SMART Board MX (V2) series
interactive displays

USER GUIDE

SBID-MX265-V2 | SBID-MX275-V2 | SBID-MX286-V2

SMART®

Learn more

This guide and other resources for SMART Board MX (V2) 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.

Important information

⚠️ **WARNING**

- Do not open or disassemble the display. You risk electrical shock from the high voltage inside the casing. Opening the casing also voids the warranty.

- Do not stand (or allow children to stand) on a chair to touch the surface of the display.

- To reduce the risk of fire or electric shock, do not expose the display to rain or moisture.

- Do not insert objects inside the cabinet ventilation holes, because they could touch dangerous voltage points and cause electric shock, fire or product damage which may not be covered by the warranty.

- Do not place heavy objects on the power cable. Damage to the cable could cause shock, fire or product damage which may not be covered by the warranty.

- If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.

- Disconnect all of the display's power cables from the wall outlet and seek assistance from qualified service personnel if any of the following occur:

  - The power cable or plug is damaged

  - Liquid is spilled into the display

  - Objects fall into the display

  - The display is dropped

  - Structural damage, such as cracking, occurs

  - The display behaves unexpectedly when you follow operating instructions

- Before inserting or removing an OPS from the display, turn off the display using the switch at the back of the display. See Open Pluggable Slot computer (OPS) disclaimer for more information.

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
Suppliers Declaration of Conformity
47 CFR § 2.1077 Compliance Information
Unique Identifier: SBID-7075, ID7075-1, ID7075-2, ID7086-1, ID7086-2
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.

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

Innovation, Science and Economic Development Canada statement

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

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

Radiation exposure statement

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

Innovation, Science et Développement économique Déclaration du Canada

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

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

⚠ **ADVERTISSEMENT**

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.

Contents

CONTENTS

Welcome

This chapter introduces the SMART Board® MX (V2) series interactive displays.

About this guide

This guide explains how to use a SMART Board MX (V2) series interactive display.

This guide is intended for individuals who use displays in their organizations. Other documentation and resources are available for those who install and maintain displays (see *More information* on page 7).

About the display

The SMART Board MX (V2) interactive display with iQ is the hub of your classroom.

The display includes an extensive set of features and components:
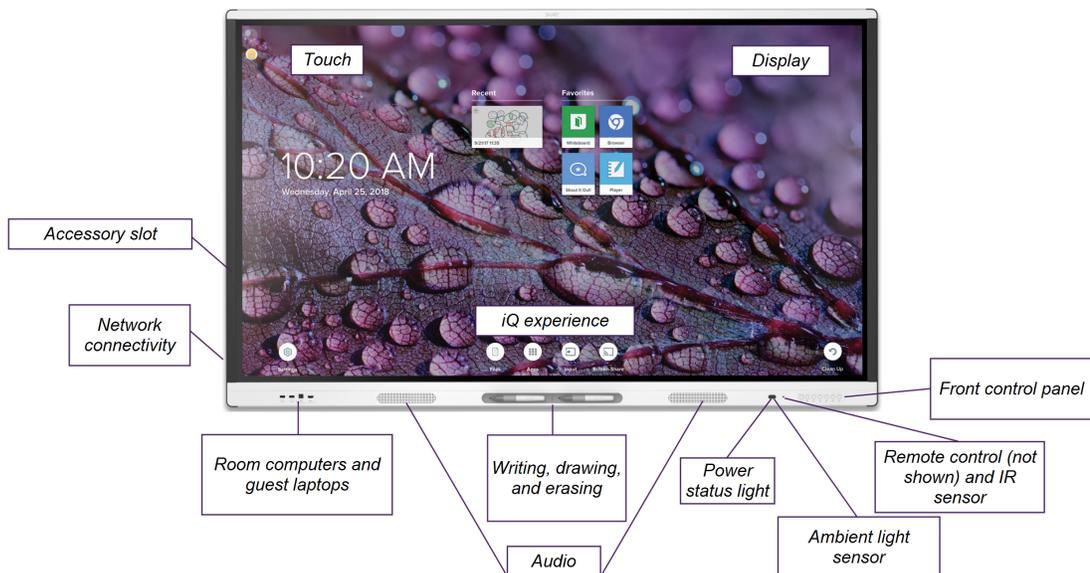
Touch

Display

Accessory slot

Network connectivity

iQ experience

Front control panel

Room computers and guest laptops

Writing, drawing, and erasing

Power status light

Remote control (not shown) and IR sensor

Audio

Ambient light sensor

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.

