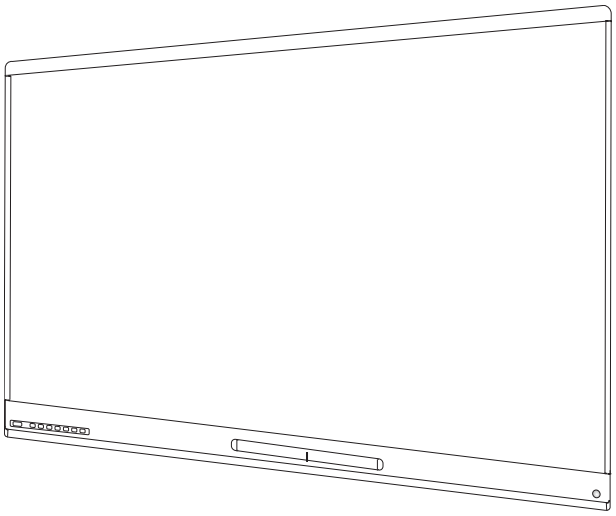


SMART Board® 6000 and 6000 Pro series

interactive displays

USER'S GUIDE

SPNL-6365-V3/SBID-6365 | SPNL-6265-V3/SBID-6265 | SPNL-6065-V3/SBID-6065
SPNL-6365-V2 | SPNL-6375 | SPNL-6265-V2 | SPNL-6275 | SPNL-6065-V2 | SPNL-6075 | SPNL-6055 | SPNL-6065
SPNL-6365P | SPNL-6375P | SPNL-6265P | SPNL-6275P | SPNL-6065P | SPNL-6075P

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smarttech.com/docfeedback/171166

SMART®

Learn more

This guide and other resources for SMART Board 6000 and 6000 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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VCCI-A

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www.smarttech.com/patents

02/2019

Important information

NOTE

Refer to the installation and maintenance guide for important information about installing and maintaining the display (see *More information* on page 12).

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.

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 in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

5.15–5.25 GHz frequency band operation is restricted to indoor use only. Outdoor operations in the 5150~5250 MHz are prohibited.

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.

Note: The country code selection is for the non-U.S. model only and is not available to all U.S. models. Per FCC regulations, all Wi-Fi products marketed in U.S. must be fixed to U.S. operation channels only.

Industry Canada statement

This device complies with RSS-210 of the Industry 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.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet 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.

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.

Avertissement

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :

(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.

Radiation exposure statement

This equipment complies with IC 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.

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.

EU declaration of conformity

Hereby, SMART Technologies ULC declares that the radio equipment type OPS, AM40 is in compliance with Directive 2014/53/EU.

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

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

Transmitting Band (MHz)	Maximum Transmit Power EIRP (dBm)
2400–2483.5	19
5150–5350	16
5470–5725	16

Restrictions in

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

⚠ CAUTION: EXPOSURE TO RADIO FREQUENCY RADIATION

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

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® 6000 or 6000 Pro series interactive display.

About this guide

This guide explains how to use a SMART Board 6000 or 6000 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 12).

Identifying your specific model

SMART offers several different models of the SMART Board 6000 and 6000 Pro series interactive display and iQ appliance.

Identifying your SMART Board 6000 or 6000 Pro series interactive display model

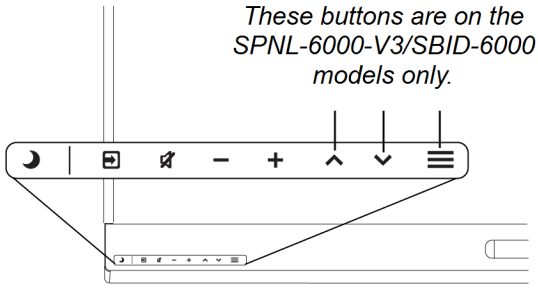
The following models of SMART Board 6000 and 6000 Pro series interactive display are available:

Model	Frame style	Screen size (approximate)	iQ
SPNL-6000-V3/SBID-6000 models			
SPNL-6365-V3/SBID-6365	White	65" (165 cm)	Yes
SPNL-6265-V3/SBID-6265	White	65" (165 cm)	Yes
SPNL-6065-V3/SBID-6065	White	65" (165 cm)	No
SPNL-6000-V2 models			
SPNL-6365-V2	White	65" (165 cm)	Yes
SPNL-6375	White	75" (190 cm)	Yes
SPNL-6265-V2	White	65" (165 cm)	Yes
SPNL-6275	White	75" (190 cm)	Yes
SPNL-6065-V2	White	65" (165 cm)	No
SPNL-6075	White	75" (190 cm)	No
SPNL-6000-V1 models			
SPNL-6055	White	55" (140 cm)	No
SPNL-6065	White	65" (165 cm)	No
SPNL-6000P models			
SPNL-6365P	Brushed metal	65" (165 cm)	Yes
SPNL-6375P	Brushed metal	75" (190 cm)	Yes
SPNL-6265P	Brushed metal	65" (165 cm)	Yes
SPNL-6275P	Brushed metal	75" (190 cm)	Yes
SPNL-6065P	Brushed metal	65" (165 cm)	No
SPNL-6075P	Brushed metal	75" (190 cm)	No

Refer to the specifications for detailed technical information for each of these models, including product dimensions and weights (see *More information* on page 12).

NOTES

- The SPNL-6000-V1 models have been discontinued.
- The easiest way to differentiate SPNL-6000-V3/SBID-6000 models from other models is the front control panels. On SPNL-6000-V3/SBID-6000 models, the front control panels have three additional buttons:



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

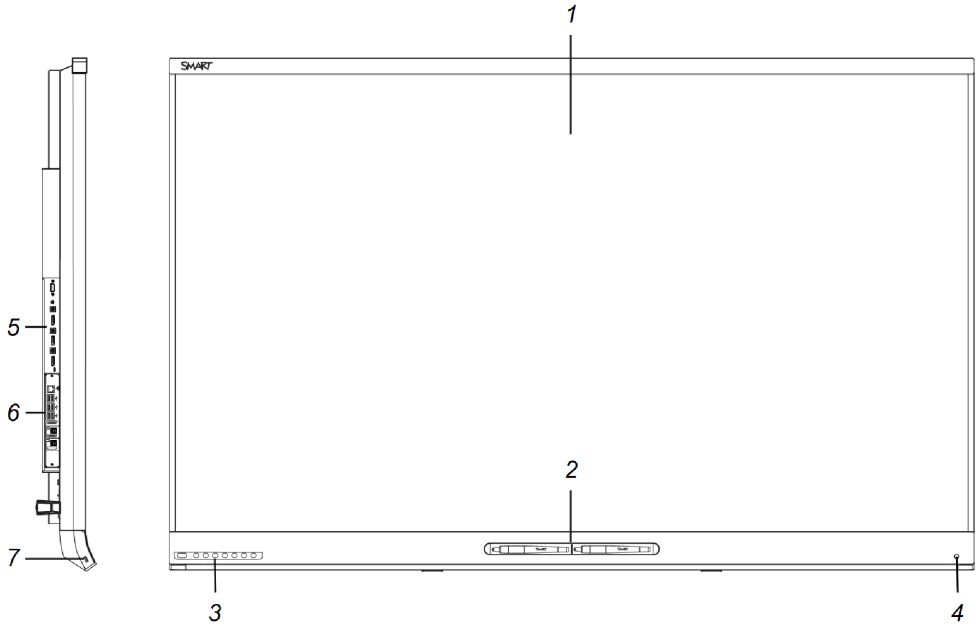
The SMART Board 6000 or 6000 Pro series interactive display is the hub of your classroom or meeting room. PC-free embedded computing provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser. There's no need for wires, cables or manual software and firmware updates.

The display includes the following features:

Feature	Description
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 SPNL-6365-V3/SBID-6365, SPNL-6365-V2, SPNL-6375, SPNL-6365P and SPNL-6375P 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.
Touch support	You can do everything on the display that you can do at your computer—open and close applications, meet with others, create new documents or edit existing ones, visit websites, play and manipulate videos, and so on—by touching the display's surface. You can use an array of gestures within applications, including panning, scaling, rotating and zooming in and out. The display's support for at least four simultaneous touches enables you and other users to interact with objects on the screen at the same time.
Writing and drawing support	You can write over applications in digital ink using one of the supplied pens, and then erase the digital ink using your palm or the eraser on the pen. You and another writer can write or draw digital ink on the screen at the same time. The Pen ID™ feature enables you to assign different ink appearances to each pen.
Audio support	The display includes integrated speakers for presenting audio from connected input sources.

