USER'S GUIDE
FOR MODELS SMART KAPP IQ™ 55 AND 65, AND SMART KAPP IQ PRO 55 AND 65
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: ______________________________
Important information

General

**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, please 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.

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**

- 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 dust buildup and clean weekly.
- Make sure an electrical socket is near the board and remains easily accessible during use.
- The external power supply must meet the Limited Power Source (LPS) requirements of CSA/UL/IEC/EN 60950-1, when required.
- 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 is for use with SMART accessories only. The 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. For additional information, see Open Pluggable Slot computer (OPS) disclaimer (kb.smarttech.com/?q=15807).
• 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:

<table>
<thead>
<tr>
<th>Model</th>
<th>Power requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMART kapp iQ™ 55&quot;</td>
<td>90V to 240V AC, 50Hz to 60 Hz, 134 W</td>
</tr>
<tr>
<td>SMART kapp iQ 65</td>
<td>100V to 240V AC, 50 Hz to 60 Hz, 199 W</td>
</tr>
</tbody>
</table>

• For additional requirements and other information, refer to the board's specifications (see Specifications on page 7).

**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.
# Contents

**Important information** ........................................................................................................ i
  General ....................................................................................................................................... i
  Federal Communication Commission interference statement ................................... iii
  Industry Canada statement ............................................................................................... iv

**Chapter 1: Welcome** ........................................................................................................ 1
  About this guide ....................................................................................................................... 1
  About the SMART kapp iQ board .................................................................................... 2
  About the SMART kapp app .............................................................................................. 7
  Other documentation and resources .................................................................................. 7

**Chapter 2: Installing the SMART kapp iQ board** .............................................................. 9
  Mounting the SMART kapp iQ board .................................................................................. 9
  Connecting power ............................................................................................................... 11
  Turning on the SMART kapp iQ board for the first time .............................................. 12
  Exiting and entering Standby mode .................................................................................. 12

**Chapter 3: Using SMART kapp iQ** .................................................................................. 15
  Installing the SMART kapp app .......................................................................................... 15
  Using the SMART kapp app ............................................................................................... 18
  Connecting and starting a session ...................................................................................... 18
  Writing and erasing notes ................................................................................................. 19
  Viewing notes ..................................................................................................................... 22
  Saving snapshots of notes ................................................................................................. 22
  Sharing snapshots ............................................................................................................... 26
  Sharing a session ................................................................................................................ 27
  Continuing a previous session ......................................................................................... 29
  Disconnecting the app ........................................................................................................ 31
  Upgrading to a plus subscription ...................................................................................... 32
  Connecting to another session .......................................................................................... 34

**Chapter 4: Maintaining the SMART kapp iQ board** ......................................................... 37
  Resetting the SMART kapp iQ board and AM30 ......................................................... 37
  Checking the SMART kapp iQ board installation ....................................................... 38
  Cleaning the screen ........................................................................................................... 38
  Cleaning the camera windows and reflective tape ..................................................... 38
  Cleaning the presence detection sensor ......................................................................... 39
  Maintaining ventilation .................................................................................................... 39
  Preventing condensation ................................................................................................. 40
## Chapter 1

### Welcome

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

### About this guide

This guide explains how to use the SMART kapp iQ board. It includes the following information:

- How to install the board
- How to use the board and the SMART kapp® app
- How to maintain the board for years of use
- How to troubleshoot issues with the board

This guide is intended for individuals who install, use and maintain board.

---

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About this guide</td>
<td>1</td>
</tr>
<tr>
<td>About the SMART kapp iQ board</td>
<td>2</td>
</tr>
<tr>
<td>Models</td>
<td>2</td>
</tr>
<tr>
<td>Specifications</td>
<td>2</td>
</tr>
<tr>
<td>Components</td>
<td>3</td>
</tr>
<tr>
<td>Screen</td>
<td>3</td>
</tr>
<tr>
<td>Cameras and reflective tape channel</td>
<td>4</td>
</tr>
<tr>
<td>Front control panel</td>
<td>4</td>
</tr>
<tr>
<td>Pens with erasers</td>
<td>5</td>
</tr>
<tr>
<td>Presence detection sensor</td>
<td>5</td>
</tr>
<tr>
<td>Connector panel</td>
<td>6</td>
</tr>
<tr>
<td>Accessory slot and AM30</td>
<td>6</td>
</tr>
<tr>
<td>About the SMART kapp app</td>
<td>7</td>
</tr>
<tr>
<td>Other documentation and resources</td>
<td>7</td>
</tr>
<tr>
<td>Specifications</td>
<td>7</td>
</tr>
<tr>
<td>Installation instructions</td>
<td>7</td>
</tr>
<tr>
<td>Training</td>
<td>7</td>
</tr>
<tr>
<td>Support center and knowledge base</td>
<td>8</td>
</tr>
<tr>
<td>Security information</td>
<td>8</td>
</tr>
</tbody>
</table>
About the SMART kapp iQ board
You can use the SMART kapp iQ board to collaborate with others in a simple but powerful way. Write and draw on the board as you would on a regular dry erase board. You can then connect a Bluetooth®-enabled mobile device to the board by scanning the Quick Response (QR) code. When you connect your mobile device for the first time, you’re directed to the Apple App Store or Google Play™ store to download the app. After you download and install the app, you can use it to connect to the board and share your notes with others.

Models
The SMART kapp iQ board is available in two models:

- SMART kapp iQ 55 board
- SMART kapp iQ 65 board

Differences between these models are noted in this guide.

