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Document

SMART Ink 5

SMART Ink 5.13 release notes

Release date December 14, 2022

Versions

Windows 5.13.335.0

Mac 5.13.364.0

Highlights

- | | |
|-----------------------|---|
| All operating systems | <ul style="list-style-type: none">• Support for the 64-bit plugin for Adobe Reader.• Support for Basque, Galician, and Catalan. |
| Mac | <ul style="list-style-type: none">• Rosetta is no longer required as a condition for installation. Rosetta is only required if you need to update firmware on a SBM700 series interactive whiteboard. |
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Related release notes

SMART Product Drivers 12.20 smarttech.com/kb/171085

SMART Notebook 22 smarttech.com/kb/171829

SMART Ink 5.12 August Windows patch release notes

Release date August 2, 2022

Versions

Windows 5.12.339.1

Resolved issues

- | | |
|---------|---|
| Windows | <ul style="list-style-type: none">Fixed an issue that caused SMART Ink to not work as expected when used to annotate in the latest release of Adobe Acrobat Reader. |
|---------|---|
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Related release notes

SMART Product Drivers 12.19	smarttech.com/kb/171085
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SMART Notebook 22	smarttech.com/kb/171829
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SMART Ink 5.12 release notes

Release date	June 14, 2022
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Versions

Windows	5.12.336.0
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Mac	5.12.333.0
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Resolved issues

- | | |
|-----|--|
| Mac | <ul style="list-style-type: none">Fixed issue where you were unable to erase ink while in zoomed view. |
|-----|--|
-

Related release notes

SMART Product Drivers 12.19	smarttech.com/kb/171085
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SMART Notebook 22	smarttech.com/kb/171829
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SMART Ink 5.11 SP 1 release notes

Release date	February 7, 2022
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Versions

Windows	5.11.549.1
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Mac	5.11.556.0
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Resolved issues

- | | |
|---------|---|
| Windows | <ul style="list-style-type: none">Fixed issue where inking on Powerpoint in Windows 10 did not behave as expected with some monitor configurations. |
|---------|---|
-

Related release notes

SMART Product Drivers 12.18	smarttech.com/kb/171085
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SMART Notebook 21	smarttech.com/kb/171681
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SMART Ink 5.11 release notes

Release date	November 22, 2021
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Versions

Windows	5.11.547.0
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Mac	5.11.556.0
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Highlights

- | | |
|-----------------------|--|
| All operating systems | <ul style="list-style-type: none">Support for SