



Release notes

SMART Board® 6000S (V3) iQ system software 3.x

System software 3.12 SP2 release notes

! Important

Before updating to this version, the SMART Board interactive display must have iQ 3.11 SP6 (3.11.9118) or later installed.

Release date January 10, 2023

Version 3.12.9164

Highlights

- System software**
- Added two options to allow network/IT administrators to specify and control the display's wireless roaming behavior. For instructions, see [SMART Remote Management commands for specifying and controlling the display's wireless roaming behavior](#).

Resolved issues

- System software**
- Stability improvements when connecting to Wi-Fi mesh systems.
 - Fixed an issue in which the display could not connect to a Wi-Fi network using WPA3 Personal encryption or one that uses Opportunistic Wireless Encryption (OWE). WPA3 Enterprise encryption is not currently supported; use WPA2 Enterprise.
 - Fixed an issue in which the display automatically turned off after waking from Network standby.
 - Fixed an issue in which the display turned off even though the presence detection sensor detected occupancy in the room.
 - Fixed an issue in which the display froze after connecting some UVC devices, such as Logitech Meetup webcams.

SMART Board 6000S (V3) iQ system software 3.x

Release notes

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| Embedded apps | <ul style="list-style-type: none">• Apps store<ul style="list-style-type: none">◦ Fixed an issue in which some 64-bit Android apps were not showing up or being installed from the apps store. Displays must have iQ system software 3.12 SP2 to install these apps successfully from the apps store.• SMART Remote Management<ul style="list-style-type: none">◦ Fixed the issue where in some instances, after locking the display's settings using SMART Remote Management, users could not access the settings to enable Wi-Fi again after losing network connection. |
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Known issues

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| System software | <ul style="list-style-type: none">• In some instances, the list of available Wi-Fi networks may take up to 2 minutes to display in Settings or when setting up the display with iQ for the first time. |
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System software 3.12 SP1 release notes

Important

Before updating to this version, the SMART Board interactive display must have iQ 3.11 SP6 (3.11.9118) or later installed.

Release date	December 9, 2022
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Version	3.12.9094
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Resolved issues

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| System software | <ul style="list-style-type: none">• Fixed an issue where the HDMI-out port did not work.• Fixed an issue where Wi-Fi Settings options were disabled when the display woke up from sleep. |
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Known issues

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| System software | <ul style="list-style-type: none">• The display is unable to connect to a Wi-Fi network using WPA3 encryption. Setting the Wi-Fi network to use WPA2 only instead of WPA2/WPA3 encryption will enable the display to connect.• In rare instances, the display doesn't connect to the previously connected Wi-Fi network when waking up from sleep. The likelihood of this issue has been significantly reduced in this release, and the development team continues to investigate solutions. |
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System software 3.12.9076 release notes

Release date November 18, 2022

Version 3.12.9076

Highlights

- System software**
- Android 11 upgrade supports 64-bit apps with greater stability and functionality.
 - You can now disable annotations for Android apps.
 - You're now notified when a new SMART Tips article is added.
 - When signed in, Lumio users can access and manage Lumio files and folders in the iQ Files library.
 - Translations into Catalan/Valencian, Basque, and Galician.
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Embedded apps SMART Whiteboard

- Carry out polls and assessments with a new kind of ready-made activity called "exit tickets."
- See who added or changed content from a mobile device on a shared Whole-class Whiteboard, Lumio Handout, or Lumio Workspace activity.
- Group and ungroup SMART Whiteboard objects and annotations.

Browser

- Updated to Chromium 103.

SMART Remote Management

- You can now turn off a display with the SMART Remote Management admin tool.

