

# SMART Board® displays with iQ and Crestron

Explore the advantages of enrolling a SMART Board® interactive display in Crestron Connected systems. By integrating SMART Board displays with Crestron's robust ecosystem, organizations can enhance collaboration, streamline management, and optimize the user experience. In this paper, we highlight the key benefits, including improved productivity, simplified control, centralized management, and scalability. This paper also helps organizations understand how to enroll SMART Board displays in Crestron Connected systems and describes best practices for enrollment.



## The key benefits

By enrolling SMART Board displays in Crestron systems, organizations can harness the power of seamless integration, intuitive control, centralized management, and scalability. The combination of SMART Board displays' rich feature set with Crestron's robust ecosystem enables users to collaborate effectively while simplifying AV system management within an organization.

Accelerated support services	Improved user experience	Automated technology operations
<ul style="list-style-type: none"> <li>Automated alerts for all rooms</li> <li>Remote troubleshooting of all devices</li> <li>Remote control of all rooms</li> <li>Single view of entire connected system</li> </ul>	<ul style="list-style-type: none"> <li>Rooms always work</li> <li>Consistent user experience</li> <li>Rapid support response</li> </ul>	<ul style="list-style-type: none"> <li>Remote device configuration and deployment for all devices</li> <li>Real-time device and room health monitoring</li> <li>Remote support for all devices and rooms</li> <li>Update management, data, and analytics</li> </ul>

# Best practices for implementation

Best practices for centrally managing SMART Board displays within a Crestron Connected system involve a combination of efficient configuration, proactive monitoring, remote management, and user support. The centralized approach helps streamline operations, reduce downtime, and make an organization's technology more effective. Here are some recommended practices to ensure a smooth implementation:

## Standardize configuration

Establish standardized configurations for your organization's displays to ensure consistent user experiences across all rooms in which they are installed. Define default settings for input sources, volume levels, power states, and so on. Use Crestron's programming tools to create configuration templates that can be easily deployed to multiple displays.

### Note

You cannot use Crestron to change the SMART Board display's brightness, contrast, or saturation.

## Remote monitoring and management

Monitor important parameters such as power status, network connectivity, display input sources, and system software versions. Set up alerts and notifications to promptly address issues, such as display failures and network connectivity problems.

## Scheduled maintenance

Use Crestron's remote management capabilities to push configuration changes to multiple displays simultaneously, reducing effort and ensuring consistency. Create reminders or automated tasks in your Crestron system to prompt administrators for scheduled maintenance. Establish maintenance schedules to clean displays, check connections, and look for any physical issues. Conduct periodic performance evaluations of displays to identify any degradation or issues. Use Crestron's diagnostic tools to assess display performance, such as color accuracy, brightness, and contrast levels.

## User training

SMART has a comprehensive library of training resources, how-to information, and videos for using SMART Board displays and iQ available on [support.smarttech.com](https://support.smarttech.com).

# Deploying SMART Board displays in Crestron Connected systems

Enrolling SMART Board displays into an organization's Crestron Connected system applies to customers using one of the following systems:

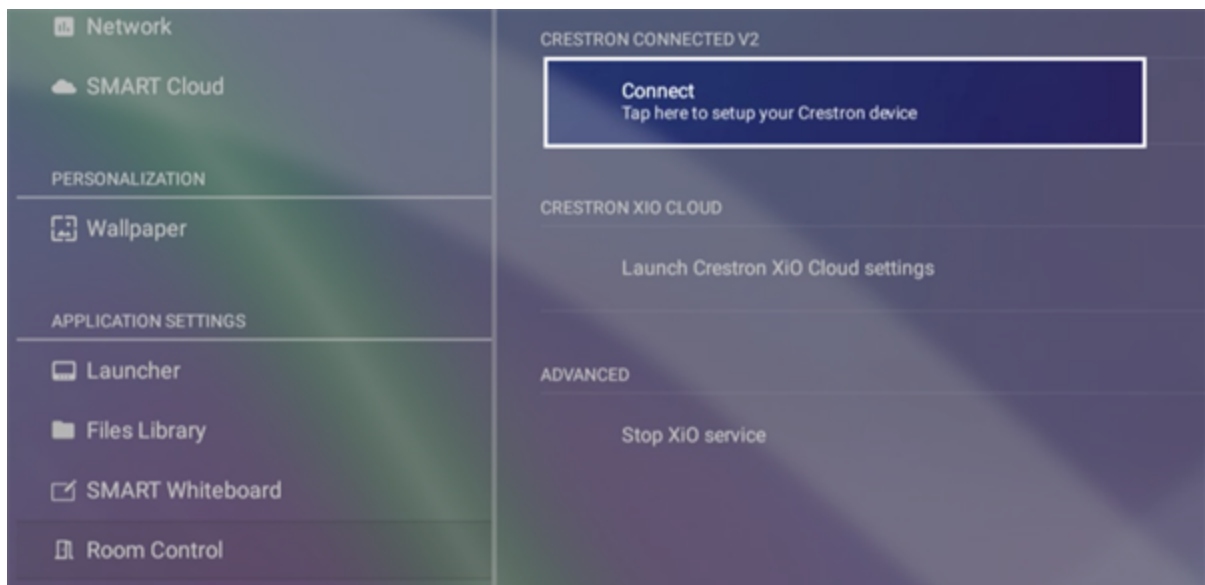
- Crestron Connected V2<sup>1</sup>
- Crestron XiO Cloud<sup>®</sup>

## Note

Crestron Connected V2 and XiO Cloud require iQ system software 3.14 SP4 or later installed, which is currently available for V3 SMART Board and later displays. Other SMART Board interactive displays can be used when connected to Crestron's DM NVX D80 OPS decoder.

