SMART

Frequently asked questions

SMART kapp

The SMART kapp® board enables you to collaborate with others in a simple but powerful way. The following are frequently asked questions about the SMART kapp board.

> **NOTE**
>
> For more information about the board, see the *SMART kapp board user's guide* (smarttech.com/kb/170769).

General

Where can I find purchasing information for the board?

Visit smartkapp.com/store for complete information on price, availability and where to buy a board.

Where can I find more information about the board?

Visit smartkapp.com/support to find additional information such as product specifications, install guides and user's guides.

Is the board mobile? Can I move it?

You can install a SMART kapp board in most environments and make it mobile by mounting it on a compatible mobile floor stand. This enables you to move the board between rooms in a building.

How many pens are included with the board, and can I buy replacement pens?

The SMART kapp 42 board comes with three dry erase markers and the SMART kapp 84 board comes with six dry erase markers. You can use virtually any dry erase marker as a replacement.

Can I write on the board with any dry erase marker?

You can use virtually any dry erase marker with the board.

Where can I buy replacement parts for the board?

Replacement markers, power supply, mounting hardware and erasers can be purchased from the Store for SMART Parts (see smarttech.com/Support/PartsStore).

I hear that SMART kapp iQ™ has multi-way inking. Do the SMART kapp boards also support this feature?

SMART kapp 42 and 84 boards don't support multi-way inking. Unlike SMART kapp iQ boards, these boards are not interactive display panels and do not use digital ink so they are unable to display what remote participants contribute to a sharing session.

SMART kapp app

Which mobile devices and operating systems are compatible with the app?

You can use the SMART kapp app on the following devices and operating systems:

Device type	Requirements
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
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 • NFC (recommended) • 3 megapixel or better rear-facing camera (recommended)

What languages does the SMART kapp app support?

Currently, the SMART kapp app supports the following languages:

- English

- German

- French

- Spanish

- Chinese

In what file formats can I save snapshots?

You can save your snapshots in JPEG or PDF format in the SMART kapp app, and in PDF format on a USB drive.

What is the typical file size of a snapshot?

Snapshots are small files, typically less than 30 KB.

How many users can join a session?

Up to 250 users can join a shared session.

Connecting

Does the board require an Internet connection?

The board doesn't require access to the Internet (wired or wireless). The mobile device that connects to the board requires Wi-Fi® or a mobile data plan to share a board session and to share snapshots to the Evernote® service or other cloud services.

How do I connect my mobile device to the board?

It's easy to connect your mobile device to the board. Simply scan the board's QR code (iOS or Android™ mobile devices) or tap the NFC tag (Android mobile devices only) to initiate a Bluetooth® connection.

> **NOTE**
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> Currently, you are unable to connect the board to an iPhone 6 using the mobile device's NFC support.

Can I connect a computer to the board?

The board connects directly to the SMART kapp app through Bluetooth using an iOS or Android mobile device. After you capture snapshots on a mobile device or on a USB drive, you can transfer the snapshots to a computer.

Can I connect a SMART interactive display to a board?

You can view a share session from a board on a SMART Board® interactive whiteboard, a SMART Board interactive flat panel or another SMART interactive display by opening the session in an Internet browser.

Can I connect multiple boards together?

The board is designed to connect with only a mobile device. Boards cannot be connected to each other.

Security

The board saves data to a cloud-based service. Isn't the cloud a scary place where people can steal data?

SMART helps protect your sensitive information in the kappboard.com cloud service by using only encrypted communication protocols (HTTPS) and removes it as soon as you stop sharing. These measures are in addition to industry-standard security best practices.

What prevents someone from intercepting content from a board?

When a user connects to a board, a connection icon indicates that a device is connected. Only one mobile device can connect to a board at a time. The board uses only encrypted protocols to communicate over Bluetooth (in addition to what Bluetooth itself provides), effectively reducing the risk of data interception in the air.

After I erase ink on the board, can someone connect a mobile device and see information I've already erased?

When you erase ink on the board's surface, the ink is permanently removed from the board's memory. Only the remaining ink that's visible on the board is synchronized with connected mobile devices.

> **NOTE**
>
> For more details about SMART kapp's security features, see
> onlinehelp.smarttech.com/kappsecurity.

Contact support

Have a question that's not listed here? Visit smartkapp.com/support and fill out the support form located at the bottom of the page to get assistance.

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smartkapp.com
smartkapp.com/support