your display and still don't see the display's name in the list of devices, wait several minutes and try to connect to the display again.

The display's name appears in the list of available devices but you're unable to connect to it.	Open the Screen Share app.
	  a. On the display, open the launcher.
	    The launcher appears.
	  b. Tap **Screen Share** 🔗.

The video is choppy or the audio isn't in sync with the video.	- If your network is slow or congested, Screen Share is affected. Contact your administrator. - Not all devices are designed for video encoding for Screen Sharing, so video streaming might not behave as expected. - Sharing videos or playing video games with frequent screen updates requires more network bandwidth. Try reducing the video quality to improve performance. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - Screen Share has not been optimized for performance with Chromebooks. For best results, limit usage to static content. - The display and the computer might be connected to different wireless access points, which can increase latency. On the computer, disconnect and then reconnect the Ethernet cable or turn Wi-Fi off and then back on to try to connect to a closer access point. - Make sure the antenna is attached to the iQ appliance.
Parts of the image do not display correctly when sharing streaming video to the display.	If sharing content from a Chrome browser tab, share the entire desktop. See the *SMART Board 7000 and 7000 Pro series interactive displays user's guide* (smarttech.com/kb/171163) for more information.
The screen is not responding to touch or you're unable to write or draw with the pens.	Touch interactions are not supported while using Screen Share.

Resolving issues with Windows computers

Issue	Solutions
The display's name doesn't appear in the list of available devices.	- Make sure your computer is on the same network as the display. - If your display is using a wired network connection, try connecting it to a wireless network. - See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164) and your computer's documentation. - On your computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable. - Restart your computer. **NOTE** 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 display. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - If you've restarted your display and still don't see the display's name in the list of devices, wait several minutes and try to connect to the display again. - Make sure the operating system on your computer is up to date. - If you've restarted your display and still don't see the display's name in the list of devices, wait several minutes and then try to connect to the display again. - A Mac computer, Apple mobile device or Android mobile device is sharing content with the display. Disconnect the computer or mobile device. See *To stop sharing content to the display* on page 43 or *To stop sharing content to the display when using Miracast* on page 43 for more information.

The display's name appears in the list of available devices but you're unable to connect to it.	Open the Screen Share app.
	  a. On the display, open the launcher.
	     The launcher appears.
	  b. Tap **Screen Share** ⛶.

Issue	Solutions
The video is choppy or the audio isn't in sync with the video.	- If your network is slow or congested, Screen Share is affected. Contact your administrator. - The Wi-Fi signal could be weak. Contact your administrator. - Your device could be connected to a different access point than your display, which can increase latency. Turn Airplane mode on and then off on your computer to try to connecting to a closer access point. - Sharing videos or playing video games with frequent screen updates requires more network bandwidth. Try reducing the video quality to improve performance. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - Make sure the antenna is attached to the iQ appliance. - Reduce your computer's resolution to 1920 × 1080 or lower. - Make sure the operating system on your computer is up to date. - If you're using AirParrot, make sure AirParrot is up to date. - If you're using Chrome make sure the browser is version 52 or later and is up to date. - If you've restarted your display and still don't see the display's name in the list of devices, wait several minutes and then try to connect to the display again. - If you're using Miracast, move the computer closer to the display or to the side of the display where the iQ appliance is installed.
When using Miracast, you can't add or connect to the display.	- If you can't add the display, wait for it to become ready and then try again. If that doesn't work, try restarting your computer and display. See the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - If your Windows 8.1 computer won't connect to the display, try removing and then adding it again. a. On your computer, swipe in from the right edge of the screen, and then tap **Settings** > **Change PC settings**. OR With a mouse, point to the lower-right corner of the screen, move the pointer up and click **Settings** > **Change PC settings**. b. Click **PC and Devices** > **Devices**. c. Select the display, and then click **Remove Device**. d. On your computer, swipe in from the right edge of the screen, and then tap **Devices**. OR With a mouse, point to the lower-right corner of the screen, move the pointer up and click **Devices**. e. Click **Project** > **Add a wireless display** f. Select the display in the list of devices found, and follow the on-screen instructions. - Miracast works only when Wi-Fi is enabled on the display, even if the display uses an Ethernet connection to the network. However, the display doesn't need to be connected to a wireless network. - If you're using Miracast, move the computer closer to the display or to the side of the display where the iQ appliance is installed.

