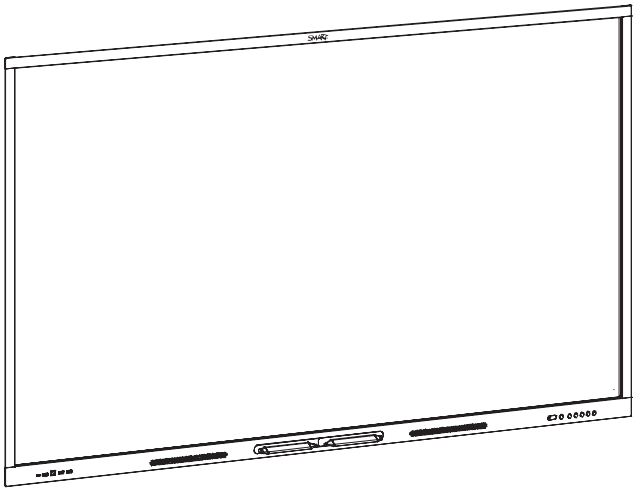

SMART Board® GX series

interactive displays

USER GUIDE

SBID-GX165 | SBID-GX175 | SBID-GX186

Was this document helpful?
smarttech.com/docfeedback/171745

SMART®

Learn more

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

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

www.smarttech.com/patents

April 27, 2021

Important information

NOTE

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

WARNING

- Do not open or disassemble the display. You risk electrical shock from the high voltage inside the casing. Opening the casing also voids the warranty.
- Do not stand (or allow children to stand) on a chair to touch the surface of the display.
- To reduce the risk of fire or electric shock, do not expose the display to rain or moisture.
- Do not insert objects inside the cabinet ventilation holes, because they could touch dangerous voltage points and cause electric shock, fire, or product damage which may not be covered by the warranty.
- Do not place heavy objects on the power cable. Damage to the cable could cause shock, fire, or product damage which may not be covered by the warranty.
- If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.
- Disconnect the display's power cable from the wall outlet and seek assistance from qualified service personnel if any of the following occur:
  - The power cable or plug is damaged
  - Liquid is spilled into the display
  - Objects fall into the display
  - The display is dropped
  - Structural damage, such as cracking, occurs
  - The display behaves unexpectedly when you follow operating instructions

ENERGY STAR®

ENERGY STAR is the government-backed symbol for energy efficiency, providing simple, credible, and unbiased information that consumers and businesses rely on to make well-informed decisions. ENERGY STAR-certified products are the simple choice for energy efficiency, making it easy for consumers and businesses to make purchases that save them money and protect the environment. The U.S. EPA ensures that each product that earns the label is independently certified to deliver the quality, performance, and savings that users have come to expect.

As shipped, your display delivers ENERGY STAR performance and savings. However, changing some settings may increase energy consumption beyond the limits required for ENERGY STAR certification. For example, increased brightness and contrast will increase power consumption.

Please consider the environment when you choose non-ENERGY STAR settings.

Federal Communication Commission interference statement

FCC
Supplier's Declaration of Conformity
47 CFR § 2.1077 Compliance Information
Unique Identifier: IDGX65-1, IDGX75-1, IDGX86-1
Responsible Party – U.S. Contact Information
SMART Technologies Inc.
2401 4th Ave, 3rd Floor
Seattle, WA 98121
compliance@smarttech.com

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

NOTE

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

CAUTION

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

Restriction

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

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

Radiation exposure statement

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

Innovation, Science and Economic Development Canada statement

This device complies with RSS-210 of the Innovation, Science and Economic Development Canada Rules. Operation is subject to the following two conditions:

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

CAUTION

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and

(iii) the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.

(iv) Users should also be advised that high-power radars are allocated as primary users (i.e., priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Radiation exposure statement

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

Innovation, Science et Développement économique Déclaration du Canada

Cet appareil est conforme à la norme ISED CNR-210 pour les appareils radio agréés. Son fonctionnement est soumis aux deux conditions suivantes:

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

AVERTISSEMENT

(i) les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(ii) le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5 250-5 350 MHz et 5 470-5 725 MHz doit se conformer à la limite de p.i.r.e.;

(iii) le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5 725-5 825 MHz) doit se conformer à la limite de p.i.r.e. spécifiée pour l'exploitation point à point et non point à point, selon le cas.

(iv) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

Déclaration d'exposition aux radiations

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

EU Declaration of Conformity

Hereby, SMART Technologies ULC declares that the radio equipment type Interactive Display **IDGX65-1**, **IDGX75-1**, **IDGX86-1** and the **OPS**, **PCM8**, are in compliance with Directive 2014/53/EU.

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

WARNING

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

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

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

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

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

Regulatory models: OPS, PCM8

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

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

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

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Chapter 1

Welcome

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This chapter introduces the SMART Board® GX series interactive displays.

About this guide

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

This guide is for people who use SMART Board interactive displays. Documentation and resources for those who install and maintain displays is also available (see *More information* on page 14).

About the display

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

The display includes a comprehensive set of features and components.

Touch

You can do everything on the display that you can do at your computer—open and close applications, meet with others, create new documents or edit existing ones, visit websites, play and manipulate videos, and so on—by touching the display's surface.

You can use an array of gestures within applications, including panning, scaling, rotating, and zooming in and out.

For more information, see *Using touch* on page 23.

Display

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

The display size varies by model:

Models	Size (diagonal)
SBID-GX165	65"
SBID-GX175	75"
SBID-GX186	86"

Mounting hardware

The display does not include mounting hardware. You can use VESA compliant wall mounts, such a SMART's WM-SBID-200 wall mount, to mount the display on a wall.

You can also mount the display on a mobile stand (see *Accessories* on page 13).

Front control panel

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

For more information about the front control panel, see *Using the front control panel* on page 16.

Remote control and infrared sensor

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

For more information, see *Using the remote control* on page 17.

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

Ambient light sensor

The ambient light sensor is located in the bottom-right corner of the display's frame.

The ambient light sensor detects the brightness of the room and adjusts the screen's brightness accordingly.

Power status

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

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

Writing, drawing, and erasing

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

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

For more information, see *Writing, drawing, and erasing* on page 24.

Audio

The display includes two 15 W integrated speakers, which are designed to provide sound at the front of a room.

Network connectivity

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

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

- The Wi-Fi module supports both 2.4 and 5 GHz bands.
- The two RJ45 jacks allow you to connect the display and an external device, such as a computer, to an Ethernet network.

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

Front connector panel

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

For more information, see *Connecting room computers and guest laptops* on page 56 and *Connecting USB drives, peripherals, and other devices* on page 66.

Room computers and guest laptops

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

The display comes with SMART software that you can install on connected computers to take full advantage of the display's features.

For more information, see *Connecting room computers and guest laptops* on page 56.

Tools and features

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

For more information, see *Chapter 3: Using apps on the display* on page 27.

Accessory slot

You can install an OPS-compatible device, such as a SMART OPS PC module, in the accessory slot. SMART OPS PC modules provide a complete Windows® 10 Pro installation.

For more information on SMART OPS PC modules, see *SMART OPS PC module* on the next page.

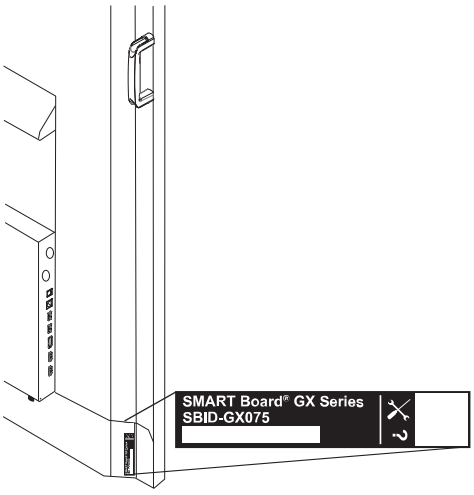
CAUTION

- The accessory slot's maximum available power is 60 W. The slot is not a limited power source. To reduce the risk of fire, make sure that accessories connecting to the slot satisfy the fire enclosure requirements of IEC 60950-1 and/or IEC 62368-1.
- Do not remove the OPS PC or other devices from the accessory slot while they are turned on.

Identifying your specific model

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

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



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

Accessories

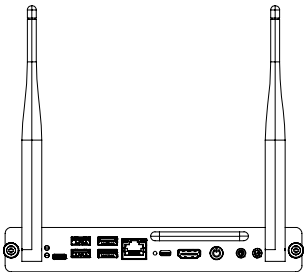
Accessories for the display include:

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

NOTE

For more information about these and other accessories, see smarttech.com/accessories.

SMART OPS PC module



SMART Open Pluggable Specification (OPS) PC modules provide a hassle-free Windows 10 Pro installation based on eighth generation Intel® Core™ processors and are designed specifically to work with a SMART display. All OPS PC modules are WHQL certified and fully licensed with Windows 10 Pro. Install the OPS PC module in a display's OPS slot to provide a complete 4K UHD Windows 10 installation at your fingertips, without the need for an external PC or additional cables.

Install familiar Windows applications, such as SMART Notebook®, SMART TeamWorks™, and SMART Meeting Pro® software, and access the internet directly through your display's network connection. Upgrades and service for the OPS PC module are easy to perform without removing the display from its mounting.

Stands

If you want to move the display from place to place, you can install it on a SMART mobile stand. If you are installing the display on a wall that cannot support the display's full weight, you can install the display on a SMART floor stand.

USB extenders

As noted in the display's specifications, the USB connection between the display and computer should be no longer than 16' (5 m). If you need to connect a computer that is more than 16' (5 m) from the display, use one of the following USB extenders:

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

NOTE

For more information about extending USB connections, see USB cable extenders.