Components

The display consists of the following components:



No.	Name	More information
Pictured		
1	Screen	Page 6
2	Pen with eraser (×2)	Page 8
3	Front control panel	Page 8
4	Presence detection sensor	Page 10
5	Connector panel	Page 27
6	iQ appliance (and Intel Compute Card)	Page 6
7	USB receptacle	[N/A]
Not pictured		
8	Menu control panel[1]	[N/A]
9	Speakers	Page 11

[1]SPNL-6000-V2, SPNL-6000-V1 and SPNL-6000P models only

iQ appliance (and Intel Compute Card)

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

- SPNL-6365-V3/SBID-6365
- SPNL-6265-V3/SBID-6265
- SPNL-6365-V2
- SPNL-6375
- SPNL-6265-V2
- SPNL-6275
- SPNL-6365P
- SPNL-6375P
- SPNL-6265P
- SPNL-6275P

Take advantage of iQ technology and access collaborative tools.

The SPNL-6365-V3/SBID-6365, SPNL-6365-V2, SPNL-6375, SPNL-6365P and SPNL-6375P 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.

Screen

The screen sizes vary by model:

Model	Diagonal	Width	Height
SPNL-6000-V3/SBID-6000 models			
SPNL-6365-V3/ SBID-6365	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)
SPNL-6265-V3/ SBID-6265	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)

Model	Diagonal	Width	Height
SPNL-6065-V3/ SBID-6065	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)
SPNL-6000-V2 models			
SPNL-6365-V2	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)
SPNL-6375	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SPNL-6265-V2	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)
SPNL-6275	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SPNL-6065-V2	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)
SPNL-6075	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SPNL-6000-V1 models			
SPNL-6055	54 1/2" (138.4 cm)	47 5/8" (121 cm)	26 3/4" (68 cm)
SPNL-6065	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)
SPNL-6000P models			
SPNL-6365P	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)
SPNL-6375P	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SPNL-6265P	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)
SPNL-6275P	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)
SPNL-6065P	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)
SPNL-6075P	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)

Cameras in the corners of the screen track finger and pen positions across the display. The screen is surrounded by a channel that contains reflective tape.

CAUTION

- Keep the reflective tape dry.
- Do not remove or damage the reflective tape.

IMPORTANT

- Do not attach adhesive notes or other items to the screen because they will interfere with the cameras.
- Do not place anything in the reflective tape channel because it will interfere with the cameras.

Pens with erasers

The display comes with two pens with erasers attached.

The display's bottom frame includes magnetic holders for the pens. Removing a pen from the holders activates it, and you can use the pen to draw or erase digital ink.

CAUTION

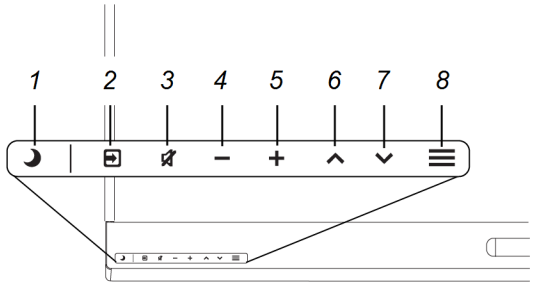
When you return the pen to the magnetic holder, make sure it's centered in its holder to keep it from falling and being damaged.

IMPORTANT

Use only pens designed for SMART Board 6000 and 6000 Pro series interactive displays (see smarttech.com/kb/171230).

Front control panel

The front control panel contains the Standby, Input Select, Mute, volume control and on-screen display menu buttons.



No.	Name	Procedure
1	Standby	• Press to exit Standby mode. • Press twice to enter Standby mode. • Press and hold to reset the display.
2	Select	• If the on-screen display menu isn't open, press to switch inputs. • If the on-screen display menu is open, press to open the currently selected menu.[2]
3	Mute	• Press to mute or unmute the volume. • Press and hold to freeze and unfreeze the screen (see page 24).
4	Decrease	• If the on-screen display menu isn't open, press to decrease the volume. • If the on-screen display menu is open, press to decrease the value of the currently selected option.[2]
5	Increase	• If the on-screen display menu isn't open, press to increase the volume. • If the on-screen display menu is open, press to increase the value of the currently selected option.[2]
6	Move Up[2]	Press to move to the previous option in the current menu.
7	Move Down[2]	Press to move to the next option in the current menu.
8	Menu[2]	• If the on-screen display menu isn't open, press to open the on-screen display menu. • If the on-screen display menu is open, press to return to the previous menu. • Press and hold to close the on-screen display menu.