Issue	Solutions
When using Miracast, the text on your is fuzzy or images stutter.	**✎ NOTE** Projecting video or games to the display might not work well. • Decrease the screen resolution on your Windows 8.1 computer. a. On your computer, swipe in from the right edge of the screen, and then tap **Search**. OR With a mouse, point to the lower-right corner of the screen, move the pointer up and click **Search**. b. Enter **Screen resolution** in the search box and select **Display settings**. c. Use the Resolution slider to choose a smaller screen resolution. • If you're using Miracast, move the computer closer to the display or to the side of the display where the iQ appliance is installed.
When using Miracast, audio plays on the computer rather than display.	• Disconnect the display and then reconnect to it. • Check that the display is selected as the default audio device. a. On your computer, swipe in from the right edge of the screen, and then tap **Search**. OR With a mouse, point to the lower-right corner of the screen, move the pointer up and click **Search**. b. Enter **Sound** in the search box and click **Sound**. c. Click **Playback**, and make sure the display is selected as the default device.
The screen is not responding to touch or you're unable to write or draw with the pens.	Touch interactions are not supported while using Screen Share.

Appendix A

Using the SMART kapp app

This appendix explains how to use the SMART kapp app with the display.

Installing the app and starting it for the first time

You can download and install the SMART kapp app by visiting the Apple App Store or Google Play, or you can install the app on your mobile device by scanning your display's QR code.

The app is compatible with the following devices:

Device type	Requirements
Apple	iOS 9 or later operating system software 50 MB of storage iPhone 4S or later Third generation iPad or later First generation iPad mini or later Fifth generation iPod touch or later
Android	Android 4.4.4 (KitKat) or later operating system 50 MB of storage (internal or SD card) 1024 MB of RAM 720p or better screen resolution Bluetooth® 2.1 + EDR 3 megapixel or better rear-facing camera (recommended)

Installing the app

▶ **To install the app**

1. Visit the Apple App Store or Google Play on your mobile device and search for **SMART kapp**.

   OR

   Start the QR code scanning app on your mobile device, and then hold your mobile device's rear-facing camera over the device's QR code to scan it.

   The Apple App Store or Google Play opens.
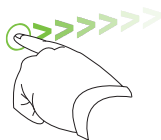
2. Download and install the app.

Starting the app for the first time

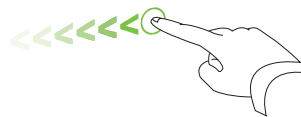▶ **To start the app for the first time**

1. Start the SMART kapp app on your mobile device.

   The app tutorial appears.

2. Use the swipe gestures to progress through the screens of the tutorial.

Previous screen   *Next screen*

3. Tap **Close** when you have completed the tutorial.

   The app home screen appears.

   💡 **TIP**

   If you want to see the tutorial again, do the following:

   ○ On an Apple mobile device, tap **Settings** ⚙ on the app home screen and then select **Tutorial**.

   ○ On an Android mobile device, tap **Menu** ⋮, select **Settings**, and then select **Tutorial**.

Connecting and disconnecting the app

The SMART kapp app enables you to connect your mobile device to a display and then do the following:

- View notes you write on the display on your mobile device

- Save and export your notes

- Start a session and invite others to join and collaborate

Connecting

Start a session by connecting your mobile device to a display.

✏ **NOTE**

Make sure you have the latest version of the app on your mobile device to get the best experience while using the SMART kapp app and to access all the latest features. Some features listed in this documentation may not be available with older versions of the app.

A QR code is a type of bar code. If your mobile device has a rear-facing camera and a QR code scanning app, you can scan QR codes like the one on the display. Your mobile device then executes the QR codes' commands. Typically, QR codes' commands display messages or open web pages.

▶ **To connect by QR code**

1. Start the SMART kapp app on your mobile device.

2. Hold your mobile device's rear-facing camera still over the display's QR code so that the QR code appears in the center of the app screen.

