

SMART Board® 7000R and 7000R Pro series interactive displays

USER GUIDE

SBID-7275R | SBID-7286R | SBID-7275R-P | SBID-7286R-P
SBID-7075R | SBID-7086R | SBID-7075R-P | SBID-7086R-P
IDR775-1 | IDR786-1

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SMART®



Learn more

This guide and other resources for SMART Board 7000R and 7000R Pro 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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www.smarttech.com/patents

March 26, 2021

Important information

NOTE

Refer to the *SMART Board 7000R and 7000R Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171538) for important information about installing and maintaining the display.

STABILITY HAZARD

If not installed properly, this display may fall causing serious injury or death. To prevent injury, the display must be securely attached to the wall following the installation instructions.

WARNING

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

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: IDR775-1, IDR786-1, IDRMOD1, PR7-1

Responsible Party – U.S. Contact Information

SMART Technologies Inc.

2401 4th Ave., 3rd Floor

Seattle, WA 98121

compliance@smarttech.com

The FCC and ISED registration numbers and warnings can be found through the *Settings* screen under the *Regulatory* tab.

Regulatory Model:	IDR775-1
Regulatory Model:	IDR786-1
Regulatory Model:	PR7-1

Important information

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.

CAUTION

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

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.

Regulatory Model:	IDRMOD1
--------------------------	----------------

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

CAUTION

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

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.

Restriction

This device is restricted to indoor use when operated in the 5.15 to 5.25 GHz frequency range.

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 20 cm between the radiator and your body. The PEN can be used with 0 cm separation distance between the pen and your body.

Innovation, Science and Economic Development Canada statement

The FCC and ISSED registration numbers and warnings can be found through the *Settings* screen under the *Regulatory* tab.

Regulatory Model:	IDR775-1
--------------------------	-----------------

Regulatory Model:	IDR786-1
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This device complies with ICES-003 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.

Regulatory Model:	PR7-1
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This device complies with Industry Canada's RSS-310. Operation is subject to the condition that this device must not cause harmful interference and must accept any interference, including interference that may cause undesired operation of the device.

98-305kHz: <30dBuV/A @10m

Important information

Regulatory Model:	IDRMOD1
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This device complies with ICES-003 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 20 cm between the radiator and your body. The PEN can be used with 0 cm separation distance between the pen and your body.

Innovation, Science et Développement économique Déclaration du Canada

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 IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps. Le PEN peut être utilisé avec une distance de séparation de 0 cm entre le stylo et votre corps.

EU declaration of conformity

Hereby, SMART Technologies ULC declares that the radio equipment type Interactive WiFi Module IDRMOD-1 and the interactive pen PR7-1 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

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

PR7-1
98-305kHz: <30 dBuV/A @10m

IDRMOD1
2400MHz – 2480MHz: 19dBm (EIRP) 5150MHz – 5850MHz:
13dBm (EIRP)

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

CAUTION: EXPOSURE TO RADIO FREQUENCY RADIATION

This equipment complies with EU radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. The PEN can be used with 0 cm separation distance between the pen and your body.

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® 7000R and 7000R Pro series interactive displays.

About this guide

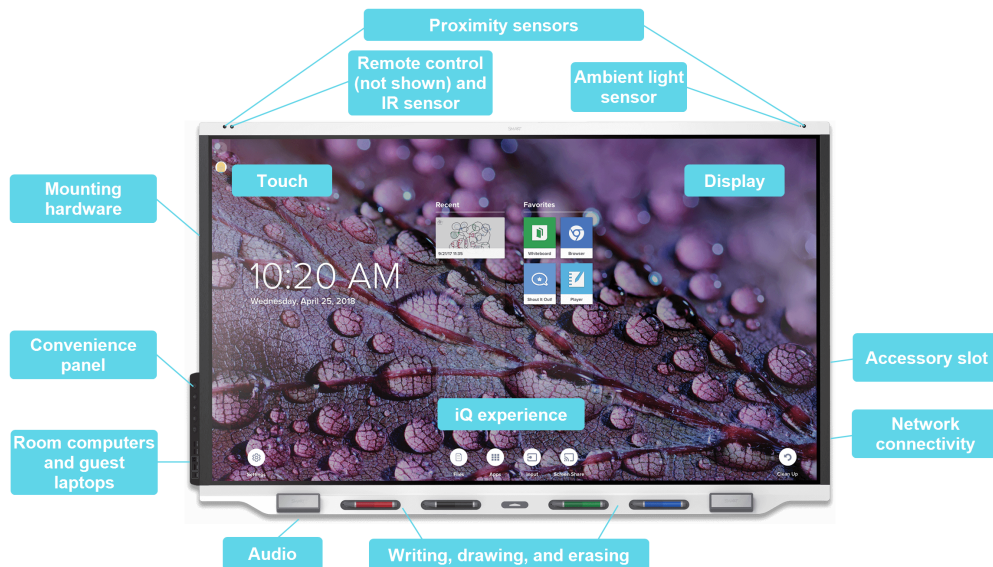
This guide explains how to use a SMART Board 7000R or 7000R Pro series interactive display.

This guide is intended for people who use displays in their organizations. Other documentation and resources are available for those who install and maintain displays (see *More information* on page 15).

About the display

The SMART Board 7000R or 7000R Pro series interactive display is a powerful but easy-to-use collaboration tool that you can use to achieve better outcomes.

The display includes an extensive set of features and components.



Touch

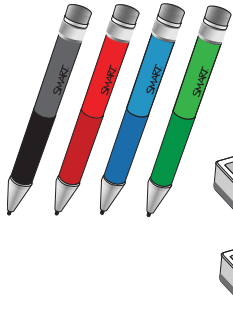
You can do everything on the display that you can do at your computer—open and close applications, meet with others, create new documents or edit existing ones, visit websites, play and manipulate videos, and so on—by touching the display’s surface.

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

The display’s HyPr Touch™ with EMR technology provides industry-leading touch and digital ink performance, resulting in virtually no lag and zero contact detect height. In addition, its Silktouch™ ultra-smooth finish allows you to use the display for hours without finger burn.

For more information, see *Using touch* on page 20.

Writing, drawing, and erasing



The display comes with black, red, blue, and green pens, which you can use to write or draw on the screen.

In addition to the pens, the display includes two erasers, which you can use to erase digital ink on the screen.

With Object Awareness™, the display responds automatically to the tool or object you're using, whether it's a pen, finger, eraser, or palm. The display's Pen ID™ and Simultaneous Tool Differentiation technologies allow four people to write independently and simultaneously, using

different colored ink.

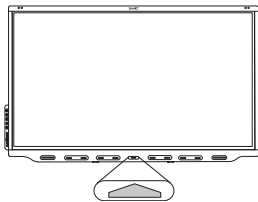
For more information, see *Using the pens and erasers* on page 22.

iQ experience

If enabled, the iQ embedded computer provides one-touch access to collaborative tools, such as a whiteboard, wireless screen sharing, and a web browser. There's no need for wires, cables, or manual software and firmware updates.

