

SMART kapp iQ

USER'S GUIDE

FOR SMART KAPP iQ™ 55, 65 AND 75 BOARDS



Product registration

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at smarttech.com/registration.

Keep the following information available in case you need to contact SMART Support.

Serial number:

Date of purchase:

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VCCI-A

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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

06-2016

Important information

WARNING

- Failure to follow the installation instructions shipped with the board could result in injury and product damage which may not be covered by the warranty.
 - Do not open or disassemble the board. 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 board. Rather, mount the product at the appropriate height.
 - To reduce the risk of fire or electric shock, do not expose the board to rain or moisture.
 - If the board 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 board 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 board's polarized plug.
 - Use the power cable provided with the board. 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.
 - Do not move or mount the board by connecting rope or wire to its handles. The board is heavy, and failure of the rope, wire or handle could lead to injury.
 - Use only VESA®-approved mounting hardware.
-

IMPORTANT INFORMATION

- Disconnect all of the board's power cables from the wall outlet and seek assistance from qualified service personnel if any of the following occur:
 - The power cable or plug is damaged
 - Liquid is spilled into the board
 - Objects fall into the board
 - The board is dropped
 - Structural damage, such as cracking, occurs
 - The board behaves unexpectedly when you follow operating instructions
-

CAUTION

- Before you clean the board's screen, shut down or disconnect the computer. Otherwise, you may scramble the desktop icons or inadvertently activate applications when you wipe the screen.
- Avoid setting up and using the board in an area with excessive levels of dust, humidity and smoke.
- Dust buildup on the camera windows and reflective tape will degrade touch performance. SMART recommends that you inspect the camera windows and reflective tape for buildup and clean weekly.
- Make sure an electrical socket is near the board and remains easily accessible during use.
- The board should be used only with European TN and TT power distribution systems.

It is not suitable for older, IT-type power distribution systems found in some European countries. "This system (IT-type) is widely used isolated from earth, in some installations in France, with impedance to earth, at 230/400V, and in Norway, with voltage limiter, neutral not distributed, at 230V line-to-line." (IEC 60950:1999)

Contact qualified personnel if you're uncertain of the type of power system available where you're installing the board.

- The accessory slot's maximum available power is 60 W. The slot is not a limited power source. To reduce the risk of fire, make sure that accessories connecting to the slot satisfy the fire enclosure requirements of IEC 60950-1.
 - You must connect the USB cable that came with the board to a computer that has a USB compliant interface and that bears the USB logo. In addition, the USB source computer must be compliant with CSA/UL/EN 60950 and bear the CE mark and CSA and/or UL Mark(s) for CSA/UL 60950. This is for operating safety and to avoid damage to the board.
-

→ **IMPORTANT**

- The following are the maximum power requirements for the board (including the power requirements for the accessory slot):

Model	Power requirements
SMART kapp iQ™ 55	90V to 240V AC, 50 Hz to 60 Hz, 134 W
SMART kapp iQ 65	100V to 240V AC, 50 Hz to 60 Hz, 199 W
SMART kapp iQ 75	100V to 240V AC, 50 Hz to 60 Hz, 315 W

- For additional requirements and other information, refer to the board’s specifications (see *Resources for decision makers* on page 8).

Federal Communication Commission interference statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

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

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

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

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

Radiation exposure statement

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

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

Industry Canada statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution

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

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

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

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

Avertissement

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

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

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

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

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

Radiation exposure statement

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

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

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Welcome

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This chapter introduces SMART kapp iQ boards, the SMART kapp app and this guide.

About this guide

This guide explains how to use the SMART kapp iQ board and the SMART kapp app.

This guide is intended for individuals who use boards in their organizations. Other documentation and resources are available for individuals who install and maintain boards.

About the board

The SMART kapp iQ board features SMART's proprietary DViT® (Digital Vision Touch) technology on an LCD screen with e-LED backlight.

Models

Three models of SMART kapp iQ board are available:

- SMART kapp iQ 55
- SMART kapp iQ 65
- SMART kapp iQ 75

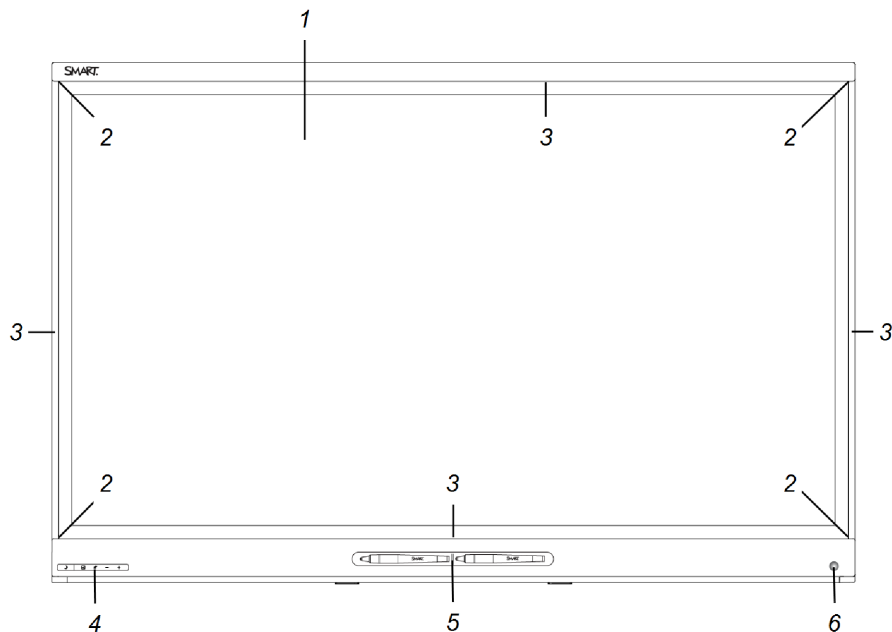
Differences among these models are noted in this guide.