Specifications
Refer to the board’s specifications for detailed technical information, including product dimensions and weights (see Specifications on page 7).
Components
The SMART kapp iQ board consists of the following components:

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>More information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Pictured</strong></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Screen</td>
<td>Page 3</td>
</tr>
<tr>
<td>2</td>
<td>Cameras and reflective tape channel</td>
<td>Page 4</td>
</tr>
<tr>
<td>3</td>
<td>Front control panel</td>
<td>Page 4</td>
</tr>
<tr>
<td>4</td>
<td>Pen with eraser (×2)</td>
<td>Page 5</td>
</tr>
<tr>
<td>5</td>
<td>Presence detection sensor</td>
<td>Page 5</td>
</tr>
<tr>
<td></td>
<td><strong>Not pictured</strong></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Menu control panel</td>
<td>Page 47</td>
</tr>
<tr>
<td>7</td>
<td>Connector panel</td>
<td>Page 6</td>
</tr>
<tr>
<td>8</td>
<td>Accessory slot and AM30</td>
<td>Page 6</td>
</tr>
</tbody>
</table>

Screen
The screen specifications vary by model:

<table>
<thead>
<tr>
<th>Model</th>
<th>Diagonal</th>
<th>Width</th>
<th>Height</th>
<th>Aspect ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMART kapp iQ 55</td>
<td>54 1/2&quot; (138.4 cm)</td>
<td>47 5/8&quot; (121 cm)</td>
<td>26 3/4&quot; (68 cm)</td>
<td>16:9</td>
</tr>
<tr>
<td>SMART kapp iQ 65</td>
<td>64 1/2&quot; (163.9 cm)</td>
<td>56 1/4&quot; (142.8 cm)</td>
<td>31 5/8&quot; (80.4 cm)</td>
<td>16:9</td>
</tr>
</tbody>
</table>

For information on cleaning the screen, see *Cleaning the screen* on page 38.
Cameras and reflective tape channel
Cameras in the corners of the screen track pen positions across the display. The screen is bordered by a channel that contains reflective tape.

See Cleaning the camera windows and reflective tape on page 38 for more information.

⚠️ 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. In normal operation, all buttons are white.

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Standby button</td>
</tr>
<tr>
<td>2</td>
<td>Input Select button</td>
</tr>
<tr>
<td>3</td>
<td>Mute button</td>
</tr>
<tr>
<td>4</td>
<td>Volume decrease</td>
</tr>
<tr>
<td>5</td>
<td>Volume increase</td>
</tr>
</tbody>
</table>

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

💡 TIP
The Standby button also functions as an indicator light (see What the indicator light means on page 43).
Pens with erasers
The SMART kapp iQ 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 enables you to either draw or erase digital ink.

⚠️ CAUTION
When returning the pen to the magnetic holder, make sure it’s centered in its holder to keep it from falling and potentially being damaged.

Presence detection sensor
The SMART kapp iQ 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 and displays a welcome screen. Touching the screen activates the board. If the room is empty for a specified period, the board returns to Standby mode.

⚠️ NOTES
- See Cleaning the presence detection sensor on page 39 for more information.
- Presence detection settings can be changed with the on-screen display menu. For more information, see Proximity on page 50.
**Connector panel**
The connector panel on the side of the SMART kapp iQ board includes the following connectors:

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>RS-232</td>
</tr>
<tr>
<td>2</td>
<td>USB Micro-B</td>
</tr>
<tr>
<td>3</td>
<td>Stereo 3.5 mm</td>
</tr>
<tr>
<td>4</td>
<td>USB Type-B</td>
</tr>
<tr>
<td>5</td>
<td>HDMI®</td>
</tr>
</tbody>
</table>

**Accessory slot and AM30**
The AM30 is a module that contains the SMART kapp iQ board software. You can install the AM30 in the accessory slot on the back of the board.

![CAUTION]

The accessory slot is for use with SMART accessories only. The 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. For additional information, see Open Pluggable Slot computer (OPS) disclaimer (kb.smarttech.com/?q=15807).

The AM30 includes the following connectors and other components:

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Antenna</td>
</tr>
<tr>
<td>2</td>
<td>USB 3.0 Type-A (x2)</td>
</tr>
<tr>
<td>3</td>
<td>USB Type-B</td>
</tr>
<tr>
<td>4</td>
<td>USB Type-B</td>
</tr>
</tbody>
</table>
NOTE
The USB Type-B receptacles are for service use only.

About the SMART kapp app
The SMART kapp app enables you to connect your mobile device to the 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

To connect a Bluetooth-enabled mobile device to the board, scan the Quick Response (QR) code on the board’s screen. When you first connect your mobile device, you’re directed to the Apple App Store or Google Play™ store to download the SMART kapp app. After you download and install the app, you can use it to connect to the board.

Other documentation and resources
SMART provides an extensive library of documentation and other resources for the SMART kapp iQ board.

Specifications
Refer to the specifications for detailed information on the board.

<table>
<thead>
<tr>
<th>Model</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMART kapp iQ 55</td>
<td>smarttech.com/kb/170815</td>
</tr>
<tr>
<td>SMART kapp iQ 65</td>
<td>smarttech.com/kb/170816</td>
</tr>
</tbody>
</table>

Installation instructions
Refer to the installation instructions included with the board when installing the product. A PDF version of these instructions is available for download from smarttech.com/kb/170810.

Training
The SMART training website (smarttech.com/trainingforbusiness) includes an extensive library of training resources you can consult when learning 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.

Security information
For details about SMART kapp’s security features, see onlinehelp.smarttech.com/kappiqsecurity.
Chapter 2
Installing the SMART kapp iQ board

Mounting the SMART kapp iQ board ................................................................. 9
Before mounting the SMART kapp iQ board ................................................. 9
Mounting the SMART kapp iQ board vertically ........................................... 10
Choosing a location ....................................................................................... 11
Choosing a height ......................................................................................... 11
Connecting power ......................................................................................... 11
Turning on the SMART kapp iQ board for the first time .............................. 12
Exiting and entering Standby mode ............................................................. 12

This chapter explains how to mount the SMART kapp iQ board, connect power and turn it on for the first time.