More information

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

Chapter 2

Using basic features

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Freezing the screen 26

Waking up your display and putting it in standby

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

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

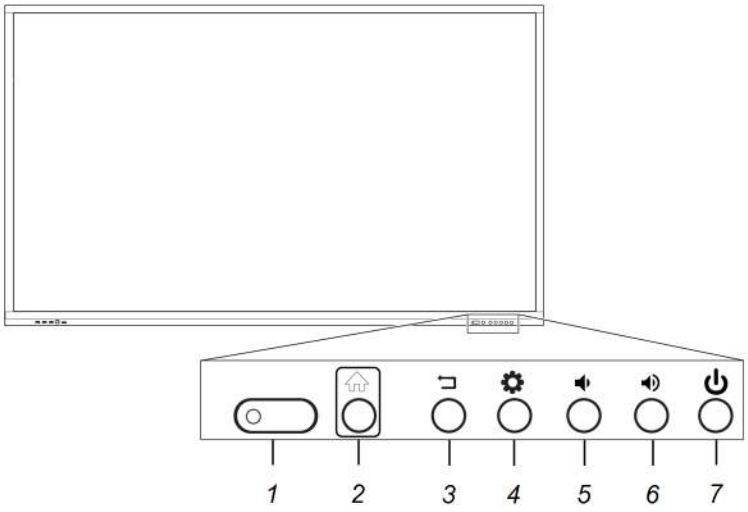
NOTE

When the display is connected to an external input with no active signal for one hour, it will begin a 60 second countdown before it enters Standby mode.

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

Using the front control panel

The front control panel contains buttons for turning the display on and off, controlling the volume, opening the display's settings or freezing and unfreezing the screen, returning to the previous screen in the embedded Android system, and going to the Home screen. It also includes a light that indicates the display's current power state.



No.	Name	Procedure
1	Status light, remote control receiver, and ambient light sensor	[N/A]
2	Home	Return to the Home screen.
3	Back	Return to the previous screen in the embedded Android system.
4	Settings or Freeze	Open the display Settings. Press and hold for five seconds to freeze and unfreeze the screen.
5	Volume increase	Increase the volume.
6	Volume decrease	Decrease the volume.
7	Power	• Enter or exit Standby mode (see *Waking up your display and putting it in standby* on the previous page). • Press and hold for five seconds to turn off the display.

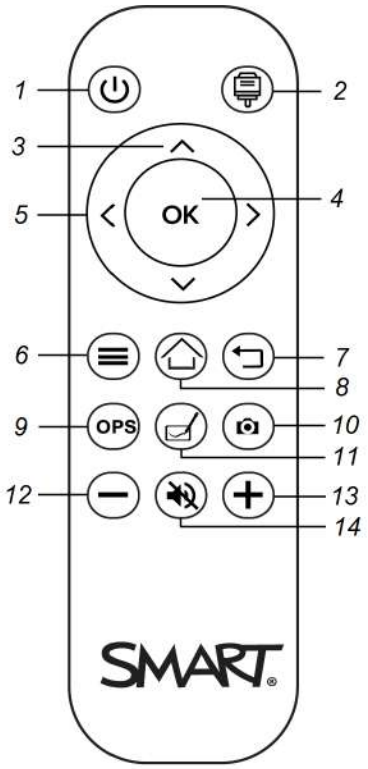
Using the remote control

Use the remote control to turn the display on or off, change the input source, control the volume, switch to the OPS PC (if installed), and more. You can also use the remote control to open the on-screen menus and change the display's settings.

IMPORTANT

- Do not subject the remote control to strong shock.
- Keep the remote control away from liquids. If it gets wet, wipe it dry immediately.
- Do not expose the remote control to heat or steam.
- Do not open any part of the remote control other than the battery compartment.

The image and table below list the remote control's functions.



No.	Name	Description
1	Power	• Press to wake the display or put it back in Stanby mode. • Press and hold for five seconds to turn off the display.

No.	Name	Description
2	Input select	Open the source input menu.
3	Up and down buttons	Select a menu option in the settings.
4	OK	Select menu option in the settings.
5	Left and right buttons	Change the selected setting's value.
6	Settings	Show or hide the Settings menu.
7	Back	Return to the previous screen in the embedded Android system.
8	Home	Open the Home screen.
9	OPS	Switch to the OPS input source.
10	Screen capture	Take a screen capture.
11	Whiteboard	Open the whiteboard.
12	Volume decrease	Decrease the volume.
13	Volume increase	Increase the volume.
14	Volume mute	Mute the volume.

On-screen menus and controls

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

Connection status icons

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

Icon	Notes
Connected to a wireless network and signal strength	The wireless signal strength level being received by the display.
Hotspot enabled	Indicates the display's hotspot feature is enabled.
Connected to a wired network	Indicates the display's is connected to an Ethernet network.
Disconnected from a wired network	Indicates the display's is disconnected from an Ethernet network.
USB inserted in connector	Indicates a USB device is connected to the display. See *Connecting USB drives, peripherals, and other devices* on page 66.

Side Toolbar menu handles

See *Side Toolbar* on the next page.

Whiteboard

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

See *Using Whiteboard* on page 28

Browser

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

See *Using Browser* on page 28.

Apps menu

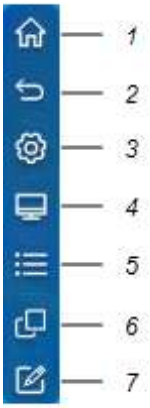
Open a menu of Android apps installed on the display. Apps include: WPS Office, file browser, settings, iMirror, E-Share and Vote.

See *Chapter 3: Using apps on the display* on page 27.

Side Toolbar

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

Open the **Side Toolbar** menu by sliding either of the Side Toolbar menu handles (on either sides of the screen) toward the center of the screen.



Open the **Side Toolbar** menu by sliding either of the Side Toolbar menu handles (on either sides of the screen) toward the center of the screen.

No.	Command	Function	Notes
1	Home	Open the Home screen.	See *On-screen menus and controls* on page 18.
2	Back	Return to the previous screen in the embedded Android system.	[N/A]
3	Settings	Open the display settings.	See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744)
4	Input select	Select a connected computer or device's input to appear on the display.	See *Viewing a connected computer or other device's input* on page 62.
5	Widgets	Open the widgets menu, where you can access the calculator, timer, and other tools.	See *Chapter 4: Using widgets on the display* on page 49.

No.	Command	Function	Notes
6	Recent files and apps	Access the most recently used files and apps.	[N/A]
7	Overlay	Annotate and save over images, web pages, and so on.	See *Using overlays* on page 33.

Bottom Toolbar

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

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

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

Floating Toolbar

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

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

Menu 1

Menu 2

No.	Tool	Function	Notes
1	Settings	Open the Settings screen, where you can connect to Wi-Fi, change the date, set passwords and locks, and change the power settings.	See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744).
2	Home	Open the Home screen.	[N/A]
3	Minimize the Floating Toolbar menus	[N/A]	[N/A]
4	Back	Return to the previous screen.	[N/A]
5	Overlay	Annotate and save over images, web pages, and so on.	See *Using overlays* on page 33.
6	Go to the second floating Floating Toolbar menu	[N/A]	[N/A]
7	Input select	Select a connected computer or device's input to appear on the display.	See *Viewing a connected computer or other device's input* on page 62.
8	Screen lock	Lock access to the screen functions.	When enabled, a six digit passcode is required to unlock the screen.
9	Screen capture	Take a screen capture of a rectangular area, a freehand area, a window, or the entire screen.	See *Using the Screen Capture widget* on page 51.
10	Go back to the first Floating Toolbar menu	[N/A]	[N/A]
11	Quick clean	Clear temporary files (cache) on the display's operating system	See *Using the Clean widget* on page 50.
12	Recent files and apps	Access the most recently used files and apps.	[N/A]
13	Volume controls	Set the display's volume. .	[N/A]
14	Screen brightness	Set the display's screen brightness.	[N/A]

Using touch

You can do everything on the display that you can do at your computer—open and close applications, meet with others, create new documents or edit existing ones, visit websites, play and manipulate videos, and so on—by touching the display's surface.

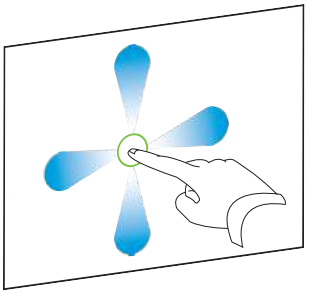
You can use a variety of gestures within applications, including panning, scaling, rotating, and zooming in and out.

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

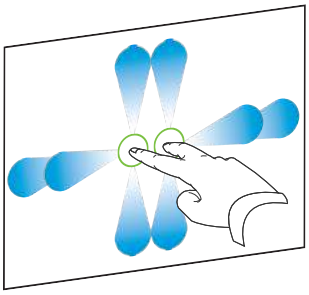
NOTE

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

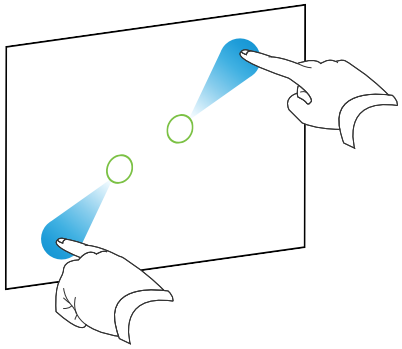
Pan (one finger)



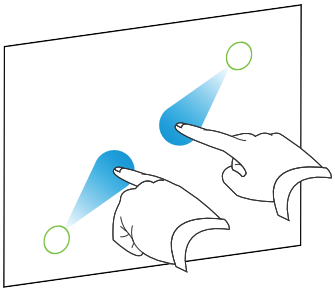
Pan (two fingers) / scroll



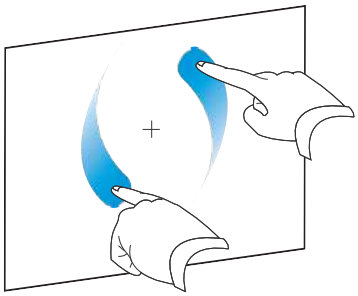
Pinch to zoom in / scale (enlarge)



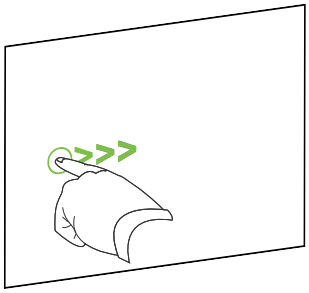
Pinch to zoom out / scale (reduce)



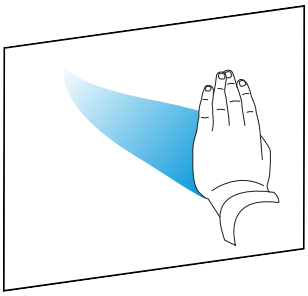
Rotate



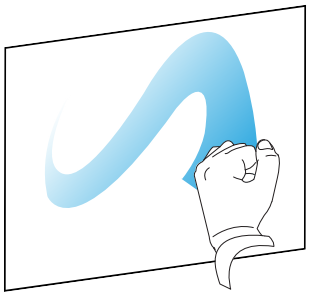
Flick



Erase with palm



Erase with fist



Writing, drawing, and erasing

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

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

CAUTION

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

Writing and drawing in digital ink

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

IMPORTANT

Use only pens designed for SMART GX displays (see smarttech.com/kb/171230).