NOTE

Some network integration is required for features like Browser and Screen Share.



Tap the **Home** button on the display (pictured) or the remote control to open the Home screen (if iQ is enabled) or the Input screen (if iQ is disabled). From the Home screen, you can open the iQ apps, switch inputs, and adjust settings.

For more information about the Home button and the Home screen, see *Using the Home button* on page 17.

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

Display

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

The size of the display varies by model:

Models	Size (diagonal)
SBID-7275R, SBID-7275R-P, SBID-7075R, and SBID-7075R-P	75"
SBID-7286R, SBID-7286R-P, SBID-7086R, and SBID-7086R-P	86"

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 connection for downloading software and firmware updates, and a number of the iQ apps require a network connection as well.

You can connect to a network using the Wi-Fi module or the LAN RJ45 jack on the display:

- 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 a Gigabit Ethernet network.

Room computers and guest laptops

You can connect room computers and guest laptops and use the display to 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 while using the connected computers.

For more information, see *Chapter 4: Connecting computers and other devices* on page 31.

Accessory slot

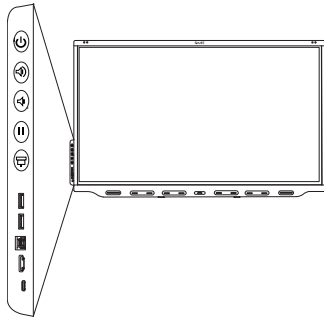
You can install an OPS-compatible device, such as a SMART OPS PC module, in the accessory slot. SMART OPS PC modules provide a complete Windows® 10 Pro installation.

For more information on SMART OPS PC modules, see *SMART OPS PC module* on page 14.

NOTE

Unlike with older SMART Board interactive displays, you don't need to install an AM30, AM40, or AM50 appliance in the accessory slot to use the iQ experience on SMART Board 7000R and 7000R series displays. The iQ experience is embedded on these displays (see *iQ experience* on page 10). For this reason, SMART doesn't recommend installing AM30, AM40, or AM50 appliances in these displays' accessory slots.

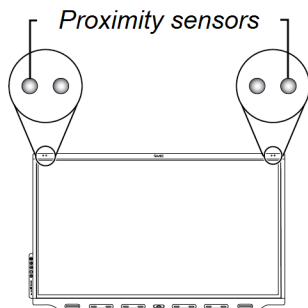
Convenience panel



The convenience panel contains buttons for turning the display on and off, controlling the volume, freezing and unfreezing the screen, and showing and hiding a screen shade. It also includes connectors for USB peripherals and a computer or other input source.

For more information about the convenience panel, see *Using the convenience panel* on page 17.

Proximity sensors



The proximity sensors are located in the top-left and top-right corners of the display's frame.

The proximity sensors can detect people up to 16' (5 m) away when the display is in Standby mode.

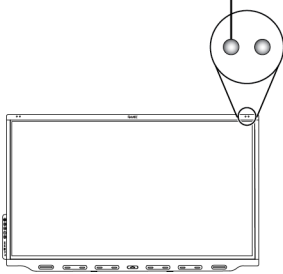
When the proximity sensors detect people in the room, the display either turns on or is ready to turn on, depending on how it's configured.

If the room is empty for 60 minutes, the display returns to Standby mode.

For more information, see *Waking up the display and putting it back to sleep* on page 16.

Ambient light sensor

Ambient light sensor

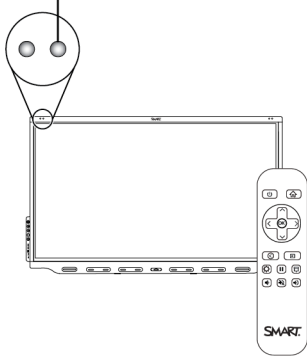


The ambient light sensor is located in the top-right corner of the display's frame.

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

Remote control and IR sensor

IR sensor



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

The IR sensor for the remote control is located in the top-left corner of the display's frame.

For more information about the remote control, see *Using the remote control* on page 18.

Mounting hardware

The display comes with a WM-SBID-200 wall mount, which your organization can use to mount the display on a wall.

Alternatively, you can mount the display on a wall or mobile stand (see *Accessories* on the next page).

Identifying your specific model

SMART offers different models of the SMART Board 7000R and 7000R Pro series interactive display:

Model	Frame style	Screen size (approximate)	iQ
SBID-7275R	White	75"	Yes
SBID-7286R	White	86"	Yes

Model	Frame style	Screen size (approximate)	iQ
SBID-7275R-P	Black	75"	Yes
SBID-7275R-PW	White	75"	Yes
SBID-7286R-P	Black	86"	Yes
SBID-7286R-PW	White	86"	Yes
SBID-7075R	White	75"	No
SBID-7086R	White	86"	No
SBID-7075R-P	Black	75"	No
SBID-7075R-PW	White	75"	No
SBID-7086R-P	Black	86"	No
SBID-7086R-PW	White	86"	No

Refer to the specifications for detailed technical information for these models, including product dimensions and weights (see *More information* on the next page).

Accessories

Accessories for the display include:

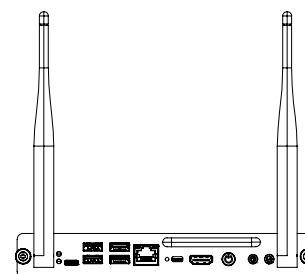
- SMART OPS PC module
- Stands
- USB extenders

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 the USB-XT extender (smarttech.com/kb/119318).

NOTE

For more information about extending USB connections, see [USB cable extenders](#).

More information

In addition to this guide, SMART provides other documents for the display in the Support section of the SMART website (smarttech.com/support). Scan the QR code on the cover of this guide to view links to SMART Board 7000R and 7000R Pro series interactive display documents and other support resources.

Chapter 2


Using basic features

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Waking up the display and putting it back to sleep

The display's proximity sensors can detect people up to 16' (5 m) away when the display is in Sleep mode. Depending on how the display is configured, it either turns on or enters Ready mode when the sensors detect people.

If the display is in Ready mode, you can turn it on in a number of ways:

- Press the **Power** button  on the convenience panel or the remote control.
- Pick up a pen or the eraser.

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

- The sensors detect no motion in the room for 60 minutes.
- You press the **Power** button  on the convenience panel or the remote control.

The display remains in this partial sleeping state until all pens are fully charged. The display enters a full sleeping state after all pens are fully charged and the sensor or sensors don't detect anyone in the room.

For information about turning off the display, see the *SMART Board 7000R and 7000R Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171538).

Using the Home button

You can use the Home screen to open and use iQ apps, view the input of connected computers, and more. You can also change the background and personalize other features of the Home screen. To learn more about the Home screen, see [Understanding the Home screen](#).