For more information, see *Using touch* on page 13.

Writing, drawing, and erasing

The display comes with two pens, which you can use to write or draw on the screen.

Use your fist or palm to erase digital ink on the screen.

With Object Awareness™, the display responds automatically to the tool or object you're using, whether it's a pen, finger, or palm. The display's Simultaneous Tool Differentiation technologies allow two people to write independently and simultaneously.

For more information, see *Writing, drawing, and erasing* on page 15.

iQ experience

The display's iQ experience provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing, and a web browser. With minimal network integration, there's no need for wires, cables, or manual software and firmware updates.

Tap the **Home** ⌂ button on the display's front control panel 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 screen, see *Opening and using the Home screen* on page 10.

For more information about the iQ apps, see *Chapter 3: Using the iQ apps* on page 19.

Display

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

The size of the display varies by model:

Models	Size (diagonal)
SBID-MX265-V2	65"
SBID-MX275-V2	75"
SBID-MX286-V2	86"

Audio

The display includes two 15 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 the RJ45 LAN jack on the display:

- Wi-Fi 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 Ethernet network.

Room computers and guest laptops

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

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 *Chapter 4: Connecting computers and other devices* on page 23.

Accessory slot

You can install an OPS-compatible device, such as a SMART PCM8 series OPS PC, in the accessory slot. The SMART PCM8 series OPS PC provides a complete Windows 10 Pro solution.

For more information on the SMART PCM8 series OPS PC, see *SMART PCM8 series OPS PC* on page 6.

⚠ 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 and/or IEC 62368-1.

Front control panel

The front control 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.

For more information about the front control panel, see *Using the front control panel* on page 10.

Front connector panel

The front connector panel includes connectors for USB peripherals and a computer or other input source.

For more information about the convenience panel, see *Connecting room computers and guest laptops* on page 25.

Ambient light sensor

The ambient light sensor is located in the bottom-right corner of the display's frame.

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

Power status light

The power status is located in the bottom-right corner of the display's frame.

The power status light indicates the display's status.

Power status light	Display status
Red	Standby mode
Green	Normal operating mode

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 IR sensor for the remote control is located in the bottom-right corner of the display's frame.

For more information about the remote control, see *Using the remote control* on page 11.

Identifying your specific model

SMART offers several models of the SMART Board MX (V2) series interactive display.

For help identifying your model, see the label on the left side of the display.
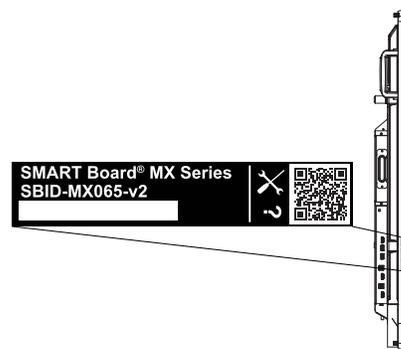
Model	Screen size (approximate)
SBID-MX265-V2	65" (165 cm)
SBID-MX275-V2	75" (190 cm)
SBID-MX286-V2	86" (218 cm)

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

Accessories

Accessories for the display include:

- SMART PCM8 series OPS PC
- SBA-100 projection audio system
- SMART Audio 400 classroom amplification system
- Stands
- USB extenders

NOTE

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

SMART PCM8 series OPS PC

The SMART PCM8 series Open Pluggable Specification (OPS) PCs provide a hassle-free Windows® 10 Pro solution based on eighth generation Intel® Core™ processors and are designed specifically to work with a SMART display. Available in two standard configurations, SMART PCM8 series OPS PCs are WHQL certified and fully licensed with Windows 10 Pro out of the box. Install the OPS PC in a display's OPS slot to provide a complete 4K UHD Windows 10 solution at your fingertips, without the need for an external PC or additional cables.
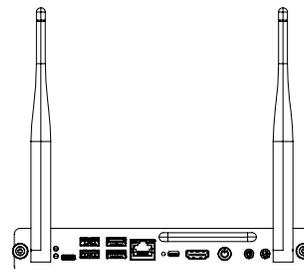
Install familiar Windows software applications, such as SMART Notebook® collaborative learning software, SMART Meeting Pro® software, and SMART TeamWorks™ software, and access the internet directly through your display's network connection. Upgrades and service for the OPS PC can be easily performed without removing the display from its mounting.

SBA-100 projection audio system

The SBA-100 projection audio system consists of two 14 W speakers and is intended for wall-mounted displays. You can control volume using the display's front control panel or the digital volume controls in a connected computer's operating system.
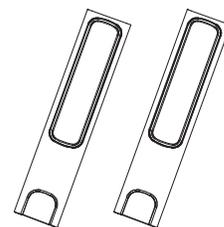
SMART Audio 400 classroom amplification system

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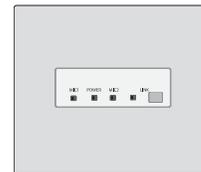
Stands

If you want to move the display from place to place, you can install it on a SMART mobile stand. Alternatively, 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 on extending USB connections, see USB cable extenders.

More information

In addition to this guide, SMART provides other documents for the 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 MX (V2) series interactive display documents and other support resources.

Chapter 2

Using basic features

This chapter explains how to wake the display when it's asleep, how to view connected computers' input and how to interact with the display.

Waking up the display and putting it back to sleep

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.

For information about turning the display off, see *SMART Board MX-V2 series interactive displays installation and maintenance guide* (smarttech.com/kb/171555).

Opening and using the Home screen

The Home screen appears when you wake the display. You can use it 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.

You can return to the Home screen at any point by following the instructions below.

To show the Home screen

Tap the **Home** button ⌂ on the front control panel.

OR

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

To learn more about the Home screen, see Understanding the Home screen.

Using the front control panel

The front control panel contains buttons for returning to the iQ Home screen, switching the input source, showing and hiding a screen shade, controlling the volume, freezing and unfreezing the screen, and turning the display on and off.
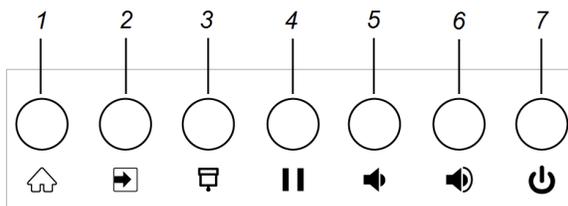
No.	Name	Procedure
1	Home	Press to return to the iQ Home screen (see *Opening and using the Home screen* above).
2	Input select	Press to switch input source (see *Viewing a connected computer's input* on page 26).
3	Screen shade	Press to hide screen contents behind a screen shade (see *Freezing or hiding the screen* on page 16).
4	Freeze	Press to freeze and unfreeze the screen (see *Freezing the screen* on page 16).

No.	Name	Procedure
5	Volume decrease	Press to turn down the volume (see *Adjusting the volume* on page 16).
6	Volume increase	Press to turn up the volume (see *Adjusting the volume* on page 16).
7	Power	Press to wake the display (see *Waking up the display and putting it back to sleep* on page 9). Press again to enter Sleep mode (see *Waking up the display and putting it back to sleep* on page 9).

Using the remote control

The infrared remote control enables you 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 functions available for the remote control.