SMART Mirror

- Updates made with SMART Mirror 4.12, including improvements to AirPlay streaming.
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Resolved issues

- System software**
- Stability issues when running Android apps.
 - System stability issues when entering or coming out of a low-power state.
 - Buttons on the IR remote control and at the front of the display were disabled when the Lock screen was shown.
 - Speakers muted when the Lock screen or Freeze was shown.
 - Couldn't view installed Root CA certificates within security settings.
 - RS-232 room control sent a ready command prompt before the system was ready when waking from standby.
 - Couldn't install the Lithuanian handwriting recognition language pack.
 - A black screen appeared on the external computer when the HDMI Out resolution was set to 4K.
 - Audio continued to play on a connected Bluetooth speaker when the display went to sleep.
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- Embedded apps**
- SMART Whiteboard
- Couldn't save the whiteboard or export it to PDF on a USB drive.
 - Couldn't export a whiteboard to PDF if it had the same name as an existing file.
 - The ink appeared to jitter or spike when writing or drawing quickly.
 - Changes to PDF files were not saved in SMART Whiteboard files.
 - Did not support equations from SMART Notebook files
 - The page order and titles were not preserved when importing a Whiteboard file into the current whiteboard.
- SMART Remote Management
- The display stopped responding when attempting to control the display from the web admin console.
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Known issues

- System software**
- Touch does not work on some devices when connected using a Cat 5 USB extender. Instead, connect the device directly to the display.
 - If the display goes to sleep overnight, it might go back to sleep after it wakes the first time. To wake the display, press the Power button again.
 - In rare instances, there is no touch after waking the display from sleep. Restart the display to restore touch.
 - In rare instances, WiFi is not available when waking up from sleep. Restarting the display will restore the WiFi connection.
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Embedded apps SMART Remote Management

- The RemoteExec command *settings* with the arguments *put <options>* do not work. As a workaround, use the command *smartcli* with the arguments *settings put <options>*.
- Apps deployed while a user is signed in won't appear right away. The apps will appear the next time the user signs in.
- Admins cannot copy files from the web admin console to the Board Files > Public Files folder (*/sdcard/Android/obb/SMART/shared/files/*). As an alternative publicly accessible location, copy files to the Board Files > Download folder (*/sdcard/Download/*).
- Settings selections made while a user is signed in are not applied.
- Trusted credential certificates cannot be deployed using SMART Remote Management and must be installed from the display.

Browser

- By default, the Browser presents mobile versions of websites for compatibility and usability with touch. If a site doesn't appear correctly, switching to the Desktop site from within the Browser's menu will usually address any issues.
- Users cannot interact with permission prompts that grant websites access to connected peripherals when a floating window is on the screen, such as the SMART Mirror session ID dialog. Close these floating windows to interact with these permission prompts.

SMART Mirror

- Devices are still able to connect via AirPlay when the AirPlay option is disabled.
- Devices cannot connect via AirPlay when the display switches Wi-Fi networks while SMART Mirror is running.

System software 3.11.9118 release notes

Release date September 26, 2022

Resolved issues

- System software
- The Wi-Fi radio was turning off and couldn't be re-enabled after waking from standby.
 - After the display woke from standby, touch didn't work on a computer connected to the display with a Cat 5 USB extender.
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Known issues

Embedded apps Browser

The Browser by default presents mobile versions of websites for compatibility and usability with touch. Switching to Desktop site from within the Browser's menu will usually address issues when the site doesn't appear correctly..

System software 3.11.9102 release notes

Release date July 5, 2022

Resolved issues

- System software
- The Screen Share button on the Home Screen failed to start screen sharing.
 - The Home screen didn't appear when the display started up.
 - The USB-C 1 input was not available after signing out of a SMART Account.

Embedded apps SMART Remote Management

- After enrolling a new device to SMART Remote Management, the device's name was blank in the web admin portal.
- Persistent commands were not executing reliably.
- RemoteExec commands with a space failed to execute.

SMART Mirror

- Bug fixes and stability improvements.

Whiteboard

- Fixed bugs related to users' inability to import PDF and Notebook files from the downloads folder.
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Known issues

Embedded apps Browser

The Browser by default presents mobile versions of websites for compatibility and usability with touch. Switching to Desktop site from within the Browser's menu will usually address issues when the site doesn't appear correctly..

System software 3.11.9076 release notes

Release date June 7, 2022

Resolved issues

- Embedded apps System software
- Resolved bugs.
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Known issues

- Embedded apps Browser
- The Browser by default presents mobile versions of websites for compatibility and usability with touch. Switching to Desktop site from within the Browser's menu will usually address issues when the site doesn't appear correctly..