The Input screen shows thumbnails of connected computers and allows you to switch among inputs.

You can return to the Home screen or the Input screen at any time by following the instructions below.

To show the Home screen or the Input screen

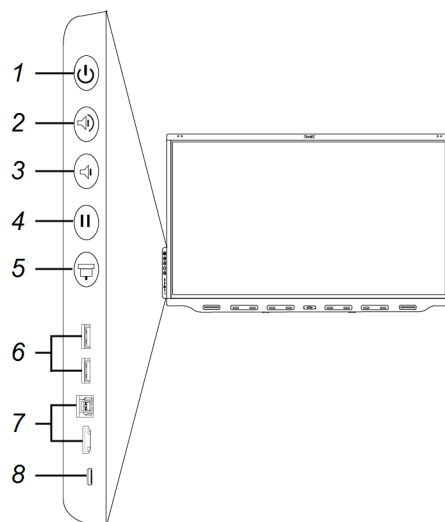
Tap the **Home** button  below the screen.

OR

Press the **Home** button  on the remote control.

Using the convenience panel

The convenience panel contains buttons for turning the display on and off, controlling the volume, freezing and unfreezing the screen, and showing and hiding a screen shade. It also includes connectors for USB peripherals and a computer or other input source.



No.	Name	Procedure
1	Power	<ul style="list-style-type: none">• Press to wake the display or put it back to sleep (see <i>Waking up the display and putting it back to sleep</i> on page 16).• Press and hold for four seconds to turn off the display.• Press and hold for 10 seconds to reset the display.
2	Volume increase	Press to increase the volume (see <i>Adjusting the volume</i> on page 25).
3	Volume decrease	Press to decrease the volume (see <i>Adjusting the volume</i> on page 25).
4	Freeze	Press to freeze and unfreeze the screen (see page 25).
5	Screen shade	Press to hide screen contents behind a screen shade (see <i>Showing and hiding the screen shade</i> on page 26).
6	USB Type-A receptacle (x2)	Connect USB drives, peripherals, and other devices (see <i>Connecting USB drives, peripherals, and other devices</i> on page 40).
7	HDMI 4 input source connectors	Connect a computer or other input source to use with the display (see page 33).
8	USB Type-C input source connector	Connect a computer or other input source to use with the display (see page 33).

NOTE

The Power button indicates the display's status:

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

Using the remote control

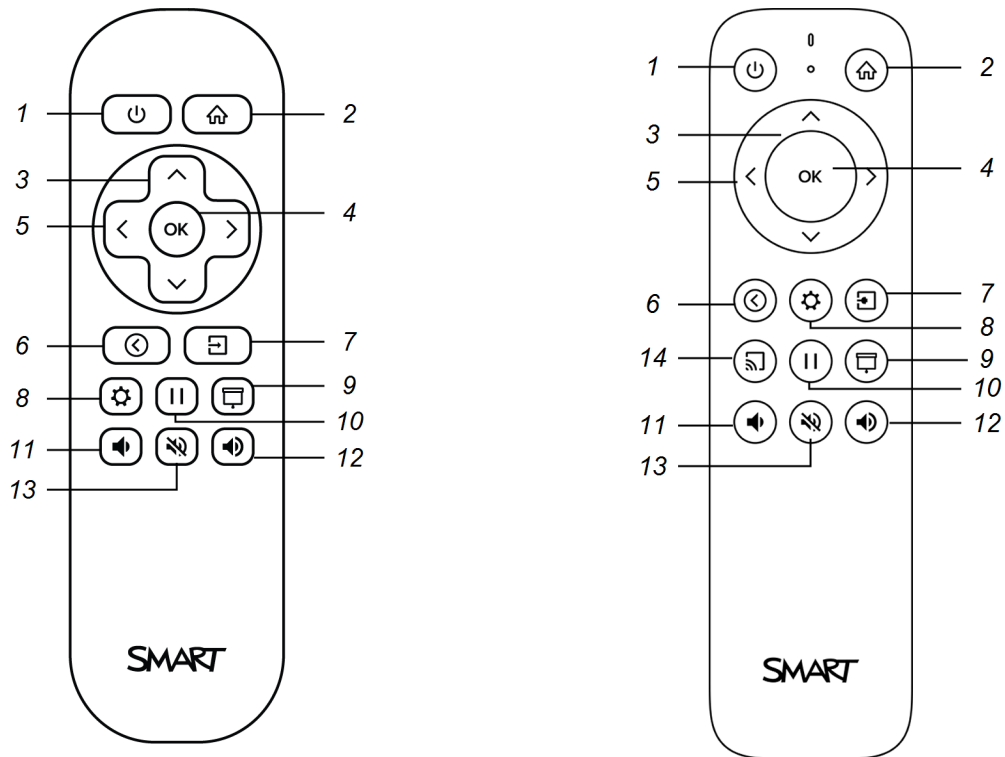
The display comes with one of two infrared remote control models. These models are similar, except one has a button screen sharing button.

Use the infrared remote control to turn the display on or off, change the input source, change the volume, access the display's iQ apps, 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	Procedure
1	Power	<ul style="list-style-type: none"> • Press to wake the display or put it back to sleep (see <i>Waking up the display and putting it back to sleep</i> on page 16). • Press and hold for four seconds to turn off the display. • Press and hold for 10 seconds to reset the display.
2	Home	Open the Home screen or the Input screen (see <i>Using the Home button</i> on page 17).
3	Up and down buttons	Select a menu option in the settings.

No.	Name	Procedure
4	OK	Select menu option in the settings.
5	Left and right buttons	Change the value of the selected setting.
6	Back	Go one step back in the navigation history.
7	Input	Switch input sources (see <i>Viewing a connected computer's input</i> on page 36).
8	Settings	Open iQ Settings.
9	Screen shade	Hide screen contents behind a screen shade (see <i>Showing and hiding the screen shade</i> on page 26).
10	Freeze frame	Freeze and unfreeze the screen (see page 25).
11	Volume increase	Increase the volume (see <i>Adjusting the volume</i> on page 25).
12	Volume decrease	Decrease the volume (see <i>Adjusting the volume</i> on page 25).
13	Volume mute	Mute the volume (see <i>Adjusting the volume</i> on page 25).
14	Share screen	Open the Screen Share app (see Sharing your device's screen to the display).
		NOTE This button is not available on all remote control models.

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.

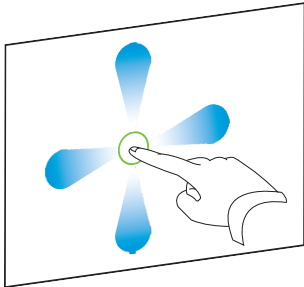
The display's HyPr Touch with EMR technology provides industry-leading touch and digital ink performance, resulting in virtually no lag and zero contact detect height.