No.	Name	Procedure
1	Power	• Press to enter or exit Standby mode (see *Waking up the display and putting it back to sleep* on page 9). **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. • Press and hold for four seconds to turn off the display. • Press and hold for 10 seconds to reset the display.
2	Home	Open the iQ Home screen (see *Opening and using the Home screen* on page 10).
3	Up and down buttons	Select a menu option in the settings.
4	Set	Open a selected menu option in the settings.
5	Left and right buttons	Change the value of the selected setting.

No.	Name	Procedure
6	Back	Go back one step back in your navigation history.
7	Input	Switch input sources (see *Viewing a connected computer's input* on page 26).
8	Settings	Open display settings.
9	Screen shade	Hide screen contents behind a screen shade (see *Showing and hiding the screen shade* on page 17).
10	Freeze frame	Freeze and unfreeze the screen (see page 16).
11	Volume increase	Increase the volume (see *Adjusting the volume* on page 16).
12	Volume decrease	Decrease the volume (see *Adjusting the volume* on page 16).
13	Volume mute	Mute the volume (see *Adjusting the volume* on page 16).

Using touch

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

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

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

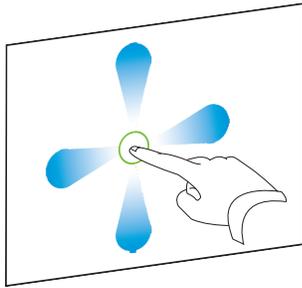You can also use gestures within applications.
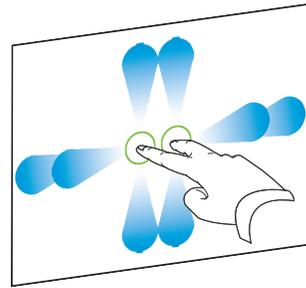

NOTE

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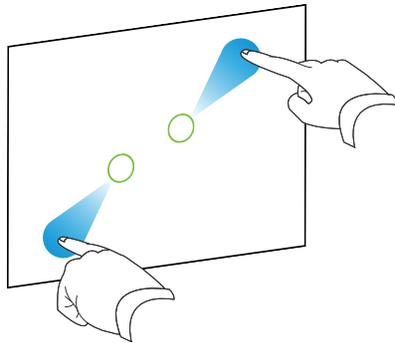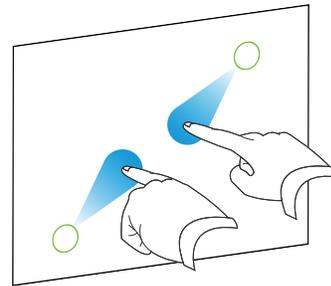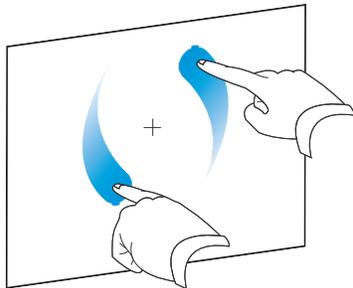

Pan (one finger)

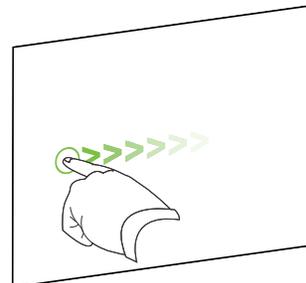*Pan (two fingers) / scroll*

Pinch to zoom in / scale (enlarge)
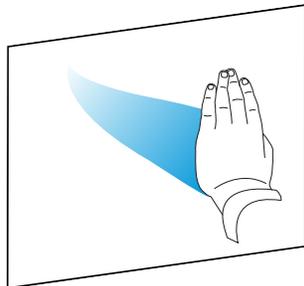
Pinch to zoom out / scale (reduce)

Rotate

Flick

Erase with palm

Erase with fist
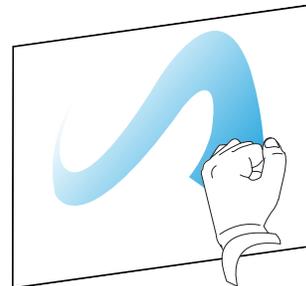
Writing, drawing, and erasing

The display includes two pens, which you can use to write or draw in digital ink. You can erase digital ink using gestures or the eraser tool in the apps.