   The app connects your mobile device to the display.

   💡 **TIP**

   If the app doesn't connect your mobile device to the display, move your mobile device closer to or farther away from the display so that the app can capture the QR code.

   ✏️ **NOTE**

   Some Android mobile devices require you to accept a pairing request to connect to the display. Swipe down on the screen to access the notification drawer and accept the pairing request.

Disconnecting

The app disconnects from the current session in the following situations:

- When you close the app

- Automatically after a period of non-use

- When the display is outside of your mobile device's Bluetooth communication range, which is approximately 33' (10 m)

✏️ **NOTE**

- When you connect an Android mobile device to the display, an icon appears in the device's notification area. This icon indicates when the mobile device is connected to the display:

Connected   *Disconnected*

- When you disconnect, the SMART kapp app takes a final snapshot of the display if the content has changed since the last snapshot.

▶ **To disconnect the app manually**

Tap **Disconnect** in the top left corner of the SMART kapp app screen, and then tap **Disconnect**.

OR

Tap **Disconnect** ⬚🖵 on the display.

Continuing a previous session

You can easily pick up from where you left off in a previous SMART kapp session. You can continue one of your previous sessions from the last snapshot taken in a session. It doesn't matter if your previous session was on a SMART kapp board or a SMART Board interactive display.

✎ **NOTES**

- When you continue a previous session, the content from that previous session replaces any existing content on your display. This content is not permanently erased and will return once you disconnect from your continued session.

- When you continue a session, all the snapshots from that previous session are also available. However, as the session's host, these snapshots are only visible to you. If you invite remote participants to join your continued session, they will not have access to any snapshots taken during the previous session.

▶ **To continue a previous session on an iOS mobile device**

1. If you're currently in a session, disconnect (see *Disconnecting* on the previous page).

2. Tap **Sessions** 🗊.

   The *Sessions* screen appears.

3. Swipe right on the session you want and tap **Continue**.

   OR

   In the snapshot library, select the session you want to continue to view and tap **Continue** ⬚.

   The QR scanner appears.

4. Scan the display's QR code.

   The last snapshot from your session appears on the display and your mobile device. You can then invite others to join the continued session just as you would with a regular session.

▶ **To continue a previous session on an Android mobile device**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 62).

2. Tap **Sessions** ⬚.

    The *Sessions* screen appears.

3. For the session you want to continue, tap **Menu** ⋮ and select **Continue**.

    OR

    In the snapshot library, select the session you want to continue to view and tap **Continue** ⬚.

    The QR scanner appears.

4. Scan the display's QR code.

    The last snapshot from your session appears on the display and your mobile device. You can then invite others to join the continued session just as you would with a regular session.

Writing, erasing and viewing notes

You can write and erase notes on the display just like you do on a traditional dry-erase board. You can view your notes on the display or in the app.

Write and erase notes on the display

You can write and erase notes on the display just like you do on a traditional dry-erase board. For more information, see *Writing, drawing and erasing* on page 14.

💡 **TIP**

Use your finger to pan the whiteboard left or right to access more whiteboard space.

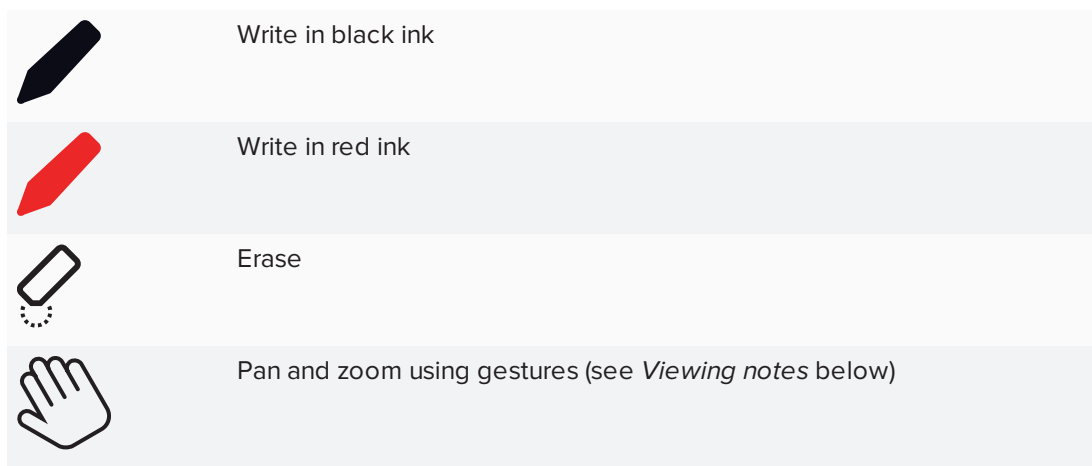## Write and erase notes in the app

In addition to writing and erasing notes on the display, you can write or erase them in the app. When you write or erase notes in the app, the changes appear automatically on the display.

▶ **To write or erase notes in the app**

1. Connect your mobile device to the display (see *Connecting and disconnecting the app* on page 61).

2. Tap **Drawing Mode** ✎.

3. Tap the buttons on the bottom of the screen, and then use your fingers to write, erase, pan or zoom.

	Write in black ink
	Write in red ink
	Erase
	Pan and zoom using gestures (see *Viewing notes* below)

4. Tap **Done** to return to viewing mode.

Viewing notes

During a session, you can view the notes you've written on the display on your mobile device. As you write or erase notes, the changes appear on your mobile device automatically.

By default, your mobile device displays the entire writing surface. You can use gestures to zoom in or out and pan:
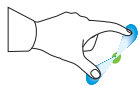
Zoom in   *Zoom out*   *Pan*

✏️ **NOTE**

As you zoom in or out, grid lines appear on the writing surface to indicate the level of magnification.

Using Radar View

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

▶ **To show Radar View**

Touch the Whiteboard near the bottom of the display.

Radar View appears.

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

1. Use your finger to move Radar View left or right to view the entire writing surface.

2. Tap the area you'd like to present.

The display shows the area you selected.

▶ **To hide Radar View**

Radar View disappears after five seconds.

Returning to the host's current view

When you're following the presentation in your web browser or in the SMART kapp app, you can view a section of the writing surface other than the one the host is presenting.

▶ **To return to the host's current view**

In the SMART kapp app or web browser, select **Follow host**.

Saving and working with snapshots

As you write notes on a display, you might want to save snapshots of your notes from time to time during the session.

After you save snapshots, you can do the following:

- View the snapshots

- Export the snapshots as JPEG or PDF files

- Delete the snapshots

Saving snapshots to the app

▶ **To save a snapshot**

1. Start or connect to a session (see *Connecting and disconnecting the app* on page 61).

2. Tap **Capture** ⬚ on the display.

   OR

   Tap **Capture** ⬚ in the app.

   The app saves a snapshot of your notes.

   > ✏ **NOTE**
   >
   > The *Sessions* ⬚ button in the bottom-right corner of the screen indicates how many snapshots have been saved in the current session.

Viewing snapshots

When you save a snapshot, the app saves it to your session's library. Access your current session or a previous session's library to view your saved snapshots.

> 💡 **TIP**
>
> You can use the zoom and pan gestures when viewing snapshots (see *Viewing notes* on page 65).

▶ **To view snapshots in the current session**

1. Take one or more snapshots in the current session (see *Saving snapshots to the app* above).

2. On an Apple mobile device, tap **Sessions** ⬚.

   OR

   On an Android mobile device, tap **Sessions** ⬚.

   The *Sessions* screen appears.

3. Tap a snapshot's thumbnail image to view the snapshot.

▶ **To view snapshots in previous sessions**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 62).

2. On an Apple mobile device, tap **Sessions** ⬚.

   OR

   On an Android mobile device, tap **Sessions** ⬚.

   The *Sessions* screen appears.

3. Select a session to view the snapshots saved for that session.

   The session's snapshot library appears.

4. Select a snapshot's thumbnail image to view the snapshot.

Exporting snapshots

If you want to share snapshots of your notes, you can use the app to export them and then use a third-party app on your mobile device to share your snapshots as a PDF or JPEG file.

