SMART Hub SE240

Installation and User's Guide

Extraordinary made simple™ | SMART™

Product Registration

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at www.smarttech.com/registration.

Keep the following information available in case you need to contact SMART Technical Support.

Serial Number: _____

Date of Purchase: _____

Contents

Chapter 1

About Your SMART Hub SE240

Overview

The SMART Hub SE240 is a device you connect to your SMART Board™ interactive whiteboards, SMART Board *for Flat-Panel Displays* interactive overlays, SMART Board interactive display frames, Actalyst™ interactive overlays and SMART Podium™ interactive pen displays. It has the following features:

- Whiteboard capability for writing and dawing with digital ink

- SMART Bridgit™ software for collaborating with others

- Digital ink features for working with computer and video source inputs on your SMART products' displays

- User-friendly design

- Easy-to-maintain hardware

    ☞ **IMPORTANT**

    To ensure your hub functions as expected, immediately upgrade your hub's firmware at www.smarttech.com/SE240firmware.htm.

SMART Hub SE240 Features

Your hub's compact size allows you to easily integrate it into your boardroom or classroom. You can mount it in four ways:

- 19" (48.3 cm) rack mounting

- wall mounting

- tabletop or shelf mounting

- under-shelf mounting

Your hub includes connectors for:

- SMART products

- up to two computers and two video sources

- speakers

- other peripheral devices (including USB storage devices)

Computer Input

- VGA
- SVGA
- XGA
- WXGA

- SXGA
- SXGA+
- MAC

Computer Output

- SVGA
- XGA
- WXGA
- SXGA

- 720P
- 1080i
- 1080p

Firmware Features

Your hub's main firmware features include whiteboarding for writing and drawing with digital ink, and saving documents for later use.

Standard Accessories

SMART provides the following accessories with your hub. If you need to purchase replacements, contact your authorized SMART reseller.

Power Supply

SMART provides a 12V DC, 5.0A power supply and the cable you need to connect it to a power outlet (depending on your region).

NOTE

The cable you need to connect the power supply to a power outlet is included with your hub.

Cables and Adapters

SMART provides the following cables:

- 6' (1.8 m) DVI male to VGA male cable to connect to the Extended Control Panel (ECP) from the DVI-out port.
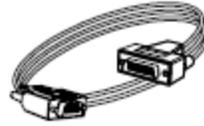
- 6' (1.8 m) DVI male to DVI male cable to use if your display supports DVI ports.
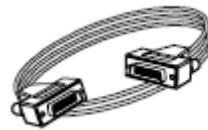
- DVI male to VGA female adapter to connect your hub to a projector or display using a VGA cable.

  NOTE

  Use this adapter if you use an Actalyst interactive overlay.
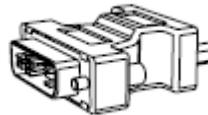
- USB to serial adapter to connect your hub to your SMART product if it has a serial connector instead of a USB connector.

  NOTE

  You can purchase additional cables from your authorized SMART reseller.

Chapter 2
Installing Your Hub

Environmental Requirements

Before you install your hub, review the following environmental requirements.

Storage Temperature and Humidity

You can store your hub in temperatures ranging from -4°F to 140°F (-20°C to 60°C) and in humidity ranging from 0% to 80%, non-condensing.

Water and Fluid Resistance

Your hub is for indoor use only and doesn't meet any salt-spray or water ingress requirements.

> ⚠ **CAUTION**
>
> Do not pour or spray any liquids directly onto the product. These liquids can get into areas where they could damage sensitive electronic components.

Dust and Scratching

Your hub is for use in office and classroom environments only. It isn't designed for industrial use, where heavy dust and pollutants can cause malfunctions or impaired operation. The design is for pollution degree 1 (P1) as per EN61558-1, which is defined as "No pollution or only dry non-conductive pollution."

Electrostatic Discharge (ESD)

Your hub meets the requirements of EN61000-4-2 severity level 4 for direct and indirect ESD. No malfunction or damage up to 15 kV (both polarities) with a 330 ohm, 150 pF probe (air discharge). Unmated connectors meet 8 kV for direct (contact) discharge.

Conducted and Radiated Emissions

The narrowband radiated electric field from your hub meets the limits for Class B performance as defined in EN55022/CISPR 22.

Before Installing Your Hub

Choose a location for your hub as close as possible to your SMART product, its projector or display and a network connection. You can mount your hub on a rack, wall, tabletop or shelf.

Tools Required

You need a Phillips® No. 2 screwdriver to connect the mounting brackets to your hub. You may need additional screwdrivers or an electric drill with appropriate bits depending on the screws you use to mount the hub on a rack, wall, tabletop or shelf.

Additional Cables Required for Your Hub

Your hub includes cables and accessories, but you may require the following additional cables:

- a USB cable to connect your hub to other SMART products

    ℹ NOTE
    SMART provides a USB cable with products that have USB connectors.