Writing and drawing in digital ink

To write or draw in digital ink

1. Pick up one of the display's pens.

2. Use the pen to write or draw in digital ink.

Using the SMART Ink® dynamic (floating) toolbar

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

To learn more about using 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

- Open the toolbar

- Close the toolbar (keep SMART Ink on, but hide the floating toolbar)

- Using presentation tools, such as Spotlight, Magnifier, and Screen Shade

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.

To change the pen's default color, thickness, and other properties, see Changing pen, eraser, and button settings.

Erasing digital ink

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

To erase digital ink

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

Adjusting the volume

Use the buttons on the front control panel or the remote control to mute the display's volume or turn it up or down.

NOTE

See *There's no sound or there's a problem with the sound* on page 33 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 front control 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 front control panel or the remote control, you can use the on-screen slider to adjust the volume.

To mute the volume

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

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 front control panel or the 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.

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 front control panel or the remote control.

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

Chapter 3

Using the iQ apps

The display comes with the following iQ apps:

- SMART Notebook Player

- 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 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 Notebook Player, 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 Understanding the Apps Library.

Using the 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.

Using kapp Whiteboard

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

To learn how to write, draw, and erase in kapp Whiteboard, see *Writing, drawing, and erasing* on page 15.

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

Using SMART Notebook Player

Use SMART Notebook Player to open, view, and interact with SMART Notebook software files. Notebook Player makes it easy to present SMART Notebook files and play SMART lab™ activities on the display. SMART Notebook Player is also the default whiteboard for education models.

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

To learn more about SMART Notebook Player, see Working with SMART Notebook files and whiteboards 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

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

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 apps.

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 Deploying third-party apps on your display.

---

[1]Windows 10 operating system only

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.

To learn more, see Preparing the display for the next user.

Connecting computers and other devices

> ⚠ **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	Licensing details
SMART Learning Suite	A suite of desktop and online software that combines lesson delivery, activities, assessments, and collaborative workspaces and includes SMART Notebook software and SMART Learning Suite Online.	1-year subscription[1]

---

[1]SMART Notebook basic version also available.

Software	Description	Licensing details
SMART Product Drivers	Software that enables the computer to detect input from the display.	Included with SMART Learning Suite
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

TIP

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

The following software is also available but sold separately:

Software	Description
SMART Remote Management	Cloud-based mobile device management software for remotely maintaining, supporting, controlling, and securing the display and your other devices

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.