IMPORTANT

- If there is a film over the front control panel, remove it before using the front control panel.
- If the buttons don't respond when you press them, the front control panel might have been disabled. To re-enable the front control panel, press the Standby button until the buttons light.

In normal operation, all buttons are white.

[2] SPNL-6000-V3/SBID-6000 models only

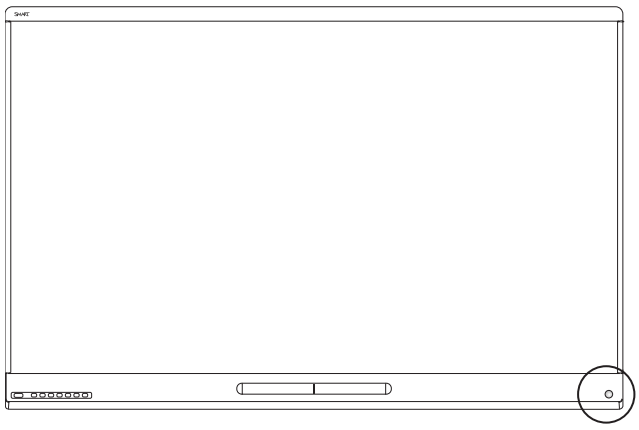
The Standby button also functions as an indicator light:

Indicator light	Status	Procedure
Solid white	Normal operation	[N/A]
Off	Not receiving power	• Confirm the display's power cable is connected to the power outlet. • Flick the switch beside the AC power inlet to the ON (I) position.
Solid amber	DPMS (power management) mode	• Press the **Standby** button ◕ to exit DPMS mode. • Connect an input source.
Slowly flashing amber	Standby mode	• Press the **Standby** button ◕ to exit Standby mode. • If presence detection is enabled, move in range of the presence detection sensor. • If Wake to Touch is enabled, touch the screen.
Flashing amber	No USB connection from the connected computer	• Verify the connections to the computer. • Switch to the computer's input. See *Viewing a connected computer's input* on page 27.
Slowly flashing white	SMART Board service not running on the connected computer	Ensure that SMART Product Drivers is installed and that the SMART Board service is running.

Presence detection sensor

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

If the Turn On Display option is enabled, the display turns on when the sensor detects people in the room. If the room is empty for a specified period, the display returns to Standby mode.



Internal speakers

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

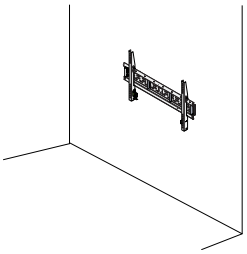
Accessories

Related products for the display include the following:

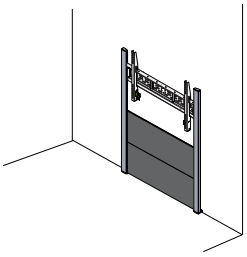
- SMART wall mount
- SMART wall stand
- SMART Mobile Stand
- SBA-100 projection audio system
- SMART Audio 400 classroom amplification system
- USB extenders

SMART wall mount and wall stand

Use the SMART wall mount model WM-SBID-501 to mount the display on a wall. For more information about the SMART wall mount, see the *SMART wall mount installation instructions* (smarttech.com/kb/170599).



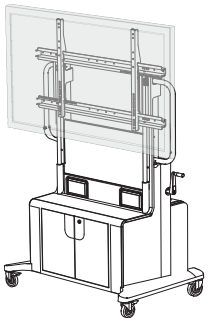
If the wall can't support the display's weight, you can use the SMART wall stand model WS-SBID-500 along with the SMART wall mount to transfer some of the weight from the wall to the floor. For more information about the SMART wall stand, see the *SMART wall stand installation instructions* (smarttech.com/kb/170466).



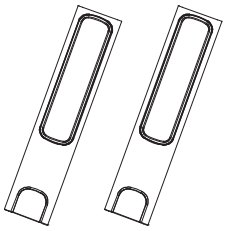
SMART Mobile Stand

The SMART Mobile Stand is height adjustable and includes integrated speakers, a locking cabinet to secure equipment and casters that swivel and lock for easy movement.

For more information, see the *SMART Mobile Stand specifications* (smarttech.com/kb/131862).



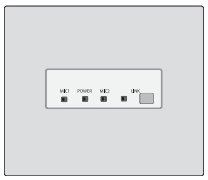
SBA-100 projection audio system



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 front control 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 6000 and 6000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171167), 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 comparison	
SPNL-6365-V3/SBID-6365	smarttech.com/kb/171322

Document	Link
SPNL-6265-V3/SBID-6265	smarttech.com/kb/171138
SPNL-6065-V3/SBID-6065	smarttech.com/kb/171140
SPNL-6365-V2	smarttech.com/kb/171316
SPNL-6375	smarttech.com/kb/171143
SPNL-6265-V2	smarttech.com/kb/171142
SPNL-6275	smarttech.com/kb/171143
SPNL-6065-V2	smarttech.com/kb/171096
SPNL-6075	smarttech.com/kb/171011
SPNL-6055	smarttech.com/kb/170817
SPNL-6065	smarttech.com/kb/170640
SPNL-6365P	smarttech.com/kb/171314
SPNL-6375P	smarttech.com/kb/171313
SPNL-6265P	smarttech.com/kb/171219
SPNL-6275P	smarttech.com/kb/171218
SPNL-6065P	smarttech.com/kb/171234
SPNL-6075P	smarttech.com/kb/171235
AM50	smarttech.com/kb/171263
AM40	smarttech.com/kb/171182
AM30	smarttech.com/kb/171097
Comparison	smarttech.com/kb/171161
Installation instructions	
SPNL-6000-V3/SBID-6000	smarttech.com/kb/171193
SPNL-6000-V2 and SPNL-6000P (65" models)	smarttech.com/kb/171107
SPNL-6000-V2 and SPNL-6000P (75" models)	smarttech.com/kb/170996
SPNL-6000-V1	smarttech.com/kb/170641
AM50	smarttech.com/kb/171294
AM40	smarttech.com/kb/171199
AM30	smarttech.com/kb/171090

Document	Link
Quick reference and guides	
Quick reference	smarttech.com/kb/171165
Installation and maintenance guide	smarttech.com/kb/171167
Release notes	
iQ appliance	smarttech.com/kb/171206

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 6000 and 6000 Pro series interactive display pages in the Support section.

Chapter 2

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Turning the display on and off

Turning the display on

If presence detection and the Turn On Display option are enabled, the display turns on when users

first enter the room.

NOTE

The display's presence detection sensor can detect people up to 16' (5 m) away.

If the Wake to Touch option is enabled, the display turns on when you touch the screen.

Otherwise, you can turn the display on by pressing the **Standby** button on the front control panel.

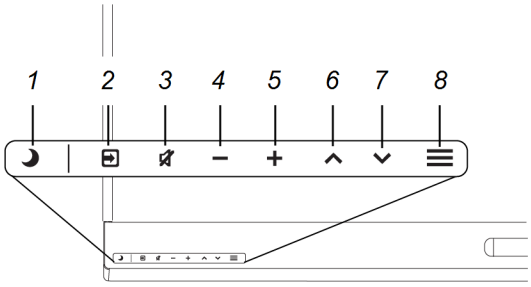
Turning the display off

If presence detection is enabled, the display returns to Standby mode when the sensor doesn't detect people in the room for a preset period of time.

Otherwise, you can turn the display off by pressing the **Standby** button on the front control panel twice.

Using the front control panel

The front control panel contains the Standby, Input Select, Mute, volume control and on-screen display menu buttons.



No.	Name	Procedure
1	Standby	• Press to exit Standby mode. • Press twice to enter Standby mode. • Press and hold to reset the display.
2	Select	• If the on-screen display menu isn't open, press to switch inputs. • If the on-screen display menu is open, press to open the currently selected menu.[1]
3	Mute	• Press to mute or unmute the volume. • Press and hold to freeze and unfreeze the screen (see page 18).
4	Decrease	• If the on-screen display menu isn't open, press to decrease the volume. • If the on-screen display menu is open, press to decrease the value of the currently selected option.[2]
5	Increase	• If the on-screen display menu isn't open, press to increase the volume. • If the on-screen display menu is open, press to increase the value of the currently selected option.[2]
6	Move Up[2]	Press to move to the previous option in the current menu.
7	Move Down[2]	Press to move to the next option in the current menu.
8	Menu[2]	• If the on-screen display menu isn't open, press to open the on-screen display menu. • If the on-screen display menu is open, press to return to the previous menu. • Press and hold to close the on-screen display menu.

