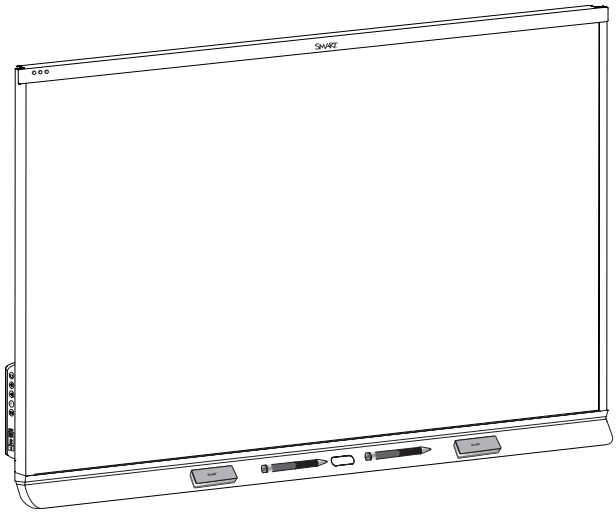


SMART Board®
6000S and 6000S Pro series
interactive displays

USER GUIDE

SBID-6265S-C | SBID-6275S-C | SBID-6286S-C | SBID-6265S-CPW | SBID-6275S-CPW | SBID-6286S-CPW
SBID-6065S-C | SBID-6075S-C | SBID-6086S-C | SBID-6065S-CPW | SBID-6075S-CPW | SBID-6086S-CPW

SBID-6265S | SBID-6275S | SBID-6286S | SBID-6265S-PW | SBID-6275S-PW | SBID-6286S-PW
SBID-6065S | SBID-6075S | SBID-6086S | SBID-6065S-PW | SBID-6075S-PW | SBID-6086S-PW

IDS665-1 | IDS675-1 | IDS686-1

Was this document helpful?
smarttech.com/docfeedback/171415

SMART®

Learn more

This guide and other resources for SMART Board 6000S and 6000S 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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This product and/or use thereof is covered by one or more of the following U.S. patents:

www.smarttech.com/patents

September 16, 2021

Important information

NOTE

Refer to the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414) for important information about installing and maintaining the display.

WARNING

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

ENERGY STAR®

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

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

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

Federal Communication Commission interference statement

FCC
Supplier's Declaration of Conformity
47 CFR § 2.1077 Compliance Information
Unique Identifier: IDS665-1, IDS675-1, IDS686-1
Responsible Party – U.S. Contact Information
SMART Technologies Inc.
2401 4th Ave, 3rd Floor
Seattle, WA 98121
compliance@smarttech.com

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

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

NOTE

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

CAUTION

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

Restriction

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

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

Radiation exposure statement

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

Innovation, Science and Economic Development Canada statement

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

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

CAUTION

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

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

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

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

Radiation exposure statement

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

Innovation, Science et Développement économique Déclaration du Canada

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

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

AVERTISSEMENT

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

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

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

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

Déclaration d'exposition aux radiations

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

EU Declaration of Conformity

Hereby, SMART Technologies ULC declares that the radio equipment type Interactive Display **IDS665-1**, **IDS675-1**, **IDS686-1** and the **OPS AM50**, **PCM8**, are in compliance with Directive 2014/53/EU.

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

WARNING

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

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

Regulatory models: IDS665-1, IDS675-1, IDS686-1

Transmitting Band (MHz)	Maximum Transmit Power dBuV/m @ 10m
13.56	-9

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

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

Regulatory models: OPS AM50, PCM8

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

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

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

Japan VCCI Class A statement – applicable only to models certified for sale in Japan

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。VCCI-A

日本国内は100V交流動作のみに制限されています。

This is a Class A product based on the standard of the Voluntary Control Council for Interference (VCCI). If this equipment is used in a domestic environment, radio interference may occur, in which case the user may be required to take corrective actions.

Operation in Japan is restricted to 100V AC operation only.

United Arab Emirates – TRA registration details

Panel 65" – Regulatory models IDS665-1

TRA
REGISTERED No: ER78098/20
DEALER No: DA0076339/11

Panel 75" – Regulatory models IDS675-1

TRA
REGISTERED No: ER78099/20
DEALER No: DA0076339/11

Panel 86" – Regulatory models IDS686-1

TRA
REGISTERED No: ER81697/20
DEALER No: DA0076339/11

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Chapter 1

Welcome

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This chapter introduces the SMART Board® 6000S and 6000S Pro series interactive displays.

About this guide

This guide explains how to use a SMART Board 6000S or 6000S Pro series interactive display.

This guide is for people who use SMART Board interactive displays. Documentation and resources for those who install and maintain displays is also available (see *More information* on page 17).

About the display

The SMART Board 6000S or 6000S Pro series interactive display with iQ is the hub of your classroom or meeting room.

The display includes an extensive set of features and components:



Touch

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

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

The display's advanced HyPr Touch™ (Hybrid Precision Touch) with InGlass™ touch technology provides a natural, intuitive writing and touch experience with high accuracy and low latency. In addition, its Silktouch ultra-smooth finish allows you to use the display for hours without finger burn.

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

Writing, drawing and erasing



The display comes with a black pen and a red pen that you can use to write or draw on the screen.

The display also includes two erasers, which you can use to erase digital ink.

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

For more information, see *Using the pens and erasers* on page 25.

Support for additional pens and tools

The SMART Board 6000S features the Tool Explorer™ platform, which enables you to use other SMART-authorized pens and tools in addition to those supplied with the display. No additional configuration is required — just pick up any Tool Explorer-enabled object such as a pen, object, or manipulative and start using it.

For more information about using Tool Explorer-enabled objects on the display, see *Using additional tools and manipulatives* on page 29.

For more information about using Tool Explorer-enabled objects on the display, see the *SMART Board 6000S and 6000S Pro series interactive displays user guide* (smarttech.com/kb/171415).

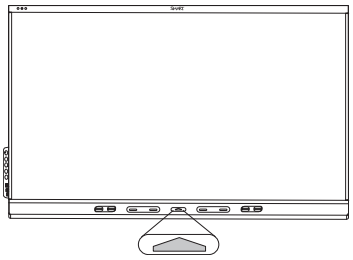
For more information about available tool kits, see smarttech.com/kb/171796.

iQ experience

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

NOTE

Some features, such as Browser and Screen Share, require a properly configured network connection.



Press the **Home** button on the display (pictured) or the remote control to open the Home screen. From the Home screen, you can open the iQ apps, switch inputs, and adjust settings.

For more information about the Home button and the Home screen, see *Using the Home button* on page 19.

For more information about the iQ apps, see *Chapter 3: Using the iQ apps* on page 36.

Display

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

The size of the display varies by model:

Models	Size (diagonal)
SBID-6265S-C, SBID-6265S-CPW, SBID-6065S-C, SBID-6065S-CPW SBID-6265S, SBID-6265S-PW, SBID-6065S, SBID-6065S-PW	65"
SBID-6275S-C, SBID-6275S-CPW, SBID-6075S-C, SBID-6075S-CPW SBID-6275S, SBID-6275S-PW, SBID-6075S, SBID-6075S-PW	75"
SBID-6286S-C, SBID-6286S-CPW, SBID-6086S-C, SBID-6086S-CPW SBID-6286S, SBID-6286S-PW, SBID-6086S, SBID-6086S-PW	86"

Audio

The display includes two 20 W integrated speakers, which are designed to provide sound at the front of a room.

Network connectivity

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

You can connect to a network using Wi-Fi or an Ethernet cable:

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

Room computers and guest laptops

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

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

For more information, see *Connecting room computers and guest laptops* on page 43.

Accessory slot

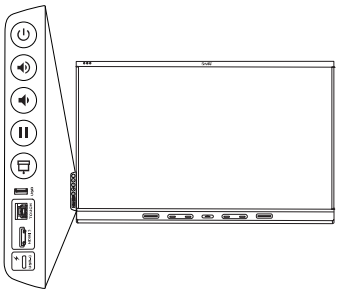
You can install an OPS-compatible device, such as a SMART OPS PC module, in the accessory slot. SMART OPS PC modules provide a complete Windows® 10 Pro installation.

For more information on SMART OPS PC modules, see *SMART OPS PC module* on page 16.

NOTE

Unlike with previous SMART Board interactive displays, the SMART Board 6000S and 6000S Pro interactive displays don't require an AM30, AM40, or AM50 appliance in the accessory slot. The iQ experience is embedded on these interactive displays (see *iQ experience* on the previous page). For this reason, SMART doesn't recommend installing AM30, AM40, or AM50 appliances in these displays' accessory slots.

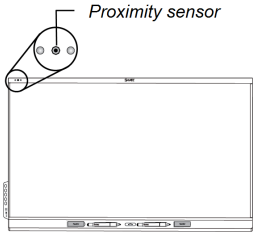
Convenience panel



The convenience panel provides buttons for turning the display on and off, controlling the volume, freezing and unfreezing the screen, and showing and hiding a screen shade. It also includes connectors for USB peripherals and a computer or other input source (available connectors vary by model, see *Connecting room computers and guest laptops* on page 43).

For more information about the convenience panel, see *Using the convenience panel* on page 20.

Proximity sensor



The proximity sensor is located in the top-left corner of the display's frame.

The proximity sensor can detect people up to 16' (5 m) away when the display is in an energy saving mode mode.

When the proximity sensor detects people in the room, the display turns on, depending on how its configured.

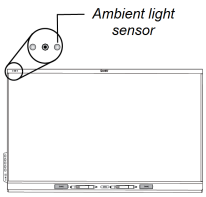
If the room is empty for a specified period, the display returns to an energy saving mode.

NOTES

- For more information on energy saving modes, see the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414).
- The proximity sensors respond only when the display is in the networked standby power state. They do not respond in the standby power state.

For more information, see *Waking up the display and putting it back in to an energy saving mode* on page 18.

Ambient light sensor



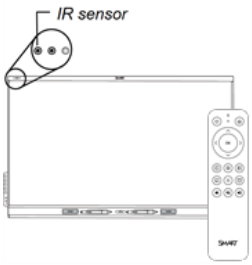
The ambient light sensor is located in the top left corner of the display's frame.

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

You can enable, disable, and adjust this feature. Refer to the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide*

(smarttech.com/kb/171414) for more information.

Remote control and IR sensor

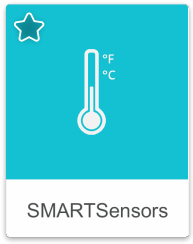


You can use the remote control to turn the display on and off, adjust display settings, and so on.

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

For more information about the remote control, see *Using the remote control* on page 21.

Temperature and humidity sensors



The display features integrated temperature and humidity sensors that enable real-time measurement and recording of the environmental conditions surrounding the display. This data is easily accessible using the temperature and humidity app in the display's App library.

NOTE

Temperature and humidity sensors are available only when iQ is enabled.

For more information, see *Using the SMART Sensors app* on page 36.

Mounting hardware

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

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

Accessory mounting points

The display features M4 mounting points located at the top, bottom, left, and right for SMART approved accessories.

Identifying your specific model

SMART offers a variety of models of the SMART Board 6000S and 6000S Pro series interactive display:

Model	Frame style	Screen size (approximate)	iQ embedded computing	SMART Notebook® Player
SBID-6265S-C SBID-6265S	White	65"	Yes	Yes
SBID-6275S-C SBID-6275S	White	75"	Yes	Yes
SBID-6286S-C SBID-6286S	White	86"	Yes	Yes
SBID-6265S-CPW SBID-6265S-PW	White	65"	Yes	No
SBID-6275S-CPW SBID-6275S-PW	White	75"	Yes	No
SBID-6286S-CPW SBID-6286S-PW	White	86"	Yes	No
SBID-6065S-C SBID-6065S	White	65"	No	No
SBID-6075S-C SBID-6075S	White	75"	No	No
SBID-6086S-C SBID-6086S	White	86"	No	No
SBID-6065S-CPW SBID-6065S-PW	White	65"	No	No
SBID-6075S-CPW SBID-6075S-PW	White	75"	No	No
SBID-6086S-CPW SBID-6086S-PW	White	86"	No	No

Refer to the specifications for detailed technical information for these models, including product dimensions and weights (see *More information* on page 17).

Accessories

Accessories for the display include:

- Pen accessory kit
- Tool Explorer-enabled objects and manipulatives
- SMART OPS PC module
- Stands
- USB extenders

NOTE

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

Pen accessory kit

The pen accessory kit includes blue, green, purple, and orange pens and a holder that you can mount on the side of the display.

Tool Explorer-enabled objects and manipulatives

The display's Tool Explorer platform enables you to use a range of different pens, objects, and manipulatives that are automatically recognized the moment they contact the display's screen.

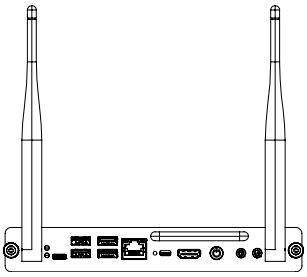
NOTE

Support for the different pens, objects, and manipulatives varies depending on the model of display.

See *Using additional tools and manipulatives* on page 29.

SMART OPS PC module

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



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

NOTE

Refer to an application's specifications for information about its computer requirements.

Stands

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

USB extenders

As noted in the display's specifications, there is a maximum length for USB cable connections between the display and computer.

When using USB 2.0, the cable should be no longer than 16' (5 m).

When using USB 3.0, the cable should be no longer than 9' (3 m).

Use one of the following USB extenders if you need a longer USB connection:

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

NOTE

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

More information

SMART provides a variety of other documents for this display in the Support section of the SMART website (smarttech.com/support). Scan the QR code on the cover of this guide to view links to SMART Board 6000S and 6000S Pro series interactive display documents and other support resources.

Chapter 2

Using basic features

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Waking up the display and putting it back in to an energy saving mode

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

NOTE

The proximity sensor responds only when the display is in the networked standby power state. It does not respond in the standby power state.

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

- Press the **Power** button on the convenience panel.
- Tap the **Home** button below the screen.

  NOTE

  The Home button is illuminated when the display is in Ready mode.

- Press the **Home** button on the remote control.
- Pick up a pen or the eraser.

If the display is on, it will return to an energy saving mode when one of the following occurs:

- The sensor detects no motion in the room for the length of time configured in the display's settings.
- You press the **Power** button on the convenience panel or the remote control.

After entering Ready mode, the display enters an energy saving mode when the sensor doesn't detect anyone in the room for the length of time configured in the display's settings.

For information about turning off the display, see the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414).

Using the Home button

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

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

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

To show the Home screen or the Input screen

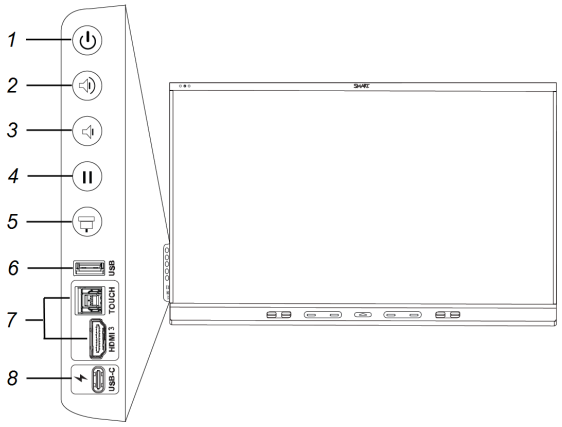
Tap the **Home** button below the screen.

OR

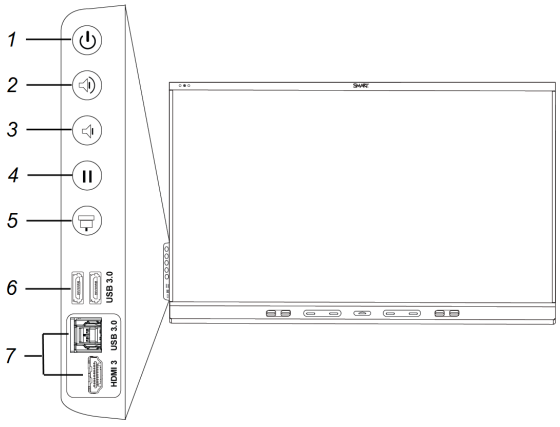
Press the **Home** button on the remote control.

Using the convenience panel

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



SBID-6000S-C/SBID-6200S-C
SBID-6000S-CPW/SBID-6200S-CPW



All other models

No.	Name	Procedure
1	Power	• Press to wake the display or put it back in to an energy saving mode (see *Waking up the display and putting it back in to an energy saving mode* on page 18). • Press and hold for five seconds to turn off the display. • Press and hold for 10 seconds to reset the display.
2	Volume increase	Press to increase the volume (see *Adjusting the volume* on page 27).
3	Volume decrease	Press to decrease the volume (see *Adjusting the volume* on page 27).
4	Freeze	Press to freeze and unfreeze the screen (see page 28).
5	Screen shade	Press to hide screen contents behind a screen shade (see *Showing and hiding the screen shade* on page 28).
6	USB Type A connector	Connect USB drives and other devices that you want to use with the iQ experience or a connected computer (see *Connecting USB drives, peripherals, and other devices* on page 46).
7	HDMI 3 input connectors	Connect a computer or other input source to use with the display (see page 43).

No.	Name	Procedure
8	USB Type-C connector	Connect a computer, mobile device, with a single connection for touch, video, and audio. Also connect any USB Type-C peripheral (such as memory sticks, keyboard, mice, etc.) to use with the display (see page 43).

The Power button's color indicates the display's status:

Power button	Display status
Off	Not receiving power
Amber	In an energy saving mode
White	In normal operating mode

Using the remote control

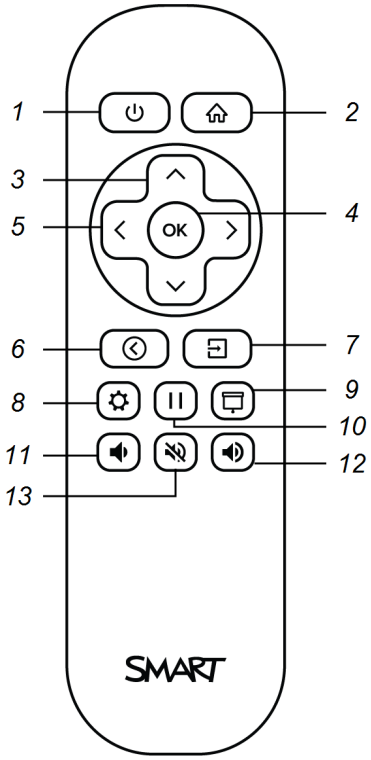
The display comes with one of two infrared remote control models. These models are similar, except one has a screen sharing button.

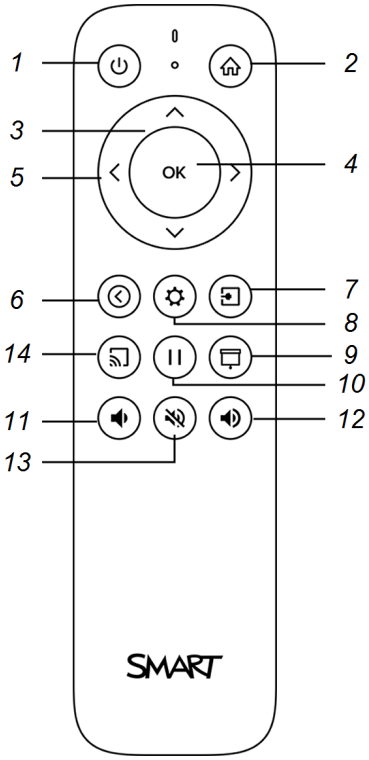
Use the infrared remote control to turn the display on or off, change the input source, change the volume, access the display's iQ apps, and more. You can also use the remote control to open the on-screen menus and change the display's settings.

IMPORTANT

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

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





No.	Name	Procedure
1	Power	Press to wake the display or put it back in to an energy saving mode (see *Waking up the display and putting it back in to an energy saving mode* on page 18).
2	Home	Open the Home screen or the Input screen (see *Using the Home button* on page 19).
3	Up and down buttons	Select a menu option in the settings.
4	OK	Select menu option in the settings.
5	Left and right buttons	Change the value of the selected setting.
6	Back	Go one step back in the navigation history.
7	Input	Switch input sources (see *Viewing a connected computer's input* on page 44).
8	Settings	Open iQ Settings.

No.	Name	Procedure
9	Screen shade	Hide screen contents behind a screen shade (see *Showing and hiding the screen shade* on page 28).
10	Freeze frame	Freeze and unfreeze the screen (see page 28).
11	Volume increase	Increase the volume (see *Adjusting the volume* on page 27).
12	Volume decrease	Decrease the volume (see *Adjusting the volume* on page 27).
13	Volume mute	Mute the volume (see *Adjusting the volume* on page 27).
14	Share screen	Open the Screen Share app (see Sharing your device's screen to the display). **NOTE** This button is not available on all remote control models.

Using touch

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

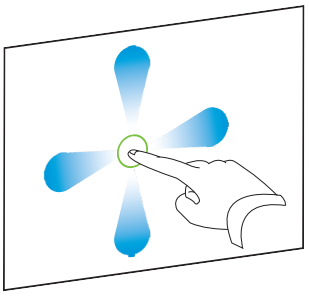
You can use a variety of gestures within applications, including panning, scaling, rotating, and zooming in and out.

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

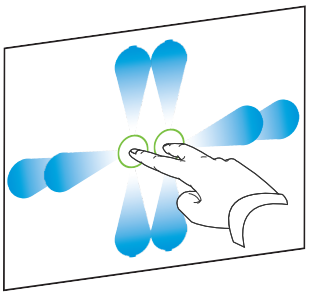
NOTE

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

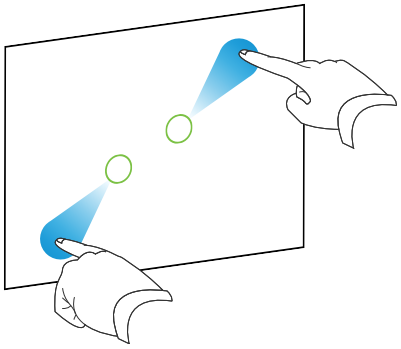
Pan (one finger)



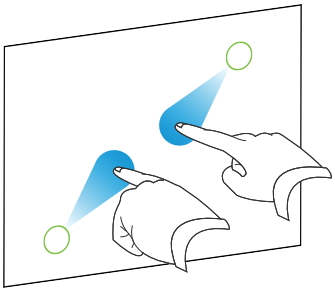
Pan (two fingers) / scroll



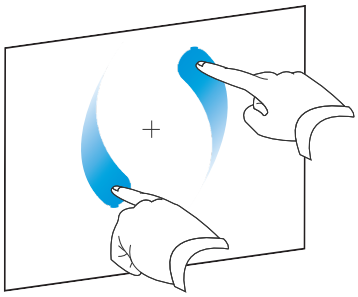
Pinch to zoom in / scale (enlarge)



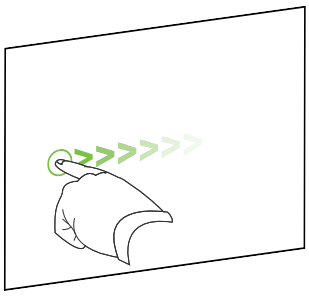
Pinch to zoom out / scale (reduce)



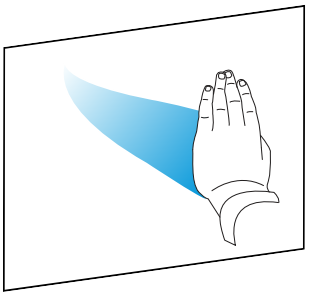
Rotate



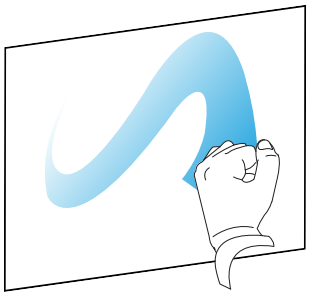
Flick



Erase with palm



Erase with fist



Using the pens and erasers

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

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

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.

Writing and drawing in digital ink

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

IMPORTANT

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

To write or draw in digital ink

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

TIP

- To learn how to change a pen's default behavior, see *Changing a pen's default color, thickness, and other properties* below.
- Before writing or drawing over a video, an animation, or other moving images, freeze the screen (see *Freezing the screen* on page 28).

Using the SMART Ink dynamic (floating) toolbar



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

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

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

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

You can change a pen's color, thickness, and other properties temporarily using the SMART Ink dynamic (floating) toolbar when you're viewing a connected computer's input.

See *Using the SMART Ink dynamic (floating) toolbar* above.

NOTE

The pen's color, thickness, and other properties will return to their default settings once the pen is returned to the display's magnetic pen well.

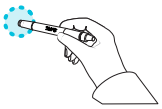
Erasing digital ink

CAUTION

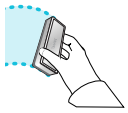
When you return an eraser to a magnetic holder, make sure it's centered in its holder to keep it from falling and being damaged.

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

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



OR
Move the eraser over digital ink to erase.



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



Adjusting the volume

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

NOTE

See *There's no sound or there's a problem with the sound* on page 51 if you encounter issues with the display's sound.

To turn the volume up or down

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

NOTES

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

To mute the volume

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

TIP

You can also mute the volume by pressing and holding the **Volume Down** button on the convenience panel or the remote control, until the screen slider reaches its lowest position.

Freezing or hiding the screen

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

Freezing the screen

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

NOTE

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

TIP

You can write or draw over the screen while it is frozen (see *Writing and drawing in digital ink* on page 25). If the iQ experience is enabled, you can then save the screenshot of your writing or drawing to the Files Library (see Using the iQ experience Files Library).

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

Showing and hiding the screen shade

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

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

Using additional tools and manipulatives

The SMART Board 6000S or 6000S Pro series interactive display's Tool Explorer platform enables you to use a range of different pens, objects, and manipulatives that are automatically recognized the moment they contact the display's screen. The entire screen can recognize a Tool Explorer-enabled object automatically, so there's no need to select a tool type before you use a tool or manipulative.

NOTES

- The tools work best when they're separated by at least 4 or 5 inches (10–15 cm). If the pens, stamps, or cubes are too close to each other, you might experience an error or unexpected behavior. Performance may vary with different tools and different sizes of display.
- Support for the different pens, objects, and manipulatives varies depending on the model of display, as described in the following descriptions of each tool.

TIP

For information about cleaning the Tool Explorer platform-enabled pens, objects, and manipulatives, see the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414).

For education

The Tool Explorer platform lets teachers and students manipulate real -world objects that are automatically recognized by the display, combining the learning benefits of manipulatives with the flexibility and scalability of digital materials. Kinesthetic and tactile learners can get the hands-on activity and fine motor experiences they need to explore, learn and retain.

By creating tool sets for different subjects, learning needs, and abilities, teachers can also quickly provide multiple pathways through lessons.

System requirements and SMART software compatibility

This table shows the version of iQ system software or SMART software required for each Tool Explorer tool.

Tool	iQ system software version	SMART software installed on a connected computer	
		SMART Product Drivers	**SMART Notebook**
Tool Explorer multicolor 4-pen bundle	3.6 or later	20.0 or later	12.16 or later
Tool Explorer double-ended Highlighter	3.6 or later	20.0 or later	12.16 or later
Tool Explorer Magic Pen	3.6 or later	N/A (provided by iQ 3.6 or later)	N/A (provided by iQ 3.6 or later)
Tool Explorer Learn 4-Cube Bundle	3.6 SP3 or later	Not supported	Not supported
Tool Explorer Math 4-Cube Bundle	3.6 SP3 or later	Not supported	Not supported
Tool Explorer Play 4-Stamp Bundle	3.6 SP3 or later	Not supported	Not supported

Using the magic pen

Use the magic pen to write or draw digital ink that fades after a few seconds. You can write or draw over any input or content as the magic pen isn't limited to a specific application.

You can also use the magic pen to open a spotlight or magnification window to focus attention to a specific area of the screen.

NOTE

For information about the iQ system software or SMART software version required for each Tool Explorer tool, see *System requirements and SMART software compatibility* above.

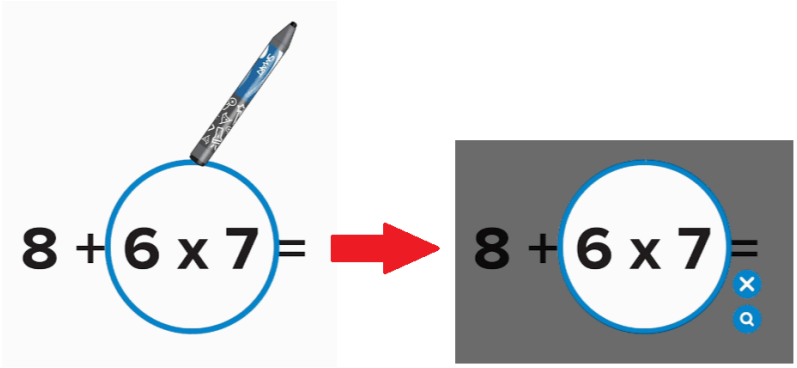
To use the magic pen to write or draw ink that fades

1. Pick up the magic pen.
2. Use the "nib" end of the pen to write in magic ink.



To use the magic pen to spotlight or magnify screen content

1. Pick up the magic pen.
2. Use the gesture end of the pen to draw a circle or rectangle around the portion of the screen you want to spotlight or magnify.



After the spotlight appears, you can:

- Press and hold within the spotlight and drag to move it.
- Press and hold the spotlight's edge and drag toward or away from the center to make the spotlight larger or smaller.
- Tap the magnifier icon to double the size of the spotlighted screen area.

When you're done with the spotlight, tap Close.

Using the highlighter pen

Use the highlighter pen to emphasize text in supported applications, such as the iQ whiteboard, SMART Notebook Player, and SMART Notebook desktop.

NOTE

For information about the iQ system software or SMART software version required for each Tool Explorer tool, see *System requirements and SMART software compatibility* on page 30.

To use the highlighter pen

1. Pick up the highlighter pen.
2. Use the pen to highlight text or an object.



The pen is reversible: you can use one end to highlight in yellow and the other end to highlight in green.

Using Tool Explorer cubes

On an iQ enabled display, you can use the Tool Explorer-enabled cubes to add content to a whiteboard or lesson you start or open in the Player app.

The cubes feature a different shape, number, image, and more, on each of their six faces. When you tap a cube's face on the display's screen, the image is inserted as an object. You can then move, resize, rotate, and delete the object.

NOTE

For information about the iQ system software or SMART software version required for each Tool Explorer tool, see *System requirements and SMART software compatibility* on page 30.

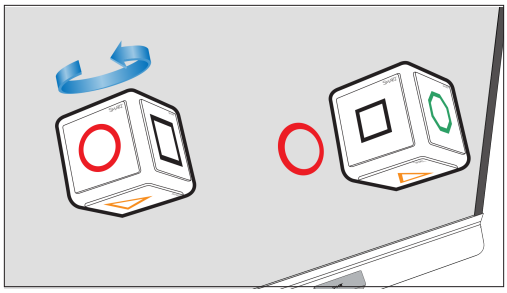
To insert an object using a Tool Explore cube

1. Pick up a cube.
2. Tap the cube face that features the image you want on the display's screen.

   The image is inserted as an object.

   TIP

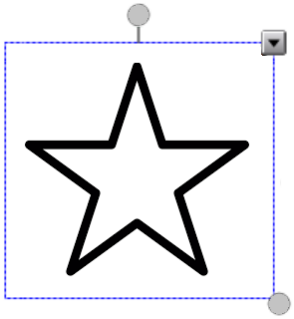
   The inserted object can be made smaller by tapping a portion or corner of a cube's face on the screen.



To move, resize, and rotate an object

1. Tap the object you want to manipulate.

   A selection rectangle appears around the object.



2. To manipulate the object, you can:
   - drag the object to a new position on the screen.
   - drag the object's resize handle (bottom right circle) to make the object larger or smaller.
   - drag the object's rotation handle (top circle) in the direction you want to rotate the object.
   - delete an object by pressing the object's menu arrow, and then tapping **Delete**.

To delete an object

1. Tap the object.

   A selection rectangle appears around the object.

2. Press the object's menu arrow, and then select **Delete**.

Using Tool Explorer stamps

Tool Explorer stamps feature a single shape, number, image, and more, that is inserted as an object when you tap the stamp's face on the display's screen. You can move, resize, rotate, delete the object. Stamps are ideal for younger children and early learners.

TIP

You can store the stamps in place of the erasers at the bottom of the display's frame. Two cubes fit on each magnetic holder.

NOTE

For information about the iQ system software or SMART software version required for each Tool Explorer tool, see *System requirements and SMART software compatibility* on page 30.

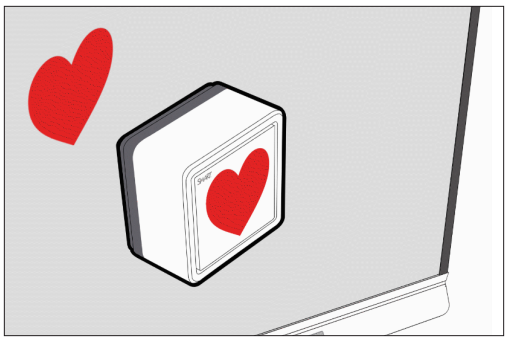
To insert an object using a Tool Explorer stamp

1. Pick up a stamp.
2. Tap the stamp's face on the screen.

   The image on the stamp is inserted as an object.

   TIP

   The inserted object can be made smaller by tapping a portion or corner of the stamp's face on the screen.



To move, resize, rotate, or delete an object

See *To move, resize, and rotate an object* on page 33 and *To delete an object* on the previous page.

Chapter 3

Using the iQ apps

The display comes with the following iQ apps:

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

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

NOTE

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

Using the Apps Library

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

To open the Apps Library

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

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

Using the SMART Sensors app

The SMART Sensors app shows the ambient temperature and humidity in the classroom or meeting room.

To show the temperature and humidity

1. From the Home screen, tap **Apps Library** .
2. Tap **SMART Sensors**.

Using the Files Library

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

To open Files Library

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

To learn how to use the other features of Files Library, see Using the iQ experience Files Library.