▶ **To export a snapshot**

1. View the snapshot you want to export (see *Viewing snapshots* on the previous page).

2. On an Apple mobile device, tap **Export** ⬚, and then select **Save to Camera Roll**, **Share as PDF** or a cloud service.

   OR

   On an Android mobile device, tap **Menu** ⋮, and then select **Save to Camera Roll**, **Share as PDF** or a cloud service.

3. If you selected **Share as Image** or **Share as PDF**, select the app you want to use to share the snapshot.

4. Use the selected app to share the snapshot.

▶ **To export all snapshots saved in the current session**

1. Save one or more snapshots in the current session (see *Saving snapshots to the app* on the previous page).

2. Tap **Sessions** ⬚.

   The *Sessions* screen appears.

3. On an Apple mobile device, tap **Export** .

    OR

    On an Android mobile device, tap **Menu** , and then select **Share as Image** or **Share as PDF**.

4. Select the app you want to use to export the snapshots.

5. Use the selected app to export the snapshots.

▶ **To export all snapshots saved in a previous session**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 62).

2. On an Apple mobile device, tap **Sessions** .

    OR

    On an Android mobile device, tap **Sessions** .

    The *Sessions* screen appears.

3. Select a session to view the snapshots saved for that session.

    The session's snapshot gallery appears.

4. On an Apple mobile device, tap **Export** .

    OR

    On an Android mobile device, tap **Menu** , and then select **Share as PDF**.

5. Select the app you want to use to export the snapshots.

6. Use the selected app to export the snapshots.

Deleting snapshots

You can delete snapshots individually or delete an entire session and all of its saved snapshots.

▶ **To delete a snapshot from a previous session**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 62).

2. On an Apple mobile device, tap **Sessions** [icon].

    OR

    On an Android mobile device, tap **Sessions** [icon].

    The *Sessions* screen appears.

3. Select the session that contains the snapshot you want to delete.

    The session's snapshot gallery appears.

4. Select the snapshot you want to delete.

5. Tap **Delete** [icon], and then tap **Delete**.

▶ **To delete a previous session on an iOS mobile device**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 62).

2. Tap **Session** [icon].

    The *Sessions* screen appears.

3. Select **Edit**.

4. Tap the session's **Delete** [icon] button, and then tap **Delete**.

5. Tap **Done**.

▶ **To delete a previous session on an Android mobile device**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 62).

2. Tap **Sessions** [icon].

    The *Sessions* screen appears.

3. Tap **Menu** [icon], and then select **Select**.

4. Select the session.

5. Tap **Delete** [icon], and then tap **Delete**.

Sharing sessions

During a session, you can use the SMART kapp app to invite up to 250 people to view your notes on their mobile or desktop devices.

> ✏ **NOTE**
>
> You can share notes only as long as the SMART kapp app is running on your mobile device and the device is connected to a display.

Sharing sessions

When you share a session with others, they can tap or click a link to view your session in their web browsers; they don't need to install additional software or otherwise configure their devices. Alternatively, others can choose to install the SMART kapp app on their mobile devices and use it to connect to your session.

As you make changes to your notes, others see these changes in real time. They can also zoom in or out and save, view and export snapshots.

> ✏ **NOTE**
>
> - The SMART kapp web viewer supports the following browsers:
>
> | Mobile devices | Safari for iOS 8.1 or later operating system software |
> | --- | --- |
> | | Chrome for Android 39.0.2171.93 or later |
> | **Computers** | Internet Explorer® 10 or later |
> | | Chrome 39.0.2171.95 or later |
> | | Firefox® 34.0.5 or later |
> | | Safari 8.0 or later |
>
> - You can share notes only as long as the SMART kapp app is running on your mobile device and the device is connected to a display.
>
> - You can export saved snapshots of notes without connecting your mobile device to a display (see *Exporting snapshots* on page 68).