IMPORTANT

- If there is a film over the front control panel, remove it before using the front control panel.
- If the buttons don't respond when you press them, the front control panel might have been disabled. To re-enable the front control panel, press the Standby button until the buttons light.

In normal operation, all buttons are white.

[1] SPNL-6000-V3/SBID-6000 models only

The Standby button also functions as an indicator light:

Indicator light	Status	Procedure
Solid white	Normal operation	[N/A]
Off	Not receiving power	• Confirm the display's power cable is connected to the power outlet. • Flick the switch beside the AC power inlet to the ON (I) position.
Solid amber	DPMS (power management) mode	• Press the **Standby** button ◕ to exit DPMS mode. • Connect an input source.
Slowly flashing amber	Standby mode	• Press the **Standby** button ◕ to exit Standby mode. • If presence detection is enabled, move in range of the presence detection sensor. • If Wake to Touch is enabled, touch the screen.
Flashing amber	No USB connection from the connected computer	• Verify the connections to the computer. • Switch to the computer's input. See *Viewing a connected computer's input* on page 27.
Slowly flashing white	SMART Board service not running on the connected computer	Ensure that SMART Product Drivers is installed and that the SMART Board service is running.

Adjusting audio

If you're presenting content with sound, you can use the buttons on the front control panel to increase, decrease, mute and unmute the volume (see *Front control panel* on page 8).

Freezing the screen

You can temporarily freeze the screen by pressing and holding the **Mute** button on the front control panel (see *Front control panel* on page 8). 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 and hold the **Mute** 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.

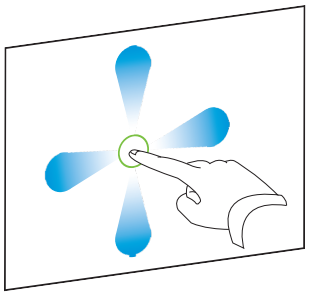
You can use an array of gestures within applications, including panning, scaling, rotating and zooming in and out.

You can also use gestures within applications.

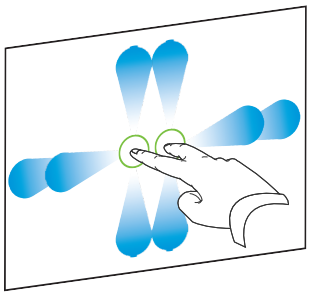
NOTE

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

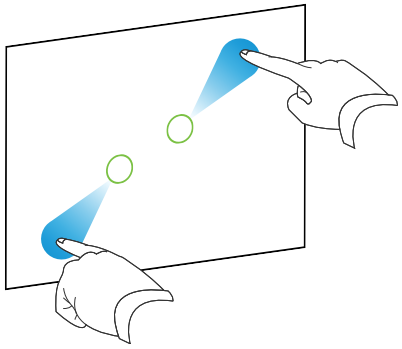
Pan (one finger)



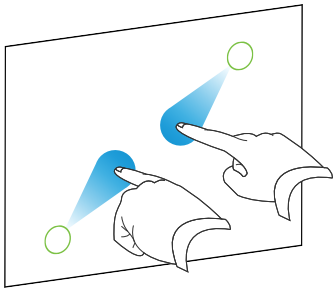
Pan (two fingers) / scroll



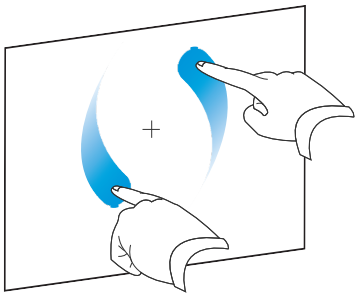
Pinch to zoom in / scale (enlarge)



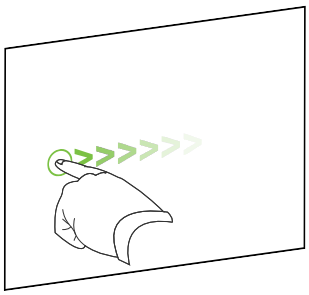
Pinch to zoom out / scale (reduce)



Rotate



Flick



Using the pens

The display comes with two pens with erasers attached.