TIPS

- When writing in SMART Notebook software on a connected computer, the smaller tip on the display's pens writes in black ink and the larger tip acts as a finger or pointer.
- When writing or drawing in the Whiteboard or the overlay app, you can change a pen's color, thickness, and other properties, including configuring the pen's wide tip as an eraser. For more information, see *Using Whiteboard* on page 28 and *Using overlays* on page 33.
- Use the *split screen* feature in the Whiteboard app (see *Writing and erasing notes* on page 29) to enable two people to write or draw on the screen at the same time.

To erase digital ink

Move your palm or fist over digital ink to erase.

Using the SMART Ink dynamic (floating) toolbar

If you pick up a pen while viewing a connected computer's input, the SMART Ink® dynamic (floating) toolbar for SMART Ink appears on the screen. You can use this toolbar to temporarily change the pen's color, thickness, or other properties, you can also access SMART Ink's tools, such as screen capture, spotlight, screen shade, and so on.

To learn more about SMART Ink and its toolbar, visit the SMART Ink support page. Here are a few quick links to get you started:

- Turning SMART Ink on or off
- Opening the dynamic (floating) toolbar
- Closing (hiding) the toolbar
- Using SMART Ink presentation tools

Changing a pen's default color, thickness, and other properties

While you're viewing a connected computer's input, you can use the SMART Ink dynamic (floating) toolbar to change a pen's color, thickness, and other properties.

To change the pen's default color, thickness, and other properties, see Changing pen, eraser, and button settings.

Freezing the screen

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

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

NOTE

Freezing the screen does not pause applications that are running on the connected computer. It simply freezes the displayed image.

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

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

Using Browser

You can use a web browser on the display.

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

NOTES

- Restoring user settings doesn't delete bookmarks.
- You can't install plug-ins and add-ons.

Using Whiteboard

You can view and erase notes, open a saved note, and share images of your whiteboard using a QR code.

Whiteboard tools and controls

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

Tool	Icon	Description
Menu tools Tap the **Menu** icon in the lower left corner to open the menu of tools for saving and sharing.		
Quit		Exits the Whiteboard app.
Export notes		Export the whiteboard as a .png file. The image is saved to the display.
Import notes		Import a whiteboard as a .png file. The image is saved to the display.
Share through QR code		Share the whiteboard using a QR code. **NOTE** The shared whiteboard doesn't update if the whiteboard is shared again.
Save		Save the whiteboard
Hide controls		Hide or show all tools and controls.
Navigation tools		
Add a page		Add a new page to the whiteboard.
Next page		Advanced to the next page.
Previous page		Return to the previous page.
Page view		Shows the page view that enables you to navigate to a specific page or delete pages.

Writing and erasing notes

The Whiteboard has several tools for drawing and erasing.

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

Starting a new whiteboard

To start a new whiteboard

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

A new whiteboard appears.

Changing the background

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

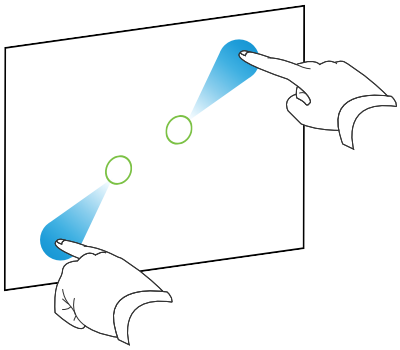
To change the whiteboard's background

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

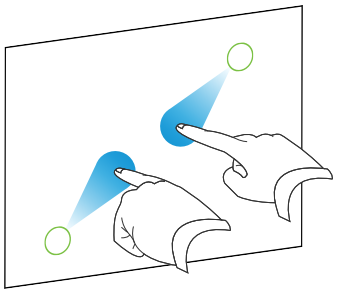
   The background appears.

Navigating in the whiteboard

Use two fingers to pinch to zoom in.



Use two fingers to pinch to zoom out.



Opening a whiteboard

You can easily continue from where you left off in a saved whiteboard.

To open a saved whiteboard

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

Sharing a whiteboard

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

NOTES

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

To share the whiteboard note

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

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

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

Saving a whiteboard

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

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

   NOTE

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

Export a whiteboard

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

To export a whiteboard

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

Using overlays

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

NOTE

Overlays are not available in the Whiteboard app.

Writing, drawing and erasing ink on an overlay

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

To write or draw on an overlay

1. Open the **Side Toolar** menu (see *Side Toolbar* on page 20) and tap the **Overlay** icon .

   The overlay menu appears.

2. Use the display's pens or your finger to write or draw in digital ink.

3. When you're done, tap the **Menu** icon , and tap the **Quit** icon to exit the overlay.

NOTE

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

To erase ink on an overlay

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

   OR

   Tap the **Erase All** icon.

Overlay tools and controls

Tool	Icon	Description
Menu tools Tap the **Menu** icon in the lower left corner to open the menu.		
Quit		Closes the overlay.
Share through QR code		Share the overlay using a QR code.
Upload to the network disk		Save the overlay to Google Drive or OneDrive cloud storage.
Save		Save the overlay.

Tool	Icon	Description
Hide controls		Hide or show all tools and controls.
Overlay tools		
Pen settings		Change the display's pens ink color and thickness.
Pointer		Enable touch control of the display's features. Tap the button again to enable writing or drawing on an overlay with your finger.
Whiteboard		Open the White board application.
Screen capture/import picture		Open the screen capture widget or import a picture.
Undo		Reverse the effect of the last action.
Redo		Reinstates the last action reversed with the Undo command
Clear page content		Clear all the page content.

Exiting an overlay

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

To exit an acetate

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

Using EShare

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

NOTES

- EShare is a third-party application. SMART's support for this application may vary depending on the inquiry.
- Make sure your computer or mobile device is connected to the same network as the display.
- Some EShare features are not available for certain mobile devices or computers.

Downloading the EShare app

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

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

   The Apps menu appears.

2. Tap the **EShare** icon .

3. In your device's browser enter the URL specified on the display's screen.

   OR

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

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

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

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

   If the display is connected to a wireless network, note the name of the network the display is connected to.

   If the display is connected to a wired network, note the IP v4 address, and compare the first 3 octets (e.g. ×××.×××.×××.×××) to the IP address on the mobile device or computer.

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

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

Connecting your device to the display

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

   The *Device List* appears, showing EShare enabled devices connected to your network.
3. On your device, tap the display's name.

   OR

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

Sharing your device's screen to the display

To use Mirroring

1. Open the EShare app on your device.
2. Connect the EShare app to the display.
3. On your device, tap **Mirroring**.

   Your device's screen appears on the display.

Showing files from your device on the display

1. Open the EShare app on your device.
2. Connect the EShare app to the display.
3. On your device, tap **Local files**.
4. Select the video or photo you want to show on the display.

Controlling the display

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

Using TV Mirror

When using the TV Mirror feature, the display's screen appears on your device. You can also open files to appear on the display, use a pen to draw on the display's screen, and take a photo that will appear on the display.

To use TV Mirror

1. Open the EShare app on your device.
2. Connect the EShare app to the display.
3. On your device, tap **TV Mirror**.

Using Remote

You can also use the buttons in your device's app to control the display's volume, enter text, exit apps or return to the Home screen.

To use the Remote

1. Open the EShare app on your device.
2. Connect the EShare app to the display.
3. On your device, tap **Remote** in the EShare app.
4. Control the display using the touch on your mobile device or mouse on your computer.

Opening apps using EShare

See *Controlling the display* on the previous page.

EShare settings

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

To change the display's name

1. On the display's Home screen, tap the **Apps menu** icon .
2. Tap the **EShare** icon .
3. Tap the **Settings** icon .
4. Tap the **Edit** icon beside the *Device Name* field.
5. Tap in the *Device Name* field and use the on-screen keyboard to change the display's name.
6. Tap **Close**.

To add a connection code

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

3. Tap the **Settings** icon.
4. Enable the **Pin Code**.
5. Tap the **Edit** icon beside the *Device Name* field, and then tap in the *Connect Code* field to use the on-screen keyboard to change the code. You can also set a timer for refreshing the password.

   OR

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

To stop using a connection code

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

   The Apps menu appears.
2. Tap the **EShare** icon.
3. Tap the **Settings** icon.
4. Disable the **Pin Code**.

