



SMART Board®

6000S | 6000S Pro

series interactive displays

User guide

SBID-6265S-V3 | SBID-6275S-V3 | SBID-6286S-V3 | SBID-6265S-V3-PW | SBID-6275S-V3-PW | SBID-6286S-V3-PW
 SBID-6265S-V3-P | SBID-6275S-V3-P | SBID-6286S-V3-P
 SBID-6065S-V3 | SBID-6075S-V3 | SBID-6086S-V3 | SBID-6065S-V3-PW | SBID-6075S-V3-PW | SBID-6086S-V3-PW
 SBID-6065S-V3-P | SBID-6075S-V3-P | SBID-6086S-V3-P
 SBID-6465S-V3-P | SBID-6475S-V3-P | SBID-6486S-V3-P
 SBID-6265S-C | SBID-6275S-C | SBID-6286S-C | SBID-6265S-CPW | SBID-6275S-CPW | SBID-6286S-CPW
 SBID-6065S-C | SBID-6075S-C | SBID-6086S-C | SBID-6065S-CPW | SBID-6075S-CPW | SBID-6086S-CPW
 SBID-6265S | SBID-6275S | SBID-6286S | SBID-6265S-PW | SBID-6275S-PW | SBID-6286S-PW
 SBID-6065S | SBID-6075S | SBID-6086S | SBID-6065S-PW | SBID-6075S-PW | SBID-6086S-PW
 IDS665-3 | IDS675-3 | IDS686-3
 IDS665-1 | IDS675-1 | IDS686-1



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Learn more

This guide and other resources for SMART Board 6000S and 6000S 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.



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www.smarttech.com/patents

February 3, 2025

Important information

Note

Refer to the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414) for important information about installing and maintaining the display.

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 the display's power cable 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

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This chapter introduces the SMART Board® 6000S and 6000S Pro series interactive displays.

About this guide

This guide explains how to use a SMART Board 6000S or 6000S Pro series interactive display.

This guide is for people who use SMART Board interactive displays. Documentation and resources for those who install and maintain displays is also available (see *More information* on page 17).

About the display

The SMART Board 6000S or 6000S Pro series interactive display with iQ is the hub of your classroom or meeting room.

Note

The following features are available on the SMART Board 6000S (V3) models. SMART Board 6000S and 6000S (C) models don't include a microphone array, and the sensors are located in the top-left corner of the display's frame.

The display includes an extensive set of features and components:



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 advanced HyPr Touch™ (Hybrid Precision Touch) with InGlass™ touch technology provides a natural, intuitive writing and touch experience with high accuracy and low latency. In addition, its Silktouch ultra-smooth finish allows you to use the display for hours without finger burn.

For more information, see *Using touch* on page 24.

Writing, drawing and erasing



The display comes with a black pen and a red pen that you can use to write or draw on the screen.

The display also includes two erasers, which you can use to erase digital ink.

With Object Awareness, the display responds automatically to the tool or object you're using, whether it's a pen, finger, eraser, or palm. The display's Pen ID and Simultaneous Tool Differentiation technologies allow multiple people to write independently and simultaneously, using different colored ink.

For more information, see *Using the pens and erasers* on page 26.

Support for additional pens and tools

The SMART Board 6000S features the Tool Explorer™ platform, which enables you to use other SMART-authorized pens and tools in addition to those supplied with the display. The Tool Explorer platform lets teachers and students manipulate real-world objects to interact intuitively with on-screen objects and digital content, increasing engagement and knowledge retention.

For more information about using Tool Explorer-enabled objects on the display, see *Using additional tools and manipulatives* on page 32.

For more information about available tool kits, see smarttech.com/kb/171796.

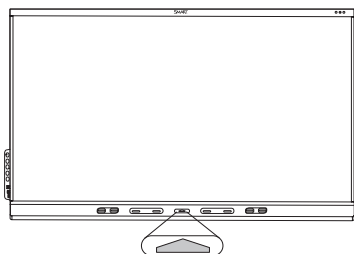
iQ experience

If enabled, the display's iQ experience provides one-touch access to collaborative tools, such as a whiteboard, wireless screen sharing, and a web browser. There's no need for wires, cables, or manual software and firmware updates.

See > [Using iQ apps](#)

Note

Some features, such as Browser and Screen Share, require a properly configured network connection.



Press the **Home** button on the display (pictured) or the remote control to open the Home screen. From the Home screen, you can open the iQ apps, switch inputs, and adjust settings.

For more information about the Home button and the Home screen, see *Using the Home button* on page 19.

For more information about the iQ apps, see [Using iQ](#).

Display

The 4K ultra-high-definition LED display provides optimal image clarity and wide viewing angles.

The size of the display varies by model:

Models	Size (diagonal)
SBID-6265S-V3, SBID-6265S-V3-PW, SBID-6265S-V3-P, SBID-6065S-V3, SBID-6065S-V3-PW, SBID-6065S-V3-P, SBID-6465-V3-P SBID-6265S-C, SBID-6265S-CPW, SBID-6065S-C, SBID-6065S-CPW SBID-6265S, SBID-6265S-PW, SBID-6065S, SBID-6065S-PW, SBID-6065S-P	65"
SBID-6275S-V3, SBID-6275S-V3-PW, SBID-6275S-V3-P, SBID-6075S-V3, SBID-6075S-V3-PW, SBID-6075S-V3-P, SBID-6475-V3-P SBID-6275S-C, SBID-6275S-CPW, SBID-6075S-C, SBID-6075S-CPW SBID-6275S, SBID-6275S-PW, SBID-6075S, SBID-6075S-PW, SBID-6075S-P	75"
SBID-6286S-V3, SBID-6286S-V3-PW, SBID-6286S-V3-P, SBID-6086S-V3, SBID-6086S-V3-PW, SBID-6086S-V3-P, SBID-6486-V3-P SBID-6286S-C, SBID-6286S-CPW, SBID-6086S-C, SBID-6086S-CPW SBID-6286S, SBID-6286S-PW, SBID-6086S, SBID-6086S-PW, SBID-6086S-P	86"

Audio

The display includes two 20 W integrated speakers, which are designed to provide sound at the front of a room.

Network connectivity

The display requires a network connection for downloading software and firmware updates, and a number of the iQ apps require a network connection as well.

You can connect to a network using Wi-Fi or an Ethernet cable:

- The Wi-Fi module supports both 2.4 and 5 GHz bands.
- The two RJ45 jacks allow you to connect the display and an external device, such as a computer, to a Gigabit Ethernet network.

Room computers and guest laptops

You can connect room computers and guest laptops to the display and view and interact with their inputs.

The display comes with SMART software that you can install on connected computers to take full advantage of the display's features while using the connected computers.

For more information, see *Connecting room computers and guest laptops* on page 42.

Accessory slot

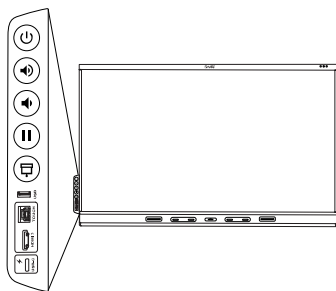
You can install an OPS-compatible device, such as a SMART OPS PC module, in the accessory slot. SMART OPS PC modules provide a complete Windows® Pro installation.

For more information about SMART OPS PC modules, see *SMART OPS PC module* on page 16.

Note

Unlike previous SMART Board interactive displays, the SMART Board 6000S and 6000S Pro series interactive displays don't require an iQ appliance in the accessory slot. The iQ experience is built into these interactive displays (see *iQ experience* on page 8). For this reason, SMART doesn't support installing iQ appliances in these displays' accessory slots. However, the AM50 appliance allows the use of an Intel Compute Card on the 6000S and SMART Board 6000S (C) models.

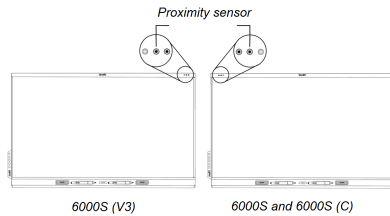
Convenience panel



The convenience panel provides 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 (available connectors vary by model, see *Connecting room computers and guest laptops* on page 42).

For more information about the convenience panel, see *Using the convenience panel* on page 21.

Proximity sensor



On SMART Board 6000S (V3) models, the proximity sensor is located in the top-right corner of the display's frame. On the 6000S and 6000S (C) models, the sensor is in the top-left corner.

The proximity sensor can detect people up to approximately 16' (5 m) away when the display is in an energy saving mode.

When the proximity sensor detects people in the room, the display turns on, depending on how it's configured.

If the room is empty for a specified period, the display returns to an energy saving mode.

Notes

- For more information on energy saving modes, see the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414).
- The proximity sensor on the SMART Board 6000S (V3) models responds when the display is in the networked standby and the standby power states. On the 6000S and 6000S (C) models, the proximity sensor responds only when the display is in the networked standby power state.

For more information, see *Waking up the display and putting it back in to an energy saving mode* on page 18.

