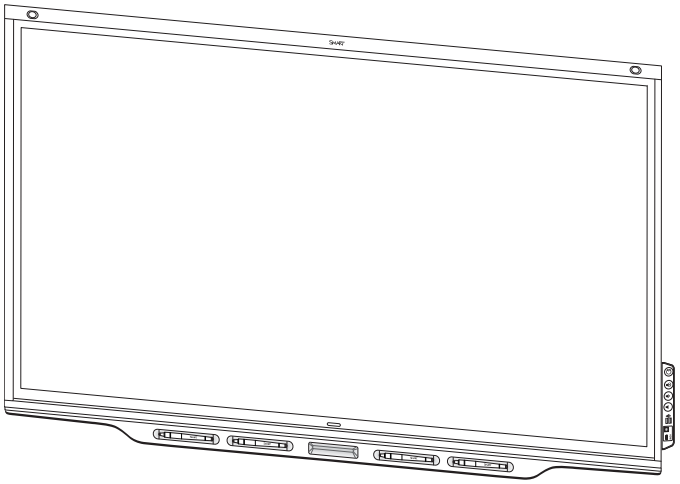
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SMART Board® 7000 and 7000 Pro series

interactive displays

USER'S GUIDE

FOR MODELS:

- SBID-7075
- SBID-7086
- SBID-7275
- SBID-7286
- SBID-7375
- SBID-7386
- SBID-7075P
- SBID-7086P
- SBID-7275P
- SBID-7286P
- SBID-7375P
- SBID-7386P
- ID7075-1
- ID7086-1

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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

08/2018

Important information

NOTE

Refer to the installation and maintenance guide for important information about installing and maintaining the display (see *More information* on page 8).

WARNING

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

Federal Communication Commission interference statement

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

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

NOTE

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

CAUTION

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

Radiation exposure statement

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

Innovation, Science and Economic Development Canada statement

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

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

Radiation exposure statement

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

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

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

Déclaration d'exposition aux radiations

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

EU declaration of conformity

Hereby, SMART Technologies ULC declares that the radio equipment type Interactive Display SBID-7075, SBID-7075P, SBID-7086, SBID-7086P, ID7075-1, ID7086-1 and the interactive pen SBID-7000-PEN, SBID-7000P-PEN are in compliance with Directive 2014/53/EU.

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

WARNING

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

Radio frequency band and maximum power level:

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

Compliance to Malaysia specification

The SMART Technologies ULC Interactive Display SBID-7075, SBID-7075P, SBID-7086, SBID-7086P, wireless Pen models SBID-7000-PEN and SBID-7000P-PEN meet the Malaysian requirements as defined by the Certifying Agency, SIRIM QAS International.

MCMC
CIDF17000247

United Arab Emirates – TRA registration details

Pen – Regulatory models SBID-7000-Pen and SBID-7000P-PEN

TRA
REGISTERED No: ER62928/18
DEALER No: DA0076339/11

Panel 75" – Regulatory models SBID-7075 and ID7075-1

TRA
REGISTERED No: ER63077/18
DEALER No: DA0076339/11

Panel 86" – Regulatory model ID7086-1

TRA
REGISTERED No: ER62714/18
DEALER No: DA0076339/11

Microsoft® statement regarding Windows® 10 operating system

Windows 10 is automatically updated, which is always enabled. ISP fees may apply. Additional requirements may apply over time for updates.

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Chapter 1

Welcome

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

About this guide

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

This guide is intended for individuals who use displays in their organizations. Other documentation and resources are available for those who install and maintain displays (see *More information* on page 8).

Identifying your specific model

SMART offers several different models of the SMART Board 7000 and 7000 Pro series interactive display and iQ appliance.