Specifications

Refer to the board's specifications for detailed technical information, including product dimensions and weights.

Components

The board consists of the following components:



No.	Name	More information
Pictured		
1	Screen	Page 3
2	Cameras	Page 3
3	Reflective tape channel	Page 3
4	Front control panel	Page 4
5	Pen with eraser (×2)	Page 5
6	Presence detection sensor	Page 6
Not pictured		
7	Speakers	Page 6
8	Connector panel	[N/A]
9	Menu control panel	[N/A]
10	USB receptacle	Page 6
11	Accessory slot	Page 6

Screen

The screen sizes vary by model:

Model	Diagonal	Width	Height	Aspect ratio
SMART kapp iQ 55	54 1/2" (138.4 cm)	47 5/8" (121 cm)	26 3/4" (68 cm)	16:9
SMART kapp iQ 65	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)	16:9
SMART kapp iQ 75	75" (190.5 cm)	65" (165.2 cm)	38 5/8" (93 cm)	16:9

Cameras and reflective tape channel

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

▲ CAUTION

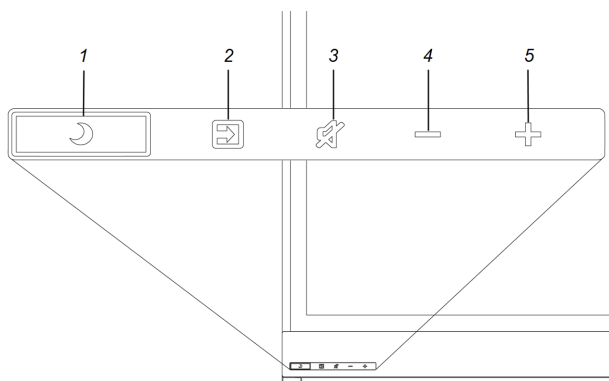
- Keep the reflective tape dry.
 - Do not remove or damage the reflective tape.
-

→ IMPORTANT

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

Front control panel

The front control panel contains the Standby, Input Select, Mute and volume control buttons.



No.	Name
1	Standby button ¹
2	Input Select button
3	Mute button ²
4	Volume decrease
5	Volume increase

¹Press and hold to reset the board



²Press and hold to freeze and unfreeze the screen (SMART kapp iQ 75 boards only)

→ **IMPORTANT**

If there is a film over the front control panel, remove it before using the front control panel.

In normal operation, all buttons are white.

The Standby button also functions as an indicator light:

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

Pens with erasers

The board comes with two pens with erasers attached.

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

▲ CAUTION

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

Presence detection sensor

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

When the sensor detects people in the room, the board turns on. Touching the screen activates the board. If the room is empty for a specified period, the board returns to Standby mode.



Speakers

The board includes two 10 W integrated side-firing speakers.

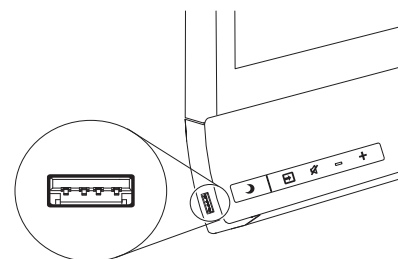
You or an installer can connect external speakers if desired.

USB receptacle

If the AM30 appliance is in the accessory slot, you can connect a USB drive to update the appliance's software.

OR

If the AM30 appliance isn't in the accessory slot, users can connect a USB drive or device to the USB Type-A receptacle on the bottom-left corner of the board, and then open and save files to the USB devices.



Accessory slot

Install the AM30 appliance in the accessory slot located on the back of the board to take advantage of SMART kapp iQ functionality and access SMART education software and third-party applications.

 **CAUTION**

The accessory slot's maximum available power is 60 W. The slot is not a limited power source. To reduce the risk of fire, make sure that accessories connecting to the slot satisfy the fire enclosure requirements of IEC 60950-1.

About the SMART kapp app

The SMART kapp app enables users to connect their mobile devices to the board and then do the following:

- View notes they write on the board on their mobile devices
- Save and export notes
- Start a session and invite others to join and collaborate

To connect Bluetooth-enabled mobile devices to the board, users can scan the Quick Response (QR) code on the screen. When users first connect their mobile devices, they're directed to the Apple App Store or Google Play™ store to download the SMART kapp app. After they download and install the app, they can use it to connect to the board.