- an RCA cable to connect to your speakers

- a Cat 5 cable to connect your hub to a network

- a VGA cable to connect your hub to a computer using a DVI to VGA connector

- a USB cable to connect your hub to a computer

- a 3.5 mm audio cable to connect your hub to a computer

Optional Accessories

You can control your hub by connecting a USB keyboard or USB mouse device, or you can use the on-screen keyboard.

ℹ NOTE
Some USB, keyboard and mouse devices are not supported by your hub.

Installing Your Hub

Install your hub in three stages:

1. Mount your hub.

2. Connect your hub.

3. Verify that your hub firmware is current.

Mounting Your Hub

ℹ️ **NOTE**

Use screws and anchors appropriate for the wall on which you're mounting your hub (screws may not be supplied, depending on your wall type). If you have a steel wall, for example, use four toggle bolts to mount your hub. If you're mounting your hub on wood, use four wood screws to mount your hub.
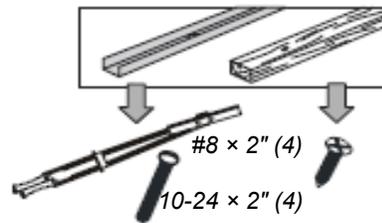
You can mount your hub in one of the following configurations:

• 19" (48.3 cm) rack mounting (rack not included)

• wall mounting

• tabletop or shelf mounting

• under-shelf mounting

⚠️ **CAUTION**

When mounting your hub, ensure its fans are not obstructed to allow for proper cooling. If you mount the hub vertically, be sure that the fans face up to provide optimal cooling.

To mount your hub on a 19" (48.3 cm) rack

1. Attach the mounting brackets to the sides of your hub using the screws provided.

   ℹ️ **NOTE**

   There are several methods for attaching the brackets to the side of your hub. Use the method that works best for your rack. SMART recommends that you use a method using two mounting brackets aligned with the back of the unit.

2. Mount your hub to the rack.

To mount your hub on a wall

1. Align the base of the mounting brackets with the bottom of your hub.

2. Attach the mounting brackets to the sides of your hub using the screws provided, and then mount your hub to the wall.

   👉 **IMPORTANT**
   Ensure that the side of the unit with the fan is on top.
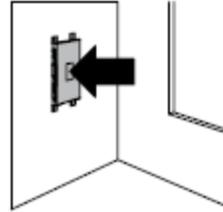
To mount your hub on a shelf or tabletop

1. Align the base of the mounting brackets with the bottom of your hub.

2. Attach the mounting brackets to the sides of your hub using the screws provided.

3. Mount your hub on the shelf or table using the appropriate screws.
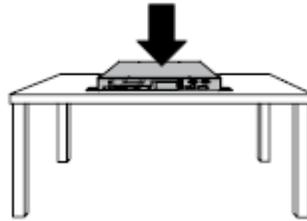
To mount your hub under a shelf

1. Align the base of the mounting brackets with the top of your hub.

2. Attach the mounting brackets to the sides of your hub using the screws provided.

3. Mount your hub under the tabletop or shelf.
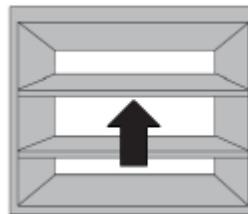
Connecting Your Hub

After mounting your hub, connect it to your SMART product and peripheral devices.

1. Connect your hub to your SMART product through a DVI-out port using a DVI to VGA cable, or the provided DVI cable.
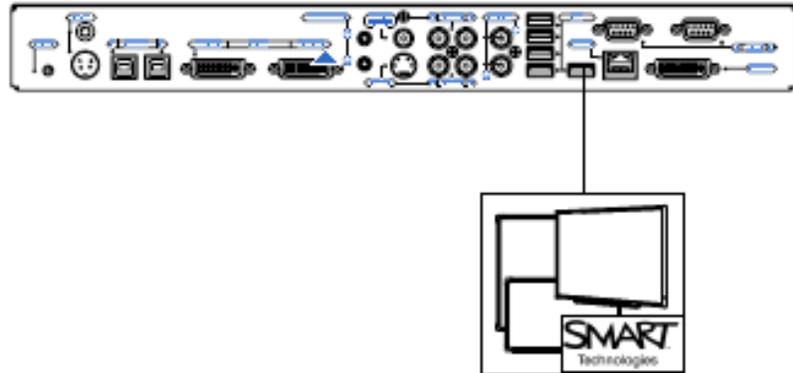
    ### NOTE
    Use a USB cable to connect your hub to another SMART product. If your SMART product has a serial connector rather than a USB connector, use the USB to serial adapter provided with your hub.

2. Connect your hub to your SMART product's projector through the RS-232 connector.

    ### NOTES
    – Your hub includes two video cables. Use these cables to connect your hub to your projector or display.

    – SMART recommends using a DVI cable, when possible, for optimal performance.

    – You can connect multiple SMART products to a single SMART Hub SE240. All SMART products connected to the unit share a common display. For more information, contact SMART Support website.