Device requirements

Device	Requirement
iOS devices	iOS 9.0 (and later)
Android devices	Android 2.3 (and later)
Windows computers	Windows 7, 8, 10 (and later)
Mac computers	Mac OS X 10.9 (and later)
Chrome	Chrome OS version 4 (and later)
Linux	Ubuntu (12.04 and later)

Using iMirror

You can use the iMirror app to share your Mac computer, iPhone, or iPad's screen to the display. iMirror uses AirPlay.

NOTES

- iMirror is a third-party application. SMART's support for this application may vary depending on the inquiry.
- For a list of supported Apple products, see *Supported Apple devices and operating systems* on the next page.
- Make sure your Mac computer or iOS device is connected to the same network as the display. See *Supported Apple devices and operating systems* on the next page for more information.

Mirroring your iOS device's screen to the display

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

   The Apps menu appears.

2. Tap **iMirror**.

   NOTE

   Remember the display's name.

3. On your iOS mobile device, open the Control Center.
4. Tap **Screen Mirroring**.
5. Select the display's name.
6. Select an app to share on the display.

   The app appears on the display.

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

Mirroring your Mac computer's desktop to the display

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

   NOTE

   Remember the display's name.

3. On your Mac computer, click the **AirPlay** icon in the menu bar.
4. Select the display's name.

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

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

Supported Apple devices and operating systems

iOS 9.0 or later Apple operating systems support iMirror.

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

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

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

   If the display is connected to a wireless network, note the name of the network the display is connected to.

   If the display is connected to a wired network, note the IP v4 address, and compare the first 3 octets to the IP address on the mobile device or computer.

3. On your mobile device or computer, verify that the mobile device or computer is connected to the same network.

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

Using WPS Office

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

NOTE

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

Opening the WPS Office app

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

   The Apps menu appears.

2. Tap the the **WPS Office** icon .

   The WPS Office welcome screen appears.

Using the WPS Office app

For information about using WPS office, see the help.wps.com/Android-office support site.

Using Vote

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

NOTES

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

Setting up a poll

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

   The Vote app dialog box appears.
3. Type a name for the poll in the *Theme* text field.

   TIP

   Use the on-screen key board or connect a key board to the front connector panel.
4. Select a **Single choice** or **Multiple choice** *Choice model*.

   NOTE

   Selecting a multiple choice model enables voters to select more than one voting options.
5. Add a minimum of two voting options using the *Voting options* text fields.
6. Tap **Release**.

   A QR code appears on the screen.
7. Direct users to scan the QR code with their mobile device.

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

Viewing results

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

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

   TIP

   Tap the **QR code** icon to display the QR code for connecting devices.

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

   NOTE

   Remember the display's name.

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

Using File Manager

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

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

Opening File Manager

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

   The Apps menu appears.

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

   File Manager appears.

Viewing files

To view an image exported from the Whiteboard app

1. Export your drawing from the Whiteboard app. See *Using Whiteboard* on page 28.

   Remember the folder name.

2. In File Manager, browse to the folder and tap it.
3. Tap the .png file.

To view a picture, play an audio file, or watch a video

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

   The file opens in the selected application.

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

To stop viewing content

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

Moving or copying files

To move a file from the USB drive to the display

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

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

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

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

To copy a file from the USB drive to the display

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

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

   The Apps menu appears.

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

   File Manager appears.

4. Tap the name of the connected USB Drive.
5. Browse to the files you want to move.
6. Tap and hold on the file to select it.

   A check box appears next to the file.

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

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

To move a file from the display to a USB drive

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

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

   A check box appears next to the file.

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

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

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

To copy a file from the display to a USB drive

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

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

   The Apps menu appears.
3. Tap the **File Manager** icon .

   File Manager appears.
4. Tap **Local storage**.
5. Browse to the files you want to copy.
6. Press and hold the file to select it.

   A check box appears next to the file.
7. Tap **Copy** in the side menu.
8. Tap the name of the connected USB Drive.
9. Browse to the folder you want to move the file to.
10. Double-tap the folder to open it.
11. Tap **Paste**.

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

Installing apps using File Manager

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

To install apps using File Manager

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

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

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

Supported file formats

For more information regarding supported file formats, see Supported Media Formats.

Chapter 4

Using widgets on the display

Using the Clean widget 50
Using the Countdown widget 50
Using the Screen Capture widget 51
Using the Spotlight widget 53
Using the Calculator tool 53
Using the Vote widget 54
Using Lock Screen 54

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

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

NOTE

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

The widget menu features the following tools and controls:

Icon	Widget	Function	Notes
	Clean	Closes all open apps and clears the display's system RAM memory.	See *Using the Clean widget* on the next page.
	Countdown	Start a countdown timer.	See *Using the Countdown widget* on the next page.
	Screen Capture	Use the Screen Capture widget to take a screen capture of a rectangular area, a freehand area, a window, or the entire screen.	See *Using the Screen Capture widget* on page 51.

Icon	Widget	Function	Notes
	Spotlight	Use the Spotlight widget during a presentation to draw attention to an area of a screen.	See *Using the Spotlight widget* on page 53.
	Calculator	Open an on-screen calculator.	See *Using the Calculator tool* on page 53.
	Vote	Create instant polls and distribute them to your class or audience.	See *Using the Vote widget* on page 54.
	Lock Screen	Lock the screen.	See *Using Lock Screen* on page 54.

Using the Clean widget

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

To use the Clean widget

Tap the **Clean** icon .

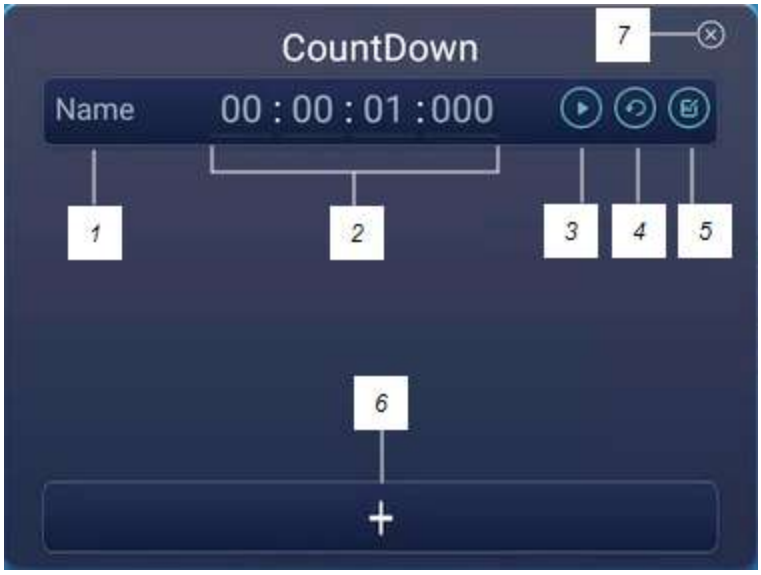
Using the Countdown widget

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

To open the Countdown widget

1. Tap the **Countdown** icon .

   The Countdown widget opens:



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

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

To close the Countdown widget

Tap the **Close** icon .

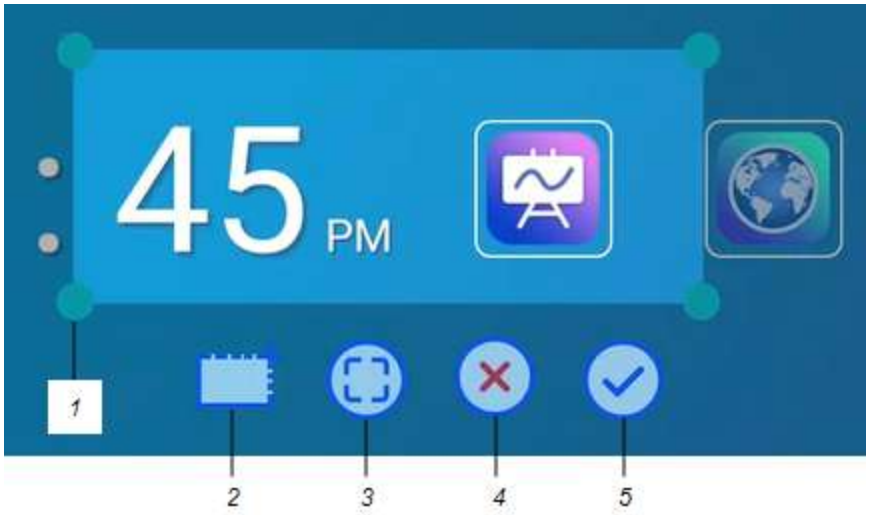
Using the Screen Capture widget

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

To use the Screen Capture widget

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

   The Screen Capture widget opens:



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

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

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

   NOTE

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

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

To close the Screen Capture widget

Tap the **Close** icon .

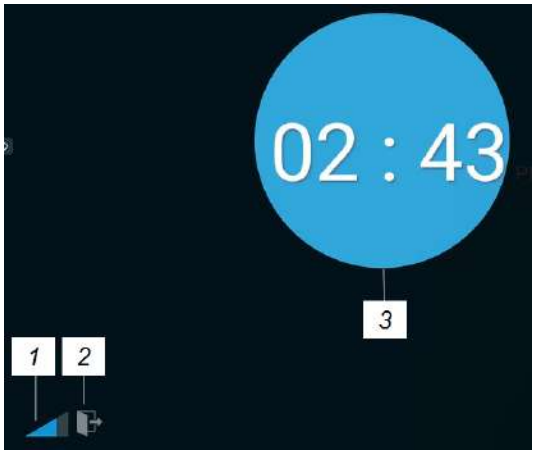
Using the Spotlight widget

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

To use the Spotlight widget

1. Tap the **Spotlight** icon .

   The Spotlight widget is activated:



No.	Tool
1	Make the spotlight larger or smaller. **TIP** You can also use finger gestures to change the size of the spotlight area.
2	Close the Spotlight widget.
3	Spotlight area

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

To close the Spotlight widget

Tap the **Close** icon.

Using the Calculator tool

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

To use the Calculator widget

Tap the **Calculator** icon .

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

Using the Vote widget

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

To use the Vote widget

For information about using this widget, see *Using Vote* on page 43.

Using Lock Screen

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

NOTE

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

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

To lock the screen

Tap the **Lock Screen** icon .

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

Chapter 5

Connecting computers and other devices

Installing and using SMART software 55
- Downloading and installing SMART software 56
- Using SMART software 56

Connecting room computers and guest laptops 56
- Viewing a connected computer or other device's input 62
- Setting a connected computer's resolution and refresh rate 63
- Using recommended cables 64
- Sharing USB Type-B receptacles 65

Connecting a SMART OPS PC module 65

Connecting USB drives, peripherals, and other devices 66

WARNING

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

Installing and using SMART software

The display comes with the following software, which you can install on connected computers:

Software	Description	Notes
SMART Notebook basic	Free software designed for use with a SMART Board interactive display. SMART Notebook basic software comes with many features that you can use to create, edit, and deliver engaging lessons for your students.	See Find out more about the basic version of SMART Notebook.
SMART Product Drivers	Software that enables the computer to detect input from the display.	Included with SMART Notebook basic
SMART Ink	Software that enables you to write and draw in digital ink over applications, files, folders, websites, and any other open window.	Included with SMART Notebook basic

The following software is also available but sold separately:

Software	Description	Licensing details
SMART Learning Suite	A suite of desktop and online software that combines lesson delivery, activities, assessments, and collaborative workspaces. Includes SMART Notebook software and SMART Learning Suite Online.	See smarttech.com/smart-learning-suite
SMART Remote Management	Cloud-based mobile device management software for remotely maintaining, supporting, controlling, and securing the display and your other devices	See smarttech.com/products/business-software/smart-remote-management

Contact your authorized SMART reseller (smarttech.com/where) for information about purchasing SMART software.

Downloading and installing SMART software

You can download SMART software from smarttech.com/downloads.

Using SMART software

For information about using SMART software, see the following pages in the Support section of the SMART website:

- SMART Notebook basic version
- SMART Product Drivers
- SMART Ink

Connecting room computers and guest laptops

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

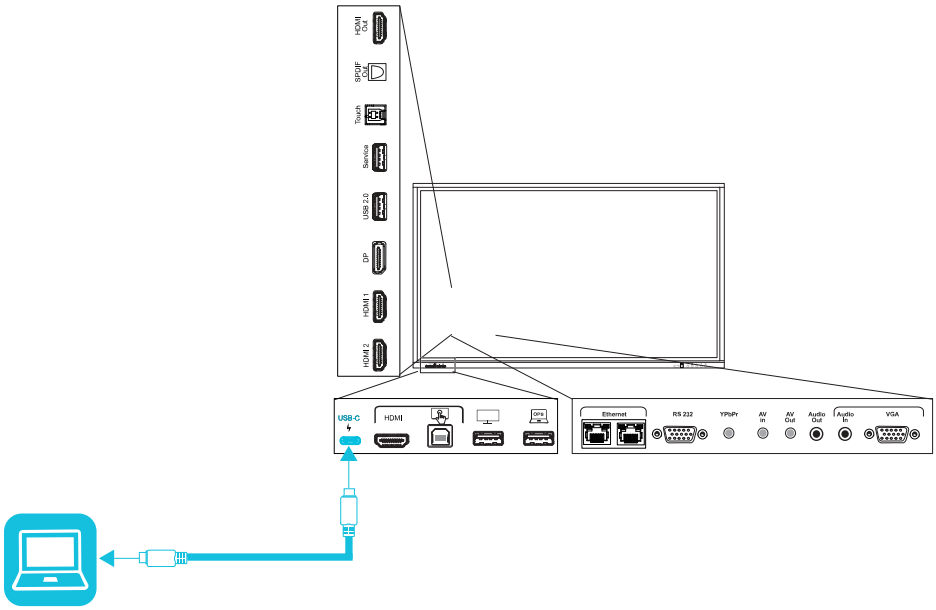
NOTES

- Install SMART software on computers you connect to the display (see *Installing and using SMART software* on the previous page).
- Your organization's installers might have connected cables to the display and run the cables behind a wall or under the floor to a desk or table where you can place your computer.

- As shown below, HDMI 1, HDMI 2, VGA, and Display Port share the Touch USB Type-B receptacle on the side connector panel, and HDMI uses the Touch USB Type-B receptacle on the front connector panel (see *Sharing USB Type-B receptacles* on page 65).
- The USB Type-C connector provides 15 W of power for chargeing connected devices.

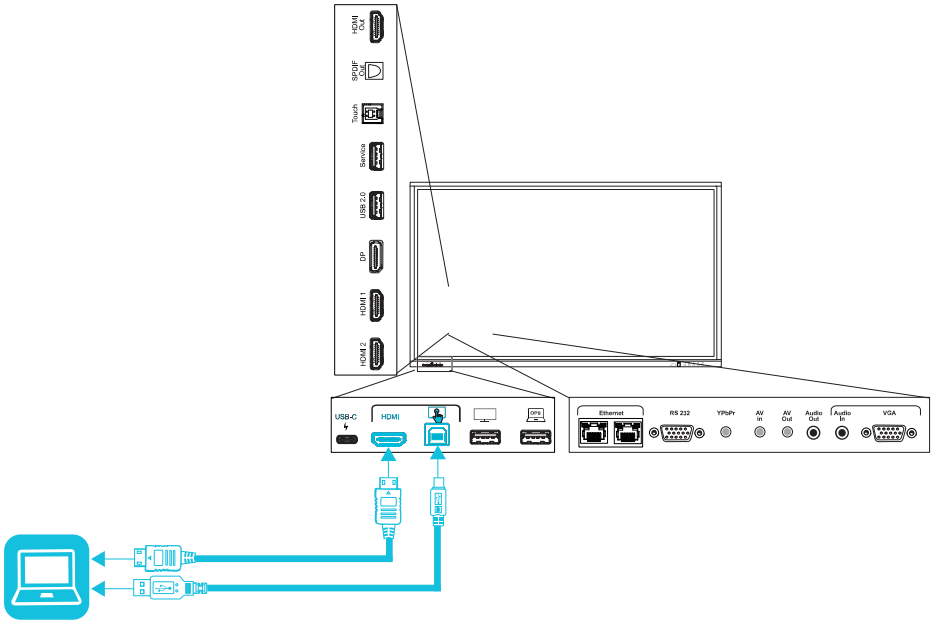
The following are the locations of the connectors and the connector and cable information for the display's input sources.

- **USB Type-C**



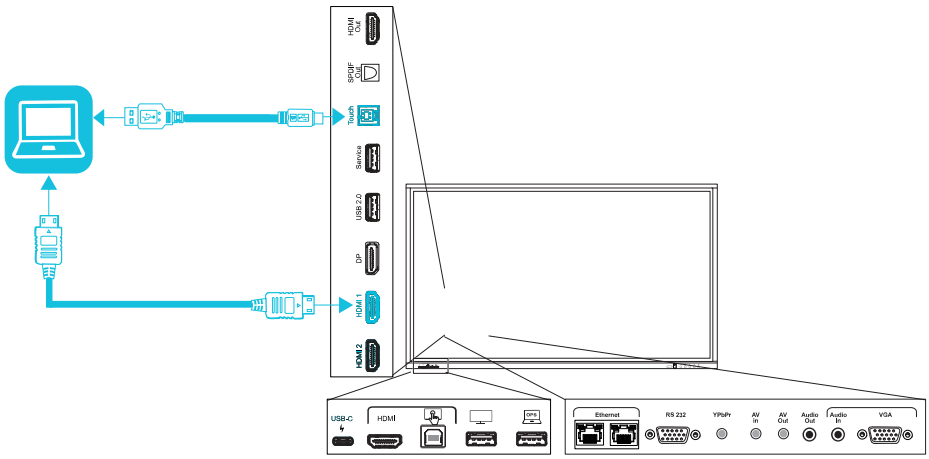
Connector	Standard	Connection type	Cable
USB Type-C	USB 3.2 Gen 1 (SuperSpeed, 5 Gbps)	Video/audio/touch	SuperSpeed USB Type-C

- **HDMI**



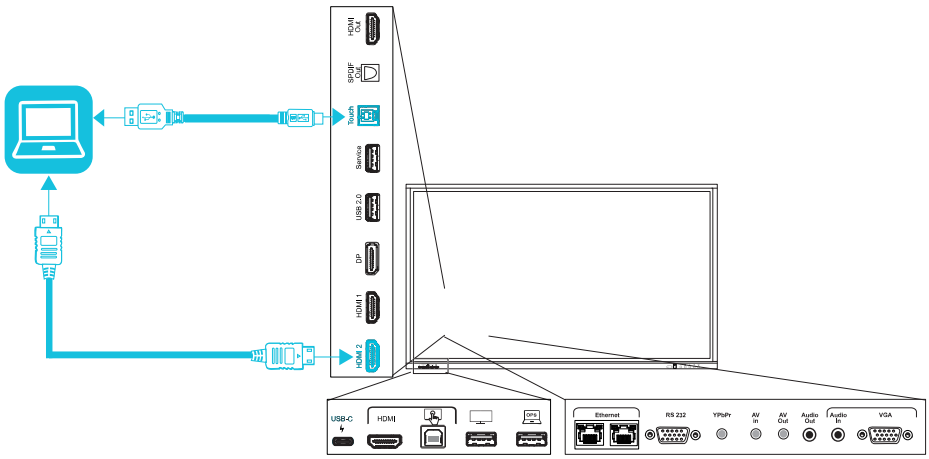
Connector	Standard	Connection type	Cable
HDMI	HDMI 2.0	Video/audio	Premium High Speed HDMI (18 Gbps)
Touch input	USB 2.0 Type-B	Touch	High Speed USB 2.0