The display's support for up to 20 simultaneous finger touch points, four pen touch points and two eraser touch points enables you and other users to interact with objects on the screen at the same time.

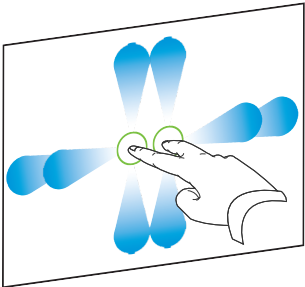
NOTE

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

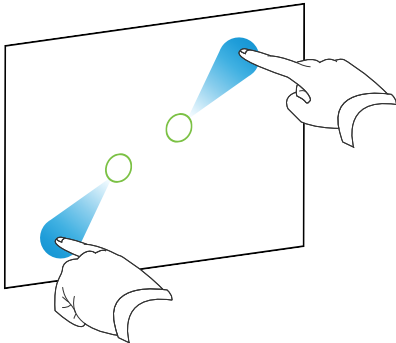
Pan (one finger)



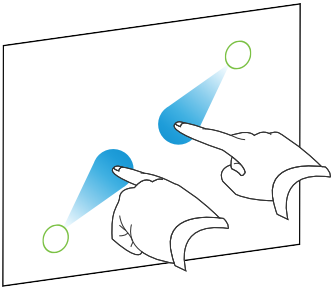
Pan (two fingers) / scroll



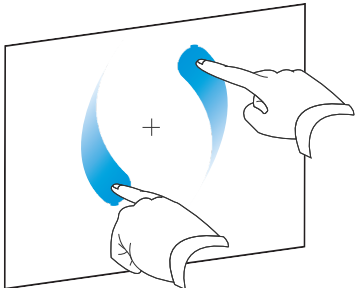
Pinch to zoom in / scale (enlarge)



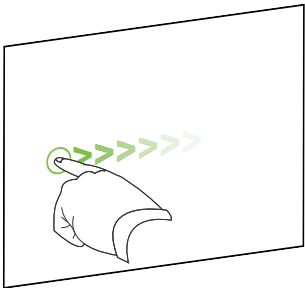
Pinch to zoom out / scale (reduce)



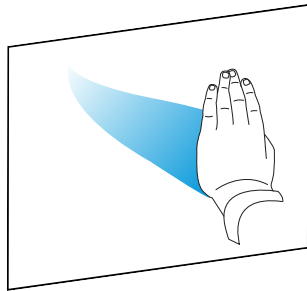
Rotate



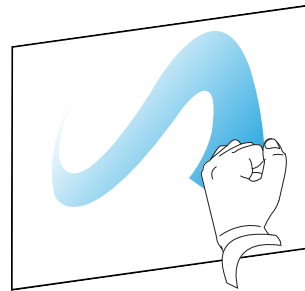
Flick



Erase with palm



Erase with fist



Using the pens and erasers

The display comes with black, red, blue and green pens and two erasers. You can use the pens to write and draw in digital ink on the display, and you can use the erasers—or your palm or fist—to erase digital ink.

There are magnetic holders for the pens and erasers at the bottom of the display. Removing a pen from its holder activates it. Return the pens and erasers to their holders when you're done with them. Returning a pen to its holder charges it.



CAUTION

When you return a pen or eraser to its holder, make sure it's centered in the holder to keep it from falling and being damaged. Pens' lights turn on to indicate that they're properly positioned in their holders.

Pairing the pens with the display

After you install the display and turn it on for the first time, place the pens in the holders for at least five minutes. This pairs the pens with the display and charges them for testing purposes.

IMPORTANT

- Use only pens designed for SMART Board 7000R and 7000R Pro series interactive displays. Pens for other SMART products, including SMART Board 7000 and 7000 Pro series interactive displays, aren't compatible with SMART Board 7000R and 7000R Pro series interactive displays (see smarttech.com/kb/171230).
-

- If you previously paired a pen with a SMART Board 7000R or 7000R Pro series interactive display, you must pair it with another display to use it with that display.
- To fully charge the pens, keep them in the holders for at least four hours before you start using the display.

Writing and drawing in digital ink

Up to four users can write or draw on the screen at the same time. Each pen writes and draws in its own color. The Pen ID™ feature enables you to assign different colors, thicknesses, and other properties to each pen.

To write or draw in digital ink

1. Pick up one of the display's pens.
2. Use the pen to write or draw in digital ink.

TIPS

- When you're writing or drawing with a pen, you can rest your palm on the screen. The display won't interpret your palm as a pen or an eraser.
- To learn how to change a pen's default behavior, see *Changing a pen's default color, thickness, and other properties* on the next page.
- Before writing or drawing over a video, an animation, or other moving images, freeze the screen (see *Freezing the screen* on page 25).

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](#).

Determining a pen's status

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

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

Erasing digital ink

You can erase digital ink from the screen using an eraser or your palm or fist:

To erase digital ink

Pick up an eraser and move it over the digital ink you want to erase.

OR

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



Adjusting the volume

Use the buttons on the convenience panel or the remote control to increase, decrease, or mute the display's volume.




NOTE

See *There's no sound or there's a problem with the sound* on page 44 if you encounter issues with the display's sound.

To turn the volume up or down

Press the **Volume Up**  or **Volume Down**  button on the convenience panel or the remote control.

NOTES

- Press and hold the **Volume Down**  button to rapidly decrease the volume.
 - When you press the **Volume Up**  or **Volume Down**  button on the convenience panel or the remote control, you can use the on-screen slider to adjust the volume.
-


To mute the volume

Press the remote control's **Mute**  button.

Freezing or hiding the screen

You can temporarily freeze or hide the contents on the screen using the display's freeze and screen shade features.

Freezing the screen


You can temporarily freeze the screen by pressing the **Freeze**  button on the convenience panel or remote control. This is particularly useful when you want to pause a video, an animation, or other moving images.

NOTE


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


TIP

You can write or draw over the screen while it is frozen (see *Writing and drawing in digital ink* on page 23). If the iQ experience is enabled, you can then save the screenshot of your writing or drawing to the Files Library (see [Using the iQ experience Files Library](#)).

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

Showing and hiding the screen shade

You can temporarily hide the contents of the screen behind a virtual screen shade by pressing the **Screen Shade**  button on the convenience panel or remote control.

To remove the screen shade and reveal the screen contents, press the **Screen Shade**  button again.

Chapter 3

Using the iQ apps

The display comes with the following iQ apps:

- SMART Notebook Player
- Browser
- Input
- Screen Share
- kapp Whiteboard

You can use these apps along with the Files Library and Apps Library to deliver lessons in a classroom or coordinate meetings and other collaborative activities.

NOTE

Some apps, such as Screen Share, require a properly configured network connection. If you're experiencing issues with these apps, contact your IT administrator to make sure the network and display have been properly configured.

Using the Apps Library

The Apps Library contains the Browser, SMART Notebook Player, and kapp Whiteboard apps. You can also add apps from the web and SMART's app store or install third-party apps.

