SMART Board® 7000 and 7000 Pro series
interactive displays

USER GUIDE

SBID-7275-V2 | SBID-7286-V2 | SBID-7275P-V2 | SBID-7286P-V2

SBID-7075-V2 | SBID-7086-V2 | SBID-7075P-V2 | SBID-7086P-V2

SBID-7375 | SBID-7386 | SBID-7275 | SBID-7286 | SBID-7075 | SBID-7086

SBID-7375P | SBID-7386P | SBID-7275P | SBID-7286P | SBID-7075P | SBID-7086P

ID7075-2 | ID7086-2 | ID7075-1 | ID7086-1

SMART®

Learn more

This guide and other resources for SMART Board 7000 and 7000 Pro series interactive displays are available in the Support section of the SMART website (smarttech.com/support). Scan this QR code to view these resources on your mobile device.

Important information

⊘ WARNING

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

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

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

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

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

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

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

Federal Communication Commission interference statement

FCC
Supplier's Declaration of Conformity
47 CFR § 2.1077 Compliance Information

Unique Identifier: SBID-7075, ID7075-1, ID7075-2, ID7086-1, ID7086-2
Responsible Party – U.S. Contact Information
SMART Technologies Inc.
1505 Westlake Ave N, Suite 700
Seattle, WA 98109
compliance@smarttech.com

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

NOTE

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

⚠ CAUTION

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

Restriction

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

IEEE 802.11b or 802.11g operation of this product in the USA is firmware limited to channels 1 through 13.

Radiation exposure statement

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

Innovation, Science and Economic Development Canada statement

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

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

⚠ **CAUTION**

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

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

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

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

Radiation exposure statement

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

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

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

⚠ **AVERTISSEMENT**

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

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

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

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

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps. Cet émetteur ne doit pas être co- implantés ou exploités conjointement avec une autre antenne ou émetteur.

EU declaration of conformity

Hereby, SMART Technologies ULC declares that the radio equipment type Interactive Display SBID-7075, SBID-7075P, SBID-7086, SBID-7086P, ID7075-1, ID7086-1, SBID-7075-V2, SBID-7075P-V2, SBID-7086-V2, SBID-7086P-V2, ID7075-2, ID7086-2 and the interactive pen SBID-7000-PEN, SBID-7000P-PEN are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following Internet address: smarttech.com/compliance

⚠ **WARNING**

Operation of this equipment in a residential environment could cause radio interference.

Regulatory models: ID7075-1, ID7086-1:

Transmitting Band (MHz)	Maximum Transmit Power EIRP (dBm)
2402–2483.5	19

Regulatory models: ID7075-2, ID7086-2:

Transmitting Band (MHz)	Maximum Transmit Power EIRP (dBm)
2402–2483.5	19
5150–5350	16
5470–5725	16

Restrictions in:
AT/BE/BG/CZ/DK/EE/FR/DE/IS/IE/IT/EL/ES/CY/LV/LI/LT/LU/HU/MT
NL/NO/PL/PT/RO/SI/SK/TR/FI/SE/CH/UK/HR – 5150MHz-
5350MHZ is for indoor use only.

For optimal performance any support equipment connected to
this device must be CE compliant.

Compliance to Malaysia specification

The SMART Technologies ULC Interactive
Display SBID-7075, SBID-7075P, SBID-
7075-V2, SBID-7075P-V2, wireless Pen
models SBID-7000-PEN and SBID-
7000P-PEN meet the Malaysian
requirements as defined by the Certifying
Agency, SIRIM QAS International.

MCMC
CIDF17000247

United Arab Emirates – TRA registration details

Pen – Regulatory models SBID-7000-Pen and SBID-7000P-PEN

TRA
REGISTERED No: ER62928/18
DEALER No: DA0076339/11

Panel 75" – Regulatory models SBID-7075 and ID7075-1

TRA
REGISTERED No: ER63077/18
DEALER No: DA0076339/11

Panel 86" – Regulatory model ID7086-1

TRA
REGISTERED No: ER62714/18
DEALER No: DA0076339/11

Panel 75" – Regulatory model ID7075-2

TRA
REGISTERED No: ER70206/19
DEALER No: DA0076339/11

Panel 86" – Regulatory model ID7086-2

TRA
REGISTERED No: ER70207/19
DEALER No: DA0076339/11

Microsoft® statement regarding Windows® 10 operating system

Windows 10 is automatically updated, which is always enabled.
ISP fees may apply. Additional requirements may apply over time
for updates.

Contents

Chapter 1

Welcome

This chapter introduces the SMART Board® 7000 and 7000 Pro series interactive displays.

About this guide

This guide explains how to use a SMART Board 7000 or 7000 Pro series interactive display.

This guide is intended for individuals who use displays in their organizations. Other documentation and resources are available for those who install and maintain displays (see *More information* on page 16).

Identifying your specific model

SMART offers several different models of the SMART Board 7000 and 7000 Pro series interactive display
and appliance.

Identifying your SMART Board 7000 or 7000 Pro series interactive display model

The following models of SMART Board 7000 and 7000 Pro series interactive display are available:

Model	Location of convenience and connector panels	Frame style	Screen size	iQ	Embedded Windows 10 experience
SBID-7000-V2 models					
SBID-7075-V2	Left side	White	75"	No	No
SBID-7086-V2	Left side	White	86"	No	No
SBID-7275-V2	Left side	White	75"	Yes	No
SBID-7286-V2	Left side	White	86"	Yes	No
SBID-7075P-V2	Left side	Black	75"	No	No
SBID-7086P-V2	Left side	Black	86"	No	No
SBID-7275P-V2	Left side	Black White	75"	Yes	No
SBID-7286P-V2	Left side	Black White	86"	Yes	No
SBID-7000 models (discontinued)					
SBID-7075	Right side	White	75"	No	No
SBID-7086	Right side	White	86"	No	No
SBID-7275	Right side	White	75"	Yes	No
SBID-7286	Right side	White	86"	Yes	No
SBID-7375	Right side	White	75"	Yes	Yes
SBID-7386	Right side	White	86"	Yes	Yes
SBID-7075P	Right side	Black White	75"	No	No
SBID-7086P	Right side	Black White	86"	No	No
SBID-7275P	Right side	Black White	75"	Yes	No

Model	Location of convenience and connector panels	Frame style	Screen size	iQ	Embedded Windows 10 experience
SBID-7286P	Right side	Black White	86"	Yes	No
SBID-7375P	Right side	Black White	75"	Yes	Yes
SBID-7386P	Right side	Black White	86"	Yes	Yes

Refer to the specifications for detailed technical information for these models, including product dimensions and weights (see *More information* on page 16).