Ambient light sensor

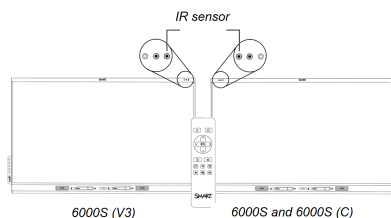
On SMART Board 6000S (V3) models, the ambient light sensor is located in the top-right corner of the display's frame. On the 6000S and 6000 (C) models, the sensor is in the top-left corner.

The ambient light sensor detects the room's brightness and adjusts the brightness of the screen accordingly.

You can enable, disable, and adjust this feature. Refer to the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide*

(smarttech.com/kb/171414) for more information.

Remote control and IR sensor

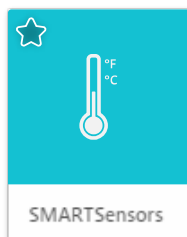


You can use the remote control to turn the display on and off, adjust display settings, and so on.

On SMART Board 6000S (V3) models, the IR sensor is located in the top-right corner of the display's frame. On the 6000S and 6000S (C) models, the sensor is in the top-left corner.

For more information about the remote control, see *Using the remote control* on page 22.

Temperature and humidity sensors



The display features integrated temperature and humidity sensors that can provide real-time measurement and recording of the display's environmental conditions. This data is easily accessible using the temperature and humidity app in the display's App library.

Note

Temperature and humidity sensors are available only when iQ is enabled.

Microphone array

This feature is available only on the SMART Board 6000S (V3) and SMART Board 6000S (V3) Pro models.



Note

The SMART Board 6400S (V3) Pro models do not include a microphone array.

You can use the display's built-in microphone array while using a conferencing app on the display. The microphone array provides improved sound detection. You can also use the display's built-in microphone array in place of a connected computer's microphone.

For more information, see *Using the microphone array* on page 29.

NFC sign in

The display allows you to sign in to your SMART Account using NFC (near field communication): just tap your SMART ID card on the screen and enter a PIN. This feature helps you save time signing in to your account without typing your username and password.

See > [Signing in to your SMART account](#)

Note

NFC sign in is available only on SMART Board 6000S series displays with iQ. Only SMART ID cards are supported.

For more information, see [Signing into the display](#).

Mounting hardware

The display comes with a WM-SBID-200 wall mount, which your organization can use to mount the display on a wall.

You can also mount the display on a wall or mobile stand (see *Accessories* on page 15).

Accessory mounting points

The display features M4 mounting points located at the top-left and top-right for SMART approved accessories.

Identifying your specific model

SMART offers a variety of models of the SMART Board 6000S and 6000S Pro series interactive display:

Model/SKUs	Frame style	Screen size (approximate)	iQ embedded computing	Microphone array
6000S (V3)				
SBID-6265S-V3	White	65"	Yes	Yes
SBID-6275S-V3	White	75"	Yes	Yes
SBID-6286S-V3	White	86"	Yes	Yes
SBID-6065S-V3	White	65"	No	Yes
SBID-6075S-V3	White	75"	No	Yes
SBID-6086S-V3	White	86"	No	Yes

Model/SKUs	Frame style	Screen size (approximate)	iQ embedded computing	Microphone array
6000 (V3) Pro				
SBID-6265S-V3-PW	White	65"	Yes	Yes
SBID-6275S-V3-PW	White	75"	Yes	Yes
SBID-6286S-V3-PW	White	86"	Yes	Yes
SBID-6065S-V3-PW	White	65"	No	Yes
SBID-6075S-V3-PW	White	75"	No	Yes
SBID-6086S-V3-PW	White	86"	No	Yes
SBID-6265S-V3-P	Black	65"	Yes	Yes
SBID-6275S-V3-P	Black	75"	Yes	Yes
SBID-6286S-V3-P	Black	86"	Yes	Yes
SBID-6065S-V3-P	Black	65"	No	Yes
SBID-6075S-V3-P	Black	75"	No	Yes
SBID-6086S-V3-P	Black	86"	No	Yes
SBID-6465S-V3-P	Black	65"	No	No
SBID-6475S-V3-P	Black	75"	No	No
SBID-6486S-V3-P	Black	86"	No	No
6000S (C)				
SBID-6265S-C	White	65"	Yes	No
SBID-6275S-C	White	75"	Yes	No
SBID-6286S-C	White	86"	Yes	No
SBID-6065S-C	White	65"	No	No
SBID-6075S-C	White	75"	No	No
SBID-6086S-C	White	86"	No	No
6000S (C) Pro				
SBID-6265S-CPW	White	65"	Yes	No
SBID-6275S-CPW	White	75"	Yes	No
SBID-6286S-CPW	White	86"	Yes	No
SBID-6065S-CPW	White	65"	No	No
SBID-6075S-CPW	White	75"	No	No

Model/SKUs	Frame style	Screen size (approximate)	iQ embedded computing	Microphone array
SBID-6086S-CPW	White	86"	No	No
6000S				
SBID-6265S	White	65"	Yes	No
SBID-6275S	White	75"	Yes	No
SBID-6286S	White	86"	Yes	No
SBID-6065S	White	65"	No	No
SBID-6075S	White	75"	No	No
SBID-6086S	White	86"	No	No
6000S Pro				
SBID-6265S-PW	White	65"	Yes	No
SBID-6275S-PW	White	75"	Yes	No
SBID-6286S-PW	White	86"	Yes	No
SBID-6065S-PW	White	65"	No	No
SBID-6075S-PW	White	75"	No	No
SBID-6086S-PW	White	86"	No	No
SBID-6065S-P	Black	65"	No	No
SBID-6075S-P	Black	75"	No	No
SBID-6086S-P	Black	86"	No	No

Refer to the specifications for detailed technical information for these models, including product dimensions and weights (see *More information* on page 17).

Accessories

Accessories for the display include:

- Pen accessory kit
- Tool Explorer-enabled objects and manipulatives
- SMART OPS PC module
- Stands
- USB extenders

Note

For more information about these and other accessories, see smarttech.com/accessories.

Pen accessory kit

The pen accessory kit includes blue, green, purple, and orange pens and a holder that you can mount on the side of the display.

Tool Explorer-enabled objects and manipulatives

The display's Tool Explorer platform enables you to use a range of different pens, objects, and manipulatives that are automatically recognized the moment they contact the display's screen.

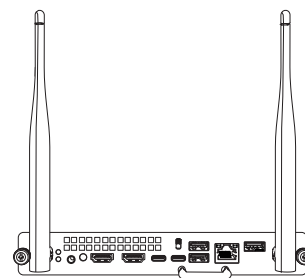
Note

Support for the different pens, objects, and manipulatives varies depending on the model of display.

See *Using additional tools and manipulatives* on page 32.

SMART OPS PC module

SMART Open Pluggable Specification (OPS) PC modules provide a hassle-free Windows Pro installation based on Intel® Core™ processors and are designed specifically to work with a SMART Board interactive display. All OPS PC modules are fully licensed with Windows Pro. Install the OPS PC module in a display's accessory slot to provide a complete 4K UHD Windows installation at your fingertips, without the need for an external PC or additional cables.



Install familiar Windows applications, such as SMART Notebook®, SMART TeamWorks™, and SMART Meeting Pro® software, and access the internet directly through your display's network connection. Upgrades and service for the OPS PC module are easy to perform without removing the display from its mounting.

Note

Refer to an application's specifications for information about its computer requirements.

Stands

If you want to move the display from place to place, you can install it on a SMART mobile stand. 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.

USB extenders

As noted in the display's specifications, there is a maximum length for USB cable connections between the display and computer.

When using USB 2.0, the cable should be no longer than 16' (5 m).

When using USB 3.0, the cable should be no longer than 9' (3 m).

If you need a longer USB connection, use a USB extender. For more information, see [USB cable extenders](#).

Note

For more information about extending USB connections, see [USB cable extenders](#).

More information

SMART provides a variety of other documents for this 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 6000S and 6000S Pro series interactive display documents and other support resources.

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Waking up the display and putting it back in to an energy saving mode

The display's proximity sensor can detect people up to 16' (5 m) away when the display is in an energy saving mode. Depending on how the display is configured, it either turns on or enters Ready mode when the sensors detect people.

Note


On SMART Board 6000S (V3) models, the proximity sensor responds when the display is in the networked standby and the standby power states. On the 6000S and 6000S (C) models, the proximity sensor responds only when the display is in the networked standby power state.

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

- Press the **Power** button  on the convenience panel.
- Tap the **Home** button below the screen.


Note

The Home button is illuminated when the display is in Ready mode.

- Press the **Home** button  on the remote control.
- Pick up a pen or the eraser.
- Connect a video cable from a computer to a video input receptacle on the display.

The display also turns on when it receives a video signal.

The SMART Board 6000S (V3) model returns to Ready mode and 6000S and 6000S (C) models return to an energy saving mode when one of the following occurs:

- The sensor detects no motion in the room for the length of time configured in the display's settings.
- You press the **Power** button  on the convenience panel or the remote control.

After entering Ready mode, the display enters an energy saving mode when the sensor doesn't detect anyone in the room for the length of time configured in the display's settings.

For information about turning off the display, see the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414).

Using the Home button

You can use the Home screen to open and use iQ apps, view the input of connected computers, and more. You can also change the background and personalize other features of the Home screen. To learn more about the Home screen, see [Understanding the Home screen](#).