NOTE

SMART Notebook Player is available on education models only.

To open the Apps Library

From the Home screen, tap **Apps Library** .

To learn how to use the other features of Apps Library, see [Adding and managing apps in the iQ experience](#).


Using the Files Library

The Files Library contains kapp Whiteboard sessions, whiteboards, SMART Notebook files that have been shared with the display, PDFs, and screenshots. If a USB drive is connected to the display, the files on the USB drive are also available in the Files Library. Although these files can be viewed on the display, they are not saved on the display.

NOTE

SMART Notebook Player is available on education models only.

To open Files Library

From the Home screen, tap **Files Library** .

To learn how to use the other features of Files Library, see [Using the iQ experience Files Library](#).

Using kapp Whiteboard

For Pro models only

Use the kapp Whiteboard to write and erase notes on the display just as you do on a traditional dry erase board. You can also save your notes for later and share them using the SMART kapp® app. The kapp Whiteboard app is the default whiteboard for enterprise models.

To learn how to use the display's pens and eraser to write, draw, and erase in kapp Whiteboard, see *Using the pens and erasers* on page 22.

To learn how to use the other features of kapp Whiteboard, see [Using the kapp Whiteboard](#).

Using SMART Notebook Player

For education models only

Use SMART Notebook Player to open, view, and interact with SMART Notebook software files. Notebook Player makes it easy to present SMART Notebook files and play SMART lab™ activities on the display. SMART Notebook Player is also the default whiteboard for education models.

You can install the Notebook Player app on your iOS and Android devices to view and control SMART Notebook files from the device.

To learn more about SMART Notebook Player, see [Using the Player app to deliver lessons](#).

Using Browser

You can use Browser to view web sites on the display.

To learn more about Browser, see [Browsing the internet on your display](#).

Using Screen Share

You can share the screens from computers and mobile devices on the display wirelessly using Screen Share.

Screen Share supports:

- Chromebook™ laptops, using the Chrome™ browser
- Windows computers, using Miracast¹, Chrome browser, or AirParrot
- Mac computers and iOS devices, using AirPlay
- Android™ devices, using Cast Screen

You can also download the SMART Screen Share app for Chromebooks, Windows computers, Mac computers, iOS devices, and Android devices.

To learn how to use the other features of Screen Share, see [Sharing your device's screen to the display](#).

Using Input

You can use the connectors the display to connect a room computer, guest laptops, and other input sources.

To learn how to connect computers to the display and view their video output, see [Viewing a connected computer's screen](#).

Using screenshots

When using the Browser or Screen Share apps, you can write or draw on a screenshot and save it to the Files Library.

¹Windows 10 operating system only

To learn more about screenshots, see [Writing and drawing over content and saving as screenshots in the iQ experience](#).

Installing third-party apps

You can install third-party apps from the Google Play Store using SMART Remote Management.

To learn more about installing third-party apps, see [Adding and managing apps in the iQ experience](#).

Cleaning up the display

After you've finished using the display, tap **Clean Up**  on the Home screen to clean up the display for the next user.

- For education models:
 - Saves the whiteboard to the Files Library
 - Saves the SMART Notebook file to the Files Library
 - Erases the whiteboard
- For enterprise models, saves the kapp Whiteboard to the Files Library (if saving to the Library is enabled in Settings)
- Resets Browser (clears the browser history, cache, cookies and closes all open tabs, and opens a new tab)
- Removes all tiles under Recent
- Closes all applications, including third-party apps.

To learn more, see [About the iQ experience and navigating the Home screen](#).

Chapter 4

Connecting computers and other devices

Installing and using SMART software	31
Downloading and installing SMART software	32
Using SMART software	32
Connecting room computers and guest laptops	33
Viewing a connected computer's input	36
Setting a connected computer's resolution and refresh rate	37
Using recommended cables	38
Sharing USB Type-B receptacles	39
Connecting a SMART OPS PC module	39
Connecting USB drives, peripherals, and other devices	40

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 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.	Education models only. SMART Notebook basic version also available.
SMART TeamWorks room edition	Software that simplifies meetings and facilitates deeper, more natural interaction with on-site and remote participants.	Pro models only.

Software	Description	Notes
SMART Meeting Pro	Software that enables you to capture ideas in a virtually unlimited interactive workspace.	Pro models only.
SMART Product Drivers	Software that enables the computer to detect input from the display.	Included with SMART Learning Suite, SMART TeamWorks, and SMART Meeting Pro software
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 Learning Suite, SMART TeamWorks, and SMART Meeting Pro software
SMART Remote Management	Cloud-based mobile device management software for remotely maintaining, supporting, controlling, and securing the display and your other devices.	N/A

TIP

You can purchase additional licenses or subscriptions to SMART software to install on other computers.

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 and install it following the instructions in [Installing and maintaining SMART Notebook](#), [Downloading and installing SMART TeamWorks](#), or [Installing and maintaining SMART Meeting Pro](#).

Using SMART software

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

- [SMART Notebook](#)
- [SMART Learning Suite Online](#)
- [SMART Learning Suite](#)
- [SMART TeamWorks](#)
- [SMART Meeting Pro](#)
- [SMART Product Drivers](#)

- [SMART Ink](#)
- [SMART Remote Management](#)

Connecting room computers and guest laptops

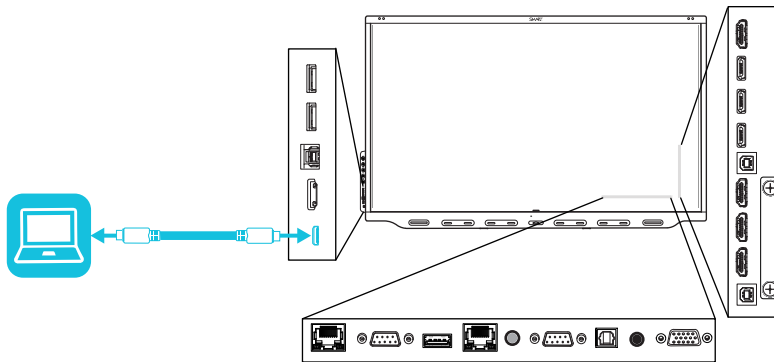
You can connect room computers and guest laptops to the display and view and interact with them.

NOTES

- Install SMART software on any computers you connect to the display (see *Installing and using SMART software* on page 31).
- 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 and HDMI 2 share the Touch 1 USB Type-B receptacle, and HDMI 3 and VGA share the Touch 2 USB Type-B receptacle (see *Sharing USB Type-B receptacles* on page 39).
- You can charge devices connected to the USB Type-C receptacle up to 60 W.