About SMART software

To take full advantage of the SMART kapp iQ board's features, install the following SMART software on computers connected to the board.

Software	Description
SMART Product Drivers	SMART Product Drivers enables connected computers to detect input from the board.
SMART Ink™	<p>SMART Ink enables you to write and draw in digital ink over applications, files, folders, websites and any other open window on your computer. When you write outside the open windows on your computer, a SMART Ink Note appears, and you can write inside the note.</p> <p>When you open an application that has its own ink tools, you can use the application's ink tools to write in the content.</p>

Resources for users

In addition to this guide, SMART provides a variety of other resources for users.

Training

The SMART training website (smarttech.com/training) includes an extensive library of training resources you can consult as you learn how to use the board.

Support center and knowledge base

The Support center (smarttech.com/support) contains a library of documents, including this guide, and a knowledge base that you can search when troubleshooting issues.

Resources for others

SMART provides resources for decision makers, installers and administrators as well as users.

Resources for decision makers

Decision makers can refer to the specifications for detailed information about the boards.

Model	Specifications
SMART kapp iQ 55	smarttech.com/kb/170815
SMART kapp iQ 65	smarttech.com/kb/170816
SMART kapp iQ 75	smarttech.com/kb/171001

Resources for installers

Installers can refer to the installation instructions included with the board when installing the product. PDF versions of these installation instructions are available for download.

Model	Specifications
SMART kapp iQ 55	smarttech.com/kb/170810
SMART kapp iQ 65	
SMART kapp iQ 75	smarttech.com/kb/170996

Installers should also refer to *Considerations for non-standard installations* (smarttech.com/kb/171035).

Resources for administrators

Administrators can refer to the *SMART kapp iQ board administrator's guide* for information about using the board with the SMART kapp app. A PDF version of this guide is available for download from smarttech.com/kb/171038.

Chapter 2

Starting the board

The board's presence detection sensor can detect people up to 16' (5 m) away when the board is in Standby mode.

- If the sensor detects people in the room, the board exits Standby mode and displays the welcome screen.
- If the sensor doesn't detect people in the room for a specified period of time, the board enters Standby mode.
- If the presence detection sensor is disabled, you can exit and enter Standby mode manually.

▶ To exit Standby mode manually

Press the **Standby** button  on the front control panel.

OR

Press the screen.

▶ To enter Standby mode manually

Press the **Standby** button  on the front control panel twice.

Chapter 3

Using the launcher

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The launcher contains all your applications and settings.

NOTE

Older versions of SMART kapp iQ boards don't include the launcher.

Opening the launcher

▶ To open the launcher

Press the Home button  on the screen.

The launcher appears.

Closing the launcher

▶ To close the launcher

Select an application, press the Home button  or tap anywhere on the screen.

The launcher closes.

Adding or removing applications from the launcher

▶ To add or remove programs from the launcher

1. Press the Home button  on the screen.

2. Press **Settings**.

The *Capture Board Settings* window appears.

3. Select **Launcher**.

4. Select an application's check box to add it to the launcher.

OR

Clear an application's check box to remove it from the launcher.

5. To exit the Capture Board Settings, open the launcher and select an application.

Opening the Whiteboard

NOTE

When you first turn on the Whiteboard or wake the board up from standby, the board defaults to the Whiteboard.

▶ To open the Whiteboard

1. Open the launcher.

2. Press the SMART kapp  icon.

Using the Whiteboard

► To use the Whiteboard


Refer to the SMART kapp iQ board quick reference guide (smarttech.com/kb/171037).

Opening SMART amp™ collaborative learning software

NOTE

For more information on SMART amp software, see support.smarttech.com.

► To open SMART amp software

1. Open the launcher.
2. Press the amp  icon.


The browser window appears.

Using SMART amp software

For more information on SMART amp software, see support.smarttech.com.

Opening the Browser

► To open the Browser

1. Open the launcher.
2. Press the Browser  icon.

The browser window appears.

Using the Browser

▶ **To use the Browser**

Refer to the help in the browser.

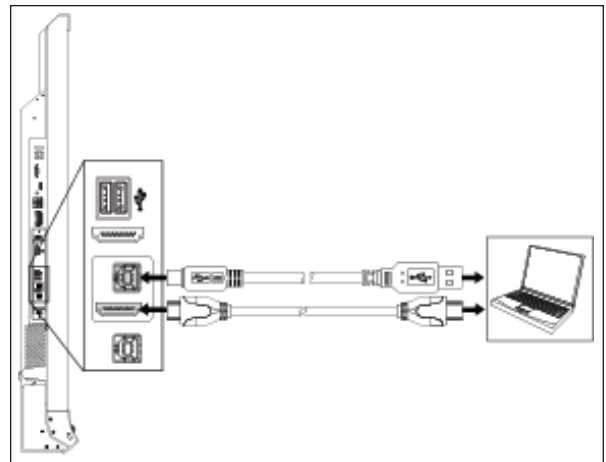
Chapter 4

Connecting a guest computer

You can connect a guest computer to the board's AM30 appliance.

Connecting a guest computer

Some models of the AM30 appliance have additional computer connectors. Using USB and HDMI cables, you can connect a room computer or cables for a guest laptop to these connectors.





Chapter 5

Connecting to a network

The SMART kapp iQ board can connect to a network using either a wired connection or using Wi-Fi.

Connecting to a Wi-Fi network

▶ To connect to a Wi-Fi network

1. Press the Home button  on the screen to open the launcher.
2. Press **Settings**  in the launcher.
3. Press **Wi-Fi**.

NOTE

Ensure the toggle for Wi-Fi is **On**.

4. Select a wireless network.
5. Enter the Wi-Fi password in the *Password* field, and then press **Connect**.

TIP

Use the crosshairs to move the keyboard.

Connecting to a wired network

▶ To connect to a wired network

See the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038) for information about connecting to a wired network.

Chapter 6

Using the SMART kapp app

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This chapter explains how to use the SMART kapp app with the SMART kapp iQ board.

Installing the app and starting it for the first time

You can download and install the SMART kapp app by visiting the Apple App Store or Google Play™, or you can install the app on your mobile device by scanning your board's QR code or by tapping its NFC tag.

The app is compatible with the following devices:

Device type	Requirements	Connection options
Apple	iOS 8.1 or later operating system software 50 MB of storage iPhone 4S or later Third generation iPad or later First generation iPad mini or later Fifth generation iPod touch or later	Scan the board's unique QR code Enter the board's ID
Android	Android 4.4.4 (KitKat) or later operating system 50 MB of storage (internal or SD card) 1024 MB of RAM 720p or better screen resolution Bluetooth 2.1 + EDR 3 megapixel or better rear-facing camera (recommended)	Scan the board's unique QR code Enter the board's ID

Installing the app

► To install the app

1. Do one of the following:
 - Visit the Apple App Store or Google Play on your mobile device and search for **SMART kapp**.
 - Start the QR code scanning app on your mobile device, and then hold your mobile device's rear-facing camera over your board's QR code to scan it.

The Apple App Store or Google Play opens.

2. Download and install the app.

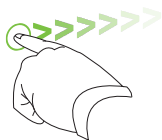
Starting the app for the first time

► To start the app for the first time

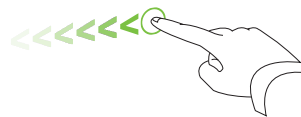
1. Start the SMART kapp app on your mobile device.

The app tutorial appears.

2. Use the swipe gestures to progress through the screens of the tutorial.



Previous screen





Next screen

3. Tap **Close** when you have completed the tutorial.

The app home screen appears.

 **TIP**

If you want to view the tutorial again, do the following:

- On an Apple mobile device, tap **Settings**  on the app home screen and then select **Tutorial**.
 - On an Android mobile device, tap **Menu** , select **Settings**, and then select **Tutorial**.
-

Connecting and disconnecting the app

The SMART kapp app enables you to connect your mobile device to a SMART kapp iQ board and then do the following:

- View notes you write on the board on your mobile device
- Save and export your notes
- Start a session and invite others to join and collaborate

Connecting

Start a session by connecting your mobile device to a SMART kapp iQ board.

 **NOTE**

To get the best experience while using the SMART kapp app and to access all the latest features, make sure you have the latest version of the app on your mobile device. Some features listed in this documentation may not be available with older versions of the app.

Connecting by QR code

A QR code is a type of bar code. If your mobile device has a rear-facing camera and a QR code scanning app, you can scan QR codes like the one on the board. Your mobile device then executes the QR codes' commands. Typically, QR codes' commands display messages or open web pages.



▶ To connect by QR code

1. Start the SMART kapp app on your mobile device.
2. Hold your mobile device's rear-facing camera still over the board's QR code so that the QR code appears in the center of the app screen.

The app connects your mobile device to the board.

TIP

If the app doesn't connect your mobile device to the board, move your mobile device closer to or farther away from the board so that the app can capture the QR code.

NOTE

Some Android mobile devices require you to accept a pairing request to connect to the board. Swipe down on the screen to access the notification drawer and accept the pairing request.

Disconnecting

The app disconnects from the current session in the following situations:

- When you close the app
- Automatically after a period of non-use
- When the board is outside of your mobile device's Bluetooth communication range, which is approximately 33' (10 m)

NOTE

- When you connect an Android mobile device to the board, an icon appears in the notification area. This icon indicates when the mobile device is connected to the board:



Connected



Disconnected

-
- When you disconnect, the SMART kapp app takes a final snapshot of the board if the content has changed since the last snapshot.
-

▶ **To disconnect the app manually**

Tap **Disconnect** in the top left corner of the SMART kapp app screen, and then tap **Disconnect**.

OR

Hold **Bluetooth**  on the board until it turns solid red.

Continuing a previous session


With SMART kapp iQ boards, you can easily pick up from where you left off in a previous SMART kapp session. You can continue one of your previous sessions from the last snapshot taken in a session. It doesn't matter if your previous session was run on a SMART kapp board, a SMART kapp iQ board or a SMART kapp iQ Pro interactive flat panel.