The Input screen shows thumbnails of connected computers and allows you to switch among inputs.

You can return to the Home screen or the Input screen at any time by following the instructions below.

To show the Home screen or the Input screen

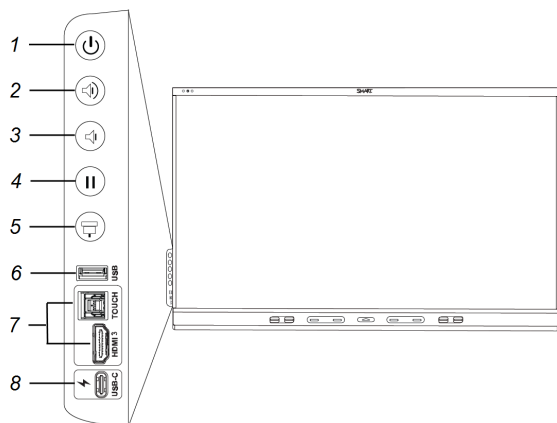
Tap the **Home** button  below the screen.

OR

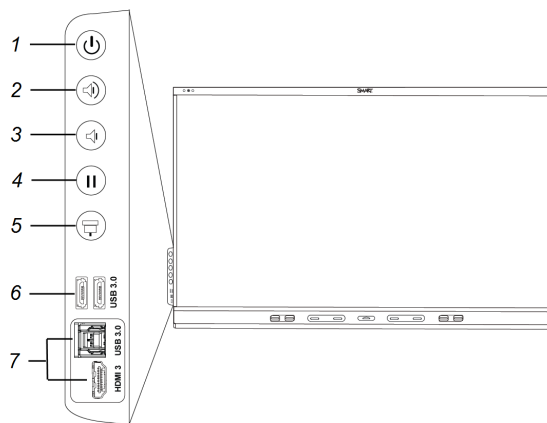
Press the **Home** button  on the remote control.

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.



SMART Board 6000S (C) and 6000S (V3)



SMART Board 6000S

No.	Name	Procedure
1	Power	<ul style="list-style-type: none"> Press to wake the display or put it back in to an energy saving mode (see <i>Waking up the display and putting it back in to an energy saving mode</i> on page 18). Press and hold for five seconds to turn off the display. Press and hold for 10 seconds to reset the display. <p>Note</p> <p>Resetting the display does not change any user settings or delete saved files.</p>
2	Volume increase	Press to increase the volume (see <i>Adjusting the volume</i> on page 28).
3	Volume decrease	Press to decrease the volume (see <i>Adjusting the volume</i> on page 28).
4	Freeze	Press to freeze and unfreeze the screen (see page 30).
5	Screen shade	Press to hide screen contents behind a screen shade (see <i>Showing and hiding the screen shade</i> on page 31).
6	USB Type A connector	Connect USB drives and other devices that you want to use with the iQ experience or a connected computer (see <i>Connecting USB drives, peripherals, and other devices</i> on page 46).

No.	Name	Procedure
7	HDMI 3 input connectors	Connect a computer or other input source to use with the display (see page 42).
8	<u>USB Type-C connector</u>	Connect a computer or mobile device, with a single connection for touch, video, and audio. Also connect any USB Type-C peripheral (such as memory sticks, keyboard, mice, etc.) to use with the display (see page 42).

The Power button's color indicates the display's status:

Power button	Display status
Off	Not receiving power
Amber	In an energy saving mode
White	In normal operating mode

Using the remote control

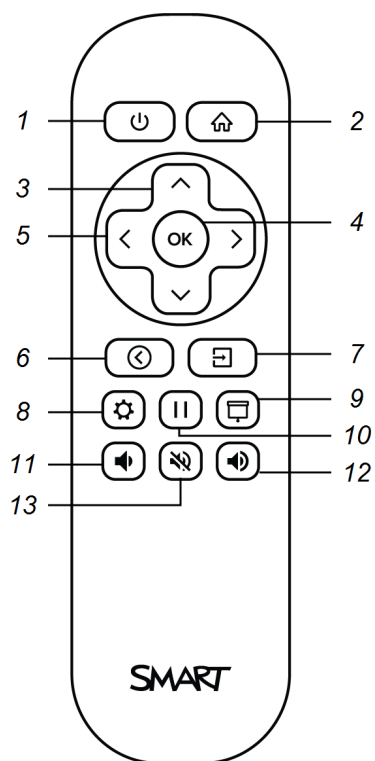
The display comes with one of two infrared remote control models. These models are similar, except one has a screen sharing button.

Use the infrared remote control to turn the display on or off, switch inputs, control the volume, access the display's iQ apps, and more. You can also use the remote control to open the on-screen menus and change the display's settings.

Important

- Do not subject the remote control to strong shock.
- Keep the remote control away from liquids. If it gets wet, wipe it dry immediately.
- Do not expose the remote control to heat or steam.
- Do not open any part of the remote control other than the battery compartment.

This image and table describe the remote control's functions.



No.	Name	Procedure
1	Power	<p>Press to wake the display or put it back in to an energy saving mode (see <i>Waking up the display and putting it back in to an energy saving mode</i> on page 18).</p> <p>Press and hold for four seconds to turn off the display.</p> <p>Press and hold for 10 seconds to reset the display.</p> <p>Press to wake the display or put it back in to an energy saving mode (see <i>Waking up the display and putting it back in to an energy saving mode</i> on page 18).</p>
2	Home	Open the Home screen or the Input screen (see <i>Using the Home button</i> on page 19).
3	Up and down buttons	Navigate to menu options in the settings.
4	OK	Select a menu option in the settings.
5	Left and right buttons	Change the value of the selected setting.
6	Back	Go one step back in the navigation history.
7	Input	Switch input sources (see <i>Viewing a connected computer's input</i> on page 43).
8	Settings	Open iQ Settings or iQ Pro settings.
9	Screen shade	Hide screen contents behind a screen shade (see <i>Showing and hiding the screen shade</i> on page 31).

No.	Name	Procedure
10	Freeze frame	Freeze and unfreeze the screen (see page 30).
11	Volume increase	Increase the volume (see <i>Adjusting the volume</i> on page 28).
12	Volume decrease	Decrease the volume (see <i>Adjusting the volume</i> on page 28).
13	Volume mute	Mute the volume (see <i>Adjusting the volume</i> on page 28).
14	Share screen	Open the Screen Share app (see <u>Sharing your device's screen to the display</u>). Note This button is not available on all remote control models.

Using touch

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

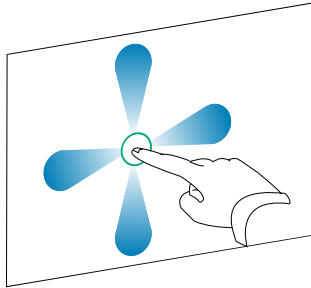
You can use a variety of gestures within applications, including panning, scaling, rotating, and zooming.

SMART Board 6000S (V3) models support up to 40 simultaneous interaction points. The 6000S and 6000S (C) models support up to 20 simultaneous interaction points, enabling you and others to interact with objects on the screen at the same time.

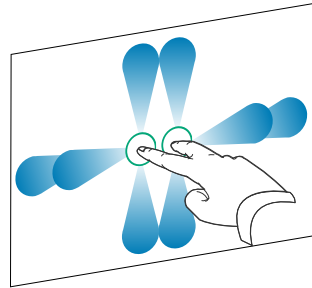
Note

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

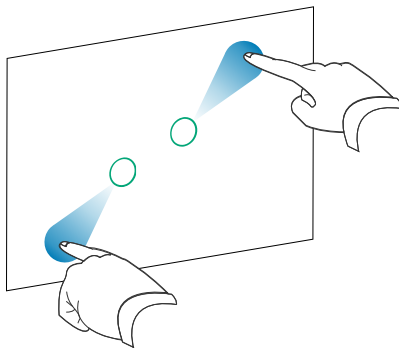
Pan (one finger)



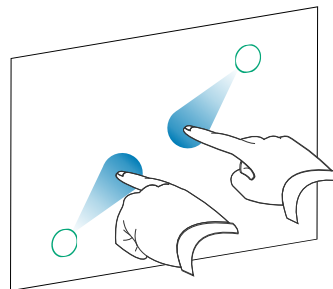
Pan (two fingers) / scroll



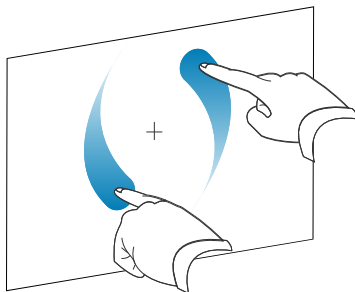
Pinch to zoom in / scale (enlarge)



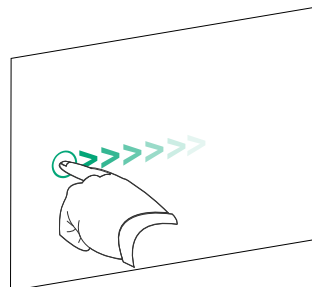
Pinch to zoom out / scale (reduce)



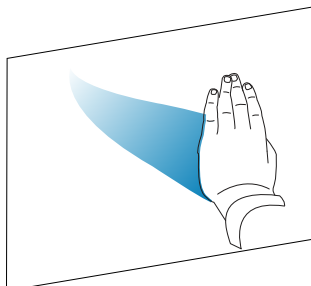
Rotate



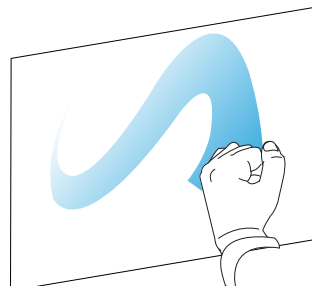
Flick



Erase with palm



Erase with fist



Using the pens and erasers

The display comes with a black pen, a red pen, and two erasers. You can use the pens to write and draw in digital ink on the display, and you can use the erasers—or your palm or fist—to erase digital ink.