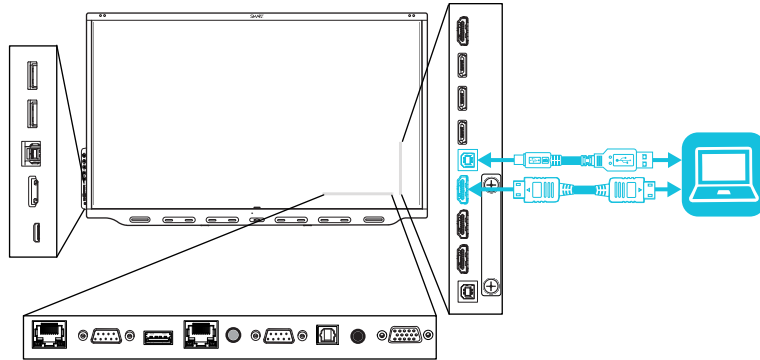
The following are the locations of the connectors and the connector and cable information for the display's input sources:

- USB Type-C



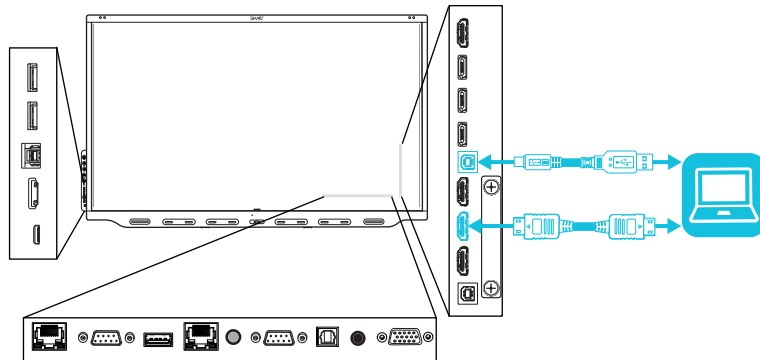
Connector	Standard	Connection type	Cable
USB Type-C	USB 3.1	Video/audio/touch	USB Type-C

- HDMI 1



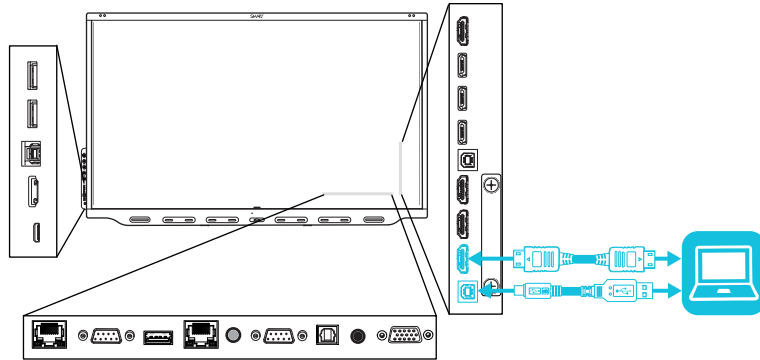
Connector	Standard	Connection type	Cable
HDMI 1	HDMI 2.0	Video/audio	HDMI
Touch 1 (USB Type-B)	Up to USB 3.0	Touch	USB 2.0/USB 3.0

- HDMI 2



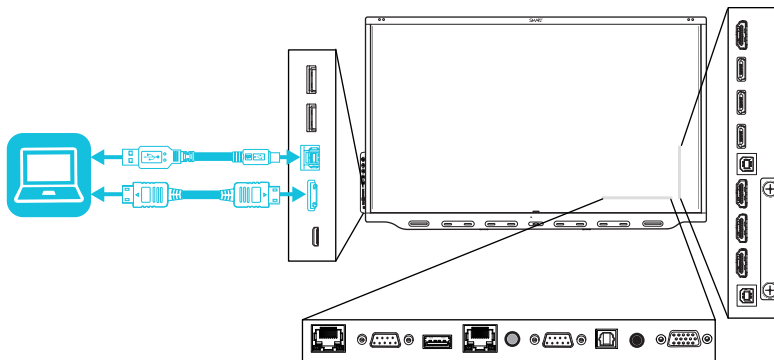
Connector	Standard	Connection type	Cable
HDMI 2	HDMI 2.0	Video/audio	HDMI
Touch 1 (USB Type-B)	Up to USB 3.0	Touch	USB 2.0/USB 3.0

- HDMI 3



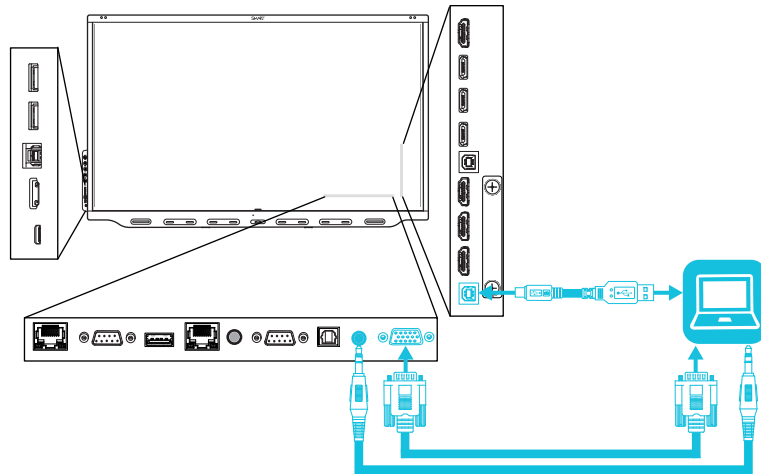
Connector	Standard	Connection type	Cable
HDMI 3	HDMI 2.0	Video/audio	HDMI
Touch 2 (USB Type-B)	Up to USB 3.0	Touch	USB 2.0/USB 3.0

- HDMI 4



Connector	Standard	Connection type	Cable
HDMI 4	HDMI 2.0	Video/audio	HDMI
Convenience panel USB Type-B	Up to USB 3.0	Touch	USB 2.0/USB 3.0

- VGA







Connector	Standard	Connection type	Cable
VGA	VGA	Video	VGA
Audio In (Stereo 3.5 mm)	Stereo 3.5 mm	Audio	Stereo 3.5 mm
Touch 2 (USB Type-B)	Up to USB 3.0	Touch	USB 2.0/USB 3.0

Viewing a connected computer's input

Use the Input app to view a connected computer's input on the display.

To view a connected computer's input

1. Connect the computer to the display.
2. Do one of the following:

If iQ is enabled	If iQ is disabled
Tap Input  on the Home screen. OR Press the Input  on the remote control.	Press the Home button  or the Input button  on the remote control.

The display shows thumbnails of the devices that are connected to the display's inputs:

- A gray thumbnail indicates no device is connected to an input.
- A blue thumbnail indicates a device is connected to an input but is in Sleep mode.
- A thumbnail showing a preview screen indicates an active device is connected to an input.

TIP

If iQ is disabled and you want a computer's input to appear whenever you wake up the display, tap the star in the upper-left corner of the computer's thumbnail.