▶ **To share your session**

1. Connect your mobile device to a display (see *Connecting and disconnecting the app* on page 61).

2. Tap **Invite** ⚲⁺, and then select **Send Link**.

3. Select the app you want to use to send the invitation.

4. Use the selected app to send the invitation.

Setting the shared session link type
When you invite others to join your session, the app sends them a dynamic link by default. When you use a dynamic link, the app creates a new link each time you send an invitation for others to join your session.

You can also use a static link. A static link is the same each time you send an invitation. With a static link, you can send the link before meetings start to help simplify meeting startup.

To use a static link instead of a dynamic link, change the invitation link preferences in the app's settings.

▶ **To use a static link**

1. If you're currently in a session, stop sharing the session (see *Stopping sharing* on the facing page).

2. On an Apple mobile device, tap **Settings** ⚙.

   OR

   On an Android mobile device, tap **Menu** ⋮, and select **Settings**.

3. Select **Sharing**, and then select **Static Link**.

4. Optionally, select **Send Link**, and then select a method to send the static link to others.

Securing shared sessions
In the SMART kapp app, you can add password security to protect your sessions before you send a link to share them. Others will have to use the password you set to join your shared session.

▶ **To use a password**

1. If you're currently in a session, stop sharing the session (see *Stopping sharing* on the facing page).

2. On an Apple mobile device, tap **Settings** ⚙.

   OR

   On an Android mobile device, tap **Menu** ⋮, and select **Settings**.

3. Select **Sharing**, and then select **Password**.

    The *Enter Password* screen appears.

4. Select **Require a Password**.

5. Type up to 32 characters for a password.

6. Tap **OK**.

▶ **To remove the password**

1. If you're currently in a session, stop sharing the session (see *Stopping sharing* below).

2. On an Apple mobile device, tap **Settings** ⚙.

    OR

    On an Android mobile device, tap **Menu** ⁝, and select **Settings**.

3. Select **Sharing**, and then select **Password**.

    The *Enter Password* screen appears.

4. Clear the **Require a Password** option.

5. Tap **Done**.

Stopping sharing
You can stay connected to the display but stop sharing the current session.

▶ **To stop sharing a session**

1. Tap **Invite** ♙⁺, and then tap **Options**.

2. Tap **Stop Sharing**.

3. Tap **Stop Sharing** to end sharing the session.

Connecting to another session
If another person shares a session with you, you can connect to that session using the SMART kapp app on your mobile device. Once connected, you can do everything in the other person's session that you can do in your own sessions:

- Write and erase notes

- View notes

- Save snapshots of notes

- Share snapshots

You can also connect your own display to the session, and then view and interact with notes using the display. Changes you make on your display appear automatically on the other person's display. Changes made on their display appear on yours.

▶ **To connect to another session on a mobile device**

1. From your mobile device, open the email invitation the session's host sent.

2. Tap the link in the email.

   If you have the SMART kapp app installed, the app opens and displays the notes the other person is sharing.

   > ✏ **NOTE**
   >
   > If the SMART kapp app isn't installed on your mobile device, follow the on-screen instructions to install it.

▶ **To connect to another session on a desktop**

1. From your computer, open the email invitation the session's host sent.

2. Click the link in the email.

   The SMART kapp app opens in your computer's default browser, displaying the notes the other person is sharing.

▶ **To connect your own display to the session**

1. Using your mobile device, connect to the remote session.

   You will be asked if you want to open the session in the SMART kapp app.

2. Open the session in the SMART kapp app.

3. On an Apple mobile device, tap **Menu** •••, and then select **Connect to kapp iQ**.

   OR

   On an Android mobile device, tap **Menu** ⋮, and then select **Connect to kapp iQ**.

   The *Connect to kapp iQ* screen appears.

4. Hold your mobile device's rear-facing camera still over the display's QR code so that the QR code appears in the center of the app screen.

   The app connects your mobile device to the display. The other person's shared notes appear on the display.

   > 🖊 **NOTE**
   >
   > If the app doesn't connect your mobile device to the display, move your mobile device closer to or farther away from the display so that the app can capture the QR code.

5. View the notes the other person is sharing and write your own notes. Others in the session will see your notes.

6. Tap **Disconnect** when done.