The display has magnetic holders for the pens and erasers at the bottom of the display's frame. Return the pens and erasers to their holders when you're done with them.

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.

Writing and drawing in digital ink

Several people can write or draw on the screen at the same time. Each pen writes and draws in its own color. The Pen ID™ feature lets you assign different colors, thicknesses, and other properties to each pen.

Important

Use only pens designed for SMART Board 6000S and 6000S Pro series interactive displays (see smarttech.com/kb/171230).

To write or draw in digital ink

1. Pick up one of the display's pens.
2. Write or draw in digital ink on the screen.

Tip

- To learn how to change a pen's default behavior, see *Changing a pen's default color, thickness, and other properties* on the next page.
- Freeze the screen before writing or drawing over a video, an animation, or other moving images (see *Freezing the screen* on page 30).

Using the SMART Ink dynamic (floating) toolbar

If you pick up a pen while viewing a connected computer's input, the SMART Ink® dynamic (floating) toolbar for SMART Ink appears on the screen. You can use this toolbar to temporarily change the pen's color, thickness, or other properties. You can also access SMART Ink's other tools, such as screen capture, spotlight, screen shade, and so on.

To learn more about SMART Ink and its toolbar, visit the [SMART Product Drivers and Ink support page](#). Here are a few quick links to get you started:

- [Turning SMART Ink on or off](#)
- [Opening the dynamic \(floating\) toolbar](#)
- [Closing \(hiding\) the toolbar](#)
- [Using presentation tools](#)



Changing a pen's default color, thickness, and other properties

You can change a pen's color, thickness, and other properties temporarily using the SMART Ink dynamic (floating) toolbar when you're viewing a connected computer's input.

See *Using the SMART Ink dynamic (floating) toolbar* above.

Note

When working in iQ, the pen's color, thickness, and other properties return to their default settings after the pen is returned to the display's magnetic pen well. This may take up to 30 seconds.

Erasing digital ink

⚠ Caution

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

You can erase digital ink from the screen using an eraser or your palm or fist:

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



OR

Move the eraser over digital ink to erase.



OR



Move your palm or fist over digital ink to erase.






Adjusting the volume

Use the buttons on the convenience panel or the remote control to increase, decrease, or mute the display's volume.

To turn the volume up or down

Press the **Volume Up** button  or **Volume Down** button  on the convenience panel or the remote control.


Notes

- Press and hold the **Volume Down** button  to rapidly decrease the volume.
- When you press the **Volume Up** button  or **Volume Down** button  on the convenience panel or the remote control, you can use the on-screen slider to adjust the volume.

To mute the volume

Press the remote control's **Mute** button .

Tip

You can also mute the volume by pressing and holding the **Volume Down** button  on the convenience panel or the remote control until the screen slider reaches its lowest position.

Using the microphone array

This feature is available only on the SMART Board 6000S (V3) and SMART Board 6000S (V3) Pro models.



You can use the microphone array to capture audio while using a conferencing app on your display. You can also connect a room computer or guest laptop to the display and use the display's built-in microphone array in place of the connected computer's. The microphone array provides improved sound selection and noise cancellation.

Notes

- The SMART Board 6400S (V3) Pro models do not include a microphone array.
- To learn more about installing third-party apps, see [Adding and managing apps in the iQ experience](#).

Tip

The microphone array is located in the top-left corner of the display's frame and a green LED status light illuminates when the microphone is active.

Using the microphone array with the display's conferencing apps

Start the conferencing app on the display.

If the display's microphone array is not automatically selected, open the sound controls in the conferencing app and select **SMART IFP Mic** from the list of sound input devices.

Tip

Use the sound controls in your display's conferencing apps to adjust settings such as background noise reduction and microphone sensitivity.

Using the microphone array with a connected computer

1. Connect the computer to the display and select it as the display's input. (see *Viewing a connected computer's input* on page 43).
2. Open the sound controls on the connected computer.

Windows computer: Select **Start > Settings > System > Sound > Input > Choose your input device**.

Mac computer: Select **Apple menu > System Preferences**, click **Sound**, then click **Input**.

3. Select **SMART IFP Mic** from the list of sound input devices.

Tip

Use the connected computer's sound controls to adjust settings such as input volume and background noise reduction.

Setting the microphone array as the default microphone when using a conferencing app on a connected computer

1. Connect the computer to the display and select it as the display's input (see *Viewing a connected computer's input* on page 43).
2. Start the conferencing app on the computer.
3. Open the conferencing app's sound controls and select **SMART IFP Mic** from the list of sound input devices.

Tip

Use the conferencing app's sound controls to adjust settings such as input volume and background noise reduction.

Freezing or hiding the screen

You can use the display's freeze and screen shade features to temporarily freeze or hide the screen contents.

Freezing the screen

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

Note


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


Tip

You can write or draw over the screen while it is frozen (see *Writing and drawing in digital ink* on page 26). If the iQ experience is enabled, you can then save the screenshot of your writing or drawing to the Files Library (see [Using the iQ experience Files Library](#)).

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

Showing and hiding the screen shade

You can temporarily hide the contents of the screen behind a virtual screen shade by pressing the **Screen Shade** button  on the convenience panel or remote control.

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

Using additional tools and manipulatives

The SMART Board 6000S or 6000S Pro series interactive display's Tool Explorer platform enables you to use a range of different pens, objects, and manipulatives that are automatically recognized the moment they contact the display's screen. The entire screen can recognize a Tool Explorer-enabled object automatically, so there's no need to select a tool type before you use a tool or manipulative.

Notes

- The stamps and cubes that work with the 6000S series displays are not compatible with iQ system software 4.0 or later (for example, when viewing the input of an iQ enabled AM60 appliance installed in a 6000S display).
- The tools work best when they're separated by at least 4 or 5 inches (10–15 cm). If the pens, stamps, or cubes are too close to each other, you might experience an error or unexpected behavior. Performance may vary with different tools and different sizes of display.
- Support for the different pens, objects, and manipulatives varies depending on the model of display, as described in the following descriptions of each tool.
- Some Tool Explorer tools work only with the iQ system's whiteboard and not with input from a connected computer.

Tip

For information about cleaning the Tool Explorer platform-enabled pens, objects, and manipulatives, see the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414).

For education



The Tool Explorer platform lets teachers and students manipulate real -world objects that are automatically recognized by the display, combining the learning benefits of manipulatives with the flexibility and scalability of digital materials. Kinesthetic and tactile learners can get the hands-on activity and fine motor experiences they need to explore, learn and retain.

By creating tool sets for different subjects, learning needs, and abilities, teachers can also quickly provide multiple pathways through lessons.

System requirements and SMART software compatibility

This table shows the version of iQ system software or SMART software required for each Tool Explorer tool.

Tool	iQ system software version	SMART Notebook	SMART Product Drivers
Tool Explorer multicolor 4-pen bundle	3.6 or later	20.0 or later	12.16 or later
Tool Explorer double-ended Highlighter	3.6 or later	20.0 or later	12.16 or later
Tool Explorer Magic Pen	3.6 or later	N/A (provided by iQ 3.6 or later)	N/A (provided by iQ 3.6 or later)
Tool Explorer Learn 4-Cube Bundle	3.6 SP3 or later	Not supported	Not supported
Tool Explorer Math 4-Cube Bundle	3.6 SP3 or later	Not supported	Not supported
Tool Explorer Play 4-Stamp Bundle	3.6 SP3 or later	Not supported	Not supported

Using the magic pen

Use the magic pen to write or draw digital ink that fades after a few seconds. You can write or draw over any input or content as the magic pen isn't limited to a specific application.

You can also use the magic pen to open a spotlight or magnification window to focus attention to a specific area of the screen.

Note

For information about the iQ system software or SMART software version required for each Tool Explorer tool, see *System requirements and SMART software compatibility* above.