3. Tap the computer's thumbnail.

Setting a connected computer's resolution and refresh rate

The following table presents the recommend resolutions and refresh rates for the display's input sources:

Input source	Resolution	Refresh rate
USB Type-C	3840 × 2160	60 Hz (YCbCr) 30 Hz (RGB)
HDMI 1 HDMI 2 HDMI 3 HDMI 4	3840 × 2160	60 Hz
VGA	1920 × 1080	60 Hz

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

Using recommended cables

SMART recommends the following varieties of cable:

Cable type	Maximum length	Recommendation
HDMI	23' (7 m) ¹	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)	[N/A]
USB 2.0	16' (5 m)	Use a USB extender if the distance between the computer and the display is greater than 16' (5 m). For more information, see <i>USB extenders</i> on page 15. USB 2.0 cables support Hi-Speed (480 Mbps), whether connected to a USB 2.0 or USB 3.0 receptacle. For SuperSpeed (5 Gbps), connect a USB 3.0 cable to a USB 3.0 receptacle.
USB 3.0	9' (3 m)	SMART supports only installations that use directly connected video and USB cables, AC-powered extenders, or USB extenders purchased from SMART. You might be able to use higher-grade cables that are longer than specified. If you have problems with such a cable or an extender of any type, test the connection with a shorter cable before contacting SMART Support.
USB Type-C	6' (2 m)	To use a USB Type-C cable for video, you need: <ul style="list-style-type: none">• A cable that supports USB 3.1 (Gen 1 or Gen 2)• A computer that supports Display Port Alternate Mode Passive USB Type-C cables are sufficient for 60 W charging. You might be able to use higher-grade cables that are longer than specified. If you have problems with such a cable or an extender of any type, test the connection with a shorter cable before contacting SMART Support.

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

¹The performance of cables longer than 23' (7 m) is highly dependent on the cable's quality.

Sharing USB Type-B receptacles

The HDMI and VGA connectors on the connector panel share USB Type-B receptacles:

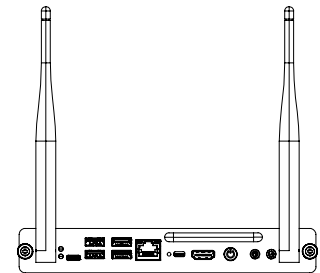
USB Type-B receptacle	Video connectors
Touch 1	<ul style="list-style-type: none">• HDMI 1• HDMI 2
Touch 2	<ul style="list-style-type: none">• HDMI 3• VGA

If two computers are connected to video connectors that share the same USB Type-B receptacle, you must disconnect the USB cable from the first computer and connect it to the second computer if you want to switch from one computer's input to the other's. For example, if a room computer is connected to HDMI 1 and a guest laptop is connected to HDMI 2, you must disconnect the USB cable from the room computer and connect it to the guest laptop when you want to switch to the guest laptop's input.

Connecting a SMART OPS PC module

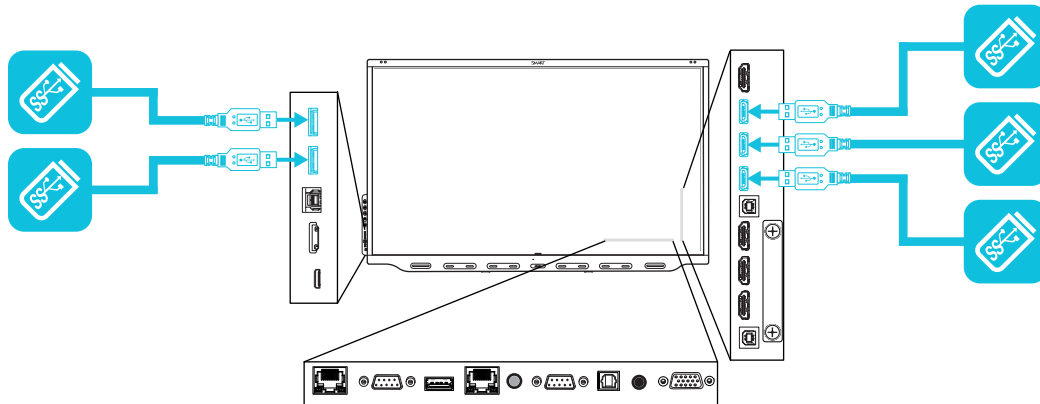
If your organization has purchased a SMART OPS PC module, you or your organization's installers can install the OPS PC module in the display's accessory slot following the OPS PC module's installation instructions (smarttech.com/kb/171544). You can then view the OPS PC module's input on the display.

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 two USB 3.0 Type-A receptacles on the convenience panel and three USB 3.0 Type-A receptacles on the connector panel. You can connect USB drives, peripherals (such as keyboards), and other devices to these connectors and use the devices with the iQ experience, connected computers, and devices installed in the accessory slot (such as the SMART OPS PC module).



The following table shows which USB 3.0 Type-A receptacles you can use with each input source and the supported USB speed:

Input source	USB 3.0 Type-A receptacles on the convenience panel	USB 3.0 Type-A receptacles on the connector panel
iQ	✓ (SuperSpeed)	✓ (SuperSpeed)
HDMI 1	✓ (Hi-Speed)	
HDMI 2	✓ (Hi-Speed)	
HDMI 3	✓ (Hi-Speed)	
HDMI 4	✓ (SuperSpeed)	✓ (SuperSpeed)
USB Type-C	✓ (SuperSpeed)	✓ (SuperSpeed)
VGA	✓ (Hi-Speed)	
Accessory slot	✓ (SuperSpeed)	✓ (SuperSpeed)

Chapter 5

Troubleshooting

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Contacting your reseller for additional support	47

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

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





The display isn't turning on



Symptom	Troubleshooting steps
The power light isn't lit.	<ul style="list-style-type: none">• Make sure the power cable is securely fastened to the power outlet and the display. <hr/> <p>NOTE</p> <p>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.</p> <hr/> <ul style="list-style-type: none">• 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 power light is lit, but the screen is blank.	<ul style="list-style-type: none">• Pick up a pen or press the Power button on the convenience panel or the remote control.• Make sure the proximity sensors aren't blocked.• Restart the display.• Determine if the problem is with the video. <p>See <i>The screen is blank or there's a problem with the image on the screen</i> on the next page.</p>

The display is turning on when it shouldn't

Symptom	Troubleshooting steps
The display turns on or enters Ready mode when it shouldn't.	<ul style="list-style-type: none">• Check for and, if possible, move the display away from the following:<ul style="list-style-type: none">◦ Direct sunlight◦ Bright lights◦ Forced air ducts◦ Plasma displays◦ Infrared audio systems and other infrared sources◦ Polished floors, glass walls, or other reflective surfaces• Be aware that the proximity sensors' range is 16' (5 m).