- **HDMI 1**



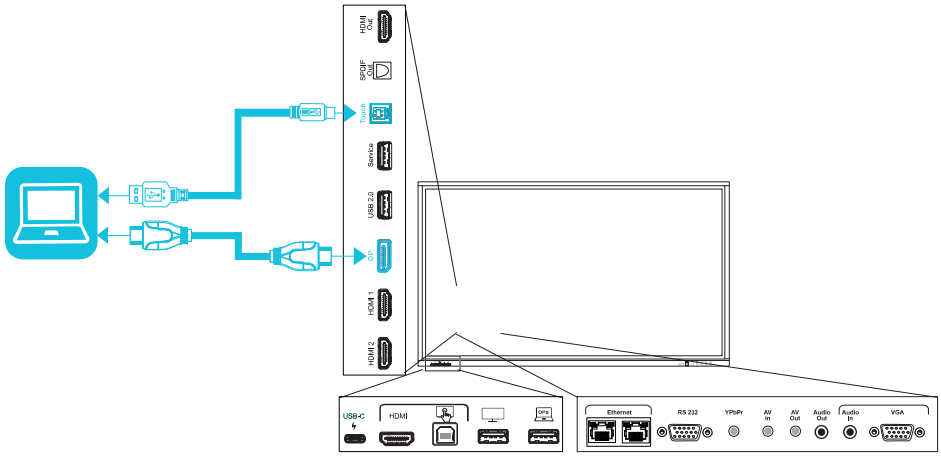
Connector	Standard	Connection type	Cable
HDMI 1	HDMI 2.0	Video/audio	Premium High Speed HDMI (18 Gbps)
Touch	USB 2.0 Type-B	Touch	High Speed USB 2.0

- **HDMI 2**



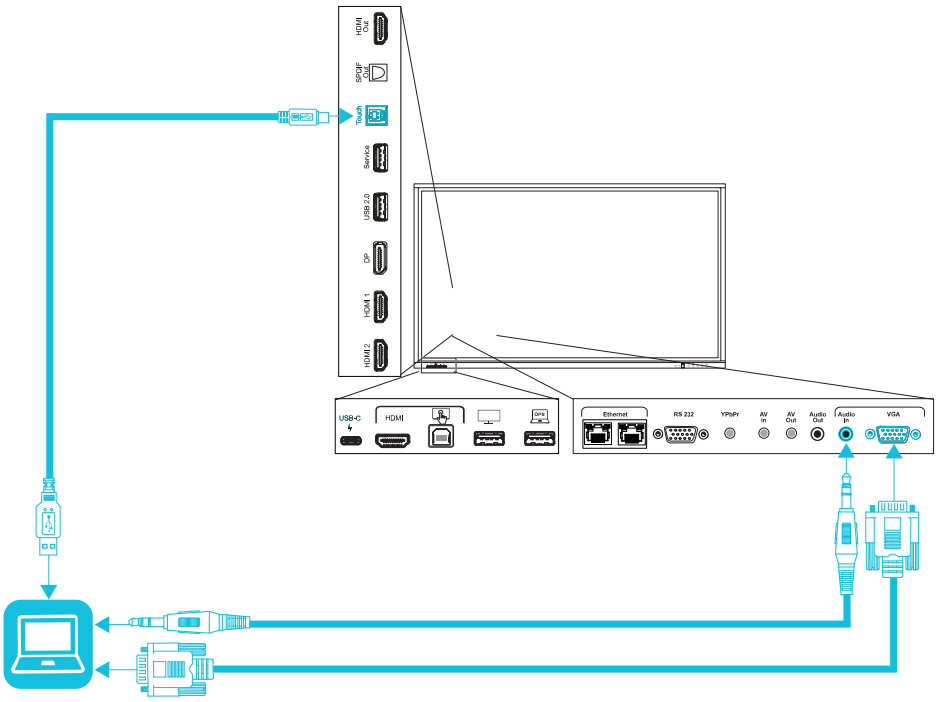
Connector	Standard	Connection type	Cable
HDMI 2	HDMI 2.0	Video/audio	Premium High Speed HDMI (18 Gbps)
Touch	USB 2.0 Type-B	Touch	High Speed USB 2.0

- **Display Port**



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

- **VGA**



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

Viewing a connected computer or other device's input

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

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

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

Using the Side Toolbar menu	Using the remote control
a. Open the **Side Toolbar** menu by sliding either of the Side Toolbar menu handles (located on either side of the screen) toward the center of the screen. b. Tap the **Input Select** icon.	Press the **Input Select** button on the remote control.

   The Input Selection dialog box appears.

   NOTE

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

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

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

   TIP

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

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

Setting a connected computer's resolution and refresh rate

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

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

[1]Located on the display's front connector panel.

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

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

Using recommended cables

SMART recommends the following varieties of cable:

Cable type	Maximum length	Recommendation
Display Port	23' (7 m)[2]	Use only certified Display Port 1.4 cables that have been tested to support the performance standard you require.
HDMI	23' (7 m)	Use only certified premium high-speed HDMI cables that have been tested to support the performance standard you require.
VGA	23' (7 m)	Use VGA cables with all pins in their connectors fully populated and wired.
Stereo 3.5 mm	20' (6 m)	Use only shielded 3.5 mm cables **IMPORTANT** Use a 3.5 mm stereo jack (15 mm long barrel) only to connect to the display.
USB 2.0	16' (5 m)	Use a Hi-Speed USB 2.0 USB extender if the distance between the computer and the display is greater than 16' (5 m). For more information, see *USB extenders* on page 14.

[2]The performance of cables longer than 23' (7 m) is highly dependent on the cable's quality.

Cable type	Maximum length	Recommendation
USB Type-C	6' 6" (2 m) for SuperSpeed 5Gbps cables	USB-IF certified USB 3.2 Gen 1 Type-C cable, SuperSpeed (5 Gbps) support To use a USB Type-C cable for video, you need: ◦ A full-featured cable that supports SuperSpeed 5Gbps (or faster) data rates. ◦ A computer that supports Display Port Alternate Mode via USB Type-C **NOTE** The USB Type-C connector on the display can supply up to 15 W of power to connected devices.

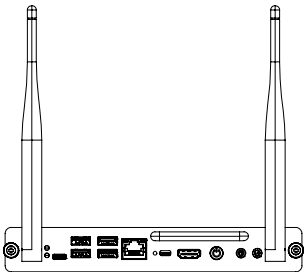
Using cables that exceed these maximum lengths may produce unexpected results, degraded picture quality or degraded USB connectivity.

Sharing USB Type-B receptacles

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

USB Type-B receptacle	Video connectors
Touch	• HDMI 1 • HDMI 2 • VGA • Display Port

Connecting a SMART OPS PC module

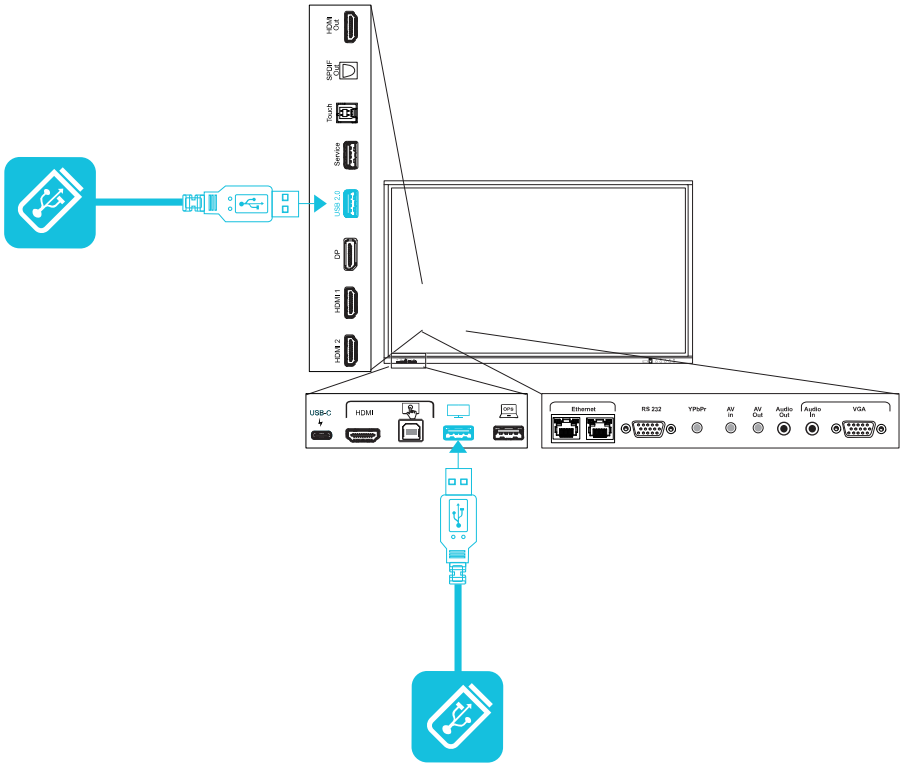


If your organization has purchased a SMART OPS PC module, you or your organization's installers can install the OPS PC module in the display's accessory slot following the OPS PC module's installation instructions (smarttech.com/kb/171544). You can then view the OPS PC module's input on the display.