Using SMART software

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

- SMART Notebook

- SMART Learning Suite Online

- SMART Learning Suite

- SMART Product Drivers

- SMART Ink

- SMART Remote Management

Connecting room computers and guest laptops

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

Side and bottom connector panel   **Front connector panel**

HDMI 1

HDMI 2

VGA

HDMI 3
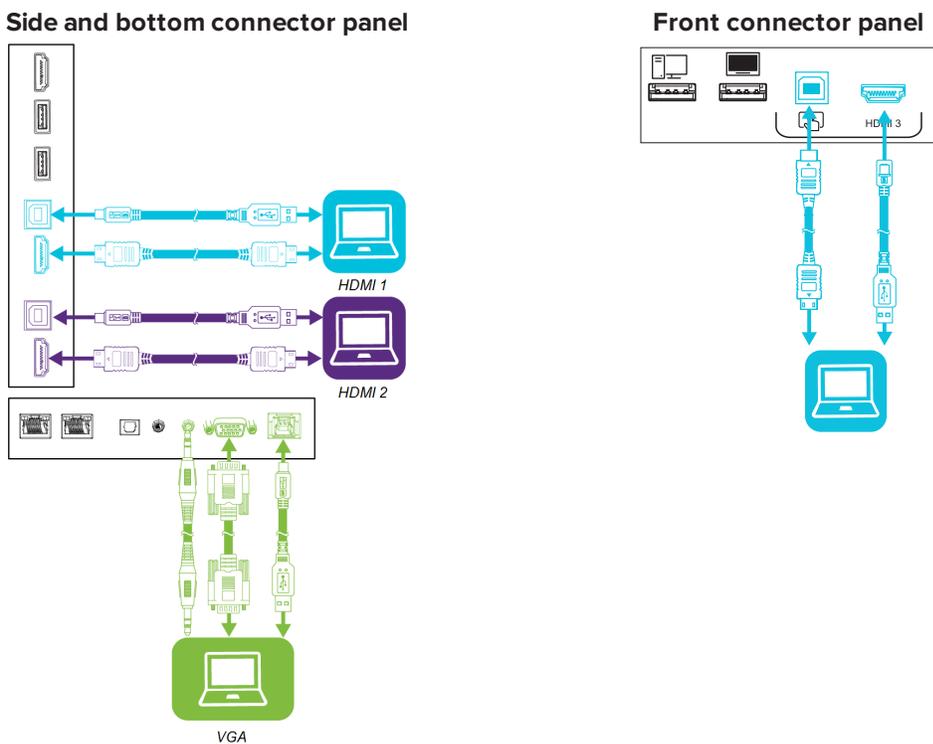
NOTES

- Install SMART software on any computers you connect to the display (see *Installing and using SMART software* on page 23).

- 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.

Viewing a connected computer's input

To view a connected computer's input

1. Connect the computer to the display.

2. Press the **Input** ⊐ button on the front control panel or the remote control.

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

   > **NOTE**
   >
   > A thumbnail with **Touch enabled** 👆 indicates a USB cable is connected between the display and device and touch is available.

   ○ A gray thumbnail indicates no device is connected to an input.

   ○ A black 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.

3. Tap the computer's thumbnail.

Setting a connected computer's resolution and refresh rate

The following table presents the recommend resolutions and refresh rates for the display's HDMI 1, HDMI 2, and HDMI 3 input sources:

Resolution	Input source aspect ratio	Mode	Refresh rate
3840 × 2160	16:9	UHD / 2160p	59.94 Hz / 60 Hz 50 Hz 29.97 Hz / 30 Hz 25 Hz 23.98 Hz / 24 Hz
1920 × 1080	16:9	FHD / 1080p	59.94 Hz / 60 Hz 50 Hz 29.97 Hz / 30 Hz 25 Hz 23.98 Hz / 24 Hz
1360 × 768	16:9	HD	60.015 Hz
1366 × 768	16:9	HD	60.015 Hz

Resolution	Input source aspect ratio	Mode	Refresh rate
1280 × 720	16:9	HD / 720p	59.94 Hz / 60 Hz 50 Hz 29.97 Hz / 30 Hz 25 Hz 23.98 Hz / 24 Hz
720 × 480	16:9	480p (DVD Player)	60 Hz

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

Resolution	Input source aspect ratio	Mode	Refresh rate
1920 × 1080	16:9	[N/A]	60.000 Hz
1600 × 1200	4:3	[N/A]	60.000 Hz
1360 × 768	16:9	[N/A]	60.015 Hz
1280 × 1024	5:4	SXGA 60	60.020 Hz
1024 × 768	4:3	XGA 60 XGA 70 XGA 75	60.004 Hz 70.069 Hz 75.029 Hz
800 × 600	4:3	SVGA 60 SVGA 72 SVGA 75	60.317 Hz 72.188 Hz 75.000 Hz
640 × 480	4:3	VGA 60	59.940 Hz

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

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 USB receptacles on the display.

For more information, see *Connecting USB drives, peripherals, and other devices* on page 29.

Troubleshooting connected computers

For troubleshooting information for connected computers, see *Chapter 5: Troubleshooting* on page 31.