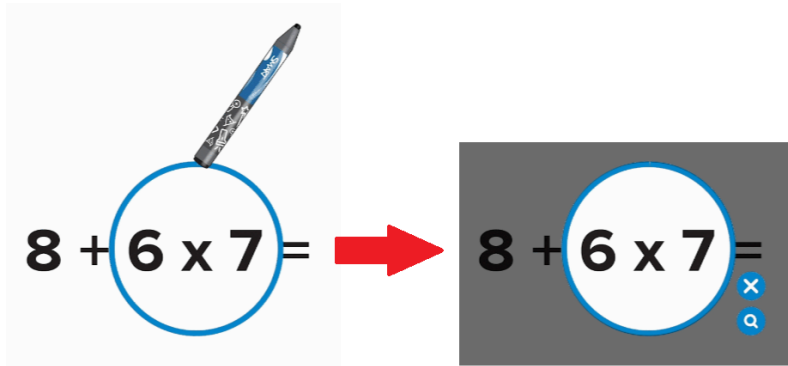
To use the magic pen to write or draw ink that fades

1. Pick up the magic pen.
2. Use the “nib” end of the pen to write in magic ink.





To use the magic pen to spotlight or magnify screen content

1. Pick up the magic pen.
2. Use the gesture end of the pen to draw a circle or rectangle around the portion of the screen you want to spotlight or magnify.



After the spotlight appears, you can:

- Press and hold within the spotlight and drag to move it.
- Press and hold the spotlight's edge and drag toward or away from the center to make the spotlight larger or smaller.
- Tap the magnifier icon  to double the size of the spotlighted screen area.

When you're done with the spotlight, tap Close .

Using the highlighter pen

Use the highlighter pen to emphasize text in supported applications, such as the iQ whiteboard, SMART Notebook Player, and SMART Notebook desktop.

Note

For information about the iQ system software or SMART software version required for each Tool Explorer tool, see *System requirements and SMART software compatibility* on page 33.

To use the highlighter pen

1. Pick up the highlighter pen.
2. Use the pen to highlight text or an object.



The pen is reversible: you can use one end to highlight in yellow and the other end to highlight in green.

Using Tool Explorer cubes

On an iQ enabled SMART Board 6000S, 6000 (C), or 6000S (V3) display, you can use the Tool Explorer-enabled cubes to add a variety of objects to a whiteboard or a lesson you've opened in the Whiteboard app.

The cubes feature a different shape, number, image, and more, on each of their six faces. When you tap a cube's face on the display's screen, the image is inserted as an object. You can then move, resize, rotate, and delete the object.

Note

For information about the iQ system software or SMART software version required for each Tool Explorer tool, see *System requirements and SMART software compatibility* on page 33.

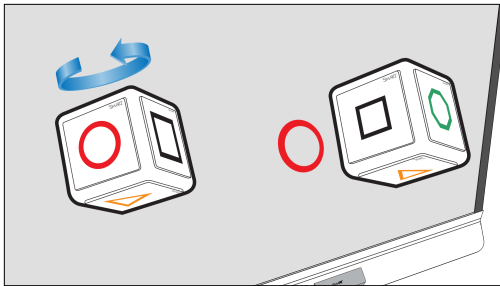
To insert an object using a Tool Explore cube

1. Pick up a cube.
2. Tap the cube face that features the image you want on the display's screen.

The image is inserted as an object.

Tip

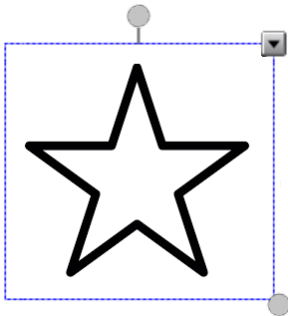
The inserted object can be made smaller by tapping a portion or corner of a cube's face on the screen.



To move, resize, and rotate an object

1. Tap the object you want to manipulate.

A selection rectangle appears around the object.



2. To manipulate the object, you can:
 - drag the object to a new position on the screen.
 - drag the object's resize handle (bottom right circle) to make the object larger or smaller.
 - drag the object's rotation handle (top circle) in the direction you want to rotate the object.
 - delete an object by pressing the object's menu arrow, and then tapping **Delete**.

To delete an object

1. Tap the object.
A selection rectangle appears around the object.
2. Press the object's menu arrow, and then select **Delete**.

Using Tool Explorer stamps

Tool Explorer stamps feature a single shape, number, image, and more, that is inserted as an object when you tap the stamp's face on the display's screen. You can move, resize, rotate, delete the object. Stamps are ideal for younger children and early learners.

Tip

You can store the stamps in place of the erasers at the bottom of the display's frame. Two stamps fit on each magnetic holder.

Note

For information about the iQ system software or SMART software version required for each Tool Explorer tool, see *System requirements and SMART software compatibility* on page 33.

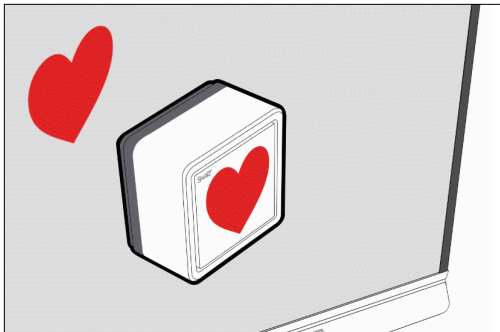
To insert an object using a Tool Explorer stamp

1. Pick up a stamp.
2. Tap the stamp's face on the screen.

The image on the stamp is inserted as an object.

Tip

The inserted object can be made smaller by tapping a portion or corner of the stamp's face on the screen.



To move, resize, rotate, or delete an object

See *To move, resize, and rotate an object* on page 36 and *To delete an object* on the previous page.

Assigning a new stamp or cube face image

You can use the SMART Tool Explorer Custom Image Editor to change the default image that's inserted when you tap a stamp or cube face on the display's screen. Choose an image saved on the display or select an image from a USB drive connected to the display.


Notes

- This feature is available in iQ system software version 3.15 or later.
- Changes made to a stamp or cube face image are applicable only to the display on which the changes were made.
- Supported image file formats are PNG, GIF, and JPEG. Recommended resolutions are: 300 × 300 to 600 × 600 for photo quality images and 500 × 500 to 1000 × 1000 for line art style images. The stamp or cube images won't appear at these resolutions when initially inserted on the display's screen; however, they can be enlarged after insertion.


Tip

Add a sticker to a stamp or cube face featuring an image that's like the new image you applied using the SMART Tool Explorer Custom Image Editor. You can print the new image on a 1-1/2" × 1-1/2" square white sticker label and apply it to the stamp or cube face. Choose a label that's designed to be easily removed as you may change images often.

To assign a new stamp or cube face image


1. From the Home screen, tap **Apps** .
2. Tap **SMART Tool Explorer**.
The SMART Tool Explorer app opens.
3. Pick up a stamp or cube.
4. Tap the stamp or cube face that features the image you want to change on the middle of the display's screen.
The current image assigned to the stamp or cube face appears on the screen.
5. Tap Upload new image to open a dialog box providing options for choosing an image.
By default, the Recent dialog box appears.

6. Change the stamp or cube face image by:

- Tapping an image in the list of recent images
- Tapping the  in the upper-left corner of the screen and browsing to an image in one of the *Open from* locations.

You can also connect a USB drive to the display's convenience panel and browse to an image saved on the USB drive. The USB drive name will appear in the list of *Open from* locations.

To reset to the default stamp or cube face image

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

2. Tap **SMART Tool Explorer**.

The SMART Tool Explorer app opens.

3. Pick up a stamp or cube.

4. Tap the stamp or cube face that features the image you want to change on the middle of the display's screen.

The current image assigned to the stamp or cube face appears on the screen.


5. Tap **Reset to default**.

By default, the Recent dialog box appears.

The stamp or cube face image is now reset to the default image.

Chapter 3 Connecting computers and other devices








- Installing and using SMART software 41
- Connecting room computers and guest laptops 42
 - Viewing a connected computer’s input 43
 - Setting a connected computer’s resolution and refresh rate 44
 - Using recommended cables 44
 - Connecting USB drives, peripherals, and other devices 45
 - Troubleshooting connected computers 45
- Connecting a SMART OPS PC module 45
- Connecting USB drives, peripherals, and other devices 46

**Warning**

Ensure that any cables that cross the floor to the display are properly bundled and marked to avoid a trip hazard.

Installing and using SMART software

The display comes with SMART software that you can install on connected room computers and guest laptops. Other SMART software is available but sold separately.

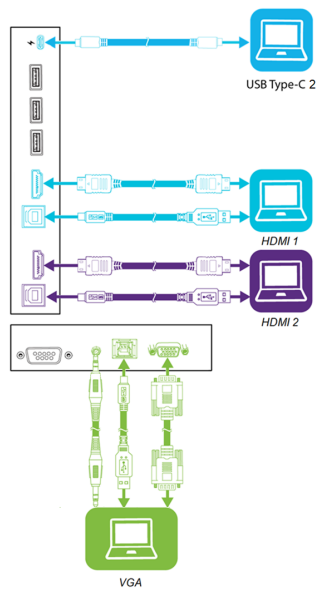
Software type	SMART Board 6000S models	SMART Board 6000S Pro models
Included	<div> SMART Notebook</div> <div> SMART Product Drivers and Ink</div> <div><div>SMART Remote Management</div> SMART Remote Management¹</div>	<div> SMART Meeting Pro</div> <div> SMART Product Drivers and Ink</div> <div><div>SMART Remote Management</div> SMART Remote Management¹</div>
Sold separately	<div> Lumio by SMART</div> <div> SMART Notebook Plus</div>	<div> SMART TeamWorks Room</div>

¹Subscription for the length of the warranty

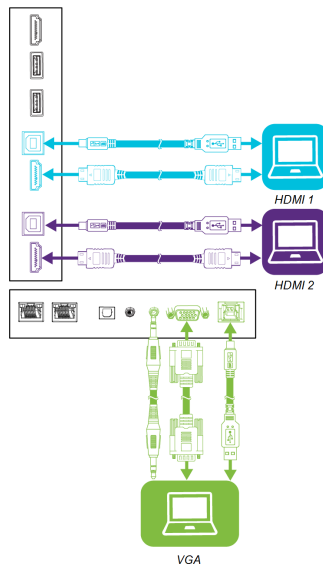
Connecting room computers and guest laptops

You can connect room computers and guest laptops to the display to view and interact with them.