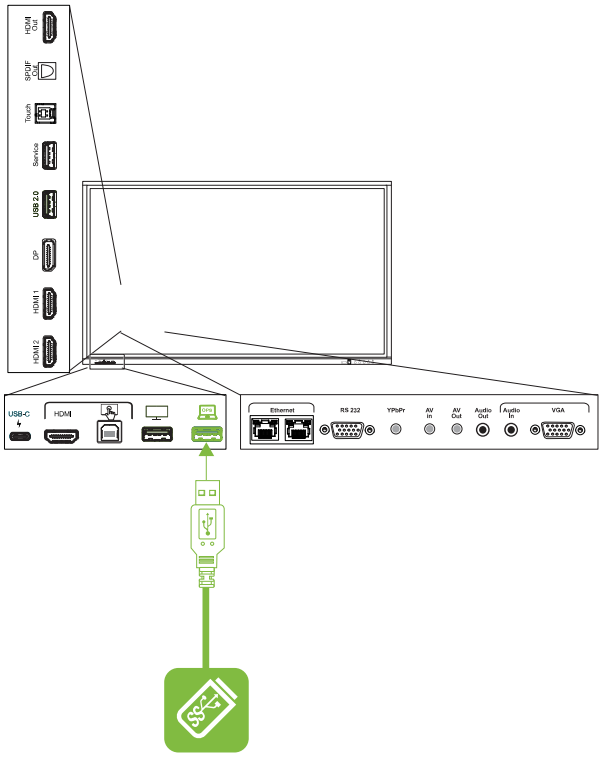
For more information about SMART OPS PC modules, see the *SMART OPS PC modules user guide* (smarttech.com/kb/171747).

Connecting USB drives, peripherals, and other devices

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



The display also includes one USB 3.0 Type-A receptacle on the front connector panel. You can use this receptacle to connect USB drives, peripherals, and other devices to a device installed in the accessory slot, such as the SMART OPS PC.



Chapter 6

Troubleshooting the display

Resolving general issues 68
The display isn't turning on 69
The display is turning off when it shouldn't 70
The screen is blank or there's a problem with the image on the screen 70
There's no sound or there's a problem with the sound 73
Touch isn't working as expected 74
The pens aren't working as expected 75
SMART software on connected computers isn't working as expected 75
The SMART OPS PC module isn't working as expected 76
Contacting your reseller for additional support 76

This chapter explains how to resolve a variety of common issues with the display and the optional SMART OPS PC module. If the symptoms you're encountering aren't addressed below or the solutions don't work, refer to the SMART knowledge base for additional troubleshooting information.

community.smarttech.com/s/topic/0TOU0000000kAJ0OAM/interactive-displays

Resolving general issues

Symptom	Troubleshooting steps
You've forgotten the lock screen password.	Contact SMART Support.
The display can't connect to a 5 GHz wireless network.	The wireless network may be operating on bands that the display doesn't support. Contact your network administrator. Ensure both antennas are correctly installed on the display. **NOTE** The range of a 5 GHz wireless connection is more limited than that of a 2.4 GHz connection. 5 GHz connections are also more susceptible to interference from obstacles between the access point and the display, such as large metallic objects.
The pen is broken.	Contact SMART Support.
You need to identify the display.	See *Identifying your specific model* on page 12.

Symptom	Troubleshooting steps
An app is missing or not available.	The app might not be included with the SMART Board GX series interactive display. See *Chapter 3: Using apps on the display* on page 27. **NOTE** Apps that require Google Play Services (such as the Google Play store) cannot be used on the display.

The display isn't turning on

Symptom	Troubleshooting steps
The status light isn't lit.	• Make sure the power cable is securely fastened to the power outlet and the display. **NOTE** If the power cable is connected to a power bar, make sure the power bar is securely fastened to the power outlet and turned on. • Make sure the switch beside the AC power inlet is in the ON (I) position. • Make sure the power outlet is working by testing it with a different device. • Make sure the power cable is working by testing it with a different device.
The status light is lit red and the screen is blank.	• Press the **Power** button on the front of the display or on the remote control. • Restart the display. See turning-your-display-on-or-off.htm.
The status light is lit green, but the screen is blank.	• Wait up to 30 seconds, or press the **Power** button to determine if the problem is with an external video source. • Press the **Home** button on the front control panel. If the Home screen is displayed, check the external video source and connecting cables. • Disconnect any cables from the display's HDMI Output connectors (if used) to determine whether equipment connected to the HDMI output port is causing the problem.

The display is turning off when it shouldn’t

Symptom	Troubleshooting steps
The display turns off or enters Standby mode when it shouldn’t.	• Check the power off timer setting to determine whether there’s an issue is with the setting’s configuration. See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • Check the automatic no-signal setting to determine whether there’s an issue is with the setting's configuration. See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • If the display is connected to a room control system via the RS-232 connection, disconnect it to determine if the problem is being caused by the room control system.

The screen is blank or there’s a problem with the image on the screen

Symptom	Troubleshooting steps
The screen is blank when the status light is green.	• Make sure the screen is working by pressing the Home button on the front control panel. • Make sure any connected computers are on and not in Standby mode. • Restart the display and any connected computers. See turning-your-display-on-or-off.htm. • Replace the video cables that connect any computers to the display to determine if the issue is with the cables. • Ensure video cables that connect any computers to the display meet the recommended specifications. See *Using recommended cables* on page 64. • Ensure that any connected computer’s external video port is enabled, and is set to output a supported display resolution. **NOTE** The following resolutions are recommended: 3840 × 216 or 1920 × 1080.

Symptom	Troubleshooting steps
A computer is connected to the display, but only a “No signal” message appears on the screen.	• Make sure the computer is connected to the currently selected input. • If the currently selected input is a computer, make sure the computer is not in Standby mode. • If the currently selected input is a laptop, make sure that the laptop’s external display port is enabled. • Make sure the computer’s display output is configured to recommended resolutions and refresh rates for the display’s inputs. **NOTE** The following resolutions are recommended: 3840 × 216 or 1920 × 1080. See *Setting a connected computer’s resolution and refresh rate* on page 63. • Ensure video cables that connect any computers to the display meet the recommended specifications. See *Using recommended cables* on page 64.
The image on the screen is distorted. OR There are lines, snow or, other visual noise on the screen. OR The image is flickering or flashing. OR The image is dim.	• Press the Home button on the front control panel. If the Home screen appears correctly, the issue is with the video input. • Switch to a different input and then back to the first input. • Make sure any connected computers are on and not in Standby mode. • Restart the display and any connected computers. See turning-your-display-on-or-off.htm. • Make sure the computer’s display output is configured to a recommended resolution and refresh rate for the display’s inputs. **NOTE** The following resolutions are recommended: 3840 × 216 or 1920 × 1080. See *Setting a connected computer’s resolution and refresh rate* on page 63. • Replace the video cables that connect any computers to the display to determine if the issue is with the cables. • Make sure the computer’s display output is configured to a recommended resolution and refresh rate for the display’s inputs. **NOTE** The following resolutions are recommended: 3840 × 216 or 1920 × 1080. See *Setting a connected computer’s resolution and refresh rate* on page 63. • Ensure video cables that connect any computers to the display meet the recommended specifications. See *Setting a connected computer’s resolution and refresh rate* on page 63.
There are bright spots on the screen.	• Press the Home button on the front control panel. If it appears correctly, the issue is with the video input. • Take a photograph of the screen and send it to SMART support. If SMART support determines that the issue is with the screen and the display is under warranty, you may be eligible for a replacement.

Symptom	Troubleshooting steps
Colors don't appear correctly.	• Check the *Image mode* settings. See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • Be aware that if two or more displays are mounted side-by-side, there will be minor differences in colors across the displays. This issue is not unique to SMART products. • If the screen is completely lacking one color or the color problems occur on the Home screen, provide a photo of the screen to SMART support. • If you're using an analog video input, such as VGA, AV, or YPbPr, use a different cable or connect a different source to see if the issue is with the cable or input source.
The image is cut off or shifted to the left or right.	• Adjust any connected computer's video settings, particularly zoom, crop, and underscan. See the computer's operating system documentation. • If any connected computers' desktops are entirely black, change them to dark gray or a different color. • If any connected computers' desktops are extended across multiple screens, duplicate the desktops across the screens or set the display as the only screen.
The image doesn't fill the entire screen.	• Adjust any connected computers' video settings, particularly overscan. See the computer's operating system documentation. • Make sure the connected computer's video connector is configured to output a supported video signal. See No video display output from a laptop.
A persistent image appears on the display.	• See Image persistence or burn in on LCD displays.
The video from a device connected to the display's USB Type-C connector doesn't appear on the display's screen.	• Make sure the connected device supports Display Port Alternate Mode via USB Type-C. If there is no *DP* logo beside the USB Type-C connector on the device, it may not support Display Port Alternate Mode. • Make sure the cable connecting the device to the display supports SuperSpeed USB data speeds of 5 Gbps (or above). The cable should be marked with the SuperSpeed USB logo. The absence of this logo may indicate the cable doesn't support a SuperSpeed USB data connection that's required for Display Port Alternate Mode.

There’s no sound or there’s a problem with the sound

Symptom	Troubleshooting steps
There’s no sound. OR There is sound, but the volume is low. OR The sound is distorted or muffled.	• If you’re using an external audio system, make sure it is turned on. Use of an external audio system must also be enabled in display settings. See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • Make sure the cables connecting the display to the computer are securely fastened. **NOTES** ◦ The display’s stereo 3.5 mm in connector works with the VGA input only. ◦ Connecting an audio cable to the display’s stereo 3.5 mm out connector disables the internal speakers. ◦ See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • If you’re using the display’s stereo 3.5 mm out connector, adjust the volume on both the display and the connected computer and make sure neither is muted. • If you’re using the display’s S/PDIF out connector, adjust the volume on the external audio system and make sure the audio system isn’t muted. • Adjust the display’s audio settings. See adjusting-source-settings.htm. See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • If you’re using the integrated speakers, set the volume for the computer and any running applications to 80%, and then adjust the display’s volume. OR If you’re using an external audio system, set the volume for the computer, any running applications and the display to 80%, and then adjust the external audio system’s volume.
There is a whine or buzzing sound coming from the back of the display.	• Be aware that these sounds are normal. All displays emit some electrical noise. Such sounds may be more noticeable with some displays than with others. However, if you hear noise from the front of the display, further investigation is required. • Connect all devices to the same power outlet or power bar.