NOTES

- Functional differences between SBID-7000-V2 models and SBID-7000 models are highlighted throughout this guide.

- The easiest way to differentiate SBID-7000-V2 and SBID-7000 models is the location of the convenience and connector panels. On SBID-7000-V2 models, the panels are on the left side of the display. On SBID-7000 models, they are on the right.

SBID-7000-V2   **SBID-7000**

Identifying your appliance model

AM40 and AM50 appliances are installed in the accessory slots of some interactive display models.

Use the Identifying your appliance model wizard to identify the specific model of appliance installed in your display.

Features

The SMART Board 7000 or 7000 Pro series interactive display is the hub of your classroom or meeting room. PC-free embedded computing provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser. There's no need for wires, cables or manual software and firmware updates.

The display includes the following features:

Feature	Description	More information
iQ experience	The iQ experience provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser. The iQ experience is embedded in some models and is available with the installation of an AM40 or AM50 appliance for other models.	Page 25
Embedded Windows 10 experience	The optional AM50 appliance with an Intel® Compute Card or SMART OPS PC module provides a fully functional Windows 10 solution at your fingertips, without the need for an external PC or cabling.	Page 32
Touch support	You can do everything on the display that you can do at your computer—open and close applications, meet with others, create new documents or edit existing ones, visit websites, play and manipulate videos, and so on—by touching the display's surface.	Page 20
Writing and drawing support	You can write over applications in digital ink using one of the supplied pens, and then erase the digital ink using your palm, the eraser or the erasers on the pens.	Page 22
Audio support	The display includes integrated speakers for presenting audio from connected input sources.	[N/A]

Components

The display consists of the following components:
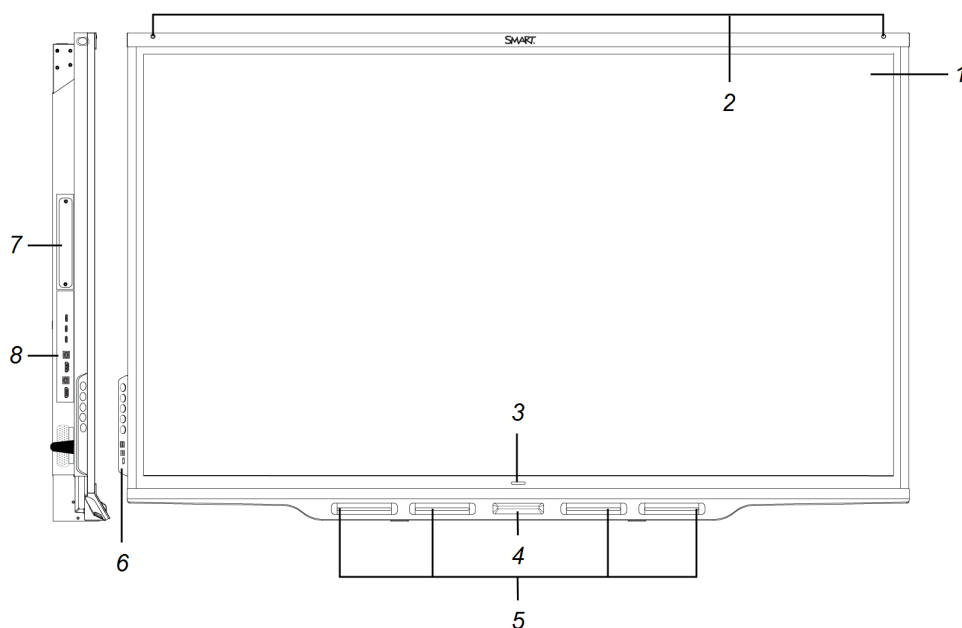
No.	Name	More information
Pictured		
1	Screen	Page 12
2	IR and occupancy sensors	Page 13
3	Home button	Page 14
4	Eraser	Page 14
5	Pen (×4)	Page 14
6	Convenience panel	Page 14
7	Accessory slot	Page 14
8	Side connector panel	Page 30
Not pictured		
9	Bottom connector panel	Page 30
10	AC power inlet, outlet and switch	[N/A]
11	RS-232 connectors	[N/A]
12	Speakers	Page 15

Screen

The following are the dimensions of the screen:

| Model	Diagonal	Width	Height
SBID-7000-V2 models			
SBID-7075-V2	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086-V2	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275-V2	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286-V2	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7075P-V2	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086P-V2	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275P-V2	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286P-V2	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7000 models			
SBID-7075	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7375	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7386	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7075P	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086P	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275P	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286P	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7375P	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7386P	86"	74 7/8" (190.3 cm)	42" (107 cm)

For information about the display's touch features, see *Using touch* on page 20.

IR and occupancy sensors

SBID-7000-V2 models have an IR sensor (for an optional remote control) in the top-left corner of the frame and an occupancy sensor in the top-right corner.

IR sensor *Occupancy sensor*
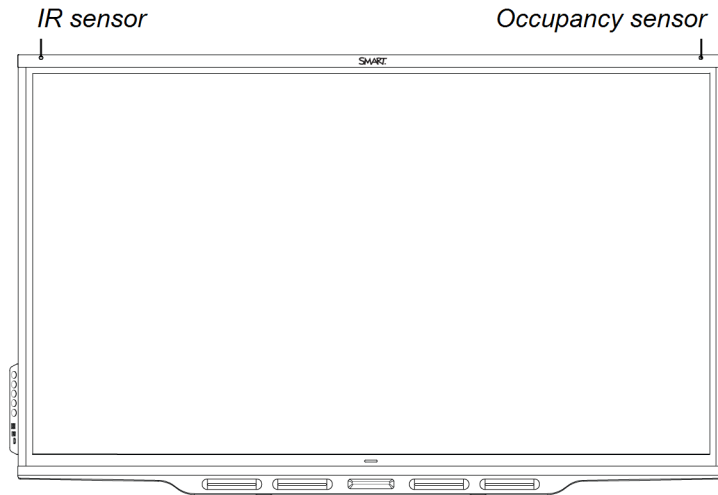
SBID-7000 models have occupancy sensors in the top-left and top-right corners of the frame.