System software 3.11.9068 release notes

Release date May 19, 2022

Resolved issues

- Embedded apps SMART Whiteboard
- Unable to download PDF and Notebook files from the downloads folder when signed in.
 - Couldn't import Notebook files downloaded from the Browser app into the downloads folder
 - Imported pages from PDF and Notebook files were sent to the wrong location in the page sorter.
 - System failed when opening large PDF files.
 - Some unsupported Notebook annotations were not saved, or were saved properly, after import.
- Browser
- Unable to ink on a browser tab after opening multiple tabs.
- NFC Sign In
- NFC sign in did not work after tapping with the NFC sign in app.
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Known issues

- Embedded apps Browser
- The Browser by default presents mobile versions of websites for compatibility and usability with touch. Switching to Desktop site from within the Browser's menu will usually address issues when the site doesn't appear correctly..

System software 3.11.9048 release notes

Release date April 20, 2022

Highlights

- System software**
- You can temporarily lock your display with a PIN or a SMART ID card to prevent unauthorized access.
 - In the Apps library, you can select the Featured Content tile to access web apps and content published by partners.
 - Enable Palm Reject to prevent accidental touches while writing on the display.

Embedded apps SMART Whiteboard

- Use the whole class whiteboard to collaborate with mobile devices in a shared whiteboard session.
- Import content from SMART Notebook and PDF files into a whiteboard.
- Edit text annotations with the onscreen keyboard.
- Added new ready-made activities and manipulatives to whiteboard pages.
- Play PHeT activities within Lumio lesson files.
- Mobile devices can join a shared whiteboard session by scanning an onscreen QR code.

Browser

- Updated to Chromium 98.

SMART Mirror

- You can select Settings > Screen Share to download and enable SMART Mirror screen sharing.
- Mobile devices connecting using AirPlay and Google Cast can connect faster by allowing these devices to join immediately without any user interaction on the display.
- Persistent session connection information makes it easy to add additional clients to a screen share session.

Resolved issues

- System software**
- Improved compatibility with UVC webcams.
 - Users can change the PIN without first having to deactivate their SMART ID card.
 - Performance improvements to reading the SMART ID cards.
 - The display can be controlled by an HDMI-CEC capable video source.
 - Additional controls to manage date and time settings in situations where the display's date and time are constantly incorrect.
 - Power delivery and performance improvements to the USB-C port on the convenience panel.
 - Some Mac M1 computers were unable to connect to the from USB-C port.
 - Pen pressure capabilities available within pressure-sensitive applications.
 - Widgets are missing after signing into the display.
 - Screen share button on IR remote control does not work.
 - Display doesn't go back to standby after checking for updates.
 - There is no sound from the speakers after the user logs out.
 - The display freezes when going into and out of standby.

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- Embedded apps** SMART Whiteboard
- You can't view contributions in a Shout It Out! Activity after the file is closed.
 - Ruler is not translated.

Browser

- Websites can access attached UVC webcams.

SMART Mirror

- Resolved orientation issues when screen sharing from an iPad Pro.

Known issues

- System software**
- Palm Reject is only available when working within the iQ embedded experience system.

Embedded apps kapp Whiteboard

When you are signed in to the display, kapp whiteboards and screenshots are saved in public Board files.

Browser

The Browser by default presents mobile versions of websites for compatibility and usability with touch. Switching to Desktop site from within the Browser's menu will usually address issues when the site doesn't appear correctly..

System software 3.10.9118 release notes

Release date February 8, 2022

Highlights

- System software
- Bug fixes related to the USB ports on the convenience panel.
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Known issues

Embedded apps SMART Whiteboard

- You can't view contributions in a Shout It Out! activity after the file is closed.
- Ruler is not translated.

Screen Share

- On an iPad with iOS 12.4.5, the Screen Share app's audio is out-of-sync or absent.
- Some devices may have trouble using Miracast to share the screen. Tap **Restart Screen Share** in the Screen Share lobby.
 - Tap **Restart Screen Share** in the Screen Share lobby.
 - Enable Auto-disconnect from Wifi for Miracast in Settings.
- When both Ethernet and Wi-Fi are enabled on the display, the Screen Share app shows the connection information for the Wi-Fi connection.
- Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device.
- Devices that can't use h.264 cannot share their screen reliably.

kapp Whiteboard

When you are signed in to the display, kapp whiteboards and screenshots are saved in public Board files.