Connector panel

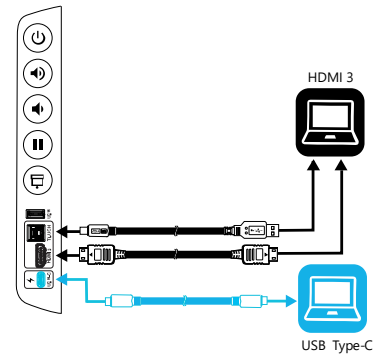


SMART Board 6000S (V3)

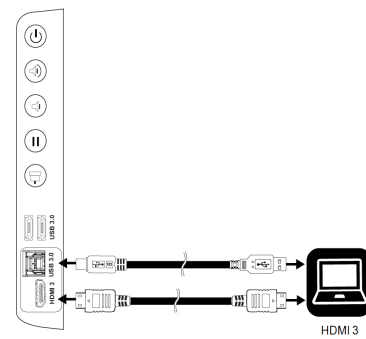


SMART Board 6000S and 6000S (C)

Convenience panel



SMART Board 6000S (C) and 6000S (V3)



SMART Board 6000S

Notes





- Install SMART software on computers you connect to the display (see *Installing and using SMART software* on page 41).
- Your organization's installers might have connected cables to the display and run the cables behind a wall or under the floor to a desk or table where you can place your computer.
- You can charge devices connected to the USB Type-C receptacles. SMART Board 6000S (V3) models can provide up to 65 W to connected devices (the USB Type-C receptacle labeled USB-C 2 on the rear connector panel provides 30 W when an OPS PC module is installed). The USB Type-C receptacle on SMART Board 6000S (C) models can provide up to 60 W.
- A computer may report "Too many USB hubs" if USB port replicators, hubs, or extensions are used between a computer and a SMART Board interactive display. To learn why this message appears, see the knowledge base article, [SMART Board interactive displays and USB tier structure use](#). This article also describes the number and position of internal hubs in SMART Board 6000S/6000S-C/6000S-V3 displays.

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 Input  on the Home screen. OR Press Input  on the remote control.	Press the Home button  or the Input button  on the remote control.

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

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

Tip

If iQ is disabled and you want a computer's input to appear whenever you wake up the display,

tap the star in the upper-left corner of the computer's thumbnail.

3. Tap the computer's thumbnail.

Setting a connected computer's resolution and refresh rate

This table presents the recommend resolutions and refresh rates for the display's inputs:

Input source	Resolution	Refresh rate
HDMI 1	3840 × 2160	60 Hz
HDMI 2	3840 × 2160	60 Hz
HDMI 3	3840 × 2160	60 Hz
VGA	1920 × 1080	60 Hz
USB Type-C	3840 × 2160	60 Hz

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

Using recommended cables

SMART recommends the following varieties of cable:

Cable type	Maximum length	Recommendation
HDMI	23' (7 m) ²	Use only certified Premium High-Speed HDMI (18 Gpbs) cables that have been tested to support the performance standard you require.
VGA	23' (7 m)	Use VGA cables with all pins in their connectors fully populated and wired.
Stereo 3.5 mm	20' (6 m)	[N/A]
USB 2.0	16' (5 m)	Use a USB extender if the distance between the computer and the display is greater than 16' (5 m). For more information, see <i>USB extenders</i> on page 17. USB 2.0 cables support Hi-Speed (480 Mbps), whether connected to a USB 2.0 or USB 3.0 receptacle. For SuperSpeed (5 Gbps), connect a USB 3.0 cable to a USB 3.0 receptacle.

²The performance of cables longer than 23' (7 m) is highly dependent on the cable's quality.

Cable type	Maximum length	Recommendation
USB 3.0	9' (3 m)	<p>SMART supports only installations that use directly connected video and USB cables, or AC-powered extenders.</p> <p>You might be able to use higher-grade cables that exceed the recommended length. If you have problems with such a cable or an extender of any type, test the connection with a shorter cable before contacting SMART Support.</p>
USB Type-C	6' 6" (2 m) for SuperSpeed 5Gbps cables	<p>USB-IF certified USB 3.2 Gen 1 Type-C cable, SuperSpeed (5 Gbps) support</p> <p>To use a USB Type-C cable for video, you need:</p> <ul style="list-style-type: none"> • A full-featured cable that supports SuperSpeed 5Gbps (or faster) data rates. • A computer that supports Display Port Alternate Mode via USB Type-C

Using cables that exceed these maximum lengths may produce unexpected results, intermittent loss of picture, or degraded picture quality and USB connectivity.

Connecting USB drives, peripherals, and other devices

You can use USB drives, peripherals, and other devices with a computer connected to the display using the display's USB plugs.

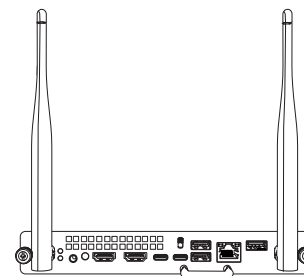
For more information, see *Connecting USB drives, peripherals, and other devices* on the next page.

Troubleshooting connected computers

For troubleshooting information for connected computers, see *Chapter 4 Troubleshooting* on page 48.


Connecting a SMART OPS PC module

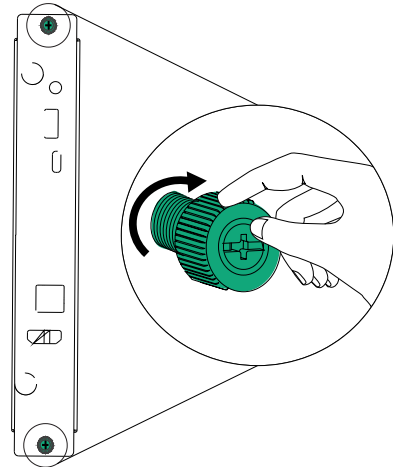
If your organization has purchased a SMART OPS PC module, you or your organization's installers can install the module in the display's accessory slot following the OPS PC module's installation instructions (docs.smarttech.com/kb/171775 or docs.smarttech.com/kb/171544). You can then view the OPS PC module's input on the display.



For more information about SMART OPS PC modules, see the *SMART OPS PC modules user guide* (docs.smarttech.com/kb/171747).

Caution

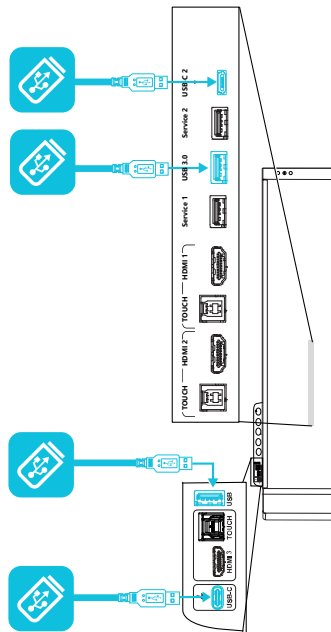
- Only SMART-provided OPS appliances are supported in SMART Board interactive displays. Third-party OPS appliances are not supported, and their use can lead to poor performance or damage to the display.
- Do not install or remove the OPS appliance while the display is turned on. First make sure the power switch on the back of the display beside the AC power inlet is in the OFF (O) position. If you can't reach the power switch, use the front control panel's power button  to put the display in Standby mode, and then unplug the display's power cable from the power outlet.
- After you have turned the display's power switch off or unplugged it, wait at least 30 seconds before removing the appliance to allow its internal power supplies to discharge completely. You might also wait five minutes to give the appliance the opportunity to cool, if necessary.
- Make sure the OPS appliance is secured to the display with screws through the two anchor points. Inadequately secured appliances can damage the display. (An OPS appliance's anchoring screws are typically captive, although some simply include separate anchoring screws.)



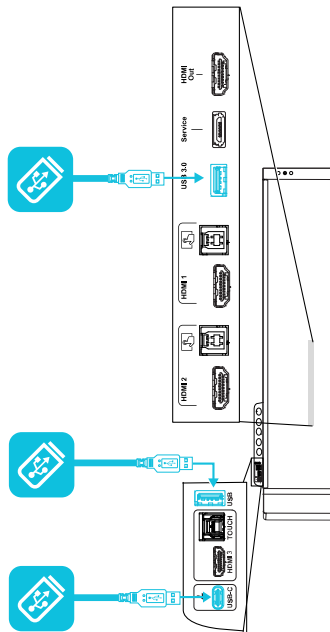
Connecting USB drives, peripherals, and other devices

Depending on the model, the display includes either one USB Type-C receptacle and one USB 3.0 Type-A receptacle on the convenience panel, or two USB 3.0 Type-A receptacles on the convenience panel (see images below). The SMART Board 6000S (V3) models also include a USB Type-C receptacle on the connector panel. All models include one USB 3.0 Type-A receptacle on the connector panel.

