SMART®

Release notes
iQ system software 3.1

Overview

iQ system software includes a whiteboard and a suite of other applications that run from an embedded iQ appliance. Designed specifically to complement individual, small group, and whole-room collaboration, the display fully integrates with mobile devices, such as tablets, smartphones, laptops, and Chromebooks™.

You can download the iQ system software from smarttech.com/downloads.

NOTE

The features available vary depending on the model of iQ appliance that's installed in your display. For more information, see the Identifying your iQ appliance model wizard.

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iQ system software 3.1.34

Highlights

Release date	November 29, 2018
Software versions	• iQ appliance (AM30): 3.1.34 • iQ appliance (AM40): 3.1.34 • iQ appliance (AM50): 3.1.34

New features

System software	• Create folders in the Files Library • Search for and sort files in the Files Library • Install certificates for network and proxy access that requires a password • (SMART Board 7000 and 7000 Pro series interactive displays) Option to automatically turn on the board automatically if the presence detection sensor detects users in the room • Vietnamese language support
Screen Share	(AM30 iQ appliance) Support for AirPlay streaming when sharing an internet video with an AirPlay-enabled app
Browser	Chromium updated to version 70

Resolved issues

System software

- When attempting to export multiple files to a USB drive, the dialog box remained open and no files were exported to the USB drive [41652].
- (SMART Board 7000 and 7000 Pro series interactive displays) After editing the properties for video input's tile on the Home screen, you couldn't swipe through the Home screen [41493].
- After editing a tile's name in the Files Library and then exiting Edit mode, swiping through the Files Library no longer worked [41474].
- When editing a tile's name in the Files Library, the keyboard didn't appear [41458].
- The Home screen clock did not appear properly when the display's language was set to a language other than English [41414].
- After cleaning up the display, the image for pinned Browser tiles disappeared. The link to the website still worked [41370].
- In some cases, SMART Notebook Player tiles didn't appear on the Home screen after enabling the app in Settings [41046].
- After opening a screenshot from the Files Library, a dialog box asking you to save the screenshot appeared when you pressed the Back button [39340].
- After erasing all content and adding new content, a pinned Whiteboard tile was no longer pinned [24599].
- When working on an annotation layer in the Browser app and then inserting a USB drive with a newer version of iQ system software, the update dialog box didn't appear and the Home button disappeared [14158].

Player

- SMART didn't recommend adding multiple Shout It Out! activities to a SMART Notebook file that is open on the display [40435].
- If the display had been in Standby for 6–7 hours [416444].
  - Share to Board behaved unexpectedly.
  - The "SMART board is Offline" message appeared on your mobile device when you attempted to connect a mobile device to the display. The mobile device may not have connected to the display.
- If an AM40 iQ appliance is installed, "Loading" appeared on the screen [17696].

Screen Share

- Screen Share would occasionally stop responding when you shared videos from the YouTube app on your iPad mini [34643].
- If you were using an Apple device's browser to share content from youtube.com, making the website fullscreen opened the YouTube app. Screen Share closed unexpectedly or sharing was paused [407147, 420728, 10881].
- When Google Play™ services closed unexpectedly on the connected mobile device, the device disconnected from Screen Share [420917].

Known issues

System software

- Scrolling through the library might be slow if the Files Library contains many files [49660].
- After deleting a whiteboard tile in the Files Library, the message shows an incorrect name for the whiteboard [49437].

- After renaming a whiteboard and then exporting it as PDF to a USB drive, the PDF might not have the same file name as the renamed whiteboard [49347].

- When exporting a saved screenshot as a PDF to a USB drive, the PDF's file name contains "whiteboard" instead of "screenshot" [49338].

- After starting a new whiteboard, the screen flashes when you press the Back button [49036].

- (AM50 iQ appliance) When naming a new folder, the on-screen keyboard doesn't appear. Restart the display. See the display's documentation [48894].

- (AM50 /AM40 iQ appliance) Only channels 36–48 for 5Ghz Wi-Fi are supported [48618].

- When changing the display's wallpaper in Settings, browsing for images on a USB drive that contains hundreds of images might be very slow [47834].

- When writing or drawing on an annotation layer, you're can't change the second pen's color while the first pen is writing [46979].

- After erasing all content and adding new content, a pinned Whiteboard tile shows the default icon instead of a thumbnail [46676].

- Users may be prompted a number of times for a PIN when installing a certificate for networks and proxies [46465].

- After exporting a whiteboard as a PDF to a USB drive, exporting that PDF again causes SMART Notebook Player to stop responding and the Export to USB button to be disabled [43565]

- After locking down the Settings app remotely or disabling apps, some tabs in Settings remain visible [41045].

- Long file names don't display properly [38988].

Whiteboard	- Whiteboards are created at the root folder of the Files Library rather than in the folder currently shown [48904] - After erasing everything and adding new ink to a Whiteboard, a pinned Whiteboard tile shows the default icon instead of a thumbnail [46676]. - If an AM40 iQ appliance is installed and you switch languages in Settings, writing on the screen or saved sessions disappears [420243, 420411]. - After installing an update, the QR code is not visible on the whiteboard even if Saving Whiteboards is enabled in the Settings app [420787]. **NOTE** Restart the display to resolve the issue.
Browser	Incorrect text appears in the interface [49772, 49779].

SMART Notebook Player
for the display

- AIf you exit a lesson without pressing the Stop button, the lesson might reappear if you start and then stop a Shout It Out! activity [48441].
- When presenting a SMART Notebook file on the display, the ink in the SMART Notebook file might not be saved if the mobile device is no longer connected to a network [43205]
- The following SMART Notebook file content is not supported by SMART Notebook Player:
    - Flash® widgets
    - HTML5 widgets
    - GeoGebra
    - Lesson Activity toolkit
    - 3D objects
    - SMART blocks
    - Concept mapping
- If the display has been in Standby for 6–7 hours [416444].
    - Share to Board behaves unexpectedly. Restart the display or download the latest version of iQ system software.
    - The "SMART board is Offline" message appears on your mobile device when you attempt to connect a mobile device to the display. The mobile device may not connect to the display. Restart the display or download the latest version of iQ system software.
- The Player app closes unexpectedly when you open a SMART Notebook file that contains SMART response® 2 question set that has more than 10 images in it [18287].

Screen Share

- Screen Share can occasionally stop displaying content from a mobile device without disconnecting the mobile device [386094].
- Chromebooks can't use Screen Share reliably because the computer relies on a software decoder [389774].
- Screen Share closes unexpectedly [386862, 386874, 399983].
- The display is unable to display content in full screen mode when streaming video [394095].
- Screen Share stops responding [399295].

    NOTE

    If Screen Share stops responding, you can restart Screen Share.
    a. Open Settings.
    b. Scroll to Screen Share.
    c. Tap **Screen Share** > **Reset**.

- Screen Share behaves unexpectedly on a SMART Board 7000 series interactive display with iQ if an Ethernet cable is connected while Wi-Fi is enabled [417977].
- If an iQ appliance (AM30) is installed in the display, when using the Chrome™ browser to share video to the display, parts of the image do not display correctly. When using the Chrome browser for Screen Share, share the entire desktop and not just the browser tab. [419594].

- Samsung Chromebooks are unable to share content to the board [419728].

- Samsung mobile devices should use the Google™ Home app to share content [417994].

- Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device [407403, 10784].

- When sharing SMART Document Camera 550's image to the display using Miracast, the device's tile appears in the middle of the screen [41462].

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