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

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

Model	Frame style	Screen size (approximate)	iQ	Intel® Compute Card
SBID-7075	White	75" (190 cm)	No	No
SBID-7086	White	86" (218 cm)	No	No
SBID-7275	White	75" (190 cm)	Yes	No
SBID-7286	White	86" (218 cm)	Yes	No
SBID-7375	White	75" (190 cm)	Yes	Yes
SBID-7386	White	86" (218 cm)	Yes	Yes
SBID-7075P	Black	75" (190 cm)	No	No
SBID-7086P	Black	86" (218 cm)	No	No
SBID-7275P	Black	75" (190 cm)	Yes	No
SBID-7286P	Black	86" (218 cm)	Yes	No
SBID-7375P	Black	75" (190 cm)	Yes	Yes
SBID-7386P	Black	86" (218 cm)	Yes	Yes

Refer to the specifications for detailed technical information for this model, including product dimensions and weights (see *More information* on page 8).

Identifying your iQ appliance model

The iQ appliance is installed in the accessory slot of some interactive display models to enable iQ functionality in those models. SMART offers several different iQ appliance models.

Use the Identifying your iQ appliance model wizard to identify the specific model of iQ appliance installed in your display.

Features

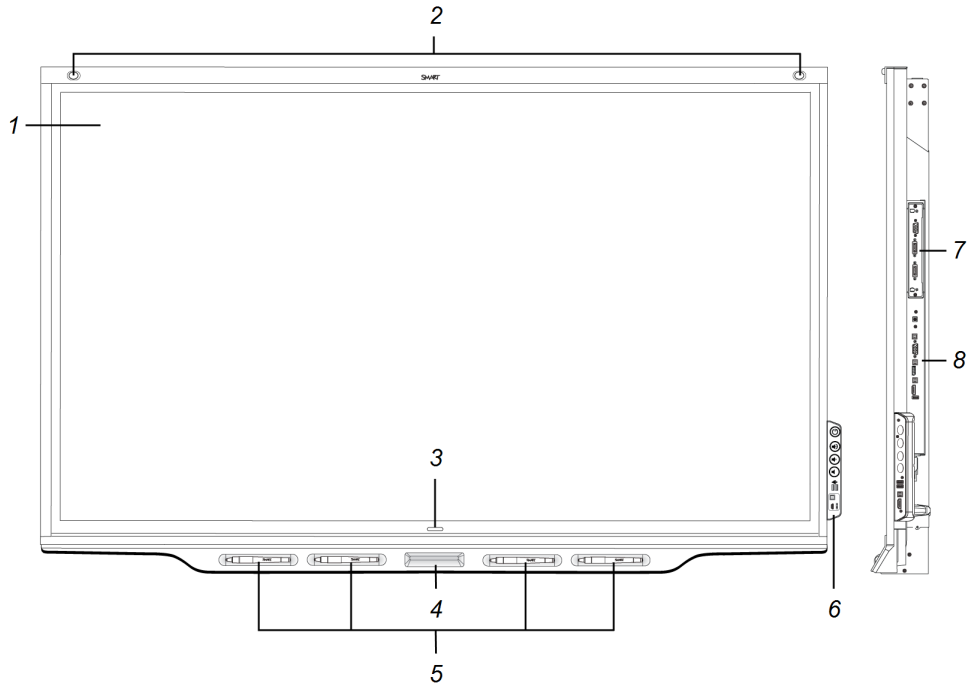
The SMART Board 7000 or 7000 Pro series interactive display is the hub of your classroom or meeting room. PC-free embedded computing provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser. There's no need for wires, cables or manual software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

The display includes the following features:

Feature	Description	More information
iQ experience	The display's iQ appliance provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser. The SBID-7375, SBID-7386, SBID-7375P and SBID-7386P models have an Intel Compute Card in the appliance to provide a fully functional Windows 10 solution at your fingertips, without the need for an external PC or cabling.	Page 18
Touch support	You can do everything on the display that you can do at your computer—open and close applications, meet with others, create new documents or edit existing ones, visit websites, play and manipulate videos, and so on—by touching the display's surface.	Page 14
Writing and drawing support	You can write over applications in digital ink using one of the supplied pens, and then erase the digital ink using your palm, the eraser or the erasers on the pens.	Page 15
Audio support	The display includes integrated speakers for presenting audio from connected input sources.	[N/A]

Components

The display consists of the following components:



No.	Name	More information
Pictured		
1	Screen	Page 5
2	Presence detection sensor (×2)	Page 5
3	Home button	Page 6
4	Eraser	Page 6
5	Pen (×4)	Page 6
6	Convenience panel	Page 6
7	iQ appliance (and Intel Compute Card)	Page 6
8	Connector panel	Page 23
Not pictured		
9	AC power inlet, outlet and switch	[N/A]
10	RS-232 connectors	[N/A]
11	Speakers	Page 7

Screen

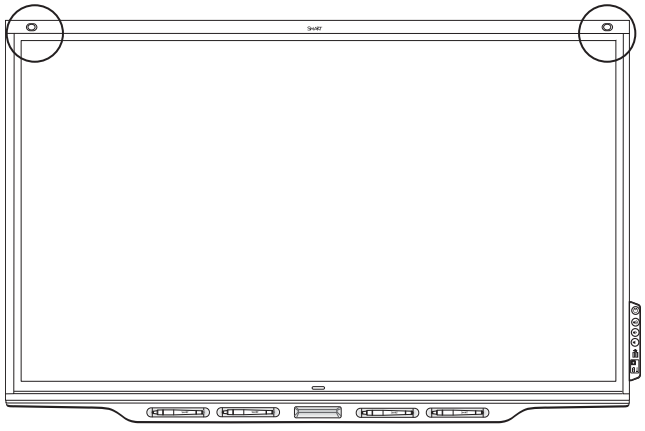
The following are the dimensions of the screen:

Model	Diagonal	Width	Height
SBID-7075	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086	86" (218.4 cm)	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286	86" (218.4 cm)	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7375	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7386	86" (218.4 cm)	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7075P	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086P	86" (218.4 cm)	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275P	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286P	86" (218.4 cm)	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7375P	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7386P	86" (218.4 cm)	74 7/8" (190.3 cm)	42" (107 cm)

For information about the display's touch features, see *Using touch* on page 14.

Presence detection sensors

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



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

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

For more information about waking up the display and putting it back to sleep, see *Waking up the display and putting it back to sleep* on page 12.

Home button

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

For more information about the launcher and the iQ experience, see *Using the iQ experience* on page 18.

Pens and eraser

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



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



For more information about the pens and eraser, see *Using the pens and eraser* on page 15.

Convenience panel

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

For more information about the convenience panel, see *Using the convenience panel* on page 12.

iQ appliance (and Intel Compute Card)

The iQ appliance is installed in the accessory slot on the back of the following models:

- SBID-7275
- SBID-7286
- SBID-7275P
- SBID-7286P
- SBID-7375

- SBID-7386
- SBID-7375P
- SBID-7386P

Take advantage of iQ technology and access collaborative tools.

The SBID-7375, SBID-7386, SBID-7375P and SBID-7386P models have an Intel Compute Card in the appliance to provide a fully functional Windows 10 solution at your fingertips, without the need for an external PC or cabling.

TIP

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

For more information about the iQ experience, see *Using the iQ experience* on page 18.

Internal speakers

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

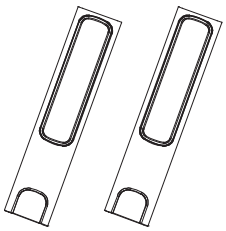
Accessories

Accessories for the display include the following:

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

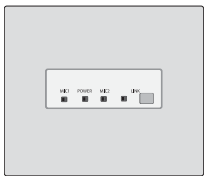
SBA-100 projection audio system

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



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

SMART Audio 400 classroom amplification system



Available for education models, the SMART Audio 400 classroom amplification system provides high-quality audio amplification. The system comes with a teacher microphone and optional student microphone. Multiple speaker options are available, including wall- and ceiling-mounted speakers. The amplifier receives audio signals from the microphones and translates them into crystal-clear sound through the speakers.

For more information, see the *SMART Audio 400 classroom amplification system specifications* (smarttech.com/kb/171137).