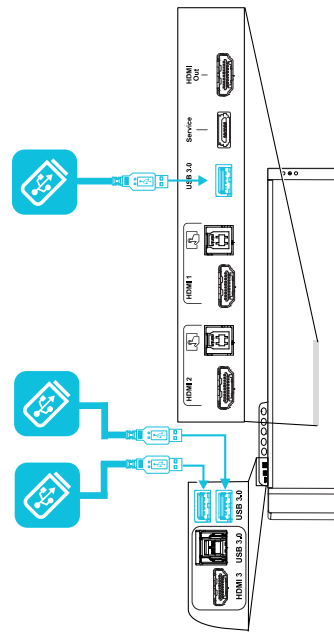
You can connect USB drives, peripherals (such as keyboards), and other devices to these connectors and use the devices with the iQ experience, connected computers, and devices installed in the accessory slot, such as the SMART OPS PC.



SMART Board 6000S (V3)



SMART Board 6000S (C)



SMART Board 6000S

Chapter 4 Troubleshooting

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This chapter explains how to resolve a variety of common issues with the display. If your specific issue isn't described here or the solutions to the symptoms don't work, refer to the SMART knowledge base for additional troubleshooting information.

community.smarttech.com/s/topic/0TOU00000000kAJ0OAM/interactive-displays?tabset-823c7=2

The display isn't turning on






Symptom	Troubleshooting steps
The power light isn't lit.	<ul style="list-style-type: none">Make sure the switch beside the AC power inlet is in the ON (I) position.Make sure the power cable is securely fastened to the power outlet and the display. <div>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.</div> <ul style="list-style-type: none">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.

Symptom	Troubleshooting steps
The power light is lit, but the screen is blank.	<ul style="list-style-type: none"> Press the Power button on the convenience panel or the remote control. Make sure the proximity sensors aren't blocked. Restart the display. <p>Note</p> <p>On 65" models of the SMART Board 6000S (V3) display, it will take approximately 30 seconds before an image appears on the screen and the convenience panel buttons begin to respond after you flick the power switch beside the AC power inlet to the ON (I) position.</p> <ul style="list-style-type: none"> Determine if the problem is with the video. <p>See <i>The screen is blank or there's a problem with the image on the screen</i> on the next page.</p>



The display is turning on when it shouldn't

Symptom	Troubleshooting steps
The display turns on or enters Ready mode when it shouldn't.	<ul style="list-style-type: none"> Check for and, if possible, move the display away from the following: <ul style="list-style-type: none"> 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 proximity sensors' range is 16' (5 m). <p>Note</p> <p>The display will turn on when one of its receptacles receives a video signal, when checking for or applying system updates, or when it receives commands via its RS-232 connection.</p>

The screen is blank or there's a problem with the image on the screen

Symptom	Troubleshooting steps
The screen is blank.	<ul style="list-style-type: none"> Make sure the screen is working by tapping the Home button  below the screen or pressing the Home button  on the remote control to open the Home screen. Make sure the display is not in Standby mode by pressing the Power button . Make sure any connected computers are on and not in an energy saving mode. Restart the display and any connected computers. <p>Note</p> <p>On 65" models of the SMART Board 6000S (V3) display, it will take approximately 30 seconds before an image appears on the screen and the convenience panel buttons begin to respond after you flick the power switch beside the AC power inlet to the ON (I) position.</p> <ul style="list-style-type: none"> Replace the video cables connecting any computers to the display to determine if the issue is with the cables.
A computer is connected to the display, but only a connection message appears on the screen.	<ul style="list-style-type: none"> Make sure the computer is connected to the currently selected input. Make sure the display supports the connected computer's refresh rate. <i>See Setting a connected computer's resolution and refresh rate on page 44.</i> If the currently selected input is a computer, make sure the computer is not in an energy saving mode.
<p>The image on the screen is distorted.</p> <p>OR</p> <p>There are lines, snow, or other visual noise on the screen.</p> <p>OR</p> <p>The image is flickering or flashing.</p> <p>OR</p> <p>The image is dim.</p>	<ul style="list-style-type: none"> Tap the Home button  below the screen or press the Home button  on the remote control to open the Home screen. If it appears correctly, the issue is with the video input. Switch to a different input and then back to the first input. Make sure any connected computers are on and not in an energy savings mode. Restart the display and any connected computers. <p>Note</p> <p>On 65" models of the SMART Board 6000S (V3) display, it will take approximately 30 seconds before an image appears on the screen and the convenience panel buttons begin to respond after you flick the power switch beside the AC power inlet to the ON (I) position.</p> <ul style="list-style-type: none"> Set any connected computers' resolution and refresh rate to values that the display supports. <i>See Setting a connected computer's resolution and refresh rate on page 44.</i> Replace the video cables that connect any computers to the display to determine if the issue is with the cables. Make sure a replacement cable meets the required specifications. <i>See Using recommended cables on page 44.</i>

QX Pro displays

Symptom	Troubleshooting steps
(For SMART Board 6000S (V3) and 6000S (C) models) There is no image when using the USB Type-C receptacle with a computer.	<ul style="list-style-type: none"> Make sure that the computer supports Display Port Alternate Mode video via USB Type-C. Look for the Display Port logo beside the USB Type-C receptacle on the computer. If it's not there, the computer may not support Display Port Alternate Mode video via USB Type-C. Make sure the cable used with the USB Type-C receptacle supports Super Speed (5Gbps) USB. Look for the Super Speed USB logo on the cable. If the cable doesn't have the Super Speed USB logo, it may not have the internal wiring necessary to carry Display Port Alternate Mode video data.
There are bright spots on the screen.	<ul style="list-style-type: none"> Tap the Home button  below the screen or press the Home button  on the remote control to open the Home screen. 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. <p>QX Pro displays</p>
Colors don't appear correctly.	<ul style="list-style-type: none"> 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 the screen is completely lacking one color on the screen or the color problems occur on the Home screen, see <i>Contacting your reseller for additional support</i> on page 56. 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. Adjust the display's color settings, or reset them to the factory defaults.
The image is cut off or shifted to the left or right.	<ul style="list-style-type: none"> Adjust any connected computers' video settings, particularly zoom, crop, and underscan. See the computer's operating system documentation. If you're using a VGA video input and any connected computers' desktops are entirely black, change them to dark gray or a different color. If any connected computers' desktops are extended across multiple screens, duplicate the desktops across the screens or set the display as the only screen.
The image doesn't fill the entire screen.	<ul style="list-style-type: none"> Adjust any connected computers' video settings, particularly overscan. See the computer's operating system documentation. Make sure the connected computer's video connector is configured to output a supported video signal. See the knowledge base article, No video display output from a laptop.
A persistent image appears on the display.	See the knowledge base article, Image persistence or burn in on LCD displays .

There's no sound or there's a problem with the sound

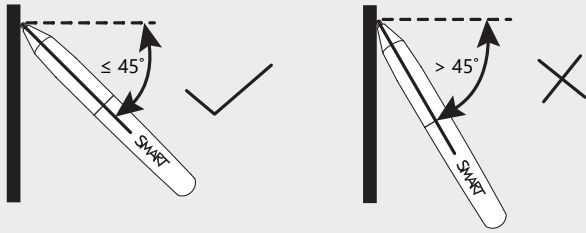
Symptom	Troubleshooting steps
<p>There's no sound.</p> <p>OR</p> <p>There is sound, but the volume is low.</p> <p>OR</p> <p>The sound is distorted or muffled.</p>	<ul style="list-style-type: none"> • If you're using an external audio system, make sure it is turned on. • Make sure the cables connecting the display to the computer are securely fastened. <div> Notes <ul style="list-style-type: none"> ◦ The display's stereo 3.5 mm in connector works with the VGA input only. ◦ 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 <i>SMART Board 6000S series interactive displays installation and maintenance guide</i> (smarttech.com/kb/171414). </div> <ul style="list-style-type: none"> • 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. <p>OR</p> <p>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.</p>
There is a whine or buzzing sound coming from the back of the display.	<ul style="list-style-type: none"> • 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.
<p>For SMART Board (V3) models</p> <p>The microphone array is not picking up sound, and the green indicator light is not lit.</p> <p>QX Pro displays</p>	<ul style="list-style-type: none"> • Ensure that the microphone array is enabled in the Settings menu. • If you're using an external computer, ensure that the computer's audio settings are configured to use the <i>SMART IFP Mic</i> as the input device.