The display's bottom frame includes magnetic holders for the pens. Removing a pen from the holders activates it, and you can use the pen to draw or erase digital ink.

CAUTION

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

IMPORTANT

Use only pens designed for SMART Board 6000 and 6000 Pro series interactive displays (see smarttech.com/kb/171230).

Writing, drawing and erasing

You can write or draw in digital ink using the pens. You can erase digital ink using either the eraser ends of the pens or gestures.

NOTES

- Make sure your hands, arms and any loose clothing don't touch the display surface as you write, draw and erase.
- If you're viewing a connected computer's input, SMART Ink enables you to write or draw in digital ink over applications, files, folders, websites and any other open window.

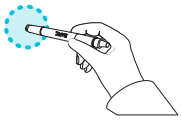
To write or draw in digital ink

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 black and red 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 your palm or fist 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 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 to write, draw and erase in Whiteboard, see *Writing, drawing and erasing* on page 20.

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[2], 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.

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.

[2]Windows 10 operating system only

Connecting and using the Intel Compute Card

The SPNL-6365-V3/SBID-6365, SPNL-6365-V2, SPNL-6375, SPNL-6365P and SPNL-6375P models have an Intel Compute Card. Insert the Intel Compute Card in the slot on the iQ appliance and then 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

Press the **Input Select** button on the front control panel until *Compute Card* is selected.

Connecting and using computers

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

The SPNL-6000-V3/SBID-6000, SPNL-6000-V2 and SPNL-6000-V1 models come with a one-year subscription for SMART Learning Suite (including SMART Notebook software and SMART Learning Suite Online). You can download SMART Notebook software from smarttech.com/downloads and install it on the Intel Compute Card or a room computer.

The SPNL-6000P 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.

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

NOTE

In addition to SMART Notebook software or SMART Meeting Pro software, you need to install the following software on any computers you connect to the display:

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:

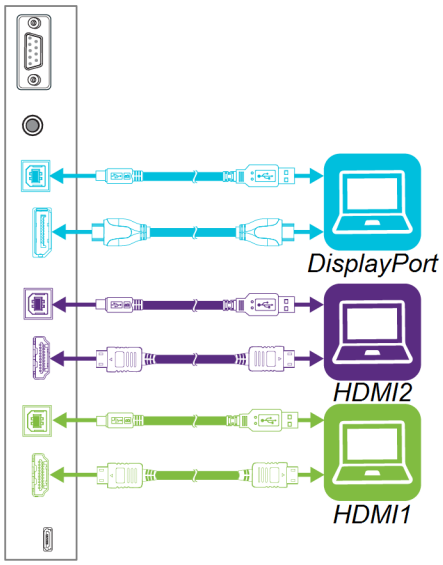
Model	HDMI 1	HDMI 2	DisplayPort
SPNL-6000-V3/SBID-6000 models			
SPNL-6365-V3/ SBID-6365	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6265-V3/ SBID-6265	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6065-V3/ SBID-6065	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6000-V2 models			
SPNL-6365-V2	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6375	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6265-V2	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6275	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6065-V2	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6075	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6000-V1 models			
SPNL-6055	1920 × 1080 at 60 Hz	[N/A]	[N/A]
SPNL-6065	1920 × 1080 at 60 Hz	[N/A]	[N/A]

Model	HDMI 1	HDMI 2	DisplayPort
SPNL-6000P models			
SPNL-6365P	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6375P	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6265P	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6275P	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6065P	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz
SPNL-6075P	1920 × 1080 at 60 Hz	1920 × 1080 at 60 Hz	3840 × 2160 at 60 Hz

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

Connecting computers to the display

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



NOTES

- To interact with content, connect a USB cable to the appropriate USB Type-B receptacle on the connector panel (as shown in the above diagram).
- 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.
- If you have an older model iQ appliance (AM30), you can connect a computer to the appliance and use the Input app to view the computer's input. For more information on the Input app, see *Using the iQ experience* on page 21.

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. Press the **Input Select** button on the front control panel until *HDMI1*, *HDMI2* or *DisplayPort* is selected.