USB extenders

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

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

More information

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

Document	Link
Specifications and comparisons	
SBID-7075	smarttech.com/kb/171131
SBID-7086	smarttech.com/kb/171132
SBID-7275	smarttech.com/kb/171133
SBID-7286	smarttech.com/kb/171134
SBID-7075P	smarttech.com/kb/171211
SBID-7086P	smarttech.com/kb/171212
SBID-7275P	smarttech.com/kb/171213
SBID-7286P	smarttech.com/kb/171214

Document	Link
AM30	smarttech.com/kb/171097
AM40	smarttech.com/kb/171182
AM50	smarttech.com/kb/171263
Comparison	smarttech.com/kb/171161
Installation instructions	
SBID-7075, 7275, 7375, 7075P, 7275P and 7375P	smarttech.com/kb/171160
SBID-7086, 7286, 7386, 7086P, 7286P and 7386P	smarttech.com/kb/171232
AM30	smarttech.com/kb/171090
AM40	smarttech.com/kb/171199
AM50	smarttech.com/kb/171294
Quick reference and guides	
Quick reference	smarttech.com/kb/171162
Installation and maintenance guide	smarttech.com/kb/171164

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

Chapter 2

Using the display

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Waking up the display and putting it back to sleep

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

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

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

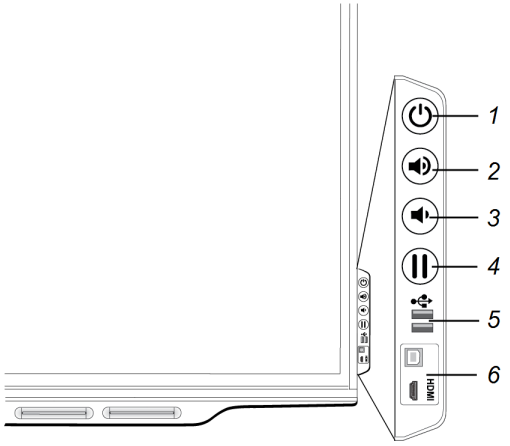
- The sensors don't detect people in the room for 60 minutes.
- You press the **Power** button on the convenience panel.

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

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

Using the convenience panel

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



No.	Name	Procedure
1	Power	• Press to enter or exit Standby mode. • Press and hold for four seconds to turn off the display. • Press and hold for 10 seconds to reset the display.
2	Volume increase	Press to increase the volume.
3	Volume decrease	Press to decrease the volume.
4	Freeze	Press to freeze and unfreeze the screen (see page 13).
5	USB Type A connector (×2)	Connect USB drives and other devices that you want to use with the iQ appliance or a connected computer.
6	HDMI 2 input connectors	Connect a computer or other input source to use with the display (see page 23).

Using the Power button to identify the display's status

The Power button indicates the display's status:

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

Adjusting audio

If you're presenting content with sound, you can use the buttons on the convenience panel to increase and decrease the volume.

Freezing the screen

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

NOTE

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

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

Using 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 support for up to 10 simultaneous touch, writing and erase points enables you and other users to interact with objects on the screen at the same time.

NOTE

The display's HyPr Touch™ (Hybrid Precision Touch) proprietary hybrid system greatly improves upon its InGlass™ core by optimizing both touch and pen performance, resulting in virtually no lag and zero contact detect height.

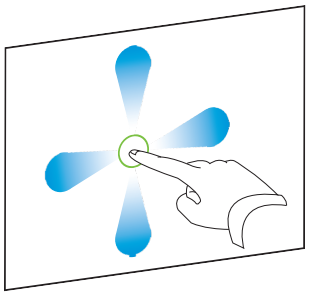
Exclusive to SMART, HyPr Touch allows for SMART's unique Simultaneous Tool Differentiation—the use of 10 touch points, four pens and two erasers (tool and palm) by multiple users for a truly natural, fully collaborative experience.

You can also use gestures within applications.