Touch isn't working as expected

Symptom	Troubleshooting steps
The display doesn't respond to touch.	<ul style="list-style-type: none"> For SMART Board 6000S (V3) models: The touch system might not have initialized correctly when the display started. Turn the display off, wait at least 30 seconds, and then turn the display back on. To turn the display off completely, flick the switch beside the AC power inlet to the OFF (O) position. Make sure SMART Product Drivers are installed and running on connected computers. (SMART Board 6000S (V3) models displays require SMART Product Drivers 12.18 or later, and SMART Board 6000S (C) and 6000S model displays require SMART Product Drivers 12.14 or later). Make sure the USB cable between the display and the computer doesn't exceed the supported maximum cable length. See <i>Using recommended cables</i> on page 44. If a connected computer reports "Too many USB hubs" or "cannot start (code 10)," see the knowledge base article, SMART Board interactive displays and USB tier structure use. Make sure any connected computers have detected the display's USB connection. 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 make sure there are no error messages in the display's row. For Mac computers with macOS Mojave, see the knowledge base article, How to resolve issues with installing and using SMART Learning Suite software on macOS Mojave.
<p>The display responds to touch intermittently.</p> <p>OR</p> <p>When you touch the screen, the pointer doesn't appear in the correct place.</p>	<ul style="list-style-type: none"> Restart the display. <p>Note</p> <p>On 65" models of the SMART Board 6000S (V3) display, it will take approximately 30 seconds before an image appears on the screen and the convenience panel buttons begin to respond after you flick the power switch beside the AC power inlet to the ON (I) position.</p> <ul style="list-style-type: none"> Make sure SMART Product Drivers and SMART Ink are installed and running on any connected computers. Confirm with the installers that the computer is connected to the display with only a single cable. 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. Remove any USB extenders to help isolate the USB cable.

The pens and erasers aren't working as expected

Symptom	Troubleshooting steps
The display doesn't respond to touch or writing with a pen.	<ul style="list-style-type: none"> Make sure SMART Product Drivers are installed and running on connected computers. (SMART Board 6000S (V3) models displays require <u>SMART Product Drivers 12.18</u> or later, and SMART Board 6000S (C) and 6000S model displays require <u>SMART Product Drivers 12.14</u> or later). Make sure any connected computers have detected the display's USB connection. 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 make sure there are no error messages in the display's row. Reinstall or update SMART Product Drivers and Ink on any connected computers.
The display responds to touch but not to writing with a pen.	<p>Reinstall or update SMART Product Drivers and Ink on any connected computers.</p> <p>Note</p> <p>Some Tool Explorer pens and tools may work only in the iQ system's whiteboard, not on input from an external computer.</p>
<p>When you write on the screen, the ink appears in the wrong place.</p> <p>OR</p> <p>Writing is intermittent.</p> <p>OR</p> <p>Ink disappears as you write.</p> <p>OR</p> <p>Ink colors change unexpectedly.</p>	<ul style="list-style-type: none"> Restart the display. <p>Note</p> <p>On 65" models of the SMART Board 6000S (V3) display, it will take approximately 30 seconds before an image appears on the screen and the convenience panel buttons begin to respond after you flick the power switch beside the AC power inlet to the ON (I) position.</p> <ul style="list-style-type: none"> Confirm with the installers that the computer is connected to the display with only a single cable. Clean the screen. If the ink appears in the wrong place on input from a connected computer, orient the display. See [XREF]. Make sure SMART Product Drivers and 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.

Symptom	Troubleshooting steps
When you write on the screen, the pen works like your finger.	<ul style="list-style-type: none"> Be aware the display uses a size-based object recognition system. Touching the screen with an object larger than a pen tip might be recognized as a finger. Make sure the pen nib is not worn. <p>Tip Replacement pens are available from the Store for SMART Parts. See > smarttech.com/Support/PartsStore</p> <ul style="list-style-type: none"> Make sure you're holding the pen perpendicular to the display. 
You change the width or color of a pen's digital ink, but the width and color revert to the pen's defaults when you next pick up the pen from its holder on the display.	Be aware that a pen's color and thickness revert to the pen's default values when you place the pen back in its holder.
You can't write or draw in Microsoft® Office.	<ul style="list-style-type: none"> Make sure Microsoft Office 2013 or later is installed. Reinstall or update SMART Product Drivers and SMART Ink.

iQ apps aren't working as expected

Symptom	Troubleshooting steps
iQ apps aren't working as expected.	See Troubleshooting iQ .

The remote control isn't working as expected

Symptom	Troubleshooting steps
The display stops responding intermittently to the remote control.	See the SMART Knowledge Base article <i>The infrared (IR) sensor can stop responding intermittently to the remote control on SMART Board 6000S and 6000S Pro series displays</i> (smarttech.com/kb/171847).

SMART software on connected computers isn't working as expected

Symptom	Troubleshooting steps
SMART Notebook software isn't working as expected.	See Troubleshooting SMART Notebook .
Lumio by SMART isn't working as expected.	See Troubleshooting Lumio .
SMART TeamWorks software isn't working as expected.	See Troubleshooting SMART TeamWorks .
SMART Meeting Pro software isn't working as expected.	See Troubleshooting SMART Meeting Pro .
SMART Product Drivers and Ink aren't working as expected.	See Troubleshooting SMART Product Drivers and Ink .

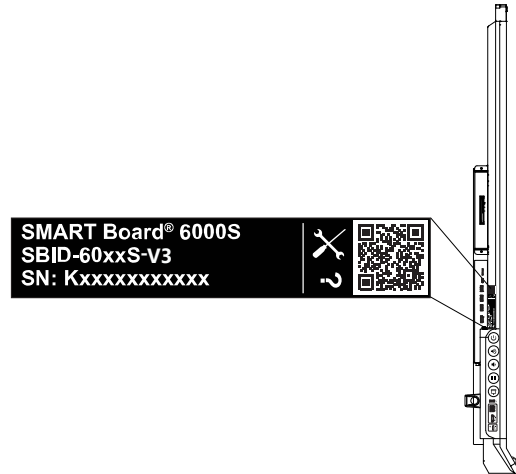
The SMART OPS PC module isn't working as expected

Symptom	Troubleshooting steps
The SMART OPS PC module isn't working as expected.	See the <i>SMART OPS PC modules user guide</i> (docs.smarttech.com/kb/171747).

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. The serial number is on a label located on the left side of the display (pictured).



Tips

- Scan the QR code on the label to view the SMART Board 6000S or 6000S Pro series interactive display support pages on the SMART website.
- The label features the display's base model number (for example, SBID-6065-V3). Please note this number is different from the actual model/SKU number (for example SBID-6265-V3).
- You can also find the serial number in the iQ settings. Refer to the SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide (smarttech.com/kb/171414) for more information.

Certification and compliance

Federal Communication Commission interference statement

FCC

Supplier's Declaration of Conformity

47 CFR § 2.1077 Compliance Information

Unique Identifier: IDS665-3, IDS675-3, IDS686-3, IDS665-1, IDS675-1, IDS686-1

Responsible Party – U.S. Contact Information

SMART Technologies Inc.

2401 4th Ave, 3rd Floor

Seattle, WA 98121

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-210 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.

Innovation, Science et Développement économique Déclaration du Canada

Cet appareil est conforme à la norme ISED CNR-210 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 **IDS665-3, IDS675-3, IDS686-3, IDS665-1, IDS675-1, IDS686-1** and the **OPS AM50, PCM8**, 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.

The frequency band and the maximum transmitted power in EU are listed below:

Regulatory models: IDS665-3, IDS675-3, IDS686-3, IDS665-1, IDS675-1, IDS686-1

Transmitting Band (MHz)	Maximum Transmit Power dBuV/m @ 10m
13.56	-9

Transmitting Band (MHz)	Maximum Transmit Power dBm
2402-2483.5	20
5150-5350	22
5470-5725	22

Restrictions in:

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

Regulatory models: OPS AM50, PCM8

Transmitting Band (MHz)	Maximum Transmit Power dBm
2402-2483.5	20
5150-5350	22
5470-5725	22
5745-5875	13

Restrictions in:

AT/BE/BG/CZ/DK/EE/FR/DE/IS/IE/IT/EL/ES/CY/LV/LI/LT/LU/HU/MTNL/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.

Japan VCCI Class A statement – applicable only to models certified for sale in Japan

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。VCCI-A 日本国内は100V交流動作のみに制限されています。

This is a Class A product based on the standard of the Voluntary Control Council for Interference (VCCI). If this equipment is used in a domestic environment, radio interference may occur, in which case the user may be required to take corrective actions.

Operation in Japan is restricted to 100V AC operation only.

United Arab Emirates – TRA registration details

Panel 65"

Regulatory models IDS665-3

TRA
REGISTERED No: ER02349/21
DEALER No: DA0076339/11

Regulatory models IDS665-1

TRA
REGISTERED No: ER78098/20
DEALER No: DA0076339/11

Panel 75"

Regulatory models IDS675-3

TRA
REGISTERED No: ER02350/21
DEALER No: DA0076339/11

Regulatory models IDS675-1

TRA
REGISTERED No: ER78099/20
DEALER No: DA0076339/11

Panel 86"

Regulatory models IDS686-3

TRA
REGISTERED No: ER02351/21
DEALER No: DA0076339/11

Regulatory models IDS686-1

TRA
REGISTERED No: ER81697/20
DEALER No: DA0076339/11

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