Using SMART software on connected computers

After you've connected a computer to the display, you can use the SMART software to present content and enable collaboration.

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

- SMART Notebook
- SMART Learning Suite Online
- SMART Meeting Pro
- SMART Product Drivers
- SMART Ink

Chapter 3

Troubleshooting

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Resolving issues with the front control panel 31
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Contacting your reseller for additional support 36
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This chapter explains how to resolve a variety of common issues with the display, including issues with:

- Power
- Presence detection and Wake to Touch
- Front control panel
- Video
- Image quality
- Audio
- Touch and digital ink
- iQ experience
- Intel Compute Card
- Software

Using the indicator light to resolve common issues

The Standby button on the front control panel also functions as an indicator light. You can use the indicator light to resolve common issues with the display.

For more information, see *Front control panel* on page 8.

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.	• See *Resolving issues with video* on page 32. • 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. • Make sure the display is in Power Save mode rather than Standby mode. You can enable Power Save mode from the on-screen display menu. **NOTE** The display's power light is solid amber when the display is in Power Save mode.
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 36.

Resolving issues with presence detection and Wake to Touch

Issue	Solutions
The display doesn't turn on when users enter the room.	• Make sure all cables are securely connected and presence detection is enabled. • Make sure nothing is blocking the presence detection sensor.

The display turns on when it shouldn't.	• Set the Re-enable Time option so that users have enough time to leave the room.
	• 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).

The display doesn't wake when users touch the screen.	• Make sure users touch the screen for at least one second. • Be aware that SPNL-6000-V1 models with scaler firmware 1.1.0.6 or earlier don't wake when you touch the screen.
You're experiencing other issues with presence detection or Wake to Touch, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 36.

Resolving issues with the front control panel

Issue	Solutions
The front control panels don't respond when you press them.	Re-enable the front control panel by pressing the Standby button until the buttons light.

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. • 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 25. • 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.	• If the power light is solid or slowly flashing amber, press the Power button to turn on the display. See Understanding the SMART Board 6000 series and 8000i-G5 series interactive flat panels' power modes. • Make sure any connected computers are on and not in Standby mode. • Make sure that the screen is working by opening the on-screen display menu. • 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 "No Signal" or "Initializing" message appears on the screen.	Make sure the computer is connected to the currently selected input.
One or more video inputs don't work with the Multi-Window feature.	Make sure the Multi-Window feature is set correctly.
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 36.

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 25. • 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.
There are dead or stuck pixels on the screen.	See Pixel problems.
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. • When using the Multi-Window feature, be aware that each video input has its own image settings. • Perform a factory reset.
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 36.

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. • 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 36.

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. • A "Limited Functionality" message appears when users touch or attempt to write on the screen. • Touch and digital ink are intermittent. • The display only responds to touch on part of the screen. • Digital ink disappears as you write. • Digital ink colors change unexpectedly.	• Make sure that the pen is touching the interactive surface within a 45° angle and that your hand is not covering the pen's IR cone. • If you're using two pens, make sure they're at least 2" (5 cm) apart. • Restart the display. • Confirm with the installers that the computer is connected to the display with only a single cable. • Clean the cameras and the frame on all four sides to ensure no dust or objects are obstructing the cameras' view. • Calibrate the display. • 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. • Use SMART Diagnostics to confirm if one or more of the display's cameras has failed. See Using the View menu. • Update the firmware. **NOTE** Always calibrate the panel after updating 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.
The display doesn't respond to touch when you're using the Multi-Window feature.	Be aware that the Multi-Window feature doesn't support touch.
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.
SMART Ink toolbars appear even when you don't pick up a pen	If two or more displays are mounted on the same wall, make sure they are mounted in such a way that their cameras don't interfere with each other.
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 next 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 software, see the following pages in the Support section of the SMART website:

- Troubleshooting SMART Notebook 18
- Troubleshooting SMART Learning Suite Online
- Troubleshooting SMART Meeting Pro 4
- Troubleshooting SMART Ink 5
- Troubleshooting SMART Product Drivers 12

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/0TOU0000000XlU9OAK/6000-series#articles

Contacting your reseller for additional support

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

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 on-screen display menu
- On a label on the bottom frame
- On a label on the back of the display

Finding the iQ appliance serial number

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

NOTE

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

SMART TECHNOLOGIES

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