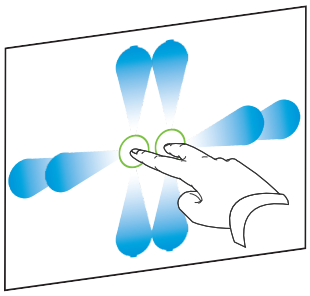
NOTE

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

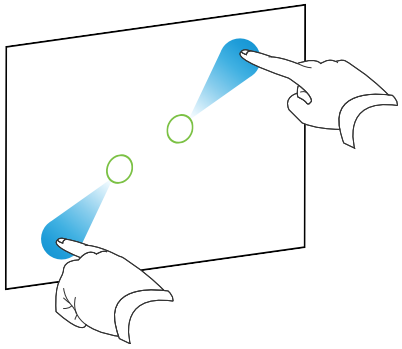
Pan (one finger)



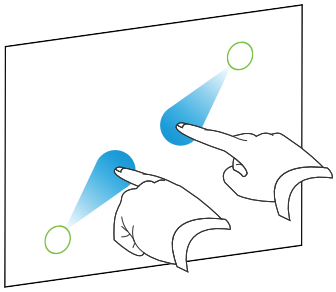
Pan (two fingers) / scroll



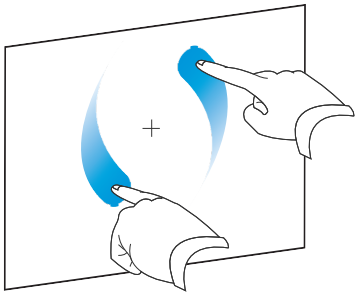
Pinch to zoom in / scale (enlarge)



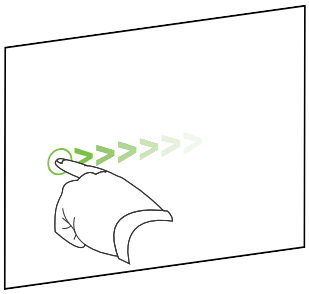
Pinch to zoom out / scale (reduce)



Rotate



Flick



Using the pens and eraser

Using the pens

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



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

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

Light	Pen status	Action
Solid green	The pen is charging slowly and can be used for at least two hours.	Pick up the pen and use it to write on the display. Return the pen to the magnetic holder when you're done.
Solid amber	The pen is charging quickly and can be used for less than two hours.	Use the pen for up to two hours. Return the pen to the magnetic holder when done. **NOTE** It is normal for pens to be warm to the touch when charging quickly.
Solid red	The pen needs to be charged within 30 minutes.	Finish using the pen and return it to the magnetic holder when done.
Flashing red	The pen needs to be charged within 10 minutes.	Return the pen to the magnetic holder as soon as possible.
Flashing green or amber (while the pen is in the magnetic holder)	The pen's firmware is updating.	Wait for the light to stop flashing. This indicates the pen's firmware has completed updating.

CAUTION

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

IMPORTANT

- Use only pens designed for SMART Board 7000 or 7000 Pro series interactive displays (see smarttech.com/kb/171230).
- 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.
- If you previously paired a pen with a SMART Board 7000 series interactive display, you must pair it with another display to use it with that display. When you do this, the pen's firmware may be updated to align with the other display's software.

- To fully charge the pens, keep them in the holders for at least four hours before users start using the display.

Using the eraser

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



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

CAUTION

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

Writing, drawing and erasing

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

NOTES

- Up to four users can write or draw digital ink on the screen at the same time. Each pen writes and draws in its own color. The Pen ID™ feature enables you to assign different ink appearances to each pen.
- Each pen has a light that turns on to indicate the pen's status.
- If you're viewing the Intel Compute Card's or a connected computer's input, SMART Ink enables you to write or draw in digital ink over applications, files, folders, websites and any other open window.

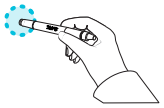
To write or draw in digital ink

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

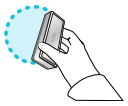
> **NOTE**
>
> The Pen ID feature enables you to use the pens at the same time and customize their colors and other settings independently.

To erase digital ink

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



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



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



Changing pen color, thickness and other properties

You can change a pen's default color, thickness and other properties:

- To change a pen's properties while using the Whiteboard app or any of the other apps in the iQ experience, see Using the Whiteboard.
- To change a pen's properties while using the Intel Compute Card or a connected computer, see Using SMART Ink.

Using the iQ experience

Using the Home screen

The Home screen in the iQ experience shows recent files and favorite apps and files. You can also start sharing with the display by tapping  in the upper right corner. You can change the display's background to personalize the display.

To show the Home screen

Tap the **Home** button  at the bottom of the screen.