## Instructions for organizations using Crestron Connected V2

1. On the display, tap **Settings**  > **Room Control**.
2. Under *Crestron Connected V2*, tap **Connect**.




3. Tap **Connect** to open the Crestron device setup.

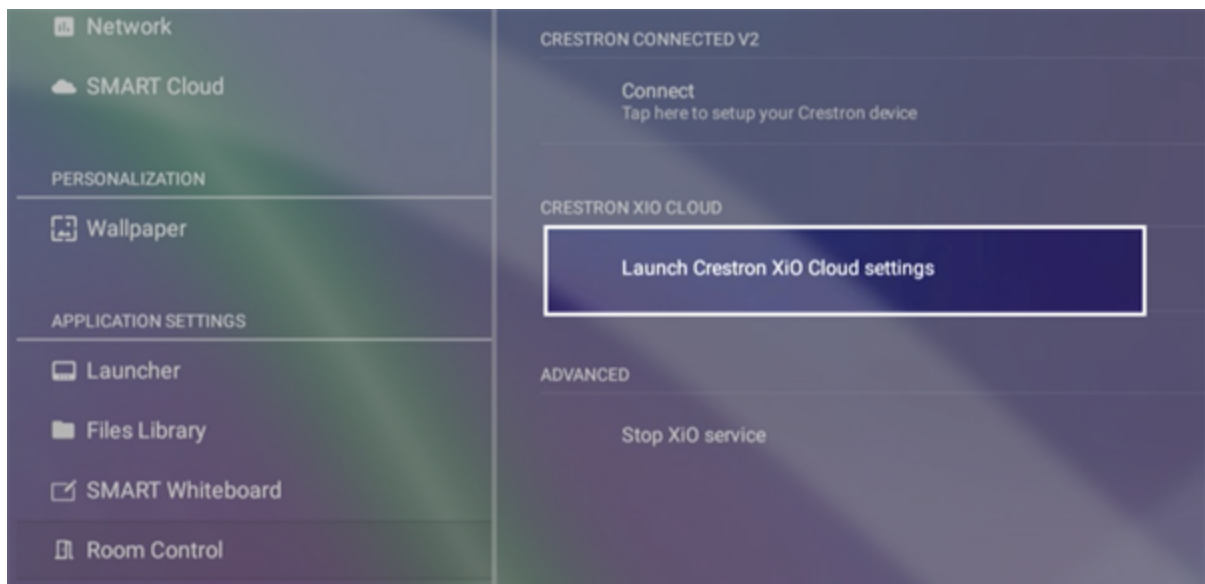
<sup>1</sup>Includes Crestron Control System, Crestron Fusion<sup>®</sup> in the Cloud, and Crestron Fusion On-Premises.

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4. In the screen that appears, choose the appropriate *Connection Type* option for your organization:
  - Crestron Control System
  - Crestron Fusion in the Cloud
  - Crestron Fusion On-Premises
5. Follow the Crestron instructions for completing the device setup. You will need the connection information for your organization's Crestron Connected V2 environment.

### Instructions for organizations using XiO Cloud

1. On the display, tap **Settings**  > **Room Control**.
2. Under *Crestron XiO Cloud*, tap **Launch Crestron XiO Cloud settings** to begin enrollment.



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- When the following screen appears, confirm that the URL under Crestron XiO Cloud Web services is correct. If it's not, tap the URL and enter the correct one, then tap **Connect**.




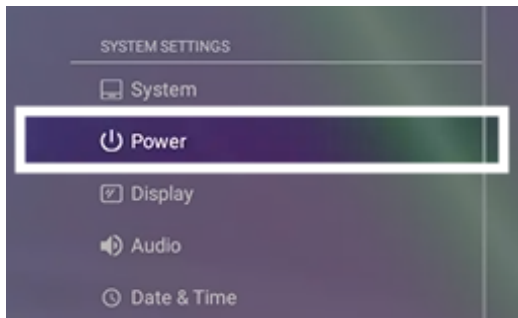
- Sign in to your organization's XiO Cloud account and follow Crestron's instructions for claiming a device. You will need the serial number and MAC address provided on the screen shown in step 3 of the previous procedure.

### Special considerations for EU customers

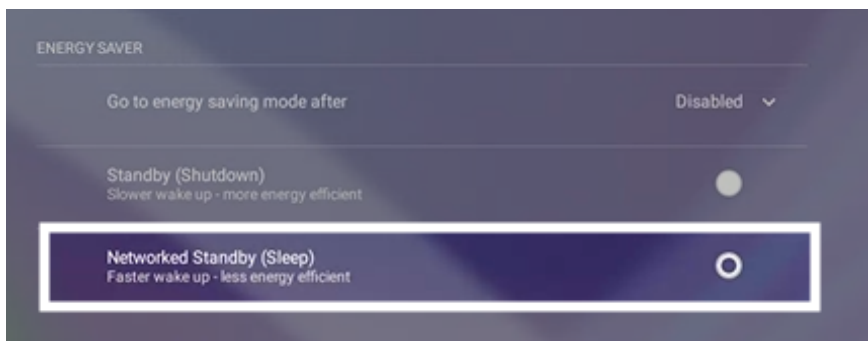
To meet Ecodesign requirements, the SMART Board display's default power state behavior is set to Standby (Shutdown). To enroll the device in a Crestron Connected system, this state must be changed to Networked Standby (Sleep). Enabling Crestron in the iQ system software does not change the power state settings automatically.

### To change power state settings

1. From the display's Home screen, tap **Settings** .
2. Under System Settings, tap **Power**.



3. Tap **Networked Standby (Sleep)**.



## Getting support

If you have a question about the settings in iQ, you can contact SMART Support. Otherwise, contact your Crestron distributor for assistance and troubleshooting.