System software 3.10.9112 release notes

Release date January 24, 2022

Highlights

- System software
- Fast and secure access to personalized iQ configurations on your SMART account using NFC log in by tapping a SMART ID card on the display's screen and then typing your PIN.
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Resolved issues

- System software
- Stability improvements for the USB-C port on the convenience panel.
 - Stability improvements for the RS-232 room control interface.
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Known issues

Embedded apps SMART Whiteboard

- You can't view contributions in a Shout It Out! activity after the file is closed.
- Ruler is not translated.

Screen Share

- On an iPad with iOS 12.4.5, the Screen Share app's audio is out-of-sync or absent.
- Some devices may have trouble using Miracast to share the screen. Tap **Restart Screen Share** in the Screen Share lobby.
 - Tap **Restart Screen Share** in the Screen Share lobby.
 - Enable Auto-disconnect from Wifi for Miracast in Settings.
- When both Ethernet and Wi-Fi are enabled on the display, the Screen Share app shows the connection information for the Wi-Fi connection.
- Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device.
- Devices that can't use h.264 cannot share their screen reliably.

kapp Whiteboard

When you are signed in to the display, kapp whiteboards and screenshots are saved in public Board files.

System software 3.10.9094 release notes

Release date January 11, 2022

Resolved issues

- System software
- After signing in to the display, users could not collect diagnostic logs.
 - Stability improvements to the USB-C port on the 6000S-V3 convenience panel.
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Embedded apps SMART Whiteboard

- After signing in to the display, widgets were not available.

SMART Mirror

- Support for Apple M1 MacBooks.
 - Improved performance with Airplay and Chromecast streaming.
 - Support for AirPlay on computers running macOS 12 (Monterey).
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Known issues

Embedded apps SMART Whiteboard

- You can't view contributions in a Shout It Out! activity after the file is closed.
- Ruler is not translated.

Screen Share

- On an iPad with iOS 12.4.5, the Screen Share app's audio is out-of-sync or absent.
- Some devices may have trouble using Miracast to share the screen. Tap **Restart Screen Share** in the Screen Share lobby.
 - Tap **Restart Screen Share** in the Screen Share lobby.
 - Enable Auto-disconnect from Wifi for Miracast in Settings.
- When both Ethernet and Wi-Fi are enabled on the display, the Screen Share app shows the connection information for the Wi-Fi connection.
- Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device.
- Devices that can't use h.264 cannot share their screen reliably.

kapp Whiteboard

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System software 3.10.9070 release notes

Release date December 6, 2021

Highlights

SMART Board 6000S (V3) iQ system software 3.x

Release notes

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| System software | <ul style="list-style-type: none">• Features a new screen-share lobby where you can use SMART Mirror to share content via the internet. No apps are needed to share your screen from Android, Chrome, OS, IOS, macOS, or Windows devices. Two-way annotation allows you to mark up and write shared content live. Available on SMART Board 6000s v3 and MX v3 displays only.• You can now view root CA Certificates in the security settings.• Support added for Catalan.• Support added for India. |
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| Embedded apps | SMART Whiteboard <ul style="list-style-type: none">• Share a live whiteboard for two-way collaboration and annotation with students on mobile devices.• You can now clone and lock content when you work with objects on the whiteboard.• You can export and share whiteboard files directly as PDFs or SMART Notebook files. |
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Resolved issues

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| System software | <ul style="list-style-type: none">• After logging in to the display, widgets are not available.• When you attempt to edit the dice widget, the keyboard does not show up.• When using the Clean Up button to prepare the display for the next user, the settings for third-party applications are cleared. |
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| Embedded apps | SMART Whiteboard <ul style="list-style-type: none">• The whiteboard closes if you create several Workspace activities within a Lumio session.• Ink-to-text annotations do not display when sharing a Lumio lesson to student devices. |
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Known issues

Embedded apps SMART Whiteboard

- You can't view contributions in a Shout It Out! activity after the file is closed.
- Ruler is not translated.

Screen Share

- On an iPad with iOS 12.4.5, the Screen Share app's audio is out-of-sync or absent.
- Some devices may have trouble using Miracast to share the screen. Tap **Restart Screen Share** in the Screen Share lobby.
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- When both Ethernet and Wi-Fi are enabled on the display, the Screen Share app shows the connection information for the Wi-Fi connection.
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