Occupancy sensor *Occupancy sensor*
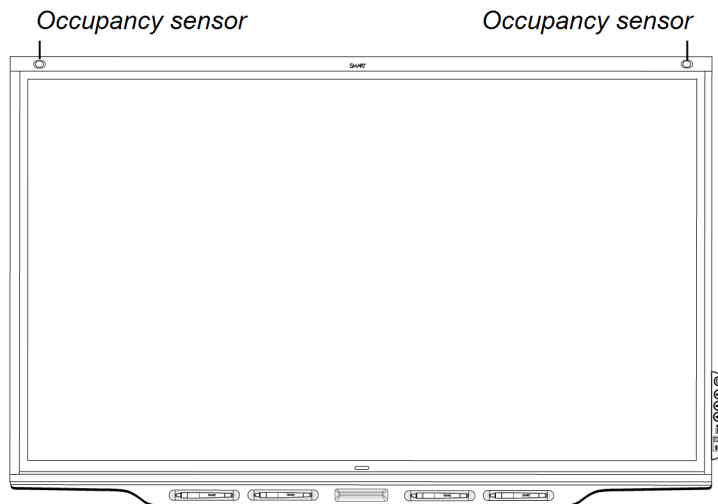
The occupancy sensors can detect people up to 16' (5 m) away when the display is in Standby mode.

When the occupancy sensors detect people in the room, the display either turns on or is ready to turn on, depending on how it's configured.

If the room is empty for a specified period, the display returns to Standby mode.

For more information, see *Waking up the display and putting it back to sleep* on page 18.

Home button

Tap the Home button to open the Home screen on models with the iQ experience. From the Home screen, you can open the iQ experience apps as well as the settings.

For more information about the Home screen and the iQ experience, see *Using the iQ experience* on page 25.

Pens and eraser

The display comes with black, red, blue and green pens. Each pen has an attached eraser and an indicator light.

In addition to the pens, the display includes an eraser, which you can use when you want to erase a large area on the screen.

For more information about the pens and eraser, see *Using the pens and eraser* on page 22.

Convenience panel

The convenience panel contains buttons for turning the display on and off, controlling the volume, freezing and unfreezing the screen, and showing and hiding a screen shade. It also includes connectors for USB peripherals and a computer or other input source.

For more information about the convenience panel, see *Using the convenience panel* on page 19.

Accessory slot

The optional AM50 appliance with an Intel® Compute Card or SMART OPS PC module provide a fully functional Windows 10 solution at your fingertips, without the need for an external PC or cabling.

TIP

Use the Identifying your appliance model wizard on the SMART support site to identify your appliance model.

Internal speakers

The display includes two 10 W integrated speakers. You can also connect an external audio system.

Accessories

Accessories for the display include:

- SBA-100 projection audio system
- SMART Audio 400 classroom amplification system
- Stands
- USB extenders
- Embedded Windows 10 experience hardware

SBA-100 projection audio system

🎓 **For education models only**

Available for education models, the SBA-100 projection audio system consists of two 14 W speakers and is intended for wall-mounted displays. You can control volume using the display's convenience panel or the digital volume controls in a connected computer's operating system.
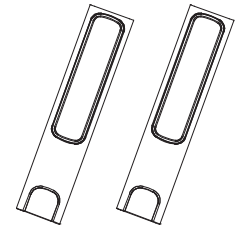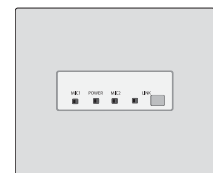
For more information, see the *SBA-100 projection audio system specifications* (smarttech.com/kb/171146).

SMART Audio 400 classroom amplification system

🎓 **For education models only**

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

For more information, see the *SMART Audio 400 classroom amplification system specifications* (smarttech.com/kb/171137).

Stands

If you want to move the display from place to place, you can install it on a SMART mobile stand. Alternatively, if you are installing the display on a wall that cannot support the display's full weight, you can install the display on a SMART floor stand.

For more information about SMART mobile and floor stands, see smarttech.com/accessories.

USB extenders

As noted in the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164), the USB connection between the display and computer should be no longer than 16' (5 m). If you need to connect a computer that is more than 16' (5 m) from the display, use one of the following USB extenders:

Extender	Specifications
USB-XT	smarttech.com/kb/119318
CAT5-XT-1100	smarttech.com/kb/170202

Embedded Windows 10 experience hardware

The optional AM50 appliance with an Intel® Compute Card (smarttech.com/kb/171164) or SMART OPS PC module (smarttech.com/kb/171429) provide a fully functional Windows 10 solution at your fingertips, without the need for an external PC or cabling.

More information

In addition to this guide, SMART provides other documents for the display in the Support section of the SMART website (smarttech.com/support). Scan the QR code on the cover of this guide to view links to SMART Board 7000 and 7000 Pro series interactive display documents and other support resources.

Chapter 2

Using the display

Waking up the display and putting it back to sleep

The display's occupancy sensor (SBID-7000-V2 models) or sensors (SBID-7000 models) can detect people up to 16' (5 m) away when the display is in Sleep mode. Depending on how the display is configured, it either turns on or enters Ready mode when the sensor or sensors detect people.

If the display is in Ready mode, you can turn it on in a number of ways:

- Press the **Power** button $\bigcup$ on the convenience panel.

- Pick up a pen or the eraser.

The display returns to a partial sleeping state when one of the following occurs:

- The sensors detect no motion in the room for 60 minutes.

- You press the **Power** button $\bigcup$ on the convenience panel.

The display remains in this partial sleeping state until all pens are fully charged. The display enters a full sleeping state after all pens are fully charged and the sensor or sensors don't detect anyone in the room.

For information about turning off the display, see the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164).

Using the convenience panel

The convenience panel contains buttons for turning the display on and off, controlling the volume, freezing and unfreezing the screen, and showing and hiding a screen shade. It also includes connectors for USB peripherals and a computer or other input source.
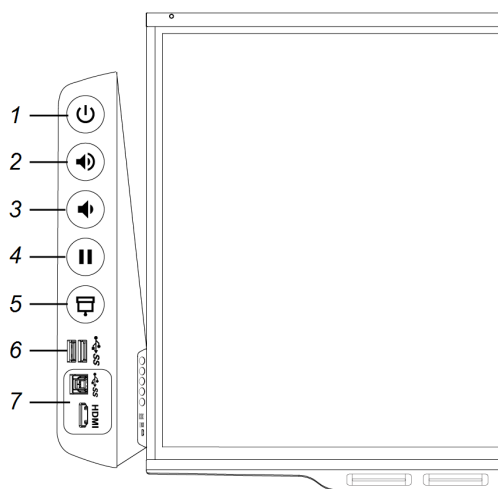
No.	Name	Procedure
1	Power	- Press to enter or exit Standby mode. - Press and hold for four seconds to turn off the display. - Press and hold for 10 seconds to reset the display.
2	Volume increase	Press to increase the volume.
3	Volume decrease	Press to decrease the volume.
4	Freeze	Press to freeze and unfreeze the screen (see page 20).
5	Screen shade	Press to hide screen contents behind a screen shade (see *Showing and hiding the screen shade* on the next page). **NOTE** SBID-7000 models do not include this button.
6	USB Type A connector (×2)	Connect USB drives and other devices that you want to use with the iQ experience or a connected computer.
7	HDMI 2 input connectors	Connect a computer or other input source to use with the display (see page 30).

NOTE

The convenience panel is on the display's right on SBID-7000 models.

Using the Power button to identify the display's status

The Power button indicates the display's status:

Power button	Display status
Off	Not receiving power
Amber	Standby mode
White	Normal operating mode

Adjusting audio

You can use the buttons on the convenience panel to turn the displays volume up or down.

Freezing the screen

You can temporarily freeze the screen by pressing the **Freeze** button on the convenience panel. This is particularly useful when you want to pause a video, an animation, or other moving content.

NOTE

Freezing the screen does not pause any applications running on the connected computer. It simply freezes the display of those applications.

To unfreeze the screen, press the **Freeze** button again.

Showing and hiding the screen shade

On SBID-7000-V2 models, you can temporarily hide the contents of the screen behind a virtual screen shade by pressing the **Screen Shade** button on the convenience panel.

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

Using touch

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

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

The display's support for up to 16 simultaneous interaction points (combination of 10 finger touch points, four pen touch points and two eraser touch points) enables you and other users to interact with objects on the screen at the same time.

NOTE

The display's HyPr Touch™ (Hybrid Precision Touch) proprietary hybrid system greatly improves upon its InGlass™ core by optimizing both touch and pen performance, resulting in virtually no lag and zero contact detect height.

Exclusive to SMART, HyPr Touch allows for SMART's unique Simultaneous Tool Differentiation—the use of 10 touch points, four pens and two erasers (tool and palm) by multiple users for a truly natural, fully collaborative experience.

You can also use gestures within applications.

NOTE

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

Pan (one finger)
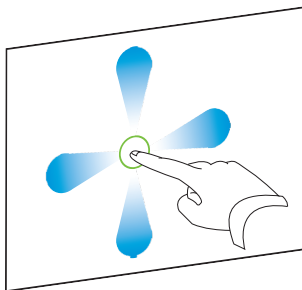
Pan (two fingers) / scroll

Pinch to zoom in / scale (enlarge)

Pinch to zoom out / scale (reduce)

Rotate

Flick
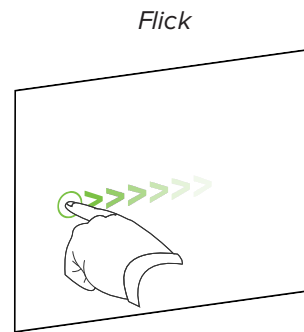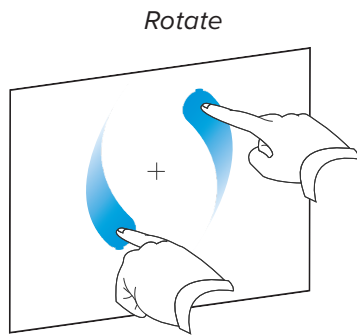
Using the pens and eraser

Using the pens

The display comes with black, red, blue and green pens. Each pen has an attached eraser and an indicator light.
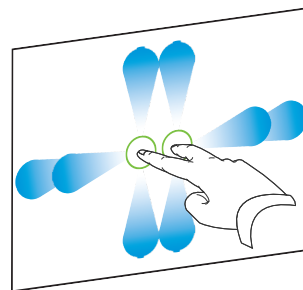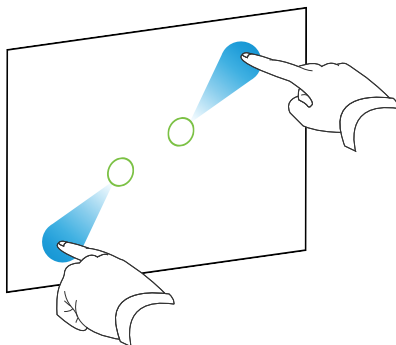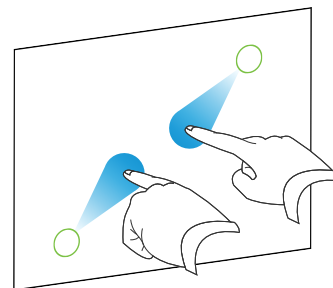
The display's bottom frame includes magnetic holders for the pens. Removing a pen from its holder activates it, and you can use the pen to draw or erase digital ink. Replace the pen when you're done using it to charge it.

When you first turn on the display or pick up a pen from the magnetic holder, the pen's light turns on to indicate the pen's status:

Light	Pen status	Action
Solid green	The pen is charging slowly and can be used for at least two hours.	Pick up the pen and use it to write on the display. Return the pen to the magnetic holder when you're done.
Solid amber	The pen is charging quickly and can be used for less than two hours.	Use the pen for up to two hours. Return the pen to the magnetic holder when done. **NOTE** It is normal for pens to be warm to the touch when charging quickly.
Solid red	The pen needs to be charged within 30 minutes.	Finish using the pen and return it to the magnetic holder when done.

Light	Pen status	Action
Flashing red	The pen needs to be charged within 10 minutes.	Return the pen to the magnetic holder as soon as possible.
Flashing green or amber (while the pen is in the magnetic holder)	The pen's firmware is updating.	Wait for the light to stop flashing. This indicates the pen's firmware has completed updating.

⚠️ **CAUTION**

When you return a pen to the magnetic holder, make sure it's centered in its holder to keep it from falling and being damaged. The pen's light turns on to indicate that it's properly positioned in the holder.

❗ **IMPORTANT**

- Use only pens designed for SMART Board 7000 or 7000 Pro series interactive displays (see smarttech.com/kb/171230).

- After you install the display and turn it on for the first time, place the pens in the holders for at least five minutes. This pairs the pens with the display and charges them for testing purposes.

- If you previously paired a pen with a SMART Board 7000 or 7000 Pro series interactive display, you must pair it with another display to use it with that display. When you do this, the pen's firmware may be updated to align with the other display's software.

- To fully charge the pens, keep them in the holders for at least four hours before users start using the display.

Using the eraser

In addition to the pens, the display includes an eraser, which you can use when you want to erase a large area on the screen.

The display's bottom frame includes a magnetic holder for the eraser. Replace the eraser when you're done with it.

⚠️ **CAUTION**

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

Writing, drawing and erasing

The display includes black, red, blue and green pens, which you can use to write or draw in digital ink. You can erase digital ink using the eraser ends of the pens, the eraser or gestures.

NOTES

- Up to four users can write or draw digital ink on the screen at the same time. Each pen writes and draws in its own color. The Pen ID™ feature enables you to assign different ink appearances to each pen.

- Each pen has a light that turns on to indicate the pen's status.

- If you're viewing the embedded Windows 10 experience or a connected computer's input, SMART Ink® enables you to write or draw in digital ink over applications, files, folders, websites and any other open window.

To write or draw in digital ink

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

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

   NOTE

   The Pen ID feature enables you to use the pens at the same time and customize their colors and other settings independently.

To erase digital ink

Move a pen's eraser over the digital ink you want to erase.

OR
Move the eraser over the digital ink you want to erase.

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

Changing pen color, thickness and other properties

You can change a pen's default color, thickness and other properties:

- To change a pen's properties while using the Whiteboard app or any of the other apps in the iQ experience, see Using the Whiteboard.

- To change a pen's properties while using the embedded Windows 10 experience or a connected computer, see Using SMART Ink.

Using the iQ experience

Using the Home screen

The Home screen in the iQ experience shows recent files and favorite apps and files. You can also start sharing with the display by tapping   in the upper right corner. You can change the display's background to personalize the display.

To show the Home screen

Tap the **Home** button at the bottom of the screen.

To learn how to use the other features of Home screen, see Understanding the Home Screen.

Using the Apps Library

The Apps Library contains the Browser, SMART Notebook Player and kapp Whiteboard apps. You can also add apps from the web and SMART's app store or install third-party apps.

NOTE

SMART Notebook Player is available on education models only.

To open the Apps Library

From the Home screen, tap **Apps Library** .

To learn how to use the other features of Apps Library, see Understanding the Apps Library.

Using the Files Library

The Files Library contains kapp Whiteboard sessions, whiteboards, SMART Notebook files that have been shared with the display, PDFs, and screenshots. If a USB drive is connected to the display, the files on the

USB drive are also available in the Files Library. Although these files can be viewed on the display, they are not saved on the display.

NOTE

SMART Notebook Player is available on education models only.

To open Files Library

From the Home screen, tap **Files Library** ⬚ .

To learn how to use the other features of Files Library, see Understanding the Files Library.

Using kapp Whiteboard

For Pro models only

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

To learn how to use the display's pens and eraser to write, draw and erase in Whiteboard, see *Using the pens and eraser* on page 22.

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

Using SMART Notebook Player

For education models only

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

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

To learn more about SMART Notebook Player, see Working with SMART Notebook files and whiteboards on your display.

Using Browser

You can use Browser to view web sites on the display.

To learn more about Browser, see Browsing the internet on your display.

Using Input

You can use the display's connectors to connect a room computer, guest laptops, and other input sources.

To learn how to connect computers to the display and view their video output, see Viewing a connected computer's screen.

Using Screen Share

You can share the screens from computers and mobile devices on the display wirelessly using Screen Share.

Screen Share supports the following devices:

- Chromebook™ laptops, using Google™ Cast Chrome™ browser extension

- Windows computers, using Miracast[1], Google Cast Chrome browser extension, or AirParrot

- Mac computers and iOS devices, using AirPlay

- Android™ devices, using Cast Screen

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

Using screenshots

When using the Browser or Screen Share apps, you can write or draw on an annotation layer and save the screenshot to the Files Library.

To learn more about screenshots, see Writing and drawing over apps.

Installing third-party apps

You can install third-party apps from the Google Play Store using SMART Remote Management.

To learn more about installing third-party apps, see Deploying third-party apps on your display.

Cleaning up the display

After you've finished using the display, open the launcher and tap **Clean Up** ↺ to clean up the display for the next user.

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

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[1]Windows 10 operating system only

Connecting and using computers

Installing SMART software on computers you want to connect to the display

> 🎓 **For education models only**

The following models come with a one-year subscription for SMART Learning Suite (including SMART Notebook software and SMART Learning Suite Online):

- SBID-7275-V2
- SBID-7286-V2

- SBID-7075
- SBID-7086
- SBID-7275
- SBID-7286
- SBID-7375
- SBID-7386

You can download SMART Notebook software from smarttech.com/downloads and install it on the embedded Windows 10 experience or a room computer following the instructions in Installing and maintaining SMART Notebook 18.

> 🏢 **For pro models only**

The following models come with one room license and ten personal licenses of SMART Meeting Pro® software:

- SBID-7275P-V2
- SBID-7286P-V2

- SBID-7075P
- SBID-7086P
- SBID-7275P
- SBID-7286P
- SBID-7375P
- SBID-7386P

You can download SMART Meeting Pro software from smarttech.com/downloads and install the room license on the embedded Windows 10 experience or a room computer and the personal licenses on up to ten users' laptops following the instructions in Installing and maintaining SMART Meeting Pro 4.

You can purchase additional copies of SMART software to install on other computers. Contact your authorized SMART reseller (smarttech.com/where) for more information.

NOTES

- In addition to SMART Notebook software or SMART Meeting Pro software, you need to install the following software on any computers you connect to the display:

Software	Description
SMART Product Drivers	Enables the embedded Windows 10 experience or connected computers to detect input from the display
SMART Ink	Enables you to write and draw in digital ink over applications, files, folders, websites and any other open window

- SMART TeamWorks™ software, an add-on available for SMART Board 7000 Pro series interactive displays, simplifies meetings and facilitates deeper, more natural interaction with both in-room and remote participants. Contact your authorized SMART reseller (smarttech.com/where) for more information.

Setting the resolutions and refresh rates of computers you want to connect to the display

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

Input source	Resolution	Refresh rate
SBID-7000-V2 models		
HDMI 1	3840 × 2160	60 Hz
HDMI 2	3840 × 2160	60 Hz
HDMI 3	3840 × 2160	60 Hz
VGA	1920 × 1080	60 Hz
SBID-7000 models		
HDMI 1	3840 × 2160	60 Hz
HDMI 2	3840 × 2160	30 Hz
Display Port	3840 × 2160	30 Hz
VGA	1920 × 1080	60 Hz

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

Connecting computers to the display

Computers with SMART software installed can be connected to SBID-7000-V2 models as shown below.

Side and bottom connector panels   **Convenience panel**
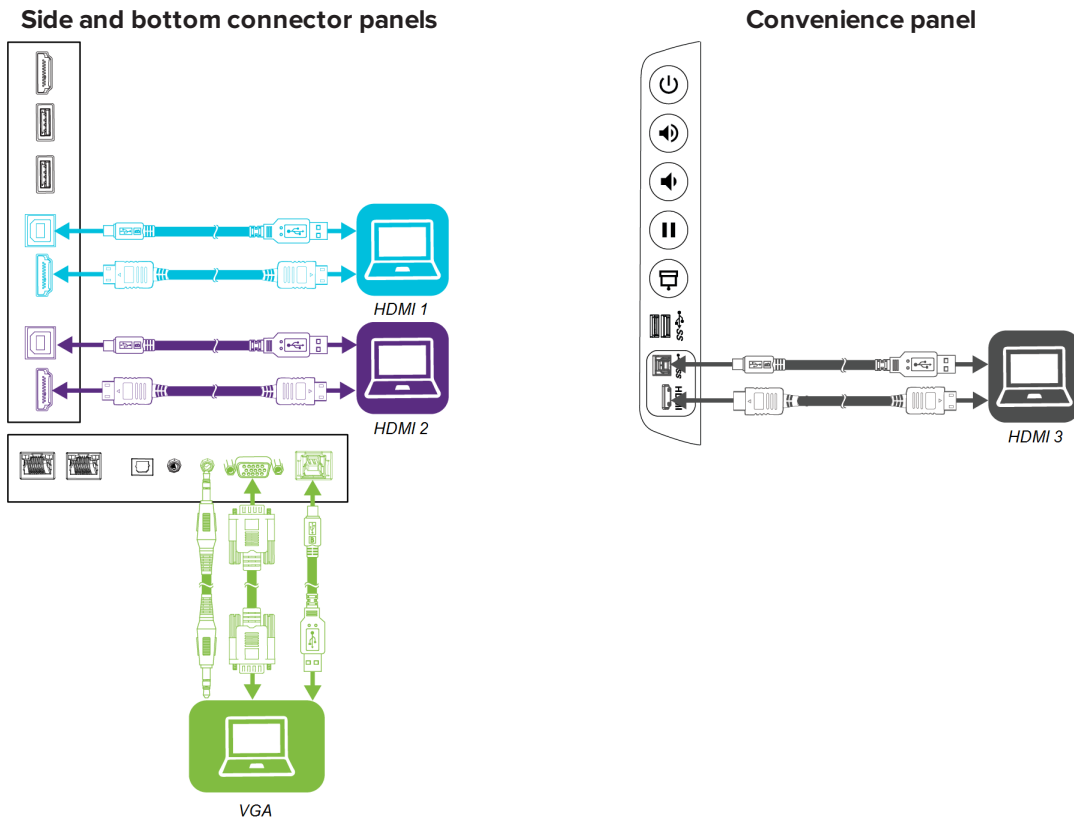
TIP

There is limited space between the side connector panel and the back of the convenience panel. When making connections within the limited space, use flexible, high-quality cables that do not include a larger strain relief feature.

Computers with SMART software installed can be connected to SBID-7000 models as shown below.

Connector panel   **Convenience panel**
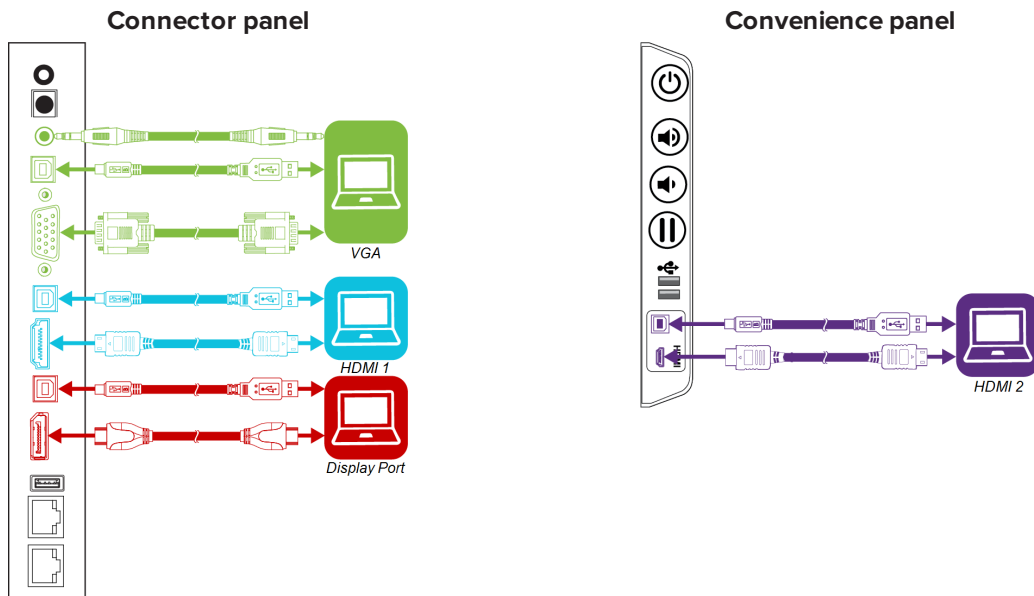
NOTES

- To interact with content, connect a USB cable to the appropriate USB Type-B receptacle on the connector panel or convenience panel (as shown in the above diagrams).

- Your organization's installers might have connected cables to the connector panel or the convenience panel and run the cables behind a wall or under the floor to a desk or table where you can place your computer.

Viewing a connected computer's input

Use the Input app to view a connected computer's input on the display.

To view a connected computer's input

1. Connect the computer to the display.

2. Do one of the following:

If iQ is enabled	If iQ is disabled
Tap the **Home** button ▭ at the bottom of the screen, and then tap **Input** ▱.	Tap the **Home** button ▭ at the bottom of the screen.

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

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

- A blue thumbnail indicates a device is connected to an input but is in Sleep mode.

- A thumbnail showing a preview screen indicates an active device is connected to an input.

3. Tap the computer's thumbnail.

Using SMART software on connected computers

After you've connected a computer to the display and used the Input app to view its input on the display, you can use the SMART software to present content and enable collaboration.

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

- SMART Notebook

- SMART Learning Suite Online

- SMART Meeting Pro

- SMART TeamWorks

- SMART Product Drivers

- SMART Ink

Connecting an Intel Compute Card

If an AM50 appliance with an Intel Compute Card is installed in the display's accessory slot, you can use an embedded Windows 10 experience on the display.

TIP

You can install the SMART software that is included with the display on the Intel Compute Card. For more information on installing software, see *Installing SMART software on computers you want to connect to the display* on page 28.

Viewing the Intel Compute Card's input

To view the Intel Compute Card's input

1. Tap the **Home** button ▭ at the bottom of the screen, and then tap **Input** ▭.

   The display shows thumbnails of the devices that are connected to the display, including the Intel Compute Card.

2. Tap the Intel Compute Card's thumbnail.

Connecting USB drives, peripherals, and other devices

You can use USB drives, peripherals, and other devices with the Intel Compute Card using the USB receptacles on the display or the AM50 appliance.

Connecting a SMART OPS PC module

If your organization has purchased a SMART OPS PC module, you or your organization's installers can install the OPS PC module in the display's accessory slot following the OPS PC module's installation instructions (smarttech.com/kb/171544). You can then view the OPS PC module's input on the display.

For more information about the PCM8 series of SMART OPS PC modules, see *Accessories* on page 15.
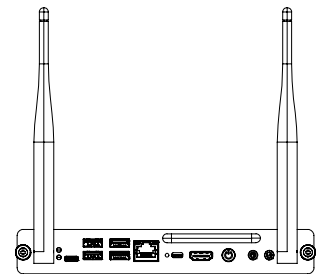
⚠️ **CAUTION**

Do not install the OPS PC module or remove it from the accessory slot while the display is turned on. Ensure the power switch on the back of the display beside the AC power inlet is in the OFF (O) position.

TIP

You can install the SMART software that is included with the display on the OPS PC module. For more information on installing software, see *Installing SMART software on computers you want to connect to the display* on page 28.

Viewing the OPS PC module input

To view the OPS PC module input

1. Tap the **Home** button ▬ at the bottom of the screen, and then tap **Input** ⬚.

   A screen appears, showing thumbnails of the inputs connected to the display, including the OPS PC module.

2. Tap the OPS PC module input.

Connecting external displays

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

Chapter 3

Troubleshooting

This chapter explains how to resolve a variety of common issues with the display, including issues with:

- Power

- Occupancy sensors

- Video

- Image quality

- Audio

- Touch and digital ink

- iQ experience

- Embedded Windows 10 experience

- Software

Resolving issues with power

Issue	Solutions
The display doesn't turn on and its power light isn't lit.	• Make sure the power cable is securely fastened to the power outlet and the display. **NOTE** If the power cable is connected to a power bar, make sure the power bar is securely fastened to the power outlet and turned on. • Make sure the switch beside the AC power inlet is in the ON (I) position. • Make sure the power outlet is working by testing it with a different device. • Make sure the power cable is working by testing it with a different device.
The display turns on, its power light is lit, but nothing shows on the screen.	• Pick up a pen or press the Power button. • See *Resolving issues with video* on the next page. • Restart the display.
The display doesn't turn on when you use a connected computer's mouse or keyboard.	• Make sure the computer is on. • Pick up a pen or press the display's Power button.
You're experiencing other issues with power, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 41.

Resolving issues with the occupancy sensors

Issue	Solutions
The display doesn't turn on or enter Ready mode when users enter the room.	• Make sure all cables are securely connected. • Make sure nothing is blocking the occupancy sensor (SBID-7000-V2 models) or occupancy sensors (SBID-7000 models).
The display turns on enters Ready mode when it shouldn't.	• Check for and, if possible, move the display away from the following: ○ Direct sunlight ○ Bright lights ○ Forced air ducts ○ Plasma displays ○ Infrared audio systems and other infrared sources ○ Polished floors, glass walls, or other reflective surfaces • Be aware that the occupancy sensors' range is 16' (5 m).
You're experiencing other issues with the occupancy sensors, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 41.

Resolving issues with video

Issue	Solutions
You're experiencing the following or similar issues with video: • The video is distorted. • There is visual noise. • The image is dim.	• Make sure any connected computers are on and not in Standby mode. • If the display has an appliance, make sure the appliance is securely installed in the accessory slot and its power light is on. • Set connected computers' resolution and refresh rate to values that the display supports. See *Setting the resolutions and refresh rates of computers you want to connect to the display* on page 29. • Restart the display and any connected computers. • Replace the video cable connecting the computer to the display to determine if the issue is with the cable.
The display is on, but nothing shows on the screen.	• Make sure any connected computers are on and not in Standby mode. • Make sure the screen is working by pressing the Home button (below the screen) to open the launcher. • Restart the display and any connected computers. • Replace the video cable connecting the computer to the display to determine if the issue is with the cable.
A computer is connected to the display, but only a "Looking for a connection" message appears on the screen.	Make sure the computer is connected to the currently selected input.
You want to output video to another display.	• Be aware that only SBID-7000-V2 models and SBID-7000 models with newer AM30 or AM40 appliances support video output. • See Using a secondary display.
You're experiencing other issues with video, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 41.

Resolving issues with image quality

Issue	Solutions
You're experiencing the following or similar issues with image quality: • There are lines or snow on the screen. • The image if flickering or flashing.	• Set the connected computer's resolution and refresh rates to values that the display supports. See *Setting the resolutions and refresh rates of computers you want to connect to the display* on page 29. • Open the iQ experience. If it appears correctly, the issue is with the video input. • Restart the display.
There are bright spots on the screen.	• Open the iQ experience. If it appears correctly, the issue is with the video input. • Take a photograph of the screen and send it to SMART support. If SMART support determines that the issue is with the screen and the display is under warranty, you may be eligible for a replacement.

Issue	Solutions
Colors don't appear correctly.	- Be aware that if two or more displays are mounted side-by-side, there could be minor differences in colors across the displays. This issue is not unique to SMART products. - If you're using a VGA video input, use a different cable or connect a different source to see if the issue is with the cable or input source.
The image is cut off or shifted to the left or right.	- Adjust any connected computers' video settings, particularly zoom, crop and underscan. See the computer's operating system documentation. - If the computer's desktop is entirely black, change it to dark gray or a different color. - If the computer's background is extended across multiple screens, duplicate the desktop across the screens or set the display as the only screen.
The image doesn't fill the entire screen.	Adjust any connected computers' video settings, particularly overscan. See the computer's operating system documentation.
A persistent image appears on the display.	See Image persistence or burn in on LCD displays.
You're experiencing other issues with image quality, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information on page 41.*

Resolving issues with audio

Issue	Solutions
You're experiencing the following or similar issues with audio: - No sound is coming from the speakers. - Sound is coming from the speakers, but the volume is low. - The sound is distorted or muffled.	- If you're using an external audio system, make sure it is turned on. - Make sure the cables connecting the display to the computer are securely fastened. **NOTES** - The display's stereo 3.5 mm in connector works with the VGA input. - Connecting an audio cable to the display's stereo 3.5 mm out connector disables the internal speakers. - If you're using the display's S/PDIF out connector to connect a sound bar or receiver for external speakers, see the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164). - If you're using the display's stereo 3.5 mm out connector, adjust the volume on the display and the connected computer and make sure neither are muted. - If you're using the display's S/PDIF out connector, adjust the volume on the external audio system and make sure the audio system isn't muted. - Adjust the display's audio settings. - If you're using the integrated speakers, set the volume for the computer and any running applications to 80%, and then adjust the display's volume. OR If you're using an external audio system, set the volume for the computer, any running applications and the display to 80%, and then adjust the external audio system's volume.

Issue	Solutions
There is a whine or buzzing sound coming from the back of the display.	• Be aware that these sounds are normal. All displays emit some electrical noise. Such sounds may be more noticeable with some displays than with others. However, if you hear noise from the front of the display, further investigation is required. • Connect all devices to the same power outlet or power bar.
You're experiencing other issues with audio, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 41.

Resolving issues with touch and digital ink

Issue	Solutions
You're experiencing the following or similar issues with touch and digital ink: • When users touch or write on the screen, the pointer or digital ink appears in the wrong place. • Touch and digital ink are intermittent. • Digital ink disappears as you write. • Digital ink colors change unexpectedly.	• Restart the display. • Confirm with the installers that the computer is connected to the display with only a single cable. • Make sure SMART Product Drivers and SMART Ink are installed and running on any connected computers. • Use a known working pen from another display to check if the issue is being caused by the pen. • Remove infrared sources such as incandescent or arc lights, desk lamps and infrared audio devices or move the display to another location in the room. • Update the firmware.
The display responds to touch but not to writing with a pen.	Reinstall or update SMART Product Drivers.
The display doesn't respond to touch or writing with a pen.	Make sure any connected computers have detected the display's USB connection and installed drivers. On Windows computers, open Device Manager and make sure there is no red X or yellow explanation mark (!) over the display's icon. On Mac computers, open System Information and ensure there are no error messages in the display's row.
You're experiencing issues with one or more of the display's pens.	• Use only SMART Board 7000 series or 7000 Pro series interactive display pens with the display. Pens from other interactive displays aren't compatible. • Return the pen to its magnetic holder to calibrate it. • Make sure the pen's pressure sensitive switch isn't damaged or dirty. • If one pen isn't working, make sure the pen is paired with the display and is fully charged. • If all pens aren't working, return the pens to their magnetic holders and restart the display. • Test the pens with another SMART Board 7000 series or 7000 Pro series interactive display (if available).
You can't write or draw in Microsoft Office.	• Make sure Microsoft Office 2013 or later is installed. • Reinstall or update SMART Product Drivers and SMART Ink.
You're experiencing other issues with touch and digital ink, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 41.

Resolving issues with the iQ experience

For information on resolving issues with the iQ experience, including the Whiteboard, SMART Notebook Player, Browser, Input and Screen Share apps, see Troubleshooting iQ system software.

Resolving issues with the Intel Compute Card

For information on resolving issues with the Intel Compute Card, including the drivers, see Troubleshooting Windows 10 on Intel Compute Card.

Resolving issues with the SMART OPS PC module

Symptom	Troubleshooting steps
The on-screen keyboard isn't visible.	- Enable the on-screen keyboard:<ol type="a"> - Select **Start > Settings**. The *Settings* window appears. - Tap **Ease of Access**, and then tap **Keyboard**. - Enable **Use the On-Screen Keyboard**. For more information, see Use the On-Screen Keyboard (OSK) to type. - Enable tablet mode: Tap the notification icon ⬚ in the bottom-right corner of the screen and then select **Tablet mode**. For more information, see Turn tablet mode on or off.
Windows 10 or the OPS PC module is unresponsive.	- Restart the OPS PC module:<ol type="a"> - Press and hold the power button on the OPS PC module. - Wait two minutes. - Press the power button to turn on the OPS PC module. - If restarting the OPS PC module doesn't resolve the issue, contact SMART support.
There is an issue with Bluetooth.	See Fix Bluetooth problems in Windows 10: FAQ.
There is an issue with the network connection.	See Fix network connection issues in Windows.

Resolving issues with software

For information on resolving issues with SMART software, see the following pages in the Support section of the SMART website:

- Troubleshooting SMART Notebook 18

- Troubleshooting SMART Learning Suite Online

- Troubleshooting SMART Meeting Pro 4

- Troubleshooting SMART TeamWorks

- Troubleshooting SMART Ink 5

- Troubleshooting SMART Product Drivers 12

Referring to the SMART knowledge base for additional troubleshooting information

Refer to the SMART knowledge base for additional troubleshooting information:

community.smarttech.com/s/topic/0TO0P00000010RIWAY/7000-series

Contacting your reseller for additional support

If an issue you're experiencing with the display persists or isn't covered in this chapter or the knowledge base, contact your authorized SMART reseller (smarttech.com/where) for support.

Your reseller might ask you for the serial number for the display or the appliance (if one is installed).

Finding the display serial number

The display's serial number is located in the following places:

- On the bottom frame

- On the back of the display

Finding the appliance serial number

The appliance's serial number is located on the appliance.

NOTE

You need to remove the appliance from the display to find the serial number.

Finding serial numbers in settings

For SBID-7000-V2 models, the settings include the serial number for the display.

For SBID-7000 models, the settings include the serial number for the appliance.

Refer to the *SMART Board 7000 and 7000 Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171164) for more information.