 **NOTES**


- When you continue a previous session, the content from that previous session replaces any existing content on your board. This content is not permanently erased and will return once you disconnect from your continued session.
 - When you continue a session, all the snapshots from that previous session are also available. However, as the session's host, these snapshots are only visible to you. If you invite remote participants to join your continued session, they will not have access to any snapshots taken during the previous session.
-



▶ **To continue a previous session on an Apple mobile device**

1. If you're currently in a session, disconnect (see *Disconnecting* on the previous page).
2. Tap **Sessions** .

The *Sessions* screen appears.

3. Swipe right on the session you want and tap **Continue** .

OR

Select the session you want to continue to view the snapshot library and tap **Continue** .


The QR scanner appears.

4. Scan the board's QR code.

The last snapshot from your session will display on the board and your mobile device. You can then invite others to join the continued session just as you would with a regular session.



▶ **To continue a previous session on an Android mobile device**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 24).
2. Tap **Sessions** .

The *Sessions* screen appears.

3. For the session you want to continue, tap **Menu**  and select **Continue**.

OR

Select the session you want to continue to view the snapshot library and tap **Continue** .

The QR scanner appears.

4. Scan the board's QR code.

The last snapshot from your session will display on the board and your mobile device. You can then invite others to join the continued session just as you would with a regular session.

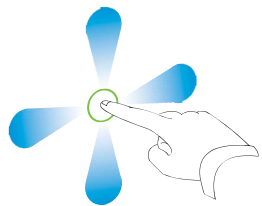
Writing, erasing and viewing notes

You can write and erase notes on the SMART kapp iQ board just like you do on a traditional dry erase board. You can view your notes on the board or in the app.

Write and erase notes on the board

You can write and erase notes on the board just like you do on a traditional dry erase board.

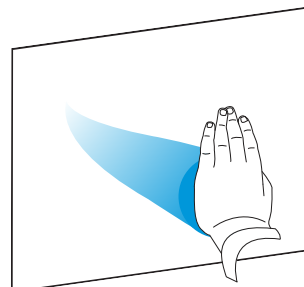
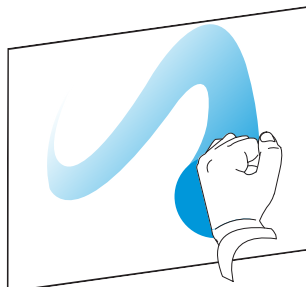
- Use the black pen provided with the board to write or draw in black ink.
- Use the red pen provided with the board to write or draw in red ink.
- Use your finger to pan the whiteboard left or right to access more whiteboard space.



- Use the eraser end of either pen to erase notes.

OR

Use your fist or palm to erase notes.



- Make sure your hands, arms and any loose clothing don't touch the board's surface as you write or erase notes.


 **TIP**

Two users can write or draw notes at the same time, one using the black pen and the other using the red pen.

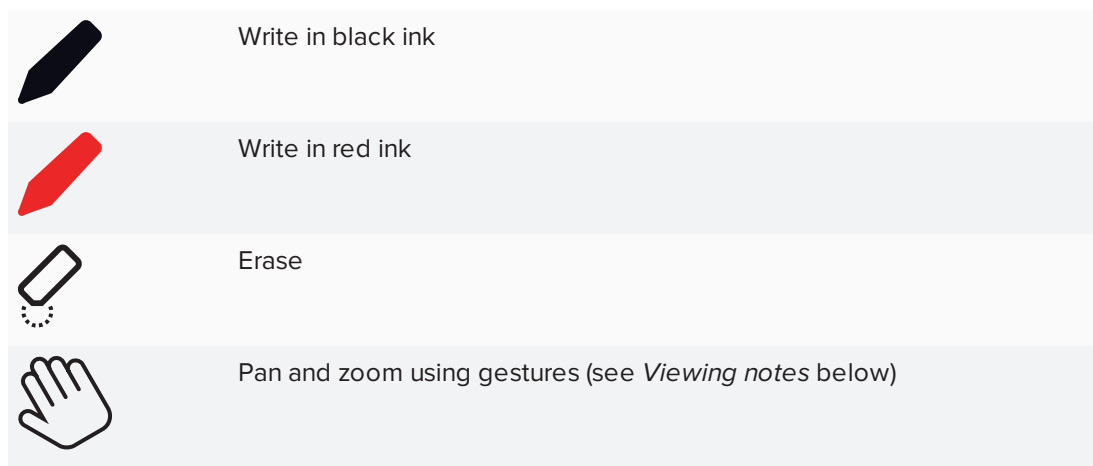
Write and erase notes in the app

In addition to writing and erasing notes on the board, you can write or erase them in the app. When you write or erase notes in the app, the changes appear automatically on the board.

► To write or erase notes in the app

1. Connect your mobile device to the board (see *Connecting and disconnecting the app* on page 23).
2. Tap **Drawing Mode** .