3. Connect your hub to your network.

4. Connect your hub to your peripheral devices with USB connectors.

5. Connect your hub to its power supply, and then turn on your SMART product and its projector or display.

Verifying that Your Firmware is Current

See the *SMART Hub SE240 and SMART Hub VE220 Administrator's Guide* [document 137274](#) for information on verifying your hub firmware.

Chapter 3
Configuring Your Hub

Orienting Your SMART Products

IMPORTANT

- Before orienting your hub, download the latest version of firmware for your hub from the [SMART Support website](#).

- When your SMART product uses its default orientation data, the touch point on the screen corresponds to the projected image, provided the projected image fills the entire interactive screen. However, the projected touch point might be offset from the actual touch point in some situations. Resolve this issue by orienting your SMART product.

- Orient your SMART product with your hub before you orient it with other connected computers.

To orient your SMART product with your hub

1. Select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

2. Press **Orient**.

   The orientation screen appears.

3. Using a pen tray pen, press and release the center of the first target.

4. Repeat step 3 for each target.

   The orientation data saves to your hub's memory.

Configuring Multiple SMART Hub SE240 Units

If you have more than one SMART Hub SE240, you can configure one unit, export the configuration settings to a USB storage device, and then import the configuration settings to the other units.
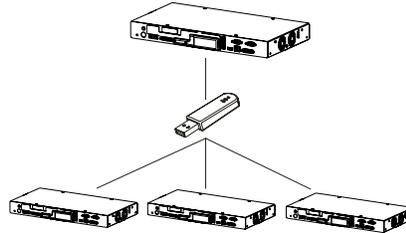
IMPORTANT

The export process doesn't include orientation data on the USB storage device.

Exporting and Importing Configuration Settings

To export configuration settings to a USB storage device

1. Connect a USB storage device to your hub, and then select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

   IMPORTANT

   If a password is required to change the configuration settings, enter it in the text box located at the bottom of the window, and then press **OK**.

2. Select **Administration > Export Settings**.

   A dialog box appears asking you to select the settings you want to export to a USB drive.

3. Select the **SMART Hub SE240 system settings** check box to export configuration settings, and the **E-mail Contacts** check box to export e-mail contacts.

4. Press **OK**.

   A second dialog box appears indicating that you've successfully exported all selected settings files.

5. Press **OK**.

To import configuration settings from a USB storage device

1. Connect a USB storage device to your hub, and then select **System > Settings**.

    The *SMART Hub SE240 Settings* dialog box appears.

    👉 **IMPORTANT**
    If a password is required to change the configuration settings, enter it in the text box located at the bottom of the window, and then press **OK**.

2. Select **System > Settings**.

    The *SMART Hub SE240 Settings* dialog box appears.

3. Press **Administration > Import Settings**.

    A dialog box appears asking you to select the settings you want to import from a USB drive.

4. Select the **SMART Hub SE240 system settings** check box to import configuration settings, and the **E-mail Contacts** check box to import e-mail contacts.

5. Press **OK**.

    A second dialog box appears indicating that you've successfully imported all selected settings files.

Securing Configuration Settings

You can password protect your configuration settings.

💡 **TIP**
If you forget your password, contact SMART's Support website.

To apply a password to configuration settings

1. Select **System > Settings**.

    The *SMART Hub SE240 Settings* dialog box appears.

2. Press **Administration**, and then select the **Require password to access system settings** check box.

    A *Settings password* dialog box appears prompting you to enter your old password.

3. Enter your old password, and then create a new one. After you confirm your new password, press **OK**.

> **NOTE**
>
> Only enter your old password if you have an existing one, or if you haven't already done so in the text box at the bottom of the main *Settings* dialog box.

4. Press **Apply All**.

Connecting Your Computer to Your Hub

You can connect your computer to your hub to view its input on your SMART product's display and do the following:

- Write and draw in digital ink.

- Freeze the display.

- Take screen captures.

- Use the on-screen keyboard and right-click features of your hub's firmware.

To connect your computer to your hub

Connect your computer to your hub using the appropriate VGA/DVI or DVI-D cables and adapters.

Computer	SMART Product (A)	Video (B)	Audio (C)
1	USB B receptacle 1	DVI connector 1	Stereo mini connector 1
2	USB B receptacle 2	DVI connector 2	Stereo mini connector 2

The following diagram shows the location of your hub's connectors.
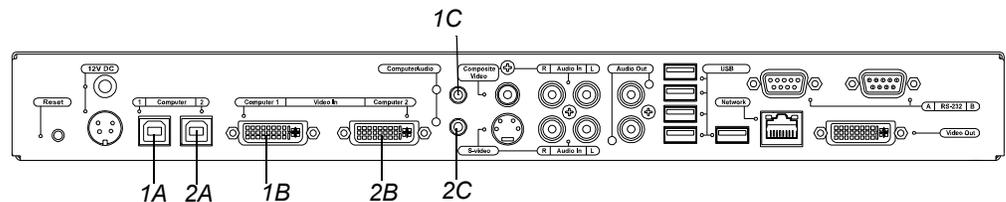
To configure your hub for the computer

1. Select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

2. Press **Input Configuration**.

3. In the *Input device name* box, type a name for the computer.

4. In the *Input Type* list, select **Analog** or **Digital**.

> **IMPORTANT**
> – Select **Analog** if you are using a VGA/DVI-I cable, or if you are using a DVI/DVI cable with a VGA/DVI adapter.
>
> – Select **Digital** if you are using a DVI/DVI cable.
>
> – If the setup is incorrect, your hub will not work with a Mac computer.

5. Press **Apply All**.

   A *Picture Settings* dialog box appears allowing you to change your hub's brightness or contrast. Press **Adjust Settings**, **OK**, **Cancel** or **Reset** accordingly.

Configuring the Display Settings

You can configure your hub's resolution, aspect ratio and time-out settings to work with your SMART product's display.

To configure the display settings

1. Select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

2. Press **Display Configuration**.

   > **TIP**
   > The top portion of the *Display Configuration* tab shows information about the projector or display connected to your hub. You can refresh this information by pressing **Refresh**.

3. Select a resolution in the *Resolution* list, and then press **Apply All**.

   > **NOTE**
   > You have the option of choosing how many minutes you want your hub to wait before it enters sleep mode, shuts down the projector.Press **Apply All**.

Configuring Network Settings

Connect your hub to a network to take advantage of its networking features, such as e-mailing Whiteboard files.

> **IMPORTANT**
> You must be familiar with basic networking, Simple Network Management Protocol (SNMP) and Simple Mail Transfer Protocol (SMTP) to complete the following procedures. If you are not familiar with these concepts, consult an information technology professional in your organization.

To configure basic networking settings

1. Select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

2. Press **Network and Conference**, and then type a name for your hub in the *Device name/network ID* box.

3. Select the **Network Address** tab, and then select the **Use DHCP (automatically detect network settings)** option to configure networking settings automatically.

   OR

   Select the **Manually specify network settings and addresses** option to configure networking settings manually, and then type the appropriate information (as supplied by your network administrator) in the following boxes:

   – *IP address*

   – *Subnet mask*

   – *Default gateway*

   – *DNS server 1*

   – *DNS server 2*

4. Press **Apply All**.

   i NOTE
   You can reset your unit to ensure your settings are applied.

To configure e-mail (SMTP) settings

1. Select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

2. Select **Network and Conference > E-Mail (SMTP)**.

3. Type the name of your SMTP server in the *SMTP server name* box, and then type the port number of your SMTP server in the *Port number* box.

   i NOTE
   The SMTP's default port number is **25**.

4. Type the domain name of the SMTP server in the *Domain name* box.

5. Press **Apply All**.

   i NOTES
   – Select the **Enable file export by e-mail** check box to enable file export by e-mail.

   – Select the **Enable RJ45 Ethernet port** check box to enable your networking features on the *Administration* tab.

To configure network management settings

1. Select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

2. Select **Network and Conference > Management, Room Control**.

3. Select the **Enable remote management of SMART Hub SE240** check box to enable your hub's SNMP settings.

4. Select **Use the settings password as the SNMP (read/write strings** to use the general settings password for the SNMP read/write strings.

   OR

   Select **Manually assign SNMP read/write strings**, and then type the appropriate information (as supplied by your network administrator) in the following boxes to manually assign the SNMP read/write strings:

   – *Read community string*

   – *Write community string*

   – *Trap destination address*

   👉 **IMPORTANT**

   In SNMP, community strings are text strings that act as passwords. "Get" requests are valid only if their community strings match the value in the *Read community string* box, and "set" requests are valid only if their community strings match the value in the *Write community string* box.

5. Type the IP address to which your hub should send traps (as supplied by your network administrator) in the *Trap destination address* box.

   ℹ️ **NOTE**

   Traps are unsolicited, asynchronous events that devices such as your hub generates to indicate status changes.

6. Press **Apply All**.

💡 **TIP**

To fully utilize the SNMP features, download your hub's Management Information Base (MIB) files from www.smarttech.com/SE240firmware. SNMP management software uses MIB files to interpret the information from the devices that it monitors.

Command Summary

Your hub responds to the following types of commands:

- Power state

- Input selection

- System information

Collaborating Using SMART Bridgit Software

SMART Bridgit software is a client/server application that lets you collaborate with anyone, anywhere in the world. Using SMART Bridgit, you can:

- Share your display.

- View other participants' displays.

- Communicate with others through chat.

- Use your SMART product to write digital ink notes.

  👉 **IMPORTANT**

  To use your hub's SMART Bridgit features, do one of the following:

  – Purchase and install SMART Bridgit software.

  – Purchase a subscription for the SMART Bridgit service.

  – Install a trial version of SMART Bridgit for 30 days, and then purchase the server software or service from SMART Technologies.

  – Be invited to a conference by a person or organization with SMART Bridgit software.

  For more information on these options, see the SMART Bridgit page of the SMART Support website.

