

SMART Board MX series interactive displays

USER'S GUIDE

FOR MODELS:

- SBID-MX265
- SBID-MX275
- SBID-MX286





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08/2018

Important information

NOTE

Refer to the installation and maintenance guide for important information about installing and maintaining the display (see *More information* on page 7).

- Do not open or disassemble the display. You risk electrical shock from the high voltage inside the casing. Opening the casing also voids the warranty.
- Do not stand (or allow children to stand) on a chair to touch the surface of the display.
- To reduce the risk of fire or electric shock, do not expose the display to rain or moisture.
- Do not insert objects inside the cabinet ventilation holes, because they could touch dangerous voltage points and cause electric shock, fire or product damage which may not be covered by the warranty.
- Do not place heavy objects on the power cable. Damage to the cable could cause shock, fire or product damage which may not be covered by the warranty.
- If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.
- Disconnect all of the display's power cables from the wall outlet and seek assistance from qualified service personnel if any of the following occur:
 - The power cable or plug is damaged
 - Liquid is spilled into the display
 - Objects fall into the display
 - The display is dropped
 - Structural damage, such as cracking, occurs
 - The display behaves unexpectedly when you follow operating instructions
- Before inserting or removing the iQ appliance from the display, turn off the display using the switch at the back of the display. See Open Pluggable Slot computer (OPS) disclaimer for more information.

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.

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.

A CAUTION

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

Radiation exposure statement

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

Innovation, Science and Economic Development Canada statement

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

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

Radiation exposure statement

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

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.

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.

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Chapter 1 Welcome

Identifying your specific model
Identifying your SMART Board MX series interactive display model
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This chapter introduces the SMART Board® MX series interactive displays.

Identifying your specific model

SMART offers several different models of the SMART Board MX series interactive display and iQ appliance.

Identifying your SMART Board MX series interactive display model The following models of SMART Board MX series interactive display are available:

Model

Screen size (approximate)

SBID-MX265

65" (165 cm)

Model	Screen size (approximate)
SBID-MX275	75" (190 cm)
SBID-MX286	86" (218 cm)

Refer to the specifications for detailed technical information for this model, including product dimensions and weights (see *More information* on page 7).

For help identifying your display, see Appendix B: Identifying the display on page 23.

Features

The SMART Board MX 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.

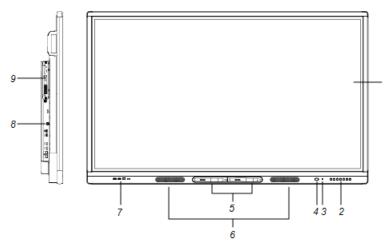
The display includes the following features:

Feature	Description
iQ technology	The display's iQ appliance provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser.
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. 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 10 simultaneous touch, writing and erase points enables you and other users to interact with objects on the screen at the same time. ¹
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. Up to two users can write or draw digital ink on the screen at the same time.
Audio support	The display includes integrated speakers for presenting audio from connected input sources.

¹Requires SMART Product Drivers to be installed. Some applications might not support all touch points.

Components

The display consists of the following components:



No.	Name	More information	
Pictured			
1	Screen	Page 4	
2	Front control panel	Page 5	
3	Light sensor	Page 6	
4	Remote control sensor / status light	Page 5	
5	Pen (×2)	Page 4	
6	Speakers	Page 6	
7	Front connector panel	Page 5	
8	Side connector panel	See SMART Board MX series interactive displays installation and maintenance guide (smarttech.com/kb/171257).	
9	iQ appliance	Page 4	
Not pictured			

No.	Name	More information
10 9	AC switch	See SMART Board MX series interactive displays installation and maintenance guide (smarttech.com/kb/171257).
11 10	Bottom connector panel	See SMART Board MX series interactive displays installation and maintenance guide (smarttech.com/kb/171257).
12 11	Remote control	Page 5

iQ appliance

The iQ appliance is inserted in the accessory slot on the back of the SBID-MX265, SBID-MX275 and SBID-MX286 models.

Screen

The following are the dimensions for the display:

Model	Diagonal	Active touch area	Active image area
SBID-MX265	64 1/2" (163.9 cm)	57 3/8" × 32 3/4" (145.7 cm × 83.3 cm)	56 1/4" × 31 5/8" (142.9 cm × 80.4 cm)
SBID-MX275	74 1/2" (189.3 cm)	66 1/2" × 38" (168.8 cm × 96.6 cm)	65" × 36 1/2" (165 cm × 92.8 cm)
SBID-MX286	85 5/8" (218.4 cm)	76 3/8" × 43 3/4" (194.1 cm × 111.2 cm)	74 5/8" × 42" (189.5 cm × 106.6 cm)

Pens

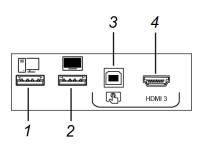
The display comes with two pens.

The display's bottom frame includes magnetic holders for the pens. Remove a pen from its holder and use the pen to draw digital ink.

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.

Front connector panel

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



No.	Name	Procedure
1	USB Type-A connector	Connect USB drives and other devices that you want to use with the currently selected input source.
2	USB Type-A connector	Connect a USB drive to update the display's firmware.
3	USB Type-B connector	Connect a USB cable to the display and computer to provide touch control of the computer connected to HDMI 3.
4	HDMI 3 input connector	Connect a computer or other input source to the display (see page 18).

Front control panel

The front control panel contains the Power, Input Select, Menu, Freeze, Mute and volume control buttons.

For more information about the front control panel, see Using the front control panel on page 9.

Remote control

The remote control is an alternative to the front control panel for controlling the display.

For more information about the remote control, see Using the remote control on page 10.

Remote control sensor

The status light blinks green and red when it registers a button being pressed on the remote

control.

Status light

The status light blinks green and red when it registers a button being pressed on the remote control.

When the status light is red, the display is in a low power state. To wake the display, press the **Power** button U on the front control panel or **POWER** on the remote control.

Ambient light sensor

The ambient light sensor can detect the room brightness and adjust the display's brightness. Make sure **Auto** is enabled in Brightness and volume in the display's settings. See *SMART Board MX* series interactive displays installation and maintenance guide (smarttech.com/kb/171257).

Internal speakers

The display includes two 10 W rms integrated speakers. You can also connect external speakers.

Accessories

Accessories for the display include the following:

- SBA-100 projection audio system
- SMART Audio 400 classroom amplification system
- USB extenders

SBA-100 projection audio system

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

For more information, see the *SBA-100 projection audio system specifications* (smarttech.com/kb/171146).

SMART Audio 400 classroom amplification system

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



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

NOTE

The SMART Audio 400 classroom amplification system is available only in Canada and U.S.

USB extenders

As noted in the *SMART Board MX* series interactive displays installation and maintenance guide (smarttech.com/kb/171257), 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

SMART recommends only using USB extenders with the USB connectors on the side and bottom connector panels on the display.

Fore more information, see:

- Troubleshooting and extending the USB 2.0 and USB 3.0 connection to your SMART interactive display
- USB cables and connectors

More information

In addition to this guide, SMART provides the following documents for the display:

Document	Link
SBID-MX165, MX175, MX186, MX265, MX275 and MX286 installation instructions	smarttech.com/kb/171274
Installation and maintenance guide	smarttech.com/kb/171257
SBID-MX265 specifications	smarttech.com/kb/171240
SBID-MX275 specifications	smarttech.com/kb/171259
SBID-MX286 specifications	smarttech.com/kb/171260
Comparison	smarttech.com/kb/171161

These documents are available in the Support section of the SMART website (smarttech.com/support). Scan the QR code on the cover of this guide to view the SMART Board MX series interactive displays pages in the Support section.

Chapter 2 Getting started

Waking up the display and putting it back to sleep	9
Using the front control panel	
Adjusting audio	
Using the remote control	
Using touch	11
Writing, drawing and erasing	12

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

Waking up the display and putting it back to sleep

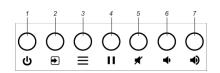
To wake the display, press the **Power** button \bigcirc on the front control panel.

To return the display to a partial sleeping state, press the **Power** button \bigcirc on the front control panel.

For information about turning the display off, see *SMART Board MX200 series interactive displays installation and maintenance guide* (smarttech.com/kb/171257).

Using the front control panel

The front control panel contains the Power, Input Select, Menu, Freeze, Mute and volume control buttons.



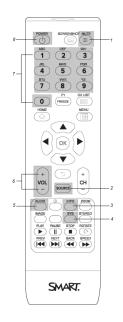
No.	Name	SMART Board MX procedure
1	Power	Press to wake the display. Press to again enter Sleep mode.
2	Input select	Press to switch input source.

No.	Name	SMART Board MX procedure
3	Menu	Press to open the display's settings.
4	Freeze	[N/A]
5	Mute	Press to mute or unmute the volume.
6	Volume decrease	Press to turn down the volume.
7	Volume increase	Press to turn up the volume.

Adjusting audio

You can use the buttons on the front control panel to increase and decrease the volume. You can also use the buttons on the remote control.

Using the remote control



The table below lists the functions available for the remote control.

NOTE

The buttons listed in this table and highlighted in gray in the image above are the only ones that have an effect on the display. Pressing the other buttons will make the remote control sensor flash, but they have no effect.

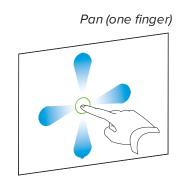
No.	Name	Function
1	MUTE	Mute or unmute the volume
2	SOURCE	Open the input source menu
3	INFO	Press to show the display's detected resolution and refresh rate for the current input source
4	SYS	Open the display's settings
5	AUDIO	Change the display's audio mode
6	VOL + / VOL -	Increase or decrease volume
7	[Number buttons]	Press buttons on the number pad to customize settings
8	POWER	Wake the display. Enter Sleep mode.

Using touch

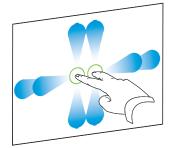
By touching the display's surface, you can do everything on the display that you can do at your computer. You can also use an array of gestures within applications.

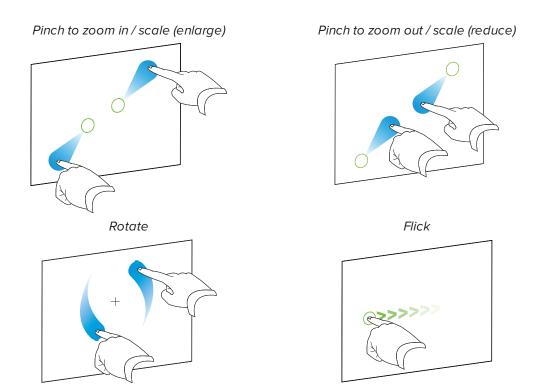
NOTE

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



Pan (two fingers) / scroll





Writing, drawing and erasing

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

NOTE

When you're viewing 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 on the computer.

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.

To erase digital ink

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



Chapter 3 Using the iQ experience

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Using the launcher

Use the launcher to open the Whiteboard, SMART Notebook® Player, Browser, Input and Screen Share apps, and to access settings.

Use the launcher to open the Whiteboard, Browser, Input and Screen Share apps, and to access settings.

NOTE

SMART Notebook Player is available on education models only.

To show the launcher

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

To hide the launcher

Select an app, tap the **Home** button **Control** or tap anywhere on the screen.

Using Whiteboard

Using 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 *Writing, drawing and erasing* on page 12.

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

Using SMART Notebook Player

Use SMART Notebook Player to open, view and interact with SMART Notebook software files. Notebook Player makes it easy to present SMART Notebook files and play SMART lab[™] activities on the display.

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 Using SMART Notebook Player.

Using Browser

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

To learn more about Browser, see Using Browser

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 input, see Using Input.

Using Screen Share

You can share content 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 Miracast¹, Google Cast Chrome browser extension or AirParrot
- Mac computers and iOS devices, using AirPlay
- Android[™] devices, using Cast Screen

Using acetates

When using the Browser app or Screen Share app, you can write or draw on acetates and save them to the Whiteboard library.

To learn more about acetates, see Using acetates.

Cleaning up the display

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

¹Windows 10 operating system only

Chapter 4 Connecting and using computers

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

To take full advantage of the SMART Board MX series display's interactive features, download and install SMART software on computers you connect to the display. SMART Learning Suite includes SMART Notebook software, SMART Ink, SMART Product Drivers and other software. SMART Ink enables you to write and draw in digital ink over applications, files, folders websites and any other open window on your computer.