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

Symptom	Troubleshooting steps
The screen is blank.	<ul style="list-style-type: none">• Make sure the screen is working by tapping the Home button  below the screen or pressing the Home button  on the remote control to open the Home screen.• Make sure any connected computers are on and not in Sleep mode.• Restart the display and any connected computers.• Replace the video cables connecting any computers to the display to determine if the issue is with the cables.
A computer is connected to the display, but only a connection message appears on the screen.	<ul style="list-style-type: none">• 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 Sleep mode.
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.	<ul style="list-style-type: none">• Tap the Home button  below the screen or press the Home button  on the remote control to open the Home screen. If it 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 Sleep mode.• Restart the display and any connected computers.• Set any connected computers' resolution and refresh rate to values that the display supports. <i>See Setting a connected computer's resolution and refresh rate on page 37.</i>• Replace the video cables that connect any computers to the display to determine if the issue is with the cables.

Symptom	Troubleshooting steps
There are bright spots on the screen.	<ul style="list-style-type: none"> • Tap the Home button  below the screen or press the Home button  on the remote control to open the Home screen. 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.
Colors don't appear correctly.	<ul style="list-style-type: none"> • Be aware that if two or more displays are mounted side-by-side, there could be minor differences in colors across the displays. This issue is not unique to SMART products. • If the screen is completely lacking one color on the screen or the color problems occur on the Home screen, see <i>Contacting your reseller for additional support</i> on page 47. • If you're using a VGA video input, 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.	<ul style="list-style-type: none"> • Adjust any connected computers' 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.	<ul style="list-style-type: none"> • 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 .

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.	<ul style="list-style-type: none">• If you're using an external audio system, make sure it is turned on.• Make sure the cables connecting the display to the computer are securely fastened. <hr/> <p>NOTES</p> <ul style="list-style-type: none">◦ 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.◦ If you're using the display's S/PDIF out connector to connect a sound bar or receiver for external speakers, see the <i>SMART Board 7000R or 7000R Pro series interactive displays installation and maintenance guide</i> (smarttech.com/kb/171538). <ul style="list-style-type: none">• If you're using the display's stereo 3.5 mm out connector, adjust the volume on the display and the connected computer and make sure neither are 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.• 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. <p>OR</p> <p>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.</p>
There is a whine or buzzing sound coming from the back of the display.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Make sure SMART Product Drivers 12.14 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 <i>Using recommended cables</i> on page 38.• Make sure any connected computers have detected the display's USB connection and SMART Product Drivers 12.14 or later is installed.• On Windows computers, open Device Manager and make sure there is no red X or yellow explanation mark (!) over the display's icon.• On Mac computers, open System Information and make sure there are no error messages in the display's row.• For Mac computers with macOS Mojave, see How to resolve issues with installing and using SMART Learning Suite software on macOS Mojave.

Symptom	Troubleshooting steps
<p>The display responds to touch intermittently.</p> <p>OR</p> <p>When you touch the screen, the pointer doesn't appear in the correct place.</p>	<ul style="list-style-type: none"> Restart the display. 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. 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.

The pens and erasers aren't working as expected

Symptom	Troubleshooting steps
<p>The display doesn't respond to touch or writing with a pen.</p>	<ul style="list-style-type: none"> Make sure any connected computers have detected the display's USB connection and SMART Product Drivers 12.14 or later is installed. On Windows computers, open Device Manager and make sure there is no red X or yellow explanation mark (!) over the display's icon. On Mac computers, open System Information and make sure there are no error messages in the display's row. Reinstall or update SMART Product Drivers and SMART Ink on any connected computers. Make sure SMART Product Drivers is version 12.14 or later.
<p>The display responds to touch but not to writing with a pen.</p> <p>When you write on the screen, the ink appears in the wrong place.</p> <p>OR</p> <p>Writing is intermittent.</p> <p>OR</p> <p>Ink disappears as you write.</p> <p>OR</p> <p>Ink colors change unexpectedly.</p>	<ul style="list-style-type: none"> Reinstall or update SMART Product Drivers and SMART Ink on any connected computers. Restart the display. Confirm with the installers that the computer is connected to the display with only a single cable. Make sure SMART Product Drivers and SMART Ink are installed and running on any connected computers. Use a known working pen from another display to check if the issue is being caused by the pen. 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.
<p>You change the width or color of a pen's digital ink, but the width and color revert to the pen's defaults when you next pick up the pen from its holder on the display.</p>	<ul style="list-style-type: none"> Be aware that a pen's color and thickness revert to the pen's default values when you place the pen back in its holder. You can change the pen's default color and thickness through SMART Product Drivers (see Changing pen, eraser, and button settings).

Symptom	Troubleshooting steps
You're experiencing other issues with the pens.	<ul style="list-style-type: none">• Use only SMART Board 7000R or 7000R Pro series interactive display pens with the display. Pens from other interactive displays aren't compatible.• Return the pen to its magnetic holder to calibrate it.• Make sure the pen's pressure sensitive switch isn't damaged or dirty.• If one pen isn't working, make sure the pen is paired with the display and is fully charged.• If all pens aren't working, return the pens to their magnetic holders and restart the display.
You can't write or draw in Microsoft® Office.	<ul style="list-style-type: none">• Make sure Microsoft Office 2013 or later is installed.• Reinstall or update SMART Product Drivers and SMART Ink.

iQ apps aren't working as expected

Symptom	Troubleshooting steps
iQ apps aren't working as expected.	See Troubleshooting the iQ experience .

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 .
SMART Learning Suite Online isn't working as expected.	See Troubleshooting common issues in SMART Learning Suite Online .
SMART TeamWorks software isn't working as expected.	See Troubleshooting SMART TeamWorks .
SMART Meeting Pro software isn't working as expected.	See Basic troubleshooting for SMART Meeting Pro .
SMART Ink isn't working as expected.	See Troubleshooting SMART Ink .
SMART Product Drivers isn't working as expected.	See Troubleshooting SMART Product Drivers .

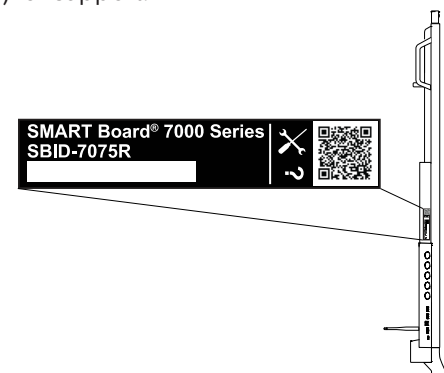
The SMART OPS PC module isn't working as expected

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

Contacting your reseller for additional support

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

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



TIPS

- Scan the QR code on the label to view the SMART Board 7000R or 7000R Pro series interactive display support pages on the SMART website.
- You can also find the serial number in the iQ settings. Refer to the *SMART Board 7000R and 7000R Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171538) for more information.

SMART TECHNOLOGIES

smarttech.com/support

smarttech.com/contactsupport

smarttech.com/kb/171539