Using kapp Whiteboard

For Pro models only

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

To learn how to use the display's pens and eraser to write, draw, and erase in kapp Whiteboard, see *Using the pens and erasers* on page 25.

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

Using SMART Whiteboard

Use SMART Whiteboard to open, view, and interact with SMART Notebook software files and whiteboards. SMART Whiteboard makes it easy to present SMART Notebook files and play SMART lab™ activities on the display.

To learn more about SMART Whiteboard, see Using SMART Whiteboard on your display.

Using Browser

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

To learn more about Browser, see Browsing the internet on your display.

Using Screen Share

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

Screen Share supports:

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

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

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

Using Input

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

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

Using screenshots

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

To learn more about screenshots, see Writing and drawing over content and saving as screenshots in the iQ experience.

---

[1]Windows 10 operating system only

Installing third-party apps

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

To learn more about installing third-party apps, see Adding and managing apps in the iQ experience.

Cleaning up the display

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

Tapping the **Clean Up** button does the following:

- Signs out of everything in the Browser app.
- Closes all applications, including third-party apps.

NOTE

Tapping **Clean Up** doesn't perform a factory reset on the display.

To learn more, see About the iQ experience and navigating the Home screen.

Chapter 4

Connecting computers and other devices

Installing and using SMART software 40
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- Using recommended cables 45
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Connecting a SMART OPS PC module 46

Connecting USB drives, peripherals, and other devices 46

WARNING

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

Installing and using SMART software

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

Software	Description	Notes
SMART Learning Suite	A suite of desktop and online software that combines lesson delivery, activities, assessments, and collaborative workspaces. Includes SMART Notebook software and Lumio™ by SMART.	Education models only. SMART Notebook basic version also available.
SMART TeamWorks room edition	Software that simplifies meetings and facilitates deeper, more natural interaction with on-site and remote participants.	Pro models only.

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

TIP

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

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

Downloading and installing SMART software

You can download SMART software from smarttech.com/downloads and install it following the instructions in Installing and maintaining SMART Notebook, Downloading and installing SMART TeamWorks, or Installing and maintaining SMART Meeting Pro.

Using SMART software

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

- SMART Notebook
- Lumio
- SMART Learning Suite
- SMART TeamWorks
- SMART Meeting Pro
- SMART Product Drivers

- SMART Ink
- SMART Remote Management

SMART Product Drivers and Ink are installed and used on the computer input of the display to enable touch and digital inking features. This supporting software is included with SMART's software products, such as SMART Notebook, SMART Meeting Pro, and SMART TeamWorks, or is available for free download on support.smarttech.com/downloads/product-drivers.

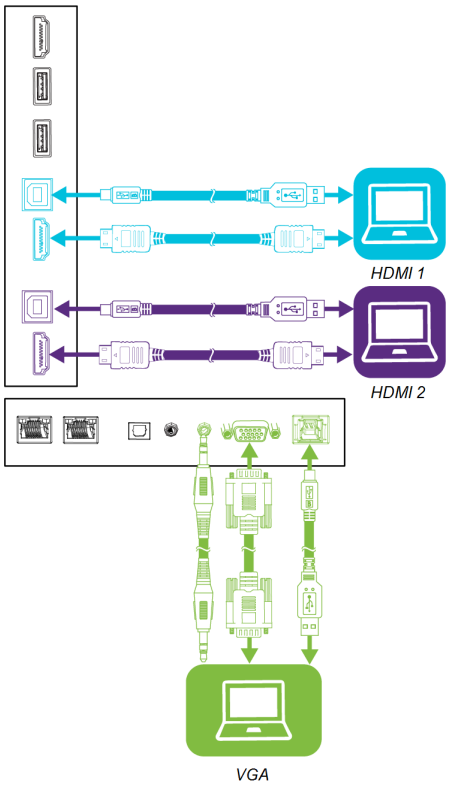
SMART Product Drivers and Ink software have a number of features you can use to customize default settings for your display and troubleshoot common issues:

- Adjust touch, mouse, and gesture settings.
- Calibrate the display to ensure touch behaves as expected.
- Turn SMART Ink on or off.
- Use SMART Ink in Microsoft Office products.

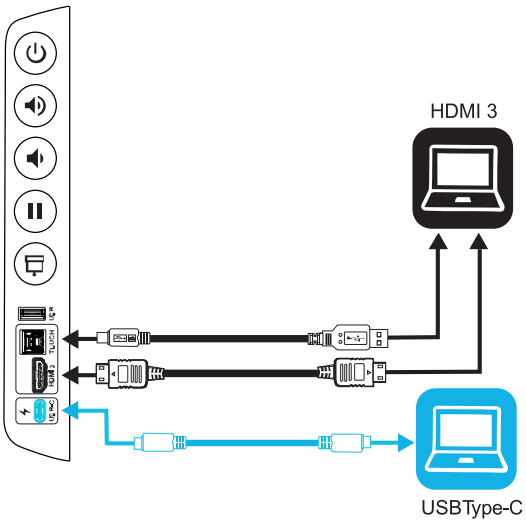
Connecting room computers and guest laptops

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

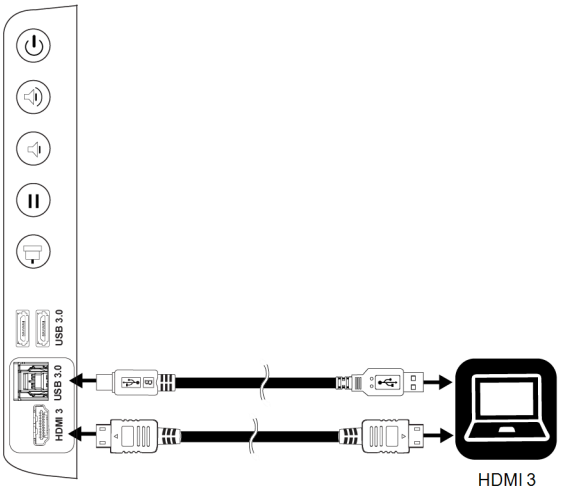
Connector panel



Convenience panel



SBID-6000S-C/SBID-6200S-C
SBID-6000S-CPW/SBID-6200S-CPW



All other models

NOTES

- Install SMART software on computers you connect to the display (see *Installing and using SMART software* on page 40).

- 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.
- You can charge devices connected to the USB Type-C receptacle. The display can provide up to 60 W to connected devices.

Viewing a connected computer's input

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

To view a connected computer's input

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

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

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

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

   TIP

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

3. Tap the computer's thumbnail.

Setting a connected computer's resolution and refresh rate

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

Input source	Resolution	Refresh rate
HDMI 1	3840 × 2160	60 Hz
HDMI 2	3840 × 2160	60 Hz
HDMI 3	3840 × 2160	60 Hz

Input source	Resolution	Refresh rate
VGA	1920 × 1080	60 Hz
USB Type-C	3840 × 2160	60 Hz

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

Using recommended cables

SMART recommends the following varieties of cable:

Cable type	Maximum length	Recommendation
HDMI	23' (7 m)[1]	Use only certified premium high-speed HDMI cables that have been tested to support the performance standard you require.
VGA	23' (7 m)	Use VGA cables with all pins in their connectors fully populated and wired.
Stereo 3.5 mm	20' (6 m)	[N/A]
USB 2.0	16' (5 m)	Use a USB extender if the distance between the computer and the display is greater than 16' (5 m). For more information, see *USB extenders* on page 17. USB 2.0 cables support Hi-Speed (480 Mbps), whether connected to a USB 2.0 or USB 3.0 receptacle. For SuperSpeed (5 Gbps), connect a USB 3.0 cable to a USB 3.0 receptacle.
USB 3.0	9' (3 m)	SMART supports only installations that use directly connected video and USB cables, AC-powered extenders, or USB extenders purchased from SMART. You might be able to use higher-grade cables that are longer than specified. If you have problems with such a cable or an extender of any type, test the connection with a shorter cable before contacting SMART Support.
USB Type-C	6' 6" (2 m) for SuperSpeed 5Gbps cables	USB-IF certified USB 3.2 Gen 1 Type-C cable, SuperSpeed (5 Gbps) support To use a USB Type-C cable for video, you need: • A full-featured cable that supports SuperSpeed 5Gbps (or faster) data rates. • A computer that supports Display Port Alternate Mode via USB Type-C

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

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

Connecting USB drives, peripherals, and other devices

You can use USB drives, peripherals, and other devices with a computer connected to the display using the display's USB plugs.

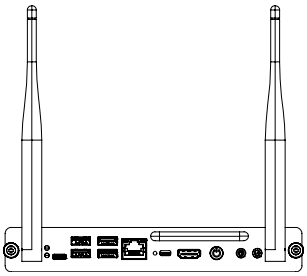
For more information, see *Connecting USB drives, peripherals, and other devices* below.

Troubleshooting connected computers

For troubleshooting information for connected computers, see *Chapter 5: Troubleshooting* on page 48.

Connecting a SMART OPS PC module

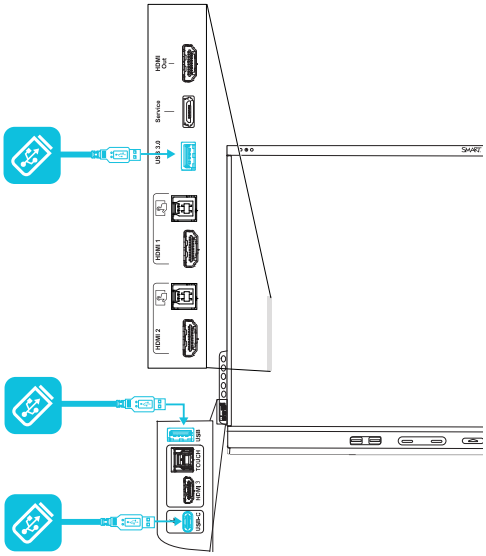
If your organization has purchased a SMART OPS PC module, you or your organization's installers can install the OPS PC module in the display's accessory slot following the OPS PC module's installation instructions (smarttech.com/kb/171544). You can then view the OPS PC module's input on the display.



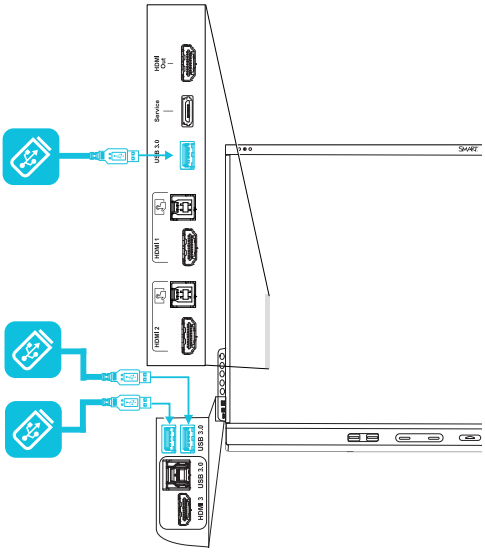
For more information about SMART OPS PC modules, see the *SMART OPS PC modules user guide* (smarttech.com/kb/171747).

Connecting USB drives, peripherals, and other devices

Depending on the model, the display includes either one USB Type-C receptacle and one USB 3.0 Type-A receptacle on the convenience panel, or two USB 3.0 Type-A plugs on the convenience panel (see images below). The display also includes one USB 3.0 Type-A receptacle on the connector panel. You can connect USB drives, peripherals (such as keyboards), and other devices to these connectors and use the devices with the iQ experience, connected computers, and devices installed in the accessory slot (such as the SMART OPS PC).



SBID-6000S-C/SBID-6200S-C
SBID-6000S-CPW/SBID-6200S-CPW



All other models

Chapter 5

Troubleshooting

The display isn't turning on 49
The display is turning on when it shouldn't 49
The screen is blank or there's a problem with the image on the screen 50
There's no sound or there's a problem with the sound 51
Touch isn't working as expected 52
The pens and erasers aren't working as expected 52
iQ apps aren't working as expected 53
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Contacting your reseller for additional support 54

This chapter explains how to resolve a variety of common issues with the display. If your specific issue isn't described here or the solutions to the symptoms don't work, refer to the SMART knowledge base for additional troubleshooting information.

https://community.smarttech.com/s/topic/0TOU0000000kAJ0OAM/interactive-displays?language=en_US&tabset-7ccc8=2

The display isn’t turning on

Symptom	Troubleshooting steps
The 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 power light is lit, but the screen is blank.	• Press the Power button on the convenience panel or the remote control. • Make sure the proximity sensors aren’t blocked. • Restart the display. • Determine if the problem is with the video. See *The screen is blank or there’s a problem with the image on the screen* on the next page.

The display is turning on when it shouldn’t

Symptom	Troubleshooting steps

The display turns on or 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 proximity sensors’ range is 16' (5 m).

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

Symptom	Troubleshooting steps
The screen is blank.	• Make sure the screen is working by tapping the **Home** button below the screen or pressing the **Home** button on the remote control to open the Home screen. • Make sure any connected computers are on and not in an energy saving mode. • Restart the display and any connected computers. • Replace the video cables connecting any computers to the display to determine if the issue is with the cables.
A computer is connected to the display, but only a connection message appears on the screen.	• Make sure the computer is connected to the currently selected input. • If the currently selected input is a computer, make sure the computer is not in an energy saving mode.
The image on the screen is distorted. OR There are lines, snow or, other visual noise on the screen. OR The image if flickering or flashing. OR The image is dim.	• Tap the **Home** button below the screen or press the **Home** button on the remote control to open the Home screen. If it appears correctly, the issue is with the video input. • Switch to a different input and then back to the first input. • Make sure any connected computers are on and not in an energy savings mode. • Restart the display and any connected computers. • Set any connected computers' resolution and refresh rate to values that the display supports. See *Setting a connected computer's resolution and refresh rate* on page 44. • Replace the video cables that connect any computers to the display to determine if the issue is with the cables.
(For SBID-6000S-C displays) There is no image when using the USB Type-C receptacle with a computer	• Make sure that the computer supports Display Port Alternate Mode video via USB Type-C. Look for the Display Port logo beside the USB Type-C receptacle on the computer. If it's not there, the computer may not support Display Port Alternate Mode video via USB Type-C. • Make sure the cable used with the USB Type-C receptacle supports Super Speed (5Gbps) USB. Look for the Super Speed USB logo on the cable. If the cable doesn't have the Super Speed USB logo, it may not have the internal wiring necessary to carry Display Port Alternate Mode video data.
There are bright spots on the screen.	• Tap the **Home** button below the screen or press the **Home** button on the remote control to open the Home screen. If it appears correctly, the issue is with the video input. • Take a photograph of the screen and send it to SMART support. If SMART support determines that the issue is with the screen and the display is under warranty, you may be eligible for a replacement.
Colors don't appear correctly.	• Be aware that if two or more displays are mounted side-by-side, there could be minor differences in colors across the displays. This issue is not unique to SMART products. • If the screen is completely lacking one color on the screen or the color problems occur on the Home screen, see *Contacting your reseller for additional support* on page 54. • 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.

Symptom	Troubleshooting steps
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 any connected computers' desktops are entirely black, change them to dark gray or a different color. • If any connected computers' desktops are extended across multiple screens, duplicate the desktops across the screens or set the display as the only screen.
The image doesn't fill the entire screen.	• Adjust any connected computers' video settings, particularly overscan. See the computer's operating system documentation. • Make sure the connected computer's video connector is configured to output a supported video signal. See No video display output from a laptop.
A persistent image appears on the display.	See Image persistence or burn in on LCD displays.

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

Symptom	Troubleshooting steps
There's no sound. OR There is sound, but the volume is low. OR The sound is distorted or muffled.	• If you're using an external audio system, make sure it is turned on. • Make sure the cables connecting the display to the computer are securely fastened. **NOTES** ◦ The display's stereo 3.5 mm in connector works with the VGA input only. ◦ Connecting an audio cable to the display's stereo 3.5 mm out connector disables the internal speakers. ◦ 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 6000S series interactive displays installation and maintenance guide* (smarttech.com/kb/171414). • If you're using the display's stereo 3.5 mm out connector, adjust the volume on the display and the connected computer and make sure neither are muted. • If you're using the display's S/PDIF out connector, adjust the volume on the external audio system and make sure the audio system isn't muted. • Adjust the display's audio settings. • If you're using the integrated speakers, set the volume for the computer and any running applications to 80%, and then adjust the display's volume. OR If you're using an external audio system, set the volume for the computer, any running applications and the display to 80%, and then adjust the external audio system's volume.
There is a whine or buzzing sound coming from the back of the display.	• Be aware that these sounds are normal. All displays emit some electrical noise. Such sounds may be more noticeable with some displays than with others. However, if you hear noise from the front of the display, further investigation is required. • Connect all devices to the same power outlet or power bar.

Touch isn't working as expected

Symptom	Troubleshooting steps
The display doesn't respond to touch.	• Make sure SMART Product Drivers 12.14 or later are installed and running on any connected computers. • Make sure the USB cable between the display and the computer doesn't exceed the supported maximum cable length. See *Using recommended cables* on page 45. • Make sure any connected computers have detected the display's USB connection and SMART Product Drivers 12.14 or later is installed. • On Windows computers, open Device Manager and make sure there is no red X or yellow explanation mark (!) over the display's icon. • On Mac computers, open System Information and make sure there are no error messages in the display's row. • For Mac computers with macOS Mojave, see How to resolve issues with installing and using SMART Learning Suite software on macOS Mojave.
The display responds to touch intermittently. OR When you touch the screen, the pointer doesn't appear in the correct place.	• Restart the display. • Make sure SMART Product Drivers and SMART Ink are installed and running on any connected computers. • Confirm with the installers that the computer is connected to the display with only a single cable. • Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the display to another location in the room. • Remove any USB extenders to help isolate the USB cable. • Update the firmware.

The pens and erasers aren't working as expected

Symptom	Troubleshooting steps
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 SMART Product Drivers 12.14 or later is installed. • On Windows computers, open Device Manager and make sure there is no red X or yellow explanation mark (!) over the display's icon. • On Mac computers, open System Information and make sure there are no error messages in the display's row. • Reinstall or update SMART Product Drivers and SMART Ink on any connected computers. • Make sure SMART Product Drivers is version 12.14 or later.
The display responds to touch but not to writing with a pen.	• Reinstall or update SMART Product Drivers and SMART Ink on any connected computers.

Symptom	Troubleshooting steps
When you write on the screen, the ink appears in the wrong place. OR Writing is intermittent. OR Ink disappears as you write. OR 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.
You change the width or color of a pen's digital ink, but the width and color revert to the pen's defaults when you next pick up the pen from its holder on the display.	• Be aware that a pen's color and thickness revert to the pen's default values when you place the pen back in its holder. • You can change the pen's default color and thickness through SMART Product Drivers (see Changing pen, eraser, and button settings).
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.

iQ apps aren't working as expected

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

SMART software on connected computers isn't working as expected

Symptom	Troubleshooting steps
SMART Notebook software isn't working as expected.	See Troubleshooting SMART Notebook.
Lumio isn't working as expected.	See Troubleshooting common issues in Lumio by SMART.
SMART Ink isn't working as expected.	See Troubleshooting SMART Ink.
SMART Product Drivers isn't working as expected.	See Troubleshooting SMART Product Drivers.

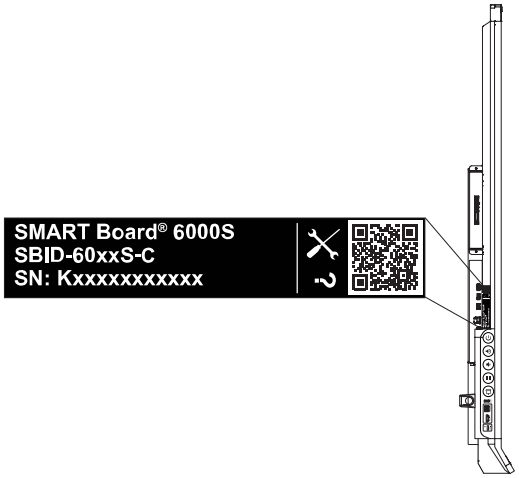
The SMART OPS PC module isn't working as expected

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

Contacting your reseller for additional support

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

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



TIPS

- Scan the QR code on the label to view the SMART Board 6000S or 6000S Pro series interactive display support pages on the SMART website.
- You can also find the serial number in the iQ settings. Refer to the SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide (smarttech.com/kb/171414) for more information.

SMART TECHNOLOGIES

smarttech.com/support

smarttech.com/contactsupport

smarttech.com/kb/171415