3. Tap the buttons on the bottom of the screen, and then use your fingers to write, erase, pan or zoom.

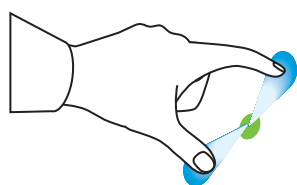


4. Tap **Done** to return to viewing mode.

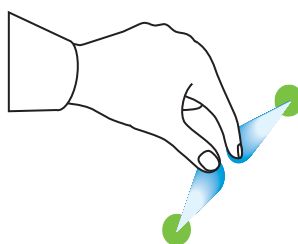
Viewing notes

During a session, you can view the notes you've written on the board on your mobile device. As you write or erase notes, the changes appear on your mobile device automatically.

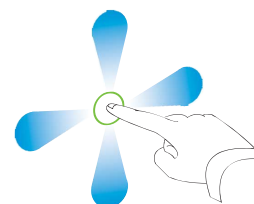
By default, your mobile device displays the board's entire writing surface. You can use gestures to zoom in, zoom out and pan:



Zoom in



Zoom out



Pan

NOTE

As you zoom in or out, grid lines appear on the writing surface to indicate the level of magnification.

Using Radar View

Radar View provides an overview of the entire writing surface. Radar View is visible only on the board.

▶ To show Radar View

Touch the writing surface near the bottom of the board.

Radar View appears.

▶ To pan using Radar View

1. Use your finger to move Radar View left or right to view the writing surface.
2. Press the area you'd like to present.

The board shows the area you selected.

▶ To hide Radar View

Wait five seconds and Radar View disappears.

Returning to the host's current view

When you're following the presentation in your web browser or in the SMART kapp app, you can view a section of the writing surface other than the one the host is presenting.

▶ To return to the host's current view

In the SMART kapp app or web browser, press **Follow host**.

Saving and working with snapshots


As you write notes on a SMART kapp iQ board, you might want to save snapshots of your notes from time to time during the session.

After you save snapshots, you can do the following:

- View the snapshots
- Export the snapshots as JPEG or PDF files
- Delete the snapshots

Saving snapshots to the app

► To save a snapshot


1. Start or connect to a session (see *Connecting and disconnecting the app* on page 23).
2. Press **Capture**  on the board.

OR

Press **Capture**  in the app.

The app saves a snapshot of your notes.

NOTE

The *Sessions*  button in the bottom-right corner of the screen indicates how many snapshots have been saved in the current session.


Viewing snapshots

When you save a snapshot, the app saves it to your session's library. Access your current session or a previous session's library to view your saved snapshots.

TIP

You can use the zoom in, zoom out and pan gestures when viewing snapshots (see *Viewing notes* on page 28).

► To view snapshots in the current session

1. Take one or more snapshots in the current session (see *Saving snapshots to the app* above).
2. On an Apple mobile device, tap **Sessions** .

OR

On an Android mobile device, tap **Sessions** .

The *Sessions* screen appears.

3. Tap a snapshot's thumbnail image to view it.

► **To view snapshots in previous sessions**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 24).

2. On an Apple mobile device, tap **Sessions** .

OR

On an Android mobile device, tap **Sessions** .

The *Sessions* screen appears.

3. Select a session to view the snapshots saved for that session.

The session's snapshot library appears.


4. Select a snapshot's thumbnail image to view it.

Exporting snapshots


If you want to share any snapshots of your notes, you can use the app to export them and then use a third-party app on your phone to share your snapshots as a PDF or JPEG file.

► **To export a snapshot**

1. View the snapshot you want to export (see *Viewing snapshots* on the previous page).

2. On an Apple mobile device, tap **Export** , and then select **Save to Camera Roll**, **Share as PDF** or **Upload to Evernote**.

OR

On an Android mobile device, tap **Menu** , and then select **Save to Camera Roll**, **Share as PDF** or **Upload to Evernote**.

3. If you selected **Share as Image** or **Share as PDF**, select the app you want to use to share the snapshot.

4. Use the selected app to share the snapshot.

► **To export all snapshots saved in the current session**


1. Save one or more snapshots in the current session (see *Saving snapshots to the app* on the previous page).

2. Tap **Sessions** .

The *Sessions* screen appears.


3. On an Apple mobile device, tap **Export** .

OR

On an Android mobile device, tap **Menu** , and then select **Share as Image** or **Share as PDF**.

4. Select the app you want to use to export the snapshots.
5. Use the selected app to export the snapshots.

▶ To export all snapshots saved in a previous session

1. If you're currently in a session, disconnect (see *Disconnecting* on page 24).
2. On an Apple mobile device, tap **Sessions** .

OR

On an Android mobile device, tap **Sessions** .

The *Sessions* screen appears.

3. Select a session to view the snapshots saved for that session.

The session's snapshot gallery appears.

4. On an Apple mobile device, tap **Export** .

OR




On an Android mobile device, tap **Menu** , and then select **Share as PDF**.

5. Select the app you want to use to export the snapshots.
6. Use the selected app to export the snapshots.

Deleting snapshots



You can either delete snapshots individually or delete an entire session and all of its saved snapshots.

▶ **To delete a snapshot from a previous session**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 24).
2. On an Apple mobile device, tap **Sessions** .
- OR
- On an Android mobile device, tap **Sessions** .
- The *Sessions* screen appears.
3. Select the session that contains the snapshot you want to delete.
The session's snapshot gallery appears.
4. Select the snapshot you want to delete.
5. Tap **Delete** , and then tap **Delete**.