Using the Apps Library

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

NOTE

SMART Notebook Player is available on education models only.

To open the Apps Library

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

Using the Files Library

The Files Library contains Whiteboard sessions, SMART Notebook files that have been shared with the display, PDFs, and acetates. 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** .

Using Whiteboard

Using Whiteboard, you can 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 reference and share them using the SMART kapp® app.

To learn how to use the display's pens and eraser to write, draw and erase in Whiteboard, see *Using the pens and eraser* on page 15.

To learn how to use the other features of Whiteboard, see Using the Whiteboard.

Using SMART Notebook Player

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.

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

To learn more about SMART Notebook Player, see Using SMART Notebook Player.

Using Browser

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

To learn more about Browser, see Using Browser

Using Input

You can use the display's connectors 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 Using Input.

Using Screen Share

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

Screen Share supports the following devices:

- Chromebook™ laptops, using Google™ Cast Chrome™ browser extension
- Windows computers, using Miracast[1], Google Cast Chrome browser extension, or AirParrot
- Mac computers and iOS devices, using AirPlay
- Android™ devices, using Cast Screen

Using screenshots

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

To learn more about screenshots, see Using iQ experience annotation layers.

[1]Windows 10 operating system only

Cleaning up the display

After you've finished using the display, open the launcher and tap **Clean Up**  to clean up the display for the next user.

Connecting and using the Intel Compute Card

The SBID-7375, SBID-7386, SBID-7375P and SBID-7386P models have an Intel Compute Card. Insert the Intel Compute Card in the slot on the iQ appliance and then use the Input app to view the Intel Compute Card's Windows 10 operating system on the display.

TIP

You can install the SMART software that is included with the display on the Intel Compute Card. For more information on installing software, see *Installing SMART software on computers you want to connect to the display* below.

To view the Intel Compute Card's input

1. Tap the **Home** button  at the bottom of the screen.

   The Home screen appears.

2. Tap **Input** .

   The display shows thumbnails of the devices that are connected to the display, including the Intel Compute Card.

3. Tap the Intel Compute Card's thumbnail.

Connecting and using computers

Installing SMART software on computers you want to connect to the display

The SBID-7075, SBID-7086, SBID-7275, SBID-7286, SBID-7375 and SBID-7386 models come with one license of SMART Learning Suite (including SMART Notebook software). You can download SMART Learning Suite from smarttech.com/downloads and install it on the Intel Compute Card or a room computer following the instructions in Installing and maintaining SMART Notebook 18.

The SBID-7075P, SBID-7086P, SBID-7275P, SBID-7286P, SBID-7375P and SBID-7386P models come with one room license and ten personal licenses of SMART Meeting Pro software. You can download SMART Meeting Pro software from smarttech.com/downloads and install the room license on the Intel Compute Card or a room computer and the personal licenses on up to ten users' laptops following the instructions in Installing and maintaining SMART Meeting Pro 4.

You can purchase additional licenses of SMART software to install on other computers. Contact your authorized SMART reseller (smarttech.com/where) for more information.

NOTE

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

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

Setting the resolutions and refresh rates of computers you want to connect to the display