Mounting the SMART kapp iQ board
Mounting the SMART kapp iQ board on a wall requires a team of professional installers.

This section is intended for installers. Installers should read this section along with the installation instructions included with the board before they mount the board.

WARNING
Improper mounting of the board can result in injury and product damage.

Before mounting the SMART kapp iQ board
Remember the following before mounting the SMART kapp iQ board:

- Review the environmental requirements in the board's specifications (see Specifications on page 7).

- Save all product packaging so that it's available if you need to transport the board. If the original packaging isn't available, you can purchase new packaging from your authorized SMART reseller (smarttech.com/where).
• Refer to local building codes to ensure the wall can support the weight of the board (specified in the following table) and mounting equipment.

<table>
<thead>
<tr>
<th>Model</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMART kapp iQ 55</td>
<td>107 lb. (48.4 kg)</td>
</tr>
<tr>
<td>SMART kapp iQ 65</td>
<td>138 lb. (62.4 kg)</td>
</tr>
</tbody>
</table>

• Use a standard VESA 400 mm × 400 mm mounting plate (not included) to mount the board on a wall.

• Use M8 screws to fasten the wall bracket.

<table>
<thead>
<tr>
<th>Screw length</th>
<th>Fasten force</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 mm + x mm &lt; M8 &lt; 45 mm + x mm where x is the combined thickness of the wall bracket and washer</td>
<td>97.36–177.01 in-lb. (11–20 N·m)</td>
</tr>
</tbody>
</table>

**CAUTION**
Do not over-tighten the screws.

**NOTE**
SMART recommends M8 × 30 mm mounting screws for standard installations where the total wall mount bracket and washer thickness is less than 7 mm.

• Before turning on the board for the first time, clean the camera windows and reflective tape following the instructions in *Cleaning the camera windows and reflective tape* on page 38.

**Mounting the SMART kapp iQ board vertically**
The SMART kapp iQ board is designed for vertical mounting (90° relative to the floor plus or minus 15° for tolerance). SMART doesn't support mounting the board at other angles.
Choosing a location
Consider the following when choosing a location for the SMART kapp iQ board:

- Do not install the board in a location where a door or gate could hit it.
- Do not install the board in an area where it will be subjected to strong vibrations or dust.
- Choose a location that’s far from bright light sources, such as windows and strong overhead lighting. Infrared (IR) lighting can cause issues with the performance of the cameras and can lead to unintentional or missed touches.
- Do not install the board near where the main power supply enters the building.
- Ensure adequate ventilation or provide air conditioning around the board so that heat can flow away from the unit and the mounting equipment.
- If you mount the board in a recessed area, leave at least 4” (10 cm) of space between the board and the recessed walls to enable ventilation and cooling.

Choosing a height
Consider the general height of the user community when you choose the height for the SMART kapp iQ board.

Connecting power
After the SMART kapp iQ board is mounted, connect the supplied power cable from the AC power inlet on the bottom of the board to a power outlet.

NOTE
Refer to the board's specifications for power requirements and power consumption information (see Specifications on page 7).
Turning on the SMART kapp iQ board for the first time

After connecting power, you can turn on the SMART kapp iQ board for the first time and run the setup wizard.

To turn on the board for the first time

1. Flick the power switch beside the AC power inlet.
   
   The board completes its initial start-up sequence. After a few minutes, the calibration screen appears.

2. Follow the on-screen instructions to calibrate the board.

   **IMPORTANT**

   Use your finger, rather than a pen, when calibrating the board.

3. Select your preferred language, and then press **Next**.

4. Press **Finish**.
   
   The *Welcome* screen appears.

Exiting and entering Standby mode

The SMART kapp iQ 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 SMART kapp iQ

Installing the SMART kapp app ......................................................... 15
  About QR codes ................................................................. 17
Using the SMART kapp app ......................................................... 18
Connecting and starting a session .................................................. 18
Writing and erasing notes ............................................................... 19
  Write and erase notes on the board ............................................ 20
  Write and erase notes in the app ................................................. 21
Viewing notes .............................................................................. 22
Saving snapshots of notes ............................................................. 22
  Viewing snapshots ................................................................... 23
  Changing the order of snapshots ................................................. 24
  Deleting snapshots .................................................................. 25
Sharing snapshots .......................................................................... 26
Sharing a session ........................................................................... 27
  Setting the sharing session link type ......................................... 28
Continuing a previous session ......................................................... 29
Disconnecting the app .................................................................... 31
Upgrading to a plus subscription ..................................................... 32
  Upgrading to a plus subscription ................................................. 32
  Securing shared sessions ........................................................... 33
Connecting to another session ....................................................... 34

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

Installing the SMART kapp app
You can download and install the app from the Apple App Store or Google Play™, or if you have a QR code scanner app on your mobile device, you can follow the steps below to download the SMART kapp app. For more information about QR codes, see About QR codes on page 17.
The app is compatible with the following devices:

<table>
<thead>
<tr>
<th>Device type</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| 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  
- 3 megapixel or better rear-facing camera (recommended) |

**To install the app**

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

   The App Store or Google Play opens.

2. Download and install the app.

**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.

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.

**About QR codes**
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.
CHAPTER 3
USING SMART KAPP IQ

Using the SMART kapp app

The SMART kapp app enables you to connect your mobile device to the 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

**NOTE**

Most of the SMART kapp app’s features are identical across iOS operating system software and Android operating systems. However, some features are available for only one of these operating systems. Features specific to an operating system are highlighted with the following icons:

- **iOS operating system software**
- **Android operating systems**

Connecting and starting a session

Start a session by connecting your mobile device to your 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 guide may not be available with older versions of the app.
CHAPTER 3
USING SMART KAPP IQ

To connect to the board

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.

   **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.

   **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.

Writing and erasing notes

With SMART kapp iQ, you can write and erase notes two different ways. You can either write and erase directly on the SMART kapp iQ board, or if you’ve connected to the board using the SMART kapp app, you can write and erase notes in the app. The following sections provide more information about each method.
CHAPTER 3
USING SMART KAPP IQ

Write and erase notes on the board
You can write and erase notes on the SMART kapp iQ 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 the eraser end of either pen to erase notes.

OR

Use your finger, 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 SMART kapp iQ board, you can write or erase them in the app. When you write or erase notes in the app,

**To write or erase notes in the app**

1. Connect your mobile device to the board (see ConnectingToACaptureBoard.htm).

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.

   - **Write in black ink**
   - **Write in red ink**
   - **Erase**
   - **Pan and zoom using gestures** (see Viewing notes on the next page)

4. Tap **Done** to return to viewing mode.
CHAPTER 3
USING SMART KAPP IQ

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

![Zoom in, Zoom out, and Pan gestures]

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

Saving snapshots of notes
As you write notes on the 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
- Change the order of the snapshots (Apple mobile devices only)
- Export the snapshots as JPEG or PDF files
- Delete the snapshots

**To save a snapshot**
1. Start or connect to a session (see *Connecting and starting a session* on page 18 or *Connecting to another session* on page 34).
CHAPTER 3
USING SMART KAPP IQ

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

**To view snapshots in the current session**

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

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.

**TIP**
You can use the zoom in, zoom out and pan gestures when viewing the snapshot (see *Viewing notes* on the previous page).
To view snapshots in previous sessions

1. If you're currently in a session, disconnect (see Disconnecting the app on page 31).

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.

   TIP
   You can use the zoom in, zoom out and pan gestures when viewing the snapshot (see Viewing notes on page 22).

Changing the order of snapshots

To change the order of snapshots in previous sessions

1. If you're currently in a session, disconnect (see Disconnecting the app on page 31).

2. Tap Sessions.
   The Sessions screen appears.

3. Tap a session's row to view the snapshots saved for that session.
   The session's snapshot gallery appears.

4. Tap Select.

5. Drag a snapshot's thumbnail to change its order.

6. Tap Done.
Deleting snapshots

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

1. If you’re currently in a session, disconnect (see *Disconnecting the app* on page 31).
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 the app* on page 31).
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 the app* on page 31).
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.
CHAPTER 3
USING SMART KAPP IQ

Sharing 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 page 23).
2. On an Apple mobile device, tap Export ő, and then select Save to Camera Roll or Share as PDF.
   OR
   On an Android mobile device, tap Menu ő, and then select Share as Image or Share as PDF.
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 of notes on page 22).
2. Tap Sessions ő.
   The Sessions screen appears.
3. On an Apple mobile device, tap Export ő
   OR
   On an Android mobile device, tap Menu ő, 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 the app on page 31).

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.

Sharing a session

During a session, you can use the SMART kapp app to invite up to thirty-five people to view your notes on their mobile or desktop devices.

When others receive your invitation, they 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 write in black or red ink, erase, 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 Saving snapshots of notes on page 22).

To share your session

1. Connect your mobile device to the board (see ConnectingToACaptureBoard.htm).
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 sharing 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, disconnect (see Disconnecting the app on page 31).
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.

**Continuing a previous session**

With SMART kapp iQ, 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 or a SMART kapp iQ board.

**NOTE**

This feature is only available Plus users. For information about a Plus app subscription and how to upgrade, see *Upgrading to a plus subscription* on page 32.

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

1. If you're currently in a session, disconnect (see *Disconnecting the app* on page 31).

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.

   **NOTE**

   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.

   **NOTE**

   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 the app* on the facing page).

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.

**NOTE**

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.

**NOTE**

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.

**Disconnecting the app**

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](image)

![Disconnected](image)

**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.

When you disconnect, the SMART kapp app takes a final snapshot of your content.
Upgrading to a plus subscription

You can upgrade the SMART kapp app to a plus subscription to take advantage of additional features.

Upgrading to a plus subscription

When you upgrade to a plus subscription, you can:

- Share your session with up to 250 viewers
- Protect your sharing session with a password
- Share snapshots as watermark-free PDFs and images
- Continue one of your previous sessions from where you left off (SMART kapp iQ boards only)

To upgrade to a plus subscription

1. If you're currently in a session, disconnect (see Disconnecting the app on the previous page).
2. On an Apple mobile device, tap Settings.
   OR
   On an Android mobile device, tap Menu, and select Settings.
3. Select Upgrade to kapp Plus.
   The Upgrade screen appears.
4. Tap the per month button or the per year button.

   NOTE
   Prices vary by region.

5. On an Apple mobile device, type your password for the App Store.
   OR
   On an Android mobile device, type your password for Google Play.
   After subscribing successfully, you will receive an email receipt with details of your purchase.
Securing shared sessions
After you upgrade to a plus subscription, you can secure your sessions with a password.

<table>
<thead>
<tr>
<th>To use a password</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If you’re currently in a session, disconnect (see Disconnecting the app on page 31).</td>
</tr>
<tr>
<td>2. On an Apple mobile device, tap Settings.</td>
</tr>
<tr>
<td>OR</td>
</tr>
<tr>
<td>On an Android mobile device, tap Menu, and select Settings.</td>
</tr>
<tr>
<td>3. Select Sharing, and then select Password.</td>
</tr>
<tr>
<td>The Enter Password screen appears.</td>
</tr>
<tr>
<td>4. Select Require a Password.</td>
</tr>
<tr>
<td>5. Type up to 32 characters for a password.</td>
</tr>
<tr>
<td>6. Tap OK.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>To remove the password</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If you’re currently in a session, disconnect (see Disconnecting the app on page 31).</td>
</tr>
<tr>
<td>2. On an Apple mobile device, tap Settings.</td>
</tr>
<tr>
<td>OR</td>
</tr>
<tr>
<td>On an Android mobile device, tap Menu, and select Settings.</td>
</tr>
<tr>
<td>3. Select Sharing, and then select Password.</td>
</tr>
<tr>
<td>The Enter Password screen appears.</td>
</tr>
<tr>
<td>4. Deselect Require a Password.</td>
</tr>
<tr>
<td>5. Tap Done.</td>
</tr>
</tbody>
</table>
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 SMART kapp iQ 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 i** 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 4
Maintaining the SMART kapp iQ board

Resetting the SMART kapp iQ board and AM30 ................................................................. 37
Checking the SMART kapp iQ board installation .............................................................. 38
Cleaning the screen .............................................................................................................. 38
Cleaning the camera windows and reflective tape .............................................................. 38
Cleaning the presence detection sensor ............................................................................. 39
Maintaining ventilation ....................................................................................................... 39
Preventing condensation .................................................................................................... 40
Maintaining pens .................................................................................................................. 40
Removing and transporting the SMART kapp iQ board ..................................................... 41
   Removing the SMART kapp iQ board ............................................................................. 41
   Transporting the SMART kapp iQ board ..................................................................... 42

This chapter explains how to maintain the SMART kapp iQ board for years of use.

Resetting the SMART kapp iQ board and AM30
You can reset the SMART kapp iQ board and AM30 using the front control panel.

To reset the board and AM30
1. Press the Standby button \( \bullet \) on the front control panel.
   A message appears on the screen, prompting you to either press the button again to enter
   Standby mode or press and hold the button to reset the board and AM30.

2. Press and hold the Standby button \( \bullet \) until the screen turns black.
   The board and AM30 reset.
CHAPTER 4
MAINTAINING THE SMART KAPP IQ BOARD

Checking the SMART kapp iQ board installation
Inspect the SMART kapp iQ board installation frequently to ensure that it remains securely installed.

- Check the mounting location for signs of damage or weakness that can occur over time.
- Check for loose screws, gaps, distortions or other issues that could occur with the mounting hardware.

If you find an issue, contact a professional installer.

Cleaning the screen
Follow these instructions to clean the SMART kapp iQ board screen without damaging its anti-glare coating or other product components.

⚠️ CAUTION
- Do not use permanent or dry-erase markers on the screen. If dry-erase markers are used on the screen, remove the ink as soon as possible with a lint-free, non-abrasive cloth.
- Do not rub the screen with a dense or rough material.
- Do not apply pressure to the screen.
- Do not use cleaning solution or glass cleaner on the board's screen, because they can deteriorate or discolor the screen.
- Avoid touching the reflective tape between the screen and the frame, and ensure that this strip stays dry. Damage to this strip affects touch interactivity.

To clean the screen
1. Press the Standby button \( \text{Hibernate} \) on the front control panel twice.
2. Turn the board off by flicking the power switch beside the AC power inlet.
3. Wipe the screen with a lint-free, non-abrasive cloth.

Cleaning the camera windows and reflective tape
The SMART kapp iQ board's DViT technology uses four cameras in the corners of the frame and the reflective material between the screen and the frame. Dust buildup on the camera windows or reflective tape can impair touch performance.

Inspect these areas regularly for dust, and clean them if any obvious dust buildup has occurred.
CAUTION

- 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 dust buildup and clean weekly.
- Do not use compressed air to clean the camera windows or borders.
- Do not use water, chemicals or cleaning agents.
- Applying too much pressure when cleaning the tape or cameras can damage the tape and cause performance issues or errors.

To clean the camera windows and reflective tape

1. Using a clean lint-free cloth, gently wipe the camera windows in the top corners and the reflective tape along the top of the board's screen.
2. Gently wipe the reflective tape along the sides of the board's screen.
3. Gently wipe the camera windows in the bottom corners and the reflective strip across the bottom of the board's screen.

Cleaning the presence detection sensor

The SMART kapp iQ board has a presence detection sensor on its bottom frame (see Presence detection sensor on page 5).

Inspect the sensor regularly for dust and gently wipe it using a clean lint-free cloth if dust buildup has occurred.

CAUTION

Do not use compressed air, water, chemical agents or cleaning agents to clean the sensor.

Maintaining ventilation

The SMART kapp iQ board requires proper ventilation. Dust buildup in the ventilation holes compromises cooling and leads to product failure.

- Clean accessible ventilation holes monthly with a dry cloth.
- Use a vacuum cleaner with a narrow hose end fitting to clear the back ventilation holes regularly. You might have to remove the board from the wall. For more information on removing the board, see Removing the SMART kapp iQ board on page 41.
CAUTION
Avoid setting up or using the board in an area with excessive levels of dust, humidity or smoke.

Preventing condensation
The SMART kapp iQ board’s screen contains layers of glass that can collect condensation, especially in the following conditions:

- Temperature extremes with high humidity
- Rapid changes in humidity, which can occur when you operate the product near water (such as a pool, kettle or air conditioner ventilator)
- Direct exposure to sunlight

To evaporate condensation from the board
To evaporate condensation from the board, follow these steps:

1. Remove the humidity source from the board, if possible.
2. Turn off the board.
3. Remove any moisture from the board with a smooth, dry cloth.
4. Leave the board turned off for 48 hours.

Maintaining pens
To prevent damage to the SMART kapp iQ board’s anti-glare coating, replace a pen if its nib becomes worn. You can purchase replacement pens from the Store for SMART Parts (see smarttech.com/Support/PartsStore).
Removing and transporting the SMART kapp iQ board

On occasion, you might need to remove the SMART kapp iQ board from its current location and transport it to another location.

Removing the SMART kapp iQ board

To remove the SMART kapp iQ board safely, use two or more professional installers.

**WARNING**
- Do not attempt to move the board by yourself. The board is very heavy.
- Do not move the board by connecting a rope or wire to the handles on the back. The board can fall and cause injury and product damage.

**IMPORTANT**
Follow the instructions included with the floor stand or mounting hardware.

To remove the board

1. Press the **Standby** button on the front control panel twice.
2. Turn off the board by flicking the power switch beside the AC power inlet.
3. Remove all accessible cables and connectors.
4. Remove the AM30.
5. Lift the board from its mounting location.

**WARNING**
Do not place the board on a sloping or unstable cart, stand or table, because the board could fall, resulting in injury and severe product damage.

**CAUTION**
Do not leave the board face up, face down or upside down for an extended period, because it could cause permanent damage to the screen.

6. Remove the mounting brackets.
Transporting the SMART kapp iQ board
Save your original packaging so that you can repack the SMART kapp iQ board with as much of the original packaging as possible. This packaging was designed to provide the best possible protection against shock and vibration. If the original packaging isn’t available, you can purchase the same packaging directly from your authorized SMART reseller (smarttech.com/where).

⚠️ CAUTION
Transport the board only in original or replaced packaging. Transporting the board without correct packaging can lead to product damage and voids the warranty.
Chapter 5

Troubleshooting the SMART kapp iQ board

What the indicator light means ................................................................. 43
What the indicator icons mean ............................................................... 44
  Status .................................................................................................. 44
  Bluetooth ............................................................................................ 45
  Capture ................................................................................................. 45
Troubleshooting ..................................................................................... 46

This chapter helps you solve simple issues that can occur with the SMART kapp iQ board. If issues persist or aren’t covered in this chapter, contact SMART Support (smartkapp.com/support).

What the indicator light means

The Standby button on the front control panel also functions as an indicator light. You can use the indicator light to resolve common issues with the SMART kapp iQ board.

**NOTE**

In addition to the indicator light on the bottom frame, there are indicator icons on the screen (see *What the indicator icons mean* on the next page).

**Off**

What it means:

The board isn’t receiving power.

What to do:

- Confirm the board’s power cable is connected to the power outlet.
- Flick the power switch to the ON (I) position.

**Solid white**

What it means:

The board is receiving power and is working properly.
## Troubleshooting the SMART Kapp IQ Board

### Solid amber

**What it means:**

The board is in DPMS (power management) mode.

**What to do:**

Press the **Standby** button 🔄 to exit DPMS mode.

### Slowly flashing amber

**What it means:**

The board is in Standby mode.

**What to do:**

Press the **Standby** button 🔄 to exit Standby mode.

### 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 *What the indicator light means* on the previous page).

<table>
<thead>
<tr>
<th>Status</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>The board is working properly.</td>
</tr>
<tr>
<td>Solid red</td>
<td>The board isn't working properly.</td>
</tr>
</tbody>
</table>

**What to do:**

Contact SMART Support for assistance.
**CHAPTER 5**
**TROUBLESHOOTING THE SMART KAPP IQ BOARD**

## Bluetooth

**Solid gray**

What it means:
- 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.

What to do:
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**

What it means:
The board is connecting to a mobile device.

**Solid black**

What it means:
The board is connected to a mobile device.

**Flashing red**

What it means:
The board is disconnecting from the mobile device.

**Solid red**

What it means:
The board has disconnected from the mobile device.

## Capture

**Solid gray**

What it means:
The board isn't connected to a mobile device.

**Flashing black**

What it means:
The board is saving a snapshot of your notes to the connected mobile device.

**Black**

What it means:
The board is connected to a mobile device.
Troubleshooting

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

### 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 portion of the board’s screen that displays 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 the board using only the included pens.
- Keep your board away from bright light sources, such as direct sunlight and incandescent lighting.

### 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.
Appendix A

Using the on-screen display menu

You can access the on-screen display menu using the menu control panel located on the side of the device.

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MENU</td>
</tr>
<tr>
<td>2</td>
<td>SET</td>
</tr>
<tr>
<td>3</td>
<td>[Up]</td>
</tr>
<tr>
<td>4</td>
<td>[Down]</td>
</tr>
<tr>
<td>5</td>
<td>[Left]</td>
</tr>
<tr>
<td>6</td>
<td>[Right]</td>
</tr>
</tbody>
</table>

Changing settings in the on-screen display menu

To change settings in the on-screen display menu

1. Press the **MENU** button on the menu control panel.
   
The on-screen display menu appears.

2. Press the up and down arrows to highlight a menu, and then press **SET**.

3. Press the up and down arrows to highlight a menu option.
4. Press the left and right arrows to change the menu option's setting.

OR

Press the right arrow to open the menu option's submenu. (Repeat steps 3 and 4 to change settings in the submenu.)

5. Press **MENU** until the on-screen menu closes.

---

**On-screen display menu options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Picture</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Picture Mode</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Picture Mode</td>
<td>Standard</td>
<td>Sets the picture mode</td>
<td>Select <strong>User</strong> to customize brightness, contrast, sharpness and other <strong>Picture</strong> options.</td>
</tr>
<tr>
<td></td>
<td>User</td>
<td></td>
<td>Select one of the other values to set brightness, contrast, sharpness and other <strong>Picture</strong> options.</td>
</tr>
<tr>
<td></td>
<td>Dynamic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Brightness</td>
<td>0–100</td>
<td>Sets the overall brightness of the image and background</td>
<td>You can modify this option only if you select <strong>User</strong> in <strong>Picture Mode</strong>.</td>
</tr>
<tr>
<td>• Contrast</td>
<td>0–100</td>
<td>Sets the difference in brightness between the lightest and darkest parts of the image.</td>
<td>You can modify this option only if you select <strong>User</strong> in <strong>Picture Mode</strong>.</td>
</tr>
<tr>
<td>• Black Level</td>
<td>0–100</td>
<td>Sets the level of brightness in the darkest parts of the image.</td>
<td>You can modify this option only if you select <strong>User</strong> in <strong>Picture Mode</strong>.</td>
</tr>
<tr>
<td>• Color</td>
<td>0–100</td>
<td>Sets the image color depth</td>
<td>You can modify this option only if you select <strong>User</strong> in <strong>Picture Mode</strong>.</td>
</tr>
<tr>
<td>• Sharpness</td>
<td>0–100</td>
<td>Sets the image sharpness</td>
<td>You can modify this option only if you select <strong>User</strong> in <strong>Picture Mode</strong>.</td>
</tr>
<tr>
<td>• Color Temperature</td>
<td>Normal</td>
<td>Sets the color temperature</td>
<td>Select <strong>User</strong> to customize the amount of red, green and blue in the image.</td>
</tr>
<tr>
<td></td>
<td>Warm</td>
<td></td>
<td>Select one of the other values to set the amount of red, green and blue in the image to default values.</td>
</tr>
<tr>
<td></td>
<td>User</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cool</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Red</td>
<td>0–100</td>
<td>Sets the amount of red in the image</td>
<td>You can modify this option only if you select <strong>User</strong> in <strong>Color Temperature</strong>.</td>
</tr>
<tr>
<td>• Green</td>
<td>0–100</td>
<td>Sets the amount of green in the image</td>
<td>You can modify this option only if you select <strong>User</strong> in <strong>Color Temperature</strong>.</td>
</tr>
<tr>
<td>• Blue</td>
<td>0–100</td>
<td>Sets the amount of blue in the image</td>
<td>You can modify this option only if you select <strong>User</strong> in <strong>Color Temperature</strong>.</td>
</tr>
<tr>
<td>• Movie Mode</td>
<td>Off</td>
<td>Sets the brightness, contrast, black level, color and sharpness for movie watching</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Low</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Middle</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>High</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Appendix A

### Using the On-Screen Display Menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Picture Reset</td>
<td>[N/A]</td>
<td>Resets all options in the Picture menu to</td>
<td>their default values</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Sound</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sound Mode</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Treble</td>
<td>L50–R50</td>
<td>Sets the high frequency sound</td>
<td></td>
</tr>
<tr>
<td>• Bass</td>
<td>L50–R50</td>
<td>Sets the low frequency sound</td>
<td></td>
</tr>
<tr>
<td><strong>EQ</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 120 Hz</td>
<td>0–100</td>
<td>Sets the sound equalization at 120 Hz</td>
<td></td>
</tr>
<tr>
<td>• 500 Hz</td>
<td>0–100</td>
<td>Sets the sound equalization at 500 Hz</td>
<td></td>
</tr>
<tr>
<td>• 1.2 kHz</td>
<td>0–100</td>
<td>Sets the sound equalization at 1.2 kHz</td>
<td></td>
</tr>
<tr>
<td>• 7.5 kHz</td>
<td>0–100</td>
<td>Sets the sound equalization at 7.5 kHz</td>
<td></td>
</tr>
<tr>
<td>• 12 kHz</td>
<td>0–100</td>
<td>Sets the sound equalization at 12 kHz</td>
<td></td>
</tr>
<tr>
<td>• Balance</td>
<td>L50–R50</td>
<td>Balances the left and right volume</td>
<td></td>
</tr>
<tr>
<td>• Audio Input</td>
<td>[Depends on the current video input]</td>
<td>Sets the audio input source</td>
<td>If HDMI is the current video input, the available values are HDMI and USB. If OPS/HDMI2 is the current video input, the available values are OPS Digital and USB.</td>
</tr>
<tr>
<td>• Sound Reset</td>
<td>[N/A]</td>
<td>Resets all options in the Sound menu to their default values</td>
<td></td>
</tr>
<tr>
<td><strong>OSD</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Language</td>
<td>[Languages]</td>
<td>Sets the on-screen display menu’s language</td>
<td></td>
</tr>
<tr>
<td>• OSD Turn Off</td>
<td>Off, 5 seconds, 10 seconds, 15 seconds</td>
<td>Sets the time of inactivity before the on-screen display menu turns off</td>
<td></td>
</tr>
<tr>
<td>• OSD Reset</td>
<td>[N/A]</td>
<td>Resets all options in the OSD menu to their default values</td>
<td></td>
</tr>
<tr>
<td><strong>Setup</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Power Save</td>
<td>On, Off</td>
<td>Enables or disables Power Save mode</td>
<td>When Power Save mode is enabled and there is no video input, the [[Undefined variable IFPsAndRoomSystems.ProductCategory]] displays No Signal for 25 seconds before turning off.</td>
</tr>
<tr>
<td>• Monitor ID</td>
<td>1–100</td>
<td>Specifies a unique ID for the [[Undefined variable IFPsAndRoomSystems.ProductCategory]]</td>
<td></td>
</tr>
</tbody>
</table>
## APPENDIX A
### USING THE ON-SCREEN DISPLAY MENU

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FBC Control</td>
<td>On/Off</td>
<td>Enables or disables the front control panel</td>
<td></td>
</tr>
<tr>
<td>Proximity</td>
<td>On/Off</td>
<td>Enables or disables presence detection</td>
<td></td>
</tr>
<tr>
<td>Re-enable Time</td>
<td>1Min.–10Min.</td>
<td>Sets how long the [[Undefined variable IFPsAndRoomSystems.ProductCategory]] waits before detecting motion again</td>
<td></td>
</tr>
<tr>
<td>Auto Power Off</td>
<td>15Min.–240Min.</td>
<td>Sets how long the [[Undefined variable IFPsAndRoomSystems.ProductCategory]] waits before turning off</td>
<td></td>
</tr>
<tr>
<td>Video input detect</td>
<td>On/Off</td>
<td>Enables or disables video input detection.</td>
<td>With video input detection, the [[Undefined variable IFPsAndRoomSystems.ProductCategory]] displays the default video input (OPS/HDMI2) when there are no computers or other devices connected.</td>
</tr>
<tr>
<td>Lync® Room Reset</td>
<td>[N/A]</td>
<td>Resets options in all menus to their default values (for a SMART Room System™ for Microsoft® Skype)</td>
<td></td>
</tr>
<tr>
<td>Setup Reset</td>
<td>[N/A]</td>
<td>Restores the setup settings to their default value</td>
<td></td>
</tr>
<tr>
<td>Factory Reset</td>
<td>[N/A]</td>
<td>Resets options in all menus to their default values</td>
<td></td>
</tr>
<tr>
<td><strong>About</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Model Number</td>
<td>[N/A]</td>
<td>Displays the board's model number</td>
<td></td>
</tr>
<tr>
<td>Serial Number</td>
<td>[N/A]</td>
<td>Displays the board's serial number</td>
<td></td>
</tr>
<tr>
<td>Scalar firmware version</td>
<td>[N/A]</td>
<td>Displays the board's scalar firmware version</td>
<td></td>
</tr>
<tr>
<td>Touch firmware version</td>
<td>[N/A]</td>
<td>Displays the board's touch firmware version</td>
<td></td>
</tr>
<tr>
<td>OPS Information</td>
<td>[N/A]</td>
<td>Displays whether the AM30 is installed</td>
<td></td>
</tr>
</tbody>
</table>
Appendix B

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.

More information
See smarttech.com/compliance for more information.
Index

A

air conditioning, 11, 40
AM30, 6
Android mobile devices, 18, 26
angle (mounting), 10
app, See SMART kapp app
Apple mobile devices, 18, 26
aspect ratio, 3
audio
  configuring, 49
  controlling volume, 4
  muting, 4

B

balance, audio, 49
bass, 49
batteries, 51
black level, 48
black pen, 5, 19
Bluetooth indicator icon, 45
brightness, 48

C

cameras
  about, 4
  cleaning, 38
Capture indicator icon, 45
chemicals, 39
cleaning
  camera windows, 38
  presence detection sensor, 39
  reflective tape, 38
  screen, 38

cameras, viewing notes on, 26
condensation, 40
connector panel, 6
contrast, 48
color panels
  front, See front control panel
  menu, See menu control panel

D

DPMS mode, 44
dry-erase markers, 38
dust, 11, 38, 40

E

erasers
  about, 5
  using, 19
export, 26
exports, 26

F

factory reset, 50
front control panel, 4

G

gestures
  erasing, 19
  panning, 22
  zooming, 22
glass cleaner, 38
INDEX

H

hardware installation, 9, 38
hardware removal, 41
height for mounting the capture board, 11
humidity, 40

I

indicator icons, 44
indicator light, 43
installation
  hardware, See hardware installation
  SMART kapp app, See SMART kapp app
installation instructions, 7
invitations, 26
iOS mobile devices, 18, 26

K

knowledge base, 8

L

languages, 49
library, snapshot, 22
local building codes, 10
location for mounting the capture board, 11

M

M8 screws, 10
maintenance, 37
markers, 38
menu control panel, 47
mobile devices
  requirements for, 18
  mounting instructions, 9
mute, See audio

N

notes
  sharing, 26
  viewing in the app, 22
  viewing on a SMART kapp iQ board, 34
  viewing snapshots of, 23
  writing and erasing on the board, 19

O

on-screen display menu, 47

P

packaging, 42
passwords, 33
pens
  about, 5
  maintaining, 40
  writing with, 19
permanent markers, 38
phones, See mobile devices
plus subscriptions, 32
power, 11-12
power management mode, 44
presence detection sensor
  about, 5, 12
  cleaning, 39

Q

QR codes
  about, 17

R

recessed areas, 11
red pen, 5, 19
reflective tape channel, 4, 38
requirements
  for the hardware, 9
  for the SMART kapp app, 18
reset, 37

S

sensor, See presence detection sensor
serial number, 50
sharing, 26
sharpness, 48
SMART kapp app
  about, 7
  disconnecting, 31
  installing, 15
  requirements for, 18
  sharing notes with, 26
  starting for the first time, 15
  viewing notes in, 22
SMART kapp viewer, 26
smart phones, See mobile devices
smoke, 40
snapshots
  changing the order of, 24
  deleting, 25
  exporting, 26
  saving, 22
  viewing, 23
sound, See audio
specifications, 7
stand, 41
Standby mode, 12, 44, 49
Status indicator icon, 44
sunlight, 40
Support center, 8

T

tables, See mobile devices
training, 7
transportation, 42
treble, 49
tutorial, 15

V

vacuum cleaners, 39
ventilation, 11, 39
vertical mounting, 10
VESA mounting plate, 10
vibrations, 11
volume, See audio

W

wall mounting instructions, See mounting instructions
water, 39
WEEE Directives, 51
welcome screen, 12
writing
  on the board, 19