Connecting a SMART PCM8 series OPS PC

If your organization has purchased a SMART PCM8 series OPS PC, you or your organization's installers can install the OPS PC in the accessory slot of the SMART Board MX (V2) series interactive display following the OPS PC's installation instructions (smarttech.com/kb/171544). You can then view the OPS PC's input on the display.
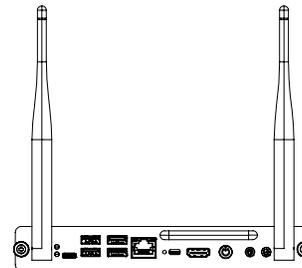
For more information about the SMART PCM8 series OPS PC, see *SMART PCM8 series OPS PC* on page 6.

> ⚠️ **CAUTION**
>
> Do not install the OPS PC or remove it from the accessory slot while the display is turned on.

> **TIP**
>
> You can install the SMART software that is included with the display on the OPS PC. For more information on installing software, see *Installing and using SMART software* on page 23.

Viewing the OPS PC input

To view the OPS PC input

1. Press the **Input** ⤵ button on the front control panel or the remote control.

   The input selection menu appears.

2. Tap the OPS PC input.

Connecting external displays

You can connect an external display to duplicate or extend the OPS PC's desktop.

For more information, see the *SMART Board MX (V2) series interactive displays installation and maintenance guide* (smarttech.com/kb/171555).

Connecting USB drives, peripherals, and other devices

The display includes the following USB Type A receptacles. 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 PCM8 series OPS PC).
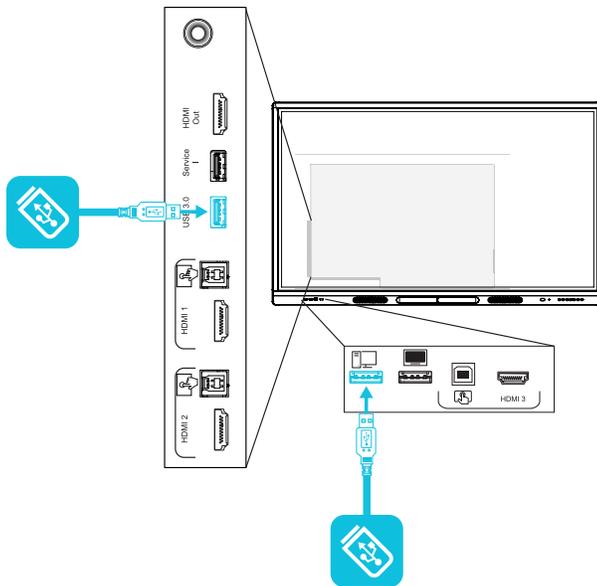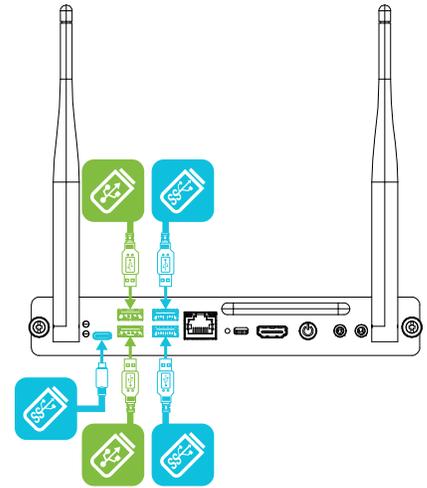

The following table shows which USB 3.0 Type-A receptacles you can use with each input source and the supported USB speed:

Input source	USB 3.0 Type-A receptacle on the side connector panel	USB 2.0 Type-A receptacle on the front connector panel
iQ	✔ (SuperSpeed)	✔ (Hi-Speed)
HDMI 1	✔ (SuperSpeed)	✔ (Hi-Speed)
HDMI 2	✔ (SuperSpeed)	✔ (Hi-Speed)
HDMI 3	✔ (SuperSpeed)	✔ (Hi-Speed)
VGA	✔ (SuperSpeed)	✔ (Hi-Speed)
Accessory slot	✔ (SuperSpeed)	✔ (Hi-Speed)
OPS PC	✔ (SuperSpeed)	✔ (Hi-Speed)