▶ **To delete a previous session on an Apple mobile device**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 24).
2. Tap **Session** .
- The *Sessions* screen appears.
3. Select **Edit**.
4. Tap the session's **Delete**  button, and then tap **Delete**.
5. Tap **Done**.



▶ **To delete a previous session on an Android mobile device**

1. If you're currently in a session, disconnect (see *Disconnecting* on page 24).
2. Tap **Sessions** .
- The *Sessions* screen appears.
3. Tap **Menu** , and then select **Select**.
4. Select the session.
5. Tap **Delete** , and then tap **Delete**.

Sharing sessions

During a session, you can use the SMART kapp app to invite up to 250 people to view your notes

on their mobile or desktop devices.

 **NOTE**

You can share notes only as long as the SMART kapp app is running on your mobile device and your mobile device is connected to a board.

Sharing sessions

When you share a session with others, they can tap or click a link to view your session in their web browsers; they don't need to install additional software or otherwise configure their devices. Alternatively, others can choose to install the SMART kapp app on their mobile devices and use it to connect to your session.

As you make changes to your notes, others see these changes in real time. They can also zoom in or out, and save, view and export snapshots.


 **NOTE**

- The SMART kapp viewer supports the following browsers:

Mobile devices	Safari for iOS 8.1 or later operating system software Chrome™ for Android 39.0.2171.93 or later
Computers	Internet Explorer® 10 or later Chrome 39.0.2171.95 or later Firefox® 34.0.5 or later Safari 8.0 or later

- You can share notes only as long as the SMART kapp app is running on your mobile device and your mobile device is connected to a board.
 - You can export saved snapshots of notes without connecting your mobile device to a board (see *Exporting snapshots* on page 31).
-

To share your session


1. Connect your mobile device to a board (see *Connecting and disconnecting the app* on page 23).
2. Tap **Invite** , and then select **Send Link**.

3. Select the app you want to use to send the invitation.
4. Use the selected app to send the invitation.


Setting the shared session link type

When you invite others to join your session, the app sends them a dynamic link by default. When you use a dynamic link, the app creates a new link each time you send an invite for others to join your session. However, the app also provides you with the option of sending a static link to join your session. A static link provides a permanent link to your sessions so that the link is the same each time you send an invite. With a static link, you can send the link before meetings start to help simplify meeting startup. If you want to use a static link instead of a dynamic link, then you can change your invitation link preferences from the app's settings.

▶ To use a static link

1. If you're currently in a session, stop sharing the session (see *Stopping sharing* on the next page).
2. On an Apple mobile device, tap **Settings** .

OR


On an Android mobile device, tap **Menu** , and select **Settings**.

3. Select **Sharing**, and then select **Static Link**.
4. Optionally, select **Send Link**, and then select a method to send the static link to others.


Securing shared sessions

In the SMART kapp app, you can add password security to protect your sessions before you send out a link sharing them. This means that others will have to use the password you set to join your shared session.

▶ To use a password

1. If you're currently in a session, stop sharing the session (see *Stopping sharing* on the next page).
 2. On an Apple mobile device, tap **Settings** .


OR

On an Android mobile device, tap **Menu** , and select **Settings**.

 3. Select **Sharing**, and then select **Password**.
- The *Enter Password* screen appears.

4. Select **Require a Password**.
5. Type up to 32 characters for a password.
6. Tap **OK**.

▶ **To remove the password**

1. If you're currently in a session, stop sharing the session (see *Stopping sharing* below).
2. On an Apple mobile device, tap **Settings** .

OR

On an Android mobile device, tap **Menu** , and select **Settings**.

3. Select **Sharing**, and then select **Password**.


The *Enter Password* screen appears.

4. Deselect **Require a Password**.
5. Tap **Done**.

Stopping sharing

You can stay connected to the board but stop sharing the current session.

▶ **To stop sharing a session**

1. Tap **Invite** , and then tap **Options**.
2. Tap **Stop Sharing**.
3. Tap **Stop Sharing** to end sharing the session.

Connecting to another session

If another person shares a session with you, you can connect to that session using the SMART kapp app on your mobile device. Once connected, you can do everything in the other person's session that you can do in your own sessions:

- Write and erase notes
- View notes
- Save snapshots of notes
- Share snapshots

You can also connect your own SMART kapp iQ board to the session, and then view and interact with notes using the board. Whatever changes you make on your board, the changes will automatically appear on the other person's board and whatever changes they make on their board will automatically appear on your board.

▶ **To connect to another session on a mobile device**

1. From your mobile device, open the email that the session's host sent you.
2. Tap the link in the email.

If you have the SMART kapp app installed, the app opens and displays the notes the other person is sharing.

 **NOTE**

If the SMART kapp app isn't installed on your mobile device, follow the on-screen instructions to install it.

▶ **To connect to another session on a desktop**

1. From your computer, open the email that the session's host sent you.
2. Click the link in the email.

The SMART kapp app opens in your computer's default browser, displaying the notes the other person is sharing.