Configuring SMART Bridgit Software

To configure SMART Bridgit software

1. Select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

2. Select **Network and Conference**, and then press the **Conferencing** tab.

3. Select the **Enable conferences with Bridgit software** check.

4. In the *Bridgit server* box, type the URL of the SMART Bridgit server (for example, **bridgit.yourcompany.com**).

5. In the *Default conference* box, type a default, easy-to-identify name for all SMART Bridgit meetings created with your hub.

6. In the *Viewing password* box, type a password that participants must enter to view SMART Bridgit meetings.

7. In the *Creation password* box, type a password that participants must enter to create SMART Bridgit meetings, and then press **Apply All**.

   NOTE
   You must connect your hub to a network and configure it to use SMART Bridgit software.

Creating a SMART Bridgit Meeting

To start your SMART Bridgit meeting

SMART Bridgit meetings are automatically created once you configure SMART Bridgit.

To change the meeting's name and password

Select **System > Change Meeting Name and Password** to change the meeting's name and password.

NOTE
If you 're a meeting owner, you also have the option of removing current attendees from the meeting.

To share your display

Press **Share Screen** at the top of your screen.

A blue border appears around your display.

To stop sharing a display

Select **Stop Sharing**.

The blue border around your display disappears.

**To view a
participant's display**

1. Press the **Shared Screen** button on the sidebar to view a participant's display.

   ⓘ NOTES
   – When other participants share their displays, a green border appears around the display.

   – Depending on how the owner or presenter configures the SMART Bridgit settings, you can draw digital ink on or request remote control of the participant's display.

**To request remote
control of a
participant's display**

Press on the screen to request remote control.

If the participant presses **Yes** in the *Request for Remote Control* dialog box, you can control the participant's display from your display.

ⓘ NOTE
When the participant moves their mouse, you relinquish remote control of their display.

To chat with participants

1. System **System > Open Chat and Participants List**.

   The *Participant List* dialog box appears.

2. Press **>>** to expand the chat window.

3. Type a message.

4. Press **Send**.

   All participants in the SMART Bridgit meeting receive your chat messages.

   ⓘ NOTE
   If another participant sends you a chat message and the *Participant List* dialog box isn't open, a notification appears below the SMART Bridgit toolbar.

Configuring the SMART Bridgit Software Meeting Settings

If you're the owner or presenter of a SMART Bridgit meeting, you can configure whether other participants can:

• Write digital ink notes when you're sharing your display.

• Share their displays.

• Chat.

• Request remote control when you're sharing your display.

To configure the SMART Bridgit meeting settings

1. Select **System > Advanced Settings** at the top of your screen.

   The *Conference Options* dialog box appears.

2. Select the **Allow others to draw** check box to allow participants' notes when you're sharing your display.

3. Select the **Allow others to share their display** check box to allow participants to share their displays.

4. Select **Allow others to use chat** check box to allow participants to chat.

5. Select the **Allow others to use remote control** check box to allow participants to request remote control when you're sharing your display, and then press **OK**.

Leaving a SMART Bridgit Meeting

You can leave a SMART Bridgit meeting at any time.

NOTE

When prompted to disconnect the remaining participants, press **Yes**. The meeting ends and the other participants are disconnected. If you press **No**, only you disconnect, but the meeting continues.

To leave a SMART Bridgit meeting

Press **System > Leave Meeting**.

Connecting to Computers and Video Sources

You can connect your hub to up to two computers and two video sources.

After connecting your hub to a computer or video source, you can view the computer or video source's input on your SMART product's interactive screen.

NOTE

You can connect a computer with Notebook software 9.7 SP1 or later to your hub and use the digital ink features of the software. Your hub doesn't support earlier versions of Notebook software.

To connect to a local computer

Press one of the computer input buttons on the sidebar.

NOTE

The default label of the first DVI input button is **Computer One**, and the default label of the second DVI input button is **Computer Two**. You can change these labels.

The computer's input appears.

To connect a video source

Press one of the video source input buttons on the sidebar.

NOTE

The default label of the S-video input button is **Video One**, and the default label of the composite input button is **Video Two**. You can change these labels.

The video source's input appears.

Configuring Room Control Settings

You can control your hub externally with a computer or room control system using a TELNET session established over a TCP/IP network connection, or through a serial (RS-232) connection. This allows you to select inputs, control audio volume, request information such as projector lamp usage or network settings, and complete other tasks.

This section describes how to configure your hub for external control using a computer or room control system, and the commands you use to change and view the projector or display settings.

Enabling and Using Room Control Settings through the Serial Interface

To enable and use your hub's room control settings, complete the following procedures:

1. Connect the computer or room control system to your hub.

2. Enable your hub's room control mode.

3. Configure the connected computer or room control system's serial interface.

4. Program your room control system to use your hub's room control commands.

To connect the computer or room control system to your hub

Connect your hub to the computer or room control system using the female RS-232 connector.

i NOTE
The female RS-232 connector is for room control only.

To enable your hub's room control mode

1. Select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

2. Press **Administration**, and then select the **Enable room control with RS-232** check box.

3. Press **Apply All**.

To control your serial interface settings

You can't configure your hub's serial interface settings. Therefore, configure your computer's serial communication, such as Microsoft® HyperTerminal or your room control system's serial communication settings to the following values:

Setting	Value
Data rate	9600 bps
Data bits	8
Parity	None
Stop bits	1
Flow control	None

To verify that the serial interface is in room control mode

1. Turn on your communication program.

2. Configure your communication program as documented in the previous section.

3. Press ENTER.

   If your configuration is correct and your hub is in room control mode, the > character appears.

Enabling and Using Room Control Settings through TELNET

To connect the computer or room control system through TELNET

1. Connect your hub and the computer or room control system to the same network.

2. Select **System > Settings**.

   The *SMART Hub SE240 Settings* dialog box appears.

3. Press **Network and Conference**.

4. Press **Management, Room Control**.

5. Select the **Enable room control via telnet** check box.

6. In the *Port number* text box, type the port number for TELNET.

   NOTE
   TELNET's default port number is **23**.

7. Press **Apply All**.

Command Summary for Your Hub

Your hub only responds to the following types of commands:

- Power state

- Input selection

- Video and audio

- System information

    NOTES
    – Press ENTER after each command.

    – Commands aren't case-sensitive.

Power State Commands

Command	Description
on	Turns on your hub.
off	Turns off your hub. **NOTE** Alternatively, use the command **off now**.
get powerstate	Requests your hub's power state. Possible returned values when using your hub with a SMART UF55, SMART UF55w, UX60, or Unifi™ projector: • startup • on • shutdown • off Possible returned values when not using your hub with a SMART UF55, SMART UF55w, UX60, or Unifi™ projector. • on • standby

Input Selection Commands

Command	Description
set input dvi-1	Selects the first computer input.
set input dvi-2	Selects the second computer input.
set input composite	Selects the composite video source input.
set input s-video	Selects the S-video source input.
set input whiteboard	Selects Whiteboard.
get input	Requests the projector's current input.

Video and Audio Commands

Command	Description
set brightness *{+ or -}*	Increases or decreases the brightness in increments.
set brightness *{0 – 100}*	Sets the brightness to an absolute value from 0 to 100 (full brightness).
get brightness	Requests the projector's current brightness setting.
set contrast *{+ or -}*	Increases or decreases the contrast in increments.
set contrast *{0 – 100}*	Sets the contrast to an absolute value from 0 (minimum) to 100 (maximum).
get contrast	Requests the projector's current contrast setting.
set volume *{+ or -}*	Increases or decreases the volume in increments.
set volume *{0 – 100}*	Sets the volume to an absolute value from 0 (off) to 100 (full volume).
get volume	Requests the projector's current volume setting.

System Information Commands

Command	Description
`get lamphrs`	Requests the number of hours that the projector lamp has been in use {from 0 to 3000}. **ℹ NOTE** This command only returns a value if your hub is connected to a Unifi, UF or UX projector.
`get syshrs`	Requests the number of hours that the system has been in use.
`get ipaddr`	Requests the IP address.
`get macaddr`	Requests the MAC address.
`get fwver`	Requests the firmware version.

Configuring Language and General System Settings

Your hub's user interface is set to English by default. You can change the language to one of the following:

- English
- French
- German
- Italian
- Spanish

You can view your hub's system information, including the firmware version, Internet Protocol (IP) address and Media Access and Control (MAC) address.

To set your hub's user interface language

1. Select **System > Settings**.

    The *SMART Hub SE240 Settings* dialog box appears.

2. Press **System and Language**.

3. In the *Language* list, select your preferred language from the drop-down menu.

4. Press **Apply All**.

To view system information

1. Select **System > Settings**.

    The *SMART Hub SE240 Settings* dialog box appears.

2. Press **System and Language.**

    The system information appears.

Disabling Your System Hardware Settings

To disable your system hardware settings

1. Select **System > Settings**.

    The *SMART Hub SE240 Settings* dialog box appears.

2. Clear the **Enable RJ45 Ethernet port** check box to disable network settings.

3. Clear the **Enable USB storage device support** check box to disable the USB storage device settings.

4. Press **Apply All**.

Chapter 4

Using Your Hub

Basic Tools

Sidebar

The sidebar menu allows you to move between Whiteboard, computer and video source sessions.

Page Sorter

The page sorter helps you navigate through your pages.

> ℹ️ **NOTES**
>
> - See the quick reference document, *Using Your SMART Hub SE240 document 124621,* included with your hub for descriptions of the sidebar buttons.
>
> - To minimize the sidebar, press the **Collapse** button. To move the sidebar, press the **Move Toolbar** button.

SMART Keyboard

If there's no keyboard connected to your hub, you can use SMART's on-screen keyboard to type information.

To access the
SMART Keyboard

Press the **Keyboard** button ⌨ .

The SMART Keyboard appears.

ℹ **NOTE**

The button appears at the right end of many text boxes, and on the sidebar when you're in Computer mode.