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

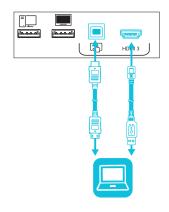
The following table presents the recommend resolutions and refresh rates for the display's input sources:

Input source	Resolution	Refresh rate
HDMI 1 and HDMI 2	3840 × 2160	60 Hz
HDMI 3	1920 × 1080	60 Hz
VGA	1920 × 1080	60 Hz

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

Connecting computers to the display

You can connect computers to the display and then view the computers' input on the display's screen.



NOTES

- To connect computers using the side and bottom connector panels, see SMART Board MX200 series interactive displays installation and maintenance guide (smarttech.com/kb/171257).
- For full interactivity, connect a USB cable to the associated USB Type-B receptacle on the connector panel or convenience panel (as shown in the above diagrams and install SMART Product Drivers and SMART Ink on the connected computer).
- Your organization's installers might have connected cables to the side and bottom connector panels or the front control 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

To view a connected computer's input

1. Connect a device to the display's HDMI 1, HDMI 2, HDMI 3 or VGA connectors.

NOTE

To enable touch control of the device, connect a USB cable to the associated USB port.

2. Press **Input** on the front control panel.

The Input selection menu appears.

NOTE

Inputs that have a device connected to it are blue while inputs without a connection are black.

3. Tap the input you want to view.

The display looks for a connection, and the computer's desktop appears on the display's screen.

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 Learning Suite (including SMART Notebook software), see SMART Notebook 18.

Appendix A

Troubleshooting viewing input from computers

This appendix explains how to troubleshoot issues with connected computers.

NOTE

For hardware troubleshooting information, see *SMART Board MX series interactive displays installation and maintenance guide* (smarttech.com/kb/171257).

Issue	Solutions
There is an issue with the image. No signal appears on the screen.	 See the SMART Board MX series interactive displays installation and maintenance guide (smarttech.com/kb/171257). Connect the computer to one of the display's video input connectors. NOTE In the input source menu, video input connectors that have a device connected are blue. If you're using two connected video cables, use one longer cable or move the computer so it's within a single cable length of the display's specifications.
	 The computer is using a video resolution or refresh rate that the display doesn't support. Set the computer to a supported resolution and refresh rate. Make sure the computer hasn't entered Sleep mode. Press a key on your computer's keyboard to wake it up.
There is an issue with touch. Touch is not working or is not accurate	 If touch interactivity is slow, close some open applications on the computer. Make sure the USB cable is securely fastened to both your computer and the display. Make sure the USB cable is not longer than the maximum specified in the display's specifications. Use a USB 2.0 cable and make sure it's connected to the correct USB connector that's associated with the video input source. See the <i>SMART Board MX series interactive displays installation and maintenance guide</i> (smarttech.com/kb/171257). Make sure the latest version of SMART Product Drivers is installed on your computer. SMART Board MX series interactive displays require SMART Product Drivers 12.10 or later.
	 Remove any USB cable extenders. For best results, use a USB cable that's no longer than 16' (5 m).

APPENDIX A TROUBLESHOOTING VIEWING INPUT FROM COMPUTERS

Issue	Solutions
There is an issue with audio	 See the SMART Board MX series interactive displays installation and maintenance guide (smarttech.com/kb/171257). Make sure the computer isn't muted. Turn up the computer's volume. Turn up the display's volume. See Front control panel on page 5. Make sure the display isn't muted. See Front control panel on page 5. Make sure the default audio output device setting on your computer is set to SMART Board MX.
	 If you're connecting a computer to the VGA connector, make sure an analog audio cable is also connected from your computer's audio output to the display's analog audio input.

Appendix B Identifying the display

To identify your display

1. Press Input D on the front control panel.

A list of input sources appears.

2. If the input source list doesn't include SMART MX e³, the display is a SMART Board MX series interactive display. The display has an iQ appliance installed.

If the input source list includes SMART MX e^3 , the display is a SMART Board MX100 series interactive display. The display includes the e^3 experience.

SMART TECHNOLOGIES

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