▶ **To connect your own board to the session**

1. Using your mobile device, connect to the remote session.
You will be asked if you want to open the session in the SMART kapp app.
2. Open the session in the SMART kapp app.
3. On an Apple mobile device, tap **Menu ...**, and then select **Connect to kapp iQ**.

OR

On an Android mobile device, tap **Menu** , and then select **Connect to kapp iQ**.

The *Connect to kapp iQ* screen appears.

4. Hold your mobile device's rear-facing camera still over the board's QR code so that the QR code appears in the center of the app screen.

The app connects your mobile device to the board. The other person's shared notes appear on the screen.

 **NOTE**

If the app doesn't connect your mobile device to the board, move your mobile device closer to or farther away from the board so that the app can capture the QR code.

-
5. View the notes the other person is sharing and write your own notes. Others in the session will see your notes.
 6. Tap **Disconnect** when done.

Chapter 7

Troubleshooting

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Resolving Browser issues	41

This chapter helps you solve issues that can occur with the SMART kapp app and the board.

NOTE


You can also refer to the *Master troubleshooting guide* (smarttech.com/kb/171103).



What the indicator icons mean

SMART kapp iQ boards include three indicator icons in the bottom left corner of the screen. You can refer to the indicator icons to see the board's status and to diagnose common issues.

NOTE

In addition to the indicator icons on the screen, there is an indicator light on the bottom frame (see *Front control panel* on page 4).

Icon	What it means	What to do
 Status		
Solid green	The board is working properly.	[N/A]
Solid red	The board isn't working properly.	Contact SMART Support for assistance.

Icon	What it means	What to do
 Bluetooth		
Solid gray	The board isn't connected to a mobile device. The board was previously connected to a mobile device but the SMART kapp app on the mobile device isn't running or the device has moved out of the board's Bluetooth communication range.	If you previously connected the mobile device, ensure the SMART kapp app is running and the device is within the board's Bluetooth communication range.
Flashing black	The board is connecting to a mobile device.	[N/A]
Solid black	The board is connected to a mobile device.	[N/A]
Flashing red	The board is disconnecting from the mobile device.	[N/A]
Solid red	The board has disconnected from the mobile device.	[N/A]
 Capture		
Solid gray	The board isn't connected to a mobile device.	[N/A]
Flashing black	The board is saving a snapshot of your notes to the connected mobile device.	[N/A]
Black	The board is connected to a mobile device.	[N/A]

Troubleshooting the app

The following are issues that you might encounter while using the SMART kapp app and SMART kapp iQ board.

Your mobile device doesn't connect to the board.

Make sure no other mobile devices are connected to the board. (The board can connect to only one mobile device at a time.)

Your mobile device doesn't connect when you use the QR code.

- Make sure your device's rear-facing camera is working and Bluetooth is enabled.
- Ensure the QR code is clean and fully visible.
- Position your mobile device so that your board's QR code appears in the center of the SMART kapp app screen.

When you write on the board, your writing doesn't appear in the SMART kapp app, or extra lines or other visual noise appear in the SMART kapp app.

- Ensure the board's cameras and frame are clean.
- Check for and remove any objects in the frame.
- Ensure your hands, arms or loose clothing aren't touching the board as you write.
- Write on board using only the included pens.
- Keep your board away from bright light sources, such as direct sunlight and incandescent lighting.
- Download and install the latest firmware.

The SMART kapp app displays the "Object blocking frame" message.

The SMART kapp app displays this message when dirt on the board's frame obscures the sensors. To fix this, clean the board's cameras and frame.

My issue isn't listed here.

- Download and install the latest firmware.
- If the issue still persists, contact SMART Support for assistance.

Resolving issues with SMART amp

To resolve issues with SMART amp, refer to *Troubleshooting SMART amp* (support.smarttech.com/docs/software/amp/amp-software/en/troubleshooting/).

Resolving issues with the Browser

To resolve issues with the Browser, review the following information. If the issues persist or aren't covered in the following information, contact SMART Support (smarttech.com/contactsupport).

Resolving Browser issues

- Make sure the board is connected to a network. See *Chapter 5: Connecting to a network* on page 19 for more information.
- If the Browser can't visit secure (https) websites, ensure the board's date and time are correct. See Adjusting the SMART kapp iQ settings in the *SMART kapp iQ administrator's guide* (smarttech.com/kb/171038) for more information.
- Contact your IT admin.

Appendix A

Hardware environmental compliance

SMART Technologies supports global efforts to ensure that electronic equipment is manufactured, sold and disposed of in a safe and environmentally friendly manner.

Waste Electrical and Electronic Equipment (WEEE)

Electrical and electronic equipment contain substances that can be harmful to the environment and to human health. The crossed-out wheeled bin symbol indicates that products should be disposed of in the appropriate recycling stream and not as regular waste.



Batteries

The AM30 appliance contains a CR2032 battery. Recycle or dispose of batteries properly.

Perchlorate material

Battery contains perchlorate material. Special handling may apply. See dtsc.ca.gov/hazardouswaste/perchlorate.

More information

See smarttech.com/compliance for the materials table.

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SMART TECHNOLOGIES

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