Right-Click

If you connect a computer to your hub and there's no mouse connected, you can simulate a right-click by pressing the interactive whiteboard's **Right-Click** button, and then pressing the interactive screen with your finger.

Volume Adjustment

If your hub is connected to speakers, adjust the volume by pressing **Volume**.

Adjust the volume by moving the slider up to increase the volume, or down to decrease the volume.

ℹ **NOTE**

You can also control volume adjustment through the volume button on the SystemOn Module connected to the pen tray.

System Help

Your hub includes Help.

To view Help

1. Select **System > Help**.

   The *Help Topics* dialog box appears.

2. Press a topic to view the associated information.

Starting Your Hub Session

There are three ways to start a new session.

Situation	Procedure
Your SMART product turns off.	Turn on your SMART product as documented in its user's guide.
Your SMART product turns on, but the display is blank.	Swipe your finger or a pen tray pen across the display of your SMART product.
Your hub has timed out and is in Sleep mode.	Swipe your finger or a pen tray pen across the display of your SMART product.

Whiteboarding

Whiteboard allows you to capture notes and drawings in digital ink on your SMART product. Use Whiteboard for brainstorming, note-taking and other activities for which you want to use your SMART product's digital ink tools without connecting to a computer.

To create a file

Press the **New File** button.

A new file opens.

To open a file

1. Connect the USB storage device that contains the Whiteboard file to your hub, and then press the **File open** button.

   The *File Browser* dialog box appears.

2. Select the USB storage device's drive letter in the *Look In* list, and then browse to and select the file.

3. Press **Open**.

   The file opens.

To add a page

Press the **Add Page** button.

A new page appears after the current page.

To delete a page

1. Select the page you want to delete, and then press the **Delete Page** button.

   A *Delete page confirmation* appears.

2. Press **OK** to delete the page.

Saving or E-mailing a File

You can save your file on a USB storage device or e-mail it in one of the following formats:

- Whiteboard file (.notebook)

- JPEG archive (.zip)

- Portable Document Format (.pdf)

After saving a file on a USB storage device, you can open, view and edit it on a computer with SMART Notebook or SMART Meeting Pro™ software.

To save a file

1. Connect a USB storage device to your hub.

2. Press the **Save** button.

   The *File browser* dialog box appears.

3. Select the USB storage device's drive letter in the *Look In* list, and then browse to the folder where you want to save the file.

> **NOTE**
>
> Press the **New Folder** button to create a new folder for the file.

4. Type a file name in the *File Name* box, and then select a file type in the *Save as type* list.

   – Whiteboard file (.notebook)

   – JPEG archive (.zip)

   – Portable Document Format (.pdf)

   > **NOTE**
   >
   > If you select **JPEG Archive (.zip)**, your hub saves each page in the Whiteboard file as a JPEG image and then archives them in a single zip file.

5. Press **Save**.

To e-mail a file

1. Press the **E-mail** ✉ button.

   The *File Browser* dialog box appears.

2. Select the recipient in the *Recipient* list.

   OR

   Type the recipient's e-mail address in the *E-mail address* box.

   > **NOTES**
   >
   > – Add a new recipient or edit the list of recipients by pressing the appropriate button in the upper right corner of the *E-mail* dialog box.

3. In the **Save as type** list, select a file type:

   – Whiteboard file (.notebook)

   – JPEG archive (.zip)

   – Portable Document Format (.pdf)

   > **NOTE**
   >
   > If you select **JPEG Archive (.zip)**, your hub saves each page in the Whiteboard file as a JPEG image file inside of an archive file.

4. Press **Send E-mail**.

Using Your SMART Product with Computer Inputs

When viewing computer inputs, you can draw digital ink notes on the display. If you want to save your digital ink notes, you can take a screen capture of the display.

To write or draw with digital ink

1. Pick up a pen tray pen.

   OR

   Press the **Pen** button on the sidebar.

   The pen toolbar appears.

2. In the pen toolbar, select the appropriate color and thickness options, and then draw digital ink.

To erase digital ink

Pick up the eraser from your SMART product's pen tray.

OR

Press the **Eraser** button on the sidebar.

To clear the display

Press the **Clear** button.

Digital ink notes clear from the display.

To freeze the display

Press the **Freeze** button.

The display freezes.

> **NOTE**
> To unfreeze the display, press **Resume**.

To capture the display

Press the **Capture** button.

The last page in the page sorter contains a screen capture of the display.

Chapter 5

Maintaining Your Hub

Updating Your Hub's Firmware

SMART periodically releases firmware updates that introduce new functions or correct known issues with existing functions.

You can update your hub's firmware through a USB storage device.

To determine if an update is required

1. Select **System > Settings.**

    The *SMART Hub SE240 Settings* dialog box appears.

2. Press **System & Language.**

    The current version of the firmware appears in the *System Information* section of the tab.

3. Go to www.smarttech.com/SE240firmware to determine the latest version of the firmware.

    If the latest version of the firmware on the SMART Support website is newer (the number is higher) than your current version, you need to update the firmware.

