



Fall 2022

Troubleshooting Guide for the SMART with IQ

For Technology Leaders

(IT Technicians, ETLs, ES Technology Coordinators)

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- [IT Technician Training Folder](#)
- [Getting Started with SMART Board with iQ Playlist](#)
- [SMART Support YouTube page](#)

General Guidance

There are critical software updates for the display that you need to install to ensure the display is fully functional and provides the best experience. **On a daily basis, use the power button on the front of the display to put the board into standby or sleep mode. The display should not be completely powered off or unplugged. This mode will ensure the board receives any over-the-air updates.** Connect the display to a wired or wireless network with Internet access to automatically download and apply these updates as well as future updates. [Follow these steps to connect to Wi-Fi and run available updates.](#)

- 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. Rather, mount the product at the appropriate height.
- To reduce the risk of fire or electric shock, do not expose the display to rain or moisture.
- If the display requires replacement parts, make sure the service technician uses replacement parts specified by SMART Technologies or parts with the same characteristics as the original.
- Ensure that any cables that cross the floor to the display are properly bundled and marked to avoid a trip hazard.
- 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.
- Use only extension cords and outlets that can fully accommodate the display's polarized plug.
- Use the power cable provided with the display. If a power cable is not supplied, contact your supplier. Use only power cables that match the AC voltage of the power outlet and that comply with your country's safety standards.
- If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them



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#Resolve Wi-Fi Connectivity Issues

First, ensure that the panel is connected to the PRIVATE network and not the Guest network.

If the MX panel is experiencing issues staying connected to Wi-Fi, you will need to reconnect to the Wi-Fi in Settings. Then check for any available updates. Please follow [these steps](#) to address the Wi-Fi connectivity issue.

As a reminder, the panel should be put to sleep using the power button on the front of the display. The on/off toggle switch should not be used to turn the panel off on a daily basis. Leaving the panel in sleep mode will allow it to stay connected to the Wi-Fi and receive any over-the-air updates.

When trying to update iQ, you are unable to download the update through Wi-Fi

Download the iQ software update to a USB memory stick. Follow the steps listed on [this document](#) under "Option 2." *Please read the directions carefully to ensure you are successfully able to download and install the updated software.*

Troubleshooting Content Keeper

When logging into IQ on the panel, prompt says connection is not private

Content Keeper must be installed for each user and is not installed. When available, users may install Content Keeper from the Public Folder. IT will push Content Keeper to the public folder using SMART Remote Management. [Video: Directions for installing Content Keeper from the public folder](#)

Cannot access Google Drive files from the Files library

Content Keeper must be installed for each user and is not installed. When available, users may install Content Keeper from the Public Folder. IT will push Content Keeper to the public folder using SMART Remote



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Management. [Video: Directions for installing Content Keeper from the public folder](#) Once Content Keeper is installed, end users may log in to the panel using their PGCPS Google account and access the panel.

To install Content Keeper:

- If user is signed into board, sign them out
- Install Content Keeper from USB Drive:
 - Insert the usb drive that contains Content Keeper.
 - A message will appear on the board asking if you want to switch to the USB Drive, click **switch**
 - Now hold CKRoot folder till the screen darkens and the CK Root Folder is highlighted, release and then hold again and drag the folder into board files.
 - To activate a user on the board:
 - Have user login to board and have them install Content Keeper for their profile.
 - Settings > Security > Install Certificates
 - In the upper left corner navigate to board files
 - Locate the CKRoot file and click it
 - Select the first location in the menu that appears
 - A message will appear, click **Install Anyway**
 - In a few seconds a message will appear that tells you CK root was installed.

SMART Remote Management

- Activate SMART Remote Management on MXV3 and MXV4 boards:
 - Make sure the SMART Board interactive display with iQ is connected to the internet and that it has the latest version of iQ system software.
 - Open the display's settings.
Note
For information about opening the display's settings, see the [display's documentation](#).
 - Navigate to **Remote Management > Remote Management Enabled** and enable SMART Remote Management on the display.



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- Navigate to **Remote Management > Launch Remote Management Settings**.
- Type the domain name you created for your organization (use: PGCPsMD) in the *Account name* box.
- Tap **I accept the terms and conditions**, review the terms and conditions, and select the check box if you accept them.
- Click **Enroll**.
- **NOTE: If you receive a message that says you need to activate/add a TOKEN, please contact Wade Washington**

■ SMART Remote Management on a GX board:

- On the device, open an internet browser and visit radix-int.com/radix-viso-mdm-download-links.
- Download and install the Viso MDM agent for the device.
- Run the Viso MDM agent connection wizard.
- Enter the required information in the *Connection info* page. Refer to this table about the required information:

Field	Description
Account name	Enter the domain name you created for your organization (pgcpsmd).
MDM Server address	Enter https://smart.glbth.com .

Panel doesn't recognize specific hardware from the teachers laptop

Ensure the product drivers are installed:

SMART Product Drivers and Ink (Mac OS):



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https://downloads.smarttech.com/software/driversink/12_21/smartproductdrivers12_21ink5_16.dmg?_gl=1*1orumli*_gcl_a_u*MTI1NDIyNzY1MS4xNjk4NjcyOTM1*_ga*ODA0NDAxMTcyLjE2OTA4OTM1NTA.*_ga_659C3L7DXH*MTcwNTQ5OTQ0My4xNDYuMS4xNzA1NDk5NTQwLjU5LjAuMA..

SMART Product Drivers and Ink (Windows):

https://downloads.smarttech.com/software/driversink/12_21/smartproductdrivers12_21ink5_16.exe?_gl=1*zz1e3d*_gcl_a_u*MTI1NDIyNzY1MS4xNjk4NjcyOTM1*_ga*ODA0NDAxMTcyLjE2OTA4OTM1NTA.*_ga_659C3L7DXH*MTcwNTQ5OTQ0My4xNDYuMS4xNzA1NDk5NDgzLjIwLjAuMA..

Waking up your display and putting it back to sleep

Note: It's recommended to leave the panel turned on and let it go to sleep so that it can receive updates. Do not turn the panel off with the switch on the rear of the panel.

To wake the display, press the **Power** button on the front control panel or remote control.

To return the display to a partial sleeping state, press the **Power** button on the front control panel or remote control.

Note

Touch is not available right after waking up the display or turning it on. Wait a few seconds and then the display will respond to touch.

Turning off, turning on, and resetting SMART Board

To turn the display off

1. Press the **Power** button on the front control panel or the remote control for five seconds.
A slider appears on the screen.
2. Move the slider to the right.
3. Flick the switch beside the AC power inlet to the OFF (O) position.

Note

Wait at least 30 seconds before turning the display back on.

To turn the display back on



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Note

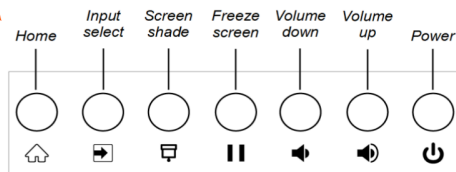
Touch is not available right after waking up the display or turning it on. Wait a few seconds and then the display will respond to touch.

1. Flick the switch beside the AC power inlet to the ON (I) position.
2. Press the **Power** button on the front control panel or the remote control.

To reset the display

1. Press and hold the **Power** button on the front control panel or the remote control for 10 seconds.
The display resets.

MX Series



MX V-3 Control Panel

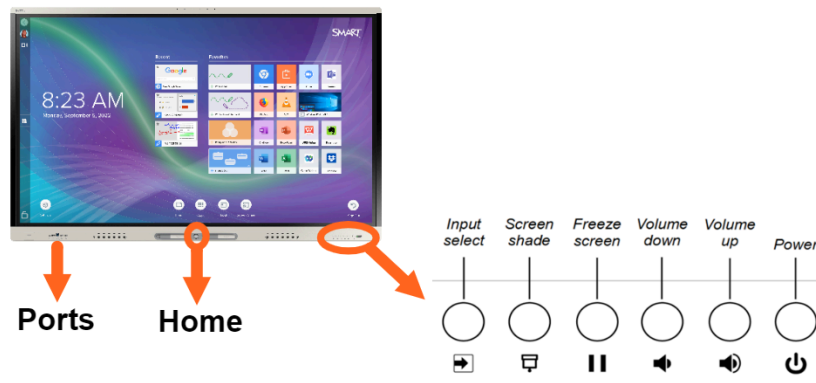


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MX-V4 Series

The display isn't turning on

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 front of the display or on the remote control.
- Restart the display.
See above.
- Determine if the problem is with the video.
See [The screen is blank or there's a problem with the image on the screen.](#)



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

The Screen is blank:

- Make sure the screen is working:
 - On SMART Board MX (V4, V3, V2 or V2-C) series displays, press the **Home** button on the front control panel or the remote control to open the Home screen.
 - On SMART Board MX series displays, press **Input** on the front control panel or the remote control, and then select **OPS** to switch to the iQ experience and open the Home screen.
- Make sure the SMART Board MX (V4, V3, V2 or V2-C) series display is not in Standby mode by pressing the Power button.
- Make sure any connected computers are on and not in an energy saving mode.
- Restart the display and any connected computers.
See [Turning off, turning on, and resetting the display.](#)
- 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.
- Make sure the display supports the connected computer's refresh rate.
See [Setting a connected computer's resolution and refresh rate.](#)
- 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 is flickering or flashing. OR The image is dim.

- Make sure the display's firmware is updated to 1.8.7 or later. The display may not work properly if the display's firmware is not updated. See [Updating the e³ experience.](#)
- On SMART Board MX (V4, V3, V2 or V2-C) series displays, press the **Home** button on the front control panel or the remote control.
OR
On SMART Board MX series displays, press **Input** on the front control panel or the remote control, and then select **OPS**.
If the Home screen appears correctly, the issue is with the video input.



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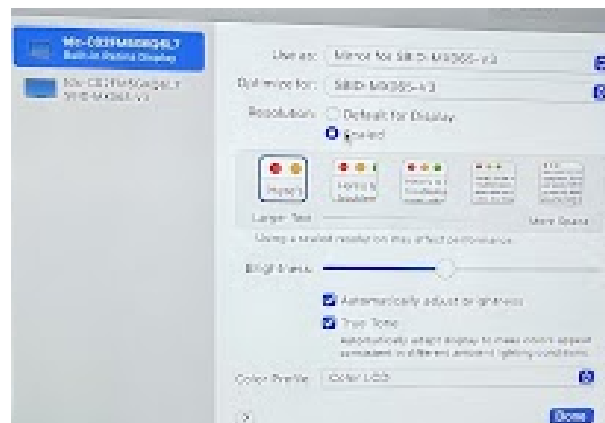
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- On SMART Board MX series displays, make sure the iQ appliance is securely installed in the accessory slot and its power light is on.
- Switch to a different input and then back to the first input.
- Make sure any connected computers are on and not in an energy savings mode.
- Restart the display and any connected computers.
See [Turning off, turning on, and resetting the display.](#)
- Set any connected computers' resolution and refresh rate to values that the display supports.
See [Setting a connected computer's resolution and refresh rate.](#)
- Make sure the cable is not longer than the maximum specified in the display's specifications.
- Make sure the cable is securely connected to the video connectors on the display and the computer.
- Replace the video cables that connect any computers to the display to determine if the issue is with the cables.
- Make sure a replacement cable meets the required specifications.
See [Using recommended cables.](#)

Macbook is connected to the panel but the screen size on the display is too small and doesn't fill the screen

- On the Macbook, go to **System Preferences**.
- Choose **Displays**.
- On the Display tab, choose **Scaled**.
- Choose **Larger Text**.



There are bright spots on the screen.

- On SMART Board MX (V4, V3, V2 or V2-C) series displays, press the Home button on the front control panel or the remote control.



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- On SMART Board MX series displays, press Input on the front control panel or the remote control, and then select OPS.
If the Home screen 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.

Resolving issues with audio

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 [Connecting an external audio system](#).
- 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.

See [Audio](#).

- 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.

- If using a MAC: Check System Preferences > Sound and set the output to SMARTBoard listed in the output window.
- If you are connected to SMART Mirror using [smartmirror.link](#), select "Share audio" prior to selecting what you are sharing. Example image below taken from a Mac laptop using Google Chrome.

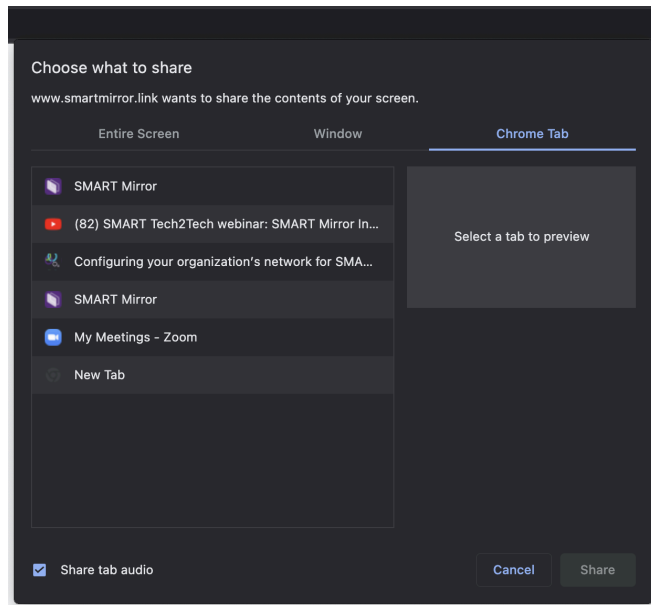


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Resolving issues with touch

The display doesn't respond to touch.

- Touch is not available right after waking up the display or turning it on. Wait a few seconds and then the display will respond to touch.
- Make sure SMART Product Drivers are installed and running on connected computers. (SMART Board MX (V3 & V4) displays require [SMART Product Drivers 12.18](#) or later, and SMART Board MX (V2-C) and (V2) displays require [SMART Product Drivers 12.14](#) or later).
- Make sure the USB cable between the display and the computer doesn't exceed the supported maximum cable length. See [Using recommended cables](#).
- If a connected computer reports "Too many USB hubs" or "cannot start (code 10)", see the knowledge base article, [SMART Board interactive displays and USB tier structure use](#).
- Make sure any connected computers have detected the display's USB connection.
- 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 showing a red X on the Board Tool icon in menu bar, open System Information and make sure there are no error messages in the display's row.
- For Mac computers with macOS Mojave (10.14), Catalina (10.15), SigSur 11.2-6), or Monterey (12.5), see [How to resolve issues with installing and using SMART Learning Suite software on macOS Mojave](#).
- For Mac users, see [How to enable Privacy and Security Settings with MacOS Mojave or greater](#).

The display responds to touch intermittently. OR When you touch the screen, the pointer doesn't appear in the correct place.

- Make sure jewelry or clothing doesn't touch the board when erasing the ink.
- When erasing, make sure the palm or fist is flat on the screen.
- Touch is not available right after waking up the display or turning it on. Wait a few seconds and then the display will respond to touch.
- Restart the display.
See [Turning off, turning on, and resetting the display](#).
- Confirm with the installers that the computer is connected to the display with only a single cable.



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- Make sure [SMART Product Drivers and SMART Ink](#) are installed and running on any connected computers. Orient the display. See [Orienting your SMART interactive product using SMART Product Drivers 12](#).
- Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the display to another location in the room.
- Remove any USB extenders to help isolate the USB cable.
- [Update the firmware](#).

The display doesn't respond to touch or writing with a pen

- Make sure SMART Product Drivers are installed and running on connected computers. (SMART Board MX (V3) displays require [SMART Product Drivers 12.18](#) or later, and SMART Board MX (V2-C) and (V2) displays require [SMART Product Drivers 12.14](#) or later).
- Touch is not available right after waking up the display or turning it on. Wait a few seconds and then the display will respond to touch.
- Make sure any connected computers have detected the display's USB connection.
- 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.

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.

When you write on the screen, the ink appears in the wrong place. OR Writing is intermittent. OR Ink disappears as you write.

- Make sure you are using a SMART Board MX or MX Pro series interactive display pen.
- Restart the display.
See [Turning off, turning on, and resetting the display](#).
- Confirm with the installers that the computer is connected to the display with only a single cable.
- Clean the screen.
See [XREF].



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- If the ink appears in the wrong place on input from a connected computer, use the *Orient* function in the SMART Settings app to orient the display's touch system to the connected computer.
- Make sure [SMART Product Drivers and SMART Ink](#) are installed and running on any connected computers.
- Make sure the pen nib is not worn. Replacement pens are available from the Store for SMART Parts (see smarttech.com/Support/PartsStore).
- Make sure [SMART Product Drivers and SMART Ink](#) are installed and running on any connected computers. Orient the display. See [Orienting your SMART interactive product using SMART Product Drivers 12](#).
- Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the display to another location in the room.
- [Update the firmware](#).

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](#).

Troubleshooting the IQ Experience

- Write with your SMART Board pens*
- Select and move with your finger
- Erase using your palm or fist.



Write



Select & Move



Erase

*Each SMART Board MX display comes with two gray and white pens that magnetically attach to the front bottom bezel of the display. **Do NOT write on your SMART Board with anything other than those pens!**

Note: There is an option to convert your finger into a pen when in the iQ Whiteboard (this tool must be turned on in the iQ Settings first). See the section below under the heading, "Finger Inking." In addition, when using a connected laptop, there is an option in [SMART Ink](#) to turn your finger into a pen. In both of these cases, the teacher will need to turn on finger ink if/when they wish to ink with fingers and then turn it off to go back to normal, i.e. using their finger as a mouse.



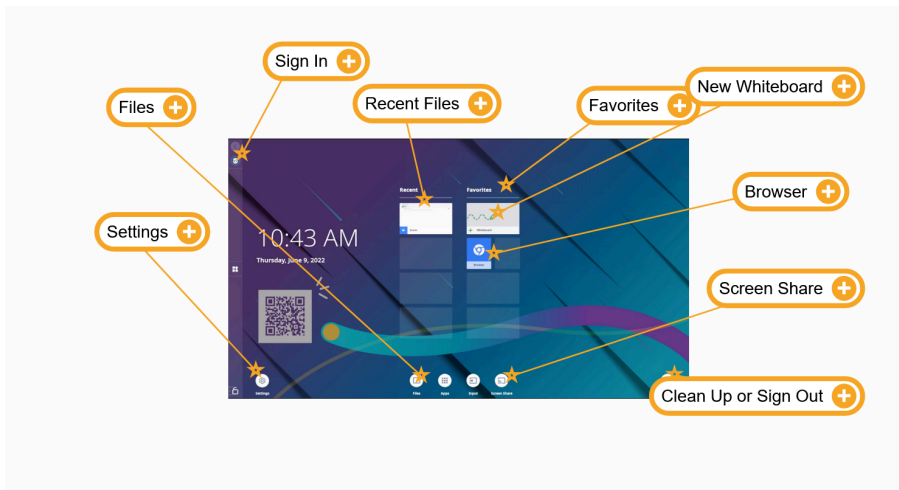
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Get to know your IQ



I'm unable to sign into my SMART Account on my display.

Use your Google account to sign in.



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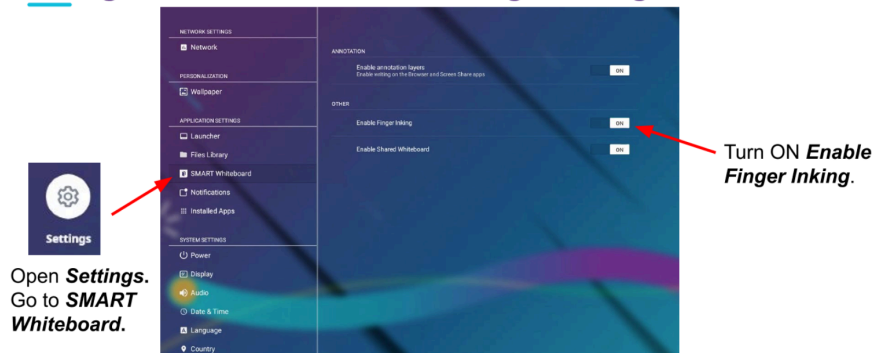
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Finger Inking

Only the whiteboard app allows you to write with your finger. It has been enabled on set up. If you are not able to go to settings and select enable finger inking. You will need to enable inking when you sign into a SMART panel.

Settings: SMART Whiteboard - Finger Inking

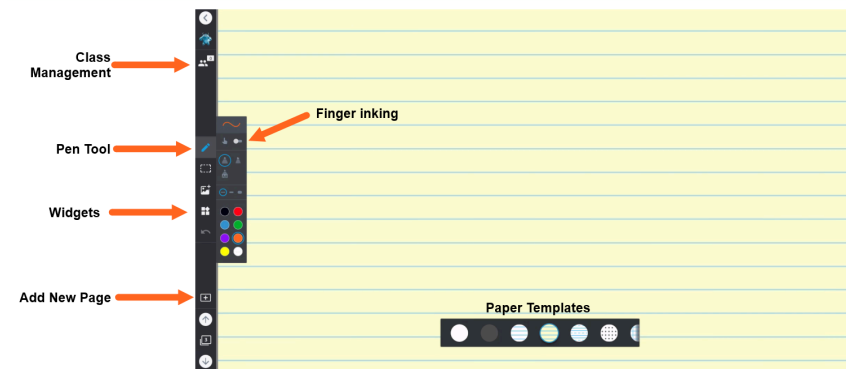


Finger Inking gives you and your students more flexible options while writing, drawing, and highlighting in the Whiteboard.

SMART



Whiteboard



VISUAL SOUND

Whiteboard space can easily expand by dragging two fingers in opposite direction



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The background keeps moving and not allowing me to use my finger to write on board.

Slide the toggle to the finger. If you touch the board outside of the whiteboard app, the panel will treat your finger as a mouse.

Smart Mirror - Screen Share

If your mobile device or computer is on the same subnet of the network as the display, you can use the Screen Share app to share audio and video content from your mobile device or computer to the display.

SMART Mirror features – On this page, go to “SMART Mirror client app features” to see the specific features for the methods of sharing. Under “Native sharing features” you will find Airplay, Google Cast, and Miracast information.

Tip: In some instances, restarting the Screen Share app and its discovery services resolves issues with the app.

1. Tap Screen Share on the Home Screen.

Tap Reset Screen Share.

Ending sharing from SMART Mirror

After giving control to Screen Share, the teacher may stop sharing by 1) Tap Menu. 2) Then Home.



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SMART Mirror - Stop Sharing

Tap to end a student's screen sharing session.

1. Tap **Menu**.

2. The menu will open. Tap **Home**.

Let's learn together.
#WeAreSMART

Writing and inking using SMART Mirror

Tap the Menu icon on the bottom left corner. Use your finger to select a pen tool, eraser, and cursor.

✓ Making notes over a presentation

You can emphasize or add context to the presentation by making notes on the shared screen.

1. While sharing your screen, tap **Menu**.
2. Select the **Pen**  tool.
3. Draw on the shared screen.
4. To erase notes, select the **Eraser**  tool.
5. To remove drawings, select **Clear** .



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Resolving the Additional Information Message

To hide the information, tap the border at the top of the screen four times.

[Link to article](#)

Security & Privacy Settings for a Mac and the SMART Mirror App

Under System Settings > Security & Privacy navigate to the below settings to add SMART Mirror App if needed.

- Privacy & Security > Accessibility
- Privacy & Security > Screen Recording

Using the Apps Icon

An app or feature is missing or not available.

- The apps and features available depend on the iQ appliance model.
- The iQ system software may not include that feature or app.
- The app may have moved.
 - Screen Share and Input are at the bottom of the Home screen.
 - SMART Whiteboard and Browser are in the Apps Library.
- The app is not enabled.
- Some settings aren't available while you're signed in to your SMART Account. Sign out of your SMART Account on your display to see all settings.

The iQ apps and features do not appear when the display is turned on.

- The SMART Board 6000, 6000 Pro or MX series interactive display's input source is not the iQ appliance. Make sure the correct input is selected.



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- Wait for a minute after first turning on the display or switching the input source to the iQ appliance. This delay may be longer immediately after upgrading the iQ system software.
- The iQ appliance has stopped responding during startup or after a system software update. Turn off the display, unplug the power cable and wait at least 30 seconds before reconnecting the power cable and turning on the display.



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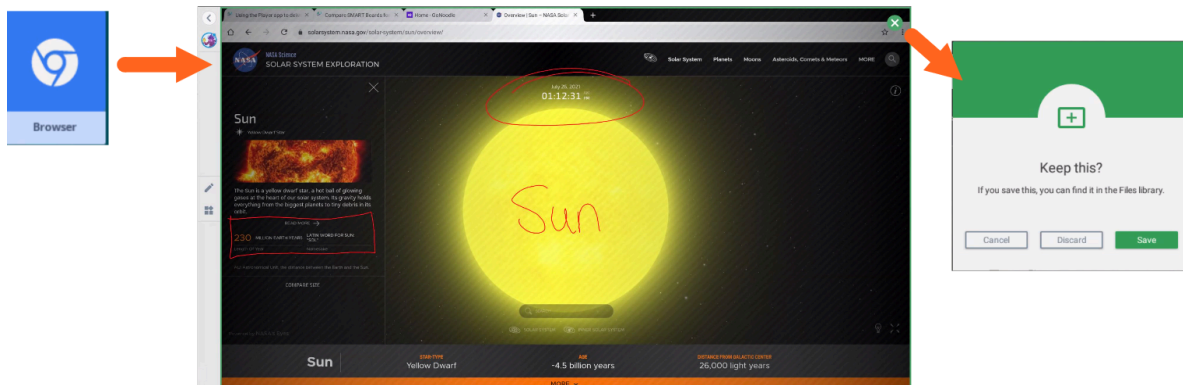
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Using the Browser

Using the Browser



Access websites and Google Drive through the Browser.



Annotations appear only in the Browser and Screen Share apps.

Currently, only the Browser and Screen Share apps support ink and annotations.

There is an issue with Browser when not logged into the panel.

- Make sure the display is connected to a network and the content keeper is downloaded onto the panel.
See the Stepper to download content keeper.
- If Browser can't visit secure (https) websites, ensure the display's date and time are correct.

There is an issue with Browser when logged into the panel.