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

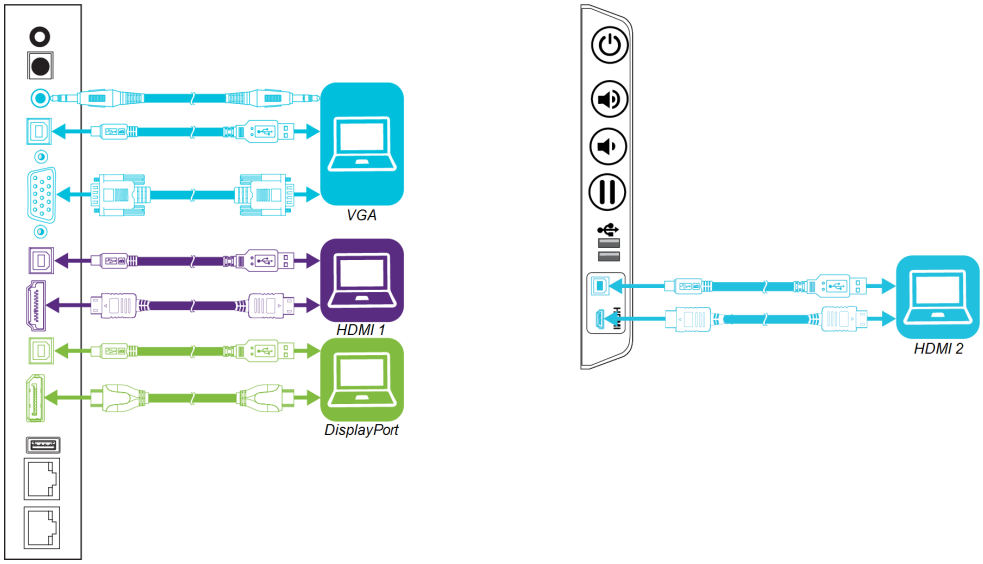
Input source	Resolution	Refresh rate
HDMI 1	3840 × 2160	60 Hz
HDMI 2	1920 × 1080	60 Hz
DisplayPort	1920 × 1080	60 Hz
VGA	1920 × 1080[2]	60 Hz

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

[2] See *Connecting and using computers* on the previous page for caveats.

Connecting computers to the display

You can connect computers with SMART software to the display as shown below.



NOTES

- To interact with content, connect a USB cable to the appropriate USB Type-B receptacle on the connector panel or convenience panel (as shown in the above diagrams).
- Your organization's installers might have connected cables to the connector panel or the convenience panel and run the cables behind a wall or under the floor to a desk or table where you can place your computer.

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. Tap the **Home** button at the bottom of the screen.

   The Home screen appears.

3. Tap **Input** .

   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 a device is connected to an input and is currently active.

4. Tap the computer's thumbnail.

Using SMART software on connected computers

After you've connected a computer to the display and used the Input app to view its input on the display, you can use the SMART software to present content and enable collaboration.

For information on SMART Learning Suite (including SMART Notebook software), see SMART Notebook 18.

For information on SMART Meeting Pro software, see SMART Meeting Pro 4.

Chapter 3

Troubleshooting

Resolving issues with power 26
Resolving issues with presence detection 26
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Contacting your reseller for additional support 31
    Finding the display serial number 31
    Finding the iQ appliance serial number 31

This chapter explains how to resolve a variety of common issues with the display, including issues with:

- Power
- Presence detection
- Video
- Image quality
- Audio
- Touch and digital ink
- iQ experience
- Intel Compute Card
- Software

Resolving issues with power

Issue	Solutions
The display doesn't turn on and its power 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 display turns on, its power light is lit, but nothing shows on the screen.	• Pick up a pen or press the Power button. • See *Resolving issues with video* on the facing page. • Restart the display.
The display doesn't turn on when you use a connected computer's mouse or keyboard.	• Make sure the computer is on. • Pick up a pen or press the display's Power button.
You're experiencing other issues with power, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 31.

Resolving issues with presence detection

Issue	Solutions
The display doesn't enter Ready mode when users enter the room.	• Make sure all cables are securely connected. • Make sure nothing is blocking the presence detection sensors.

The display enters Ready mode when it shouldn't.	• Check for and, if possible, move the display away from the following:
	  ◦ 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 display's presence detection range is 16' (5 m).

You're experiencing other issues with presence detection, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 31.

Resolving issues with video

Issue	Solutions
You're experiencing the following or similar issues with video: • The video is distorted. • There is visual noise. • The image is dim.	• Make sure any connected computers are on and not in Standby mode. • Make sure the iQ appliance is securely installed in the accessory slot and its power light is on. • Set connected computers' resolution and refresh rate to values that the display supports. See *Setting the resolutions and refresh rates of computers you want to connect to the display* on page 22. • Restart the display and any connected computers. • Replace the video cable connecting the computer to the display to determine if the issue is with the cable.
The display is on, but nothing shows on the screen.	• Make sure any connected computers are on and not in Standby mode. • Make sure the screen is working by pressing the Home button (below the screen) to open the launcher. • Restart the display and any connected computers. • Replace the video cable connecting the computer to the display to determine if the issue is with the cable.
A computer is connected to the display, but only a "Looking for a connection" message appears on the screen.	Make sure the computer is connected to the currently selected input.
You want to output video to another display.	• Be aware that only displays with newer AM30 or AM40 appliances support video output. • See Using a secondary display.
You're experiencing other issues with video, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 31.