To update your firmware through a USB storage device

1. Connect the USB storage device to a computer with Internet access.

2. Go to www.smarttech.com/SE240firmware and download the latest version's application files to the location on the USB storage device:

    \SMART

3. Disconnect the USB storage device from your computer, and then connect it to one of the USB A receptacles on your hub.

4. Select **System > Settings**.

    The *SMART Hub SE240 Settings* dialog box appears.

5. Press **Administration**, and then press **Firmware Update**.

    A dialog box appears.

6. Select the **Application** check box, and then press **OK**.

7. Press **Restart**.

    ℹ NOTE

    The initial reset after updating the firmware can take several minutes.

Maintaining Your Hub's Hardware

Your hub's hardware requries little maintenance. However, clean its fans at least once per year using a vacuum cleaner or a can of compressed air to ensure its best performance.

If your hub's environment is unusually dusty, clean its fans more frequently.

Chapter 6

Troubleshooting Your Hub

Resetting Your Hub

Occasionally, your hub can stop responding or behave in unexpected ways. You can reset your hub to end the current session and begin a new, restored one.

To reset your hub

Press and release the **Reset** button on the back of your hub, and then wait for it to start.

> **NOTE**
> You will lose unsaved Whiteboard documents when you reset your hub.

Troubleshooting

Use this table to help troubleshoot general issues with your hub.

Symptom/Observation	Action/Solution
Your SMART Board interactive whiteboard or other product doesn't respond to touch.	• Ensure your hub is properly connected to your SMART product. • If you're connecting to a SMART product with a serial connector, ensure you use the USB to serial adapter provided with your hub. • If you're using a mouse and keyboard with your hub, ensure they're properly connected and working. • If the issue persists, contact SMART's Support website.
You're unable to connect to a computer or video source.	• Ensure your hub is properly connected to your computer or video source. • If you're connecting to a laptop, ensure the laptop is in presentation mode. See the laptop's online Help or manual for instructions. • If you're attempting to connect a computer, select **System > Settings > Input Configuration**, and then select the correct input type for the computer. For example, if you're connecting your hub using a DVI to VGA cable, select **Analog**.
You're unable to use your hub's networking features (SMART Bridgit software and e-mail)	• Ensure your hub is properly connected to your network. • Select **System > Settings**, and then assign an IP address to your hub to enable networking features.
You're unable to save Whiteboard files on your USB storage device.	• Ensure there's enough space on the USB storage device to save your files. • Ensure the USB storage device is compatible with your hub.

There's no sound from the speakers connected to your hub.	• Ensure your hub is properly connected to an amplifier or powered speakers.
	• Turn on the speakers.
	• Ensure your speakers are not muted or the volume is turned down.

Appendix A

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 Regulations (WEEE Directive)

Waste Electrical and Electronic Equipment regulations apply to all electrical and electronic equipment sold within the European Union.

When you dispose of any electrical or electronic equipment, including SMART Technologies products, we strongly encourage you to properly recycle the electronic product when it has reached end of its life. If you require further information, please contact your reseller or SMART Technologies for information on which recycling agency to contact.

Restriction of Certain Hazardous Substances (RoHS Directive)

This product meets the requirements of the European Union's Restriction of Certain Hazardous Substances (RoHS) Directive 2002/95/EC.

Consequently, this product also complies with other regulations that have arisen in various geographical areas, and that reference the European Union's RoHS directive.

Packaging

Many countries have regulations restricting the use of certain heavy metals in product packaging. The packaging used by SMART Technologies to ship products complies with applicable packaging laws.

China's Electronic Information Products Regulations

China regulates products that are classified as EIP (Electronic Information Products). SMART Technologies products fall under this classification and meet the requirements for China's EIP regulations.

Appendix B
Customer Support

Online Information and Support

Visit www.smarttech.com/support to view and download user's guides, how-to and troubleshooting articles, software and more.

Training

Visit www.smarttech.com/trainingcenter for training materials and information about our training services.

Technical Support

If you experience difficulty with your SMART product, please contact your local reseller before contacting SMART Technical Support. Your local reseller can resolve most issues without delay.

> **NOTE**
>
> To locate your local reseller, visit www.smarttech.com/where.

All SMART products include online, telephone, fax and e-mail support:

Online	www.smarttech.com/contactsupport
Telephone	+1.403.228.5940 or
	Toll Free 1.866.518.6791 (U.S./Canada)
	(Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)
Fax	+1.403.806.1256
E-mail	support@smarttech.com

Shipping and Repair Status

Contact SMART's Return of Merchandise Authorization (RMA) group, Option 4, +1.866.518.6791, for shipping damage, missing part and repair status issues.

General Inquiries

Address	SMART Technologies 3636 Research Road NW Calgary, AB T2L 1Y1 CANADA
Switchboard	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada)
Fax	+1.403.228.2500
E-mail	info@smarttech.com

Warranty

Product warranty is governed by the terms and conditions of SMART's "Limited Equipment Warranty" that shipped with the SMART product at the time of purchase.

Registration

To help us serve you, register online at www.smarttech.com/registration.

SMART™