Touch isn't working as expected

Symptom	Troubleshooting steps

The display doesn't respond to touch on the Home screen with no computer connected.	• If a lock icon appears briefly on the left and right sides of the screen, the Lock screen feature is enabled. To un-lock the screen, try either of the following procedures:
	  ◦ Touch the lock icon when it appears.
	  ◦ Use either the display's remote control or a USB mouse connected to the Service connector on the side connector panel to access **Display Settings > Lock and remote control**, and disable the *Touch lock* setting.
	  See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744).
	• Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the display to another location in the room.
	• Restart the display.
	  See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744).

The display doesn't respond to touch when viewing the input from a connected computer.	• Make sure SMART Product Drivers 12.17 SP1 or later are installed and running on any connected computers. • Make sure the USB cable between the display and the computer doesn't exceed the supported maximum cable length. See *Using recommended cables* on page 64. • Make sure any connected computers have detected the display's USB connection and SMART Product Drivers 12.17 SP1 or later are installed. • For Mac computers with macOS Mojave, see How to resolve issues with installing and using SMART Learning Suite software on macOS Mojave.

When viewing the image from a connected computer, the display responds to touch intermittently.
OR
When you touch the screen, the pointer doesn't appear in the correct place.
	• Restart the display.
	  See turning-your-display-on-or-off.htm.
	  See the *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744).
	• Make sure SMART Product Drivers and SMART Ink are installed and running on any connected computers.
	• Confirm with the installers that the computer is connected to the display with only a single cable.
	• Update SMART product drivers.
	• Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the display to another location in the room.
	• Remove any USB extenders to help isolate the USB cable.
	• Update the firmware.
	• Make sure the video and USB cables that connect any computers to the display are connected using the correct connectors on the display.
	• Make sure the USB cable between the display and the computer doesn't exceed the supported maximum cable length. See *Using recommended cables* on page 64.

The pens aren't working as expected

Symptom	Troubleshooting steps
The display doesn't respond to touch or writing with a pen when viewing the input from a connected computer.	• Make sure any connected computers have detected the display's USB connection and SMART Product Drivers 12.17 SP1 or later are installed. • Reinstall or update SMART Product Drivers and SMART Ink on any connected computers. • Make sure the video and USB cables connecting any computers to the display are connected using the correct connectors on the display. • Make the sure the touch system is oriented to the correct display by orienting the display. See Orienting your SMART interactive product using SMART Product Drivers 12. • Make sure the USB cable between the display and the computer doesn't exceed the supported maximum cable length. See *Using recommended cables* on page 64.
The display responds to touch but not to writing with a pen when viewing the image from a connected computer.	• Reinstall or update SMART Product Drivers and SMART Ink on any connected computers. • Make sure you are using a SMART Board GX series interactive display pen. • Make sure SMART Product Drivers 12.17 SP1 or later is installed on any connected computers.
When viewing the input from a connected computer and writing on the screen, the ink appears in the wrong place. OR Writing is intermittent. OR Ink disappears as you write.	• Restart the display. See turning-your-display-on-or-off.htm. • Make sure SMART Product Drivers 12.17 SP1 or later is installed on any connected computers. • Orient the display. See Orienting your SMART interactive product using SMART Product Drivers 12. • Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the display to another location in the room. • Update the firmware. • Avoid wearing any jewelry or other reflective objects when using the optical touch system. • Make sure that clothing or other objects are not touching the screen where you're touching or writing.
You can't write or draw in Microsoft Office when viewing the input from a connected computer.	• Make sure Microsoft Office 2013 or later is installed. • Reinstall or update SMART Product Drivers and SMART Ink.

SMART software on connected computers isn't working as expected

Symptom	Troubleshooting steps
SMART Notebook software isn't working as expected.	See Troubleshooting SMART Notebook.

Symptom	Troubleshooting steps
SMART Learning Suite Online isn't working as expected.	See Troubleshooting common issues in SMART Learning Suite Online.
SMART Ink isn't working as expected.	See Troubleshooting SMART Ink.
SMART Product Drivers isn't working as expected.	See Troubleshooting SMART Product Drivers.

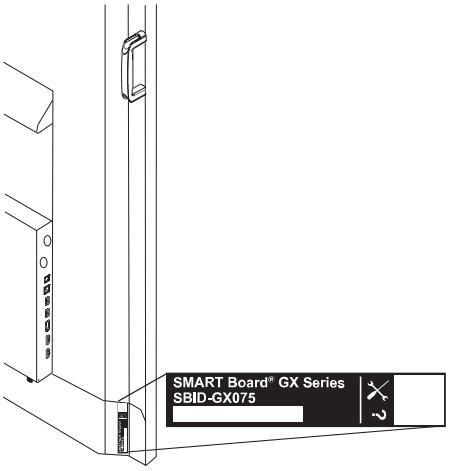
The SMART OPS PC module isn't working as expected

Symptom	Troubleshooting steps
The SMART OPS PC module isn't working as expected.	See the *SMART OPS PC modules user guide* (smarttech.com/kb/171747).

Contacting your reseller for additional support

If an issue you're experiencing with the display persists or isn't addressed in this chapter or the knowledge base, contact your authorized SMART reseller (smarttech.com/where) for support.

Your reseller might ask you for the display's serial number. The serial number is on a label located on the left side of the display.



TIP

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

Chapter 7

Troubleshooting tools and apps

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This appendix explains how to troubleshoot the SMART Board GX series display's tools and apps.

NOTE

For hardware troubleshooting information, see *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744).

Resolving issues with Whiteboard

Issue	Solutions
The pen doesn't write digital ink.	• If you're using the thick nib end of the pen, ensure the fine erase setting is disabled in the Whiteboard app's pen settings. See *Using Whiteboard* on page 28. • Make sure no other objects (such as your hand or clothing) are touching the screen close to the pen nib. • A worn pen nib may act as a finger rather than a pen. Replacement pens are available from the Store for SMART Parts (see smarttech.com/Support/PartsStore).
Your finger draws ink instead of selecting an object.	Use the selection marquee tool to select objects.
Multiple fingers draw multiple lines instead of performing pan, zoom, or rotate gestures.	Tap the Multi-finger draw icon to switch back to single finger drawing.
You can't set an image as the background.	Make sure the image's file format is .jpg or .png. Other formats are not supported.
The display can't open a saved Whiteboard.	Whiteboards are saved in .iwb format. The file the display is trying to open might not be saved in a Whiteboard file format.

Issue	Solutions
The display can't open a SMART Notebook file.	The Whiteboard app on SMART Board GX series interactive displays don't support SMART Notebook files. Use SMART Notebook software on the connected computer to open a SMART Notebook file.

Resolving issues with Browser

Issue	Solutions
Browser isn't working correctly.	• Make sure the display is connected to a properly configured network and the network is connected to the internet. See *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • Make sure Ethernet or Wi-Fi is enabled in Settings under Network settings. See *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • If Browser can't visit secure (https) websites, ensure the display's date and time are correct. See *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • Browser doesn't support Flash or Java applets and will not function correctly if a web page features these objects. • Contact your network administrator.
You can't find your downloads.	• Check the Downloads folder in File Manager. • The display's storage might be full. Delete files or move them to a USB drive for backup.
There is an issue with audio.	• Make sure the volume isn't muted on the display's remote control. See *Using the remote control* on page 17. • Turn up the volume. See *Using the front control panel* on page 16.

Resolving issues with EShare

Issue	Solutions
The display's name doesn't appear in the list of available devices.	• Make sure the network is configured properly. See *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744)..

Issue	Solutions
Your device or computer can't connect to the display.	• Make sure your computer or device is on the same network as the display. • Make sure the network is configured properly. See *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • Make sure your computer or device is on the same subnet as the display. Contact your network administrator. • Connect your device or computer to the display's Wi-Fi hotspot. a. Connect an RJ45 cable to the display. b. Turn on the display's Wi-Fi hotspot. See *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). c. Connect your computer or device to the display's Wi-Fi hotspot d. Open the EShare app on your computer or device. • Make sure the EShare app is installed on your device. See *Downloading the EShare app* on page 36
No sound is heard from your shared device.	• Make sure your device isn't muted. • Turn up the device's volume. • Turn up the display's volume. See *Using the front control panel* on page 16. • Make sure that the display's speakers are enabled in the display's settings. See *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744).
The EShare app on the display is not activated. **NOTE** *Trial version* appears in the top-right corner of the screen when the app is open.	• Make sure the display is connected to a network that has internet access. a. Restart the display. See *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). b. Open the EShare app. • Make sure the network can contact the activation network.
You can't control the display from your computer.	This feature is only available for iOS and Android devices.

Resolving issues with iMirror

Issue	Solutions
Your device can't connect to the display.	• Make sure the network is configured properly. See *SMART Board GX series interactive displays installation and maintenance guide* (smarttech.com/kb/171744). • Make sure your computer or device is on the same subnet as the display. Contact your network administrator. • The iMirror app is available only for use with the Airplay function on Apple devices.
You can't share video.	Some video content is copyrighted and cannot be streamed.

Issue	Solutions
No sound is heard from your shared device.	• Make sure your Apple device isn't muted. • Turn up the display's volume. See *Using the front control panel* on page 16.

Resolving issues with File Manager

Issue	Solutions
You can't open files using File Manager.	• Make sure an app is installed on the display that supports the file type you're trying to open.
You can't read from, or write to a connected USB drive.	• Connect the drive to the USB port for the display. See *Connecting USB drives, peripherals, and other devices* on page 66. • Make sure the USB drive is FAT formatted. • Make sure the USB drive isn't encrypted or partitioned. • The USB drive is full. Delete files before copying more files onto it.
You can't recover deleted files.	Recovery of deleted files is not supported.

SMART TECHNOLOGIES

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