NOTE

If a SMART PCM8 series OPS PC is installed in the accessory slot, you can connect USB drives, peripherals, and other devices to the USB 2.0 Type-A, USB 3.0 Type-B, and USB Type-C receptacles on the OPS PC to access those devices from the OPC PC input.

Troubleshooting

This section explains how to resolve a variety of common issues with the display and SMART PCM8 OPS PC (if installed). If your specific symptoms aren't covered below or the solutions to the symptoms don't work, refer to the SMART knowledge base for additional troubleshooting information

community.smarttech.com/s/topic/0TO0P000000Xt5yWAC/mx-series

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.	• Determine if the problem is with the video. • Restart the display.

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

NOTE

If the issue occurs on the Home screen, the issue may be with the display. See *Contacting your reseller for additional support* on page 36.

If the issue doesn't occur on the Home screen, examine the connected computers or devices.

Symptom	Troubleshooting steps
The screen is blank.	• Make sure any connected computers are on and not in Standby 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 awake.
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.	• Switch to a different input and then back to the first input. • Make sure any connected computers are on and not in Standby mode. • 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 26. • 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.
There are bright spots on the screen.	• 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 36. • 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 MX (V2) series interactive displays installation and maintenance guide* (smarttech.com/kb/171555). • 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.

Symptom	Troubleshooting steps
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 *Connecting room computers and guest laptops* on page 25. - 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. - 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 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. - Make sure SMART Product Drivers is 12.14 or later.
When you write on the screen, the ink appears in the wrong place. OR Writing is intermittent. OR Ink disappears as you write.	- 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. - 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.

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.

| Symptom	Troubleshooting steps
SMART Learning Suite Online isn't working as expected.	See Troubleshooting common issues in SMART Learning Suite Online.
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 PCM8 OPS PC isn't working as expected

Symptom	Troubleshooting steps

The on-screen keyboard isn't visible.	• Enable the on-screen keyboard:
	  a. Select **Start** > **Settings**.
	    The *Settings* window appears.
	  b. Tap **Ease of Access**, and then tap **Keyboard**.
	  c. Enable **Use the On-Screen Keyboard**.
	  For more information, see Use the On-Screen Keyboard (OSK) to type.
	• Enable tablet mode:
	  Tap the notification icon ⬜ in the bottom-right corner of the screen and then select **Tablet mode**.
	  For more information, see Turn tablet mode on or off.

Windows 10 or the OPS PC are unresponsive.	• Restart the OPS PC:
	  a. Press and hold the power button on the OPS PC.
	  b. Wait two minutes.
	  c. Press the power button to turn on the OPS PC.
	• If restarting the OPS PC doesn't resolve the issue, contact SMART support.

There is an issue with Bluetooth.	See Fix Bluetooth problems in Windows 10: FAQ.
There is an issue with the network connection.	See Fix network connection issues in Windows.

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 display's serial number. The serial number is on a label located on the left side of the display (pictured).
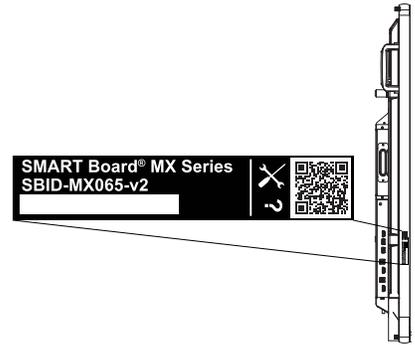
TIPS

- Scan the QR code on the label to view the SMART Board MX (V2) 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 MX (V2) series interactive displays installation and maintenance guide* (smarttech.com/kb/171555) for more information.