Resolving issues with image quality

Issue	Solutions
You're experiencing the following or similar issues with image quality: • There are lines or snow on the screen. • The image if flickering or flashing.	• Set the connected computer's resolution and refresh rates to values that the display supports. See *Setting the resolutions and refresh rates of computers you want to connect to the display* on page 22. • Open the on-screen display menu. If it appears correctly, the issue is with the video input. • Adjust the display's image settings. • Restart the display.

Issue	Solutions
There are bright spots on the screen.	• Open the on-screen display menu. 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.
The image isn't clear. There are lines, double images or other distortions.	Adjust the display's image settings.
Colors don't appear correctly.	• 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 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.	• Adjust any connected computers' video settings, particularly zoom, crop and underscan. See the computer's operating system documentation. • If the computer's desktop is entirely black, change it to dark gray or a different color. • If the computer's background is extended across multiple screens, duplicate the desktop 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.
A persistent image appears on the display.	See Image persistence or burn in on LCD displays.
You're experiencing other issues with image quality, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 31.

Resolving issues with audio

Issue	Solutions
You're experiencing the following or similar issues with audio: • No sound is coming from the speakers. • Sound is coming from the speakers, but the volume is low. • The sound is distorted or muffled.	• If you're using external speakers, make sure the speakers are turned on. • 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. ◦ 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 *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). • Adjust the volume on the display and the connected computer and make sure neither are muted. • Adjust the display's audio settings. • Make sure the display is set as the default audio device for the connected computer's audio output. See the connected computer's operating system documentation. • 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 external speakers, set the volume for the computer, any running applications and the display to 80%, and then adjust the speakers' 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.
You're experiencing other issues with audio, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 31.

Resolving issues with touch and digital ink

Issue	Solutions
You're experiencing the following or similar issues with touch and digital ink: • When users touch or write on the screen, the pointer or digital ink appears in the wrong place. • Touch and digital ink are intermittent. • Digital ink disappears as you write. • Digital ink colors change unexpectedly.	• 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. • Remove the display from the wall, calibrate it and confirm if this resolves the issue. If it does, check the wall and wall mount for issues.
The display responds to touch but not to writing with a pen.	Reinstall or update SMART Product Drivers.
The display doesn't respond to touch or writing with a pen.	Make sure any connected computers have detected the display's USB connection and installed drivers. 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 ensure there are no error messages in the display's row.
You're experiencing issues with one or more of the display's pens.	• Use only SMART Board 7000 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.	• Make sure Microsoft Office 2013 or later is installed. • Reinstall or update SMART Product Drivers and SMART Ink.
You're experiencing other issues with touch and digital ink, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on the facing page.

Resolving issues with the iQ experience

For information on resolving issues with the iQ experience, including the Whiteboard, SMART Notebook Player, Browser, Input and Screen Share apps, see Troubleshooting iQ system software.

Resolving issues with the Intel Compute Card

For information on resolving issues with the Intel Compute Card, including the drivers, see Troubleshooting Windows 10 on Intel Compute Card.

Resolving issues with software

For information on resolving issues with SMART Learning Suite (including SMART Notebook software), see Troubleshooting SMART Notebook 18.

For information on resolving issues with SMART Meeting Pro software, see Troubleshooting SMART Meeting Pro 4.

Referring to the SMART knowledge base for additional troubleshooting information

Refer to the SMART knowledge base for additional troubleshooting information:

community.smarttech.com/s/topic/0TO0P00000010RIWAY/7000-series

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 or the iQ appliance.

Finding the display serial number

The display's serial number is located in the following places:

- In the iQ settings
- On the bottom frame
- On the back of the display

Finding the iQ appliance serial number

The iQ appliance's serial number is located on the iQ appliance.

NOTE

You need to remove the iQ appliance from the display to find the serial number.

SMART TECHNOLOGIES

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