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- Make sure the display is connected to a network and the content keeper is downloaded onto the panel once you have logged into the panel.
See the Stepper to download content keeper.
- If Browser can't visit secure (https) websites, ensure the display's date and time are correct.

While in the browser, after writing the user is not able to close the browser or navigate further.

As seen below. Click the X in the top right hand side of the screen and save or delete the captured image. The image will be available in the files of the panel.

When viewing the browser, the screen looks like I'm on a mobile device.

From the browser, click the three dots in the top right corner. Be sure to check Desktop View.

Files Library

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

To open Files Library

From the Home screen, tap Files Library .

To learn how to use the other features of Files Library, see Understanding the Files Library.



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Troubleshooting Guide for the SMART with IQ

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The SMART Notebook files I shared from SMART Notebook aren't in the Files Library. SMART Notebook files saved to my Lumio by SMART (Lumio) library aren't in the Files Library.

Your SMART Account email address must be provisioned in the SMART Admin Portal before you can share files from SMART Notebook or access saved files in Lumio. File synchronization isn't available if you've used a product key to activate SMART Notebook software on your computer. See [Activating your subscription to SMART Learning Suite](#)

Troubleshooting SMART Notebook

SMART Notebook is the installed software that teachers can use to build lessons for their panel. We are licensed for the current version of [SMART Notebook](#)

Operating systems needed to install SMART Notebook

View the [resource](#) to see which OS will support SMART Notebook

Adjusting the mounted height of the panel

The panels that are mounted on the wall are not adjustable.

The panel heights were standardized based on [this chart](#), by grade level and panel size. Additionally, we installed them with both the students and the teacher in mind. Since the idea is that at some point, the panel will be a learning tool for students who can go up and manipulate information during center time or instructional activities, students will be able to touch all parts of the panel. When students are seated, they should be able to see the panel without obstruction. Although interactive displays are a supplemental tool for teachers and traditionally, we think about them being used in the front of the classroom, we recognize that interactive panels are beneficial learning tools for students as well so that the location of where the panel is being used may not always be the center/front of the classroom.



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Cleaning the SMART Panel

Follow these instructions to clean your interactive display screen without damaging its anti-glare coating or other product components. These instructions are also suitable for interactive whiteboards and all other SMART accessories.

Details

Generally, it is best to use only a cloth slightly dampened with distilled water to clean your SMART Board. Never spray liquid directly onto the surface of the SMART Board.

SMART has tested and approves the use of the following:

Diluted bleach solution

To mix the correct solution, using standard household bleach at a strength of 5% Sodium Hypochlorite:

- 4 tsp. of bleach per quart of distilled water
- 1/3 Cup bleach per gallon of distilled water
- 20ml bleach per 980ml distilled water
- 80ml bleach per 3.92L distilled water

Adjust accordingly to maintain the 0.1% solution if you're using bleach stronger or weaker than 5% Sodium Hypochlorite.

We recommend using a spray bottle for applying the solution to the cloth to avoid oversaturating it.

Note: Test a small, inconspicuous area before you clean the entire surface.

70-90% isopropyl alcohol



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Isopropyl alcohol comes pre diluted and no mixing is required. For concentrations above 90%, dilute accordingly with distilled water. We recommend using a spray bottle for applying the solution to the cloth to avoid oversaturating it.

Note: Test a small, inconspicuous area before you clean the entire surface.

To clean the screen

You will need two lint free, non-abrasive cloths for this procedure.

1. Turn off any connected computers.
2. Turn the display off. Go to support.smarttech.com/hardware/displays and find your specific model for instructions.
3. Wipe all surfaces with the first dry lint-free, non-abrasive cloth to remove dust and debris.
4. Gently spray a small amount of the water or cleaning solution on the second cloth.
Note: Do not oversaturate the cloth to the point it is dripping.
5. Wipe the screen with the dampened cloth.
6. After wiping the screen, wipe off the remaining SMART Board surfaces that one can normally touch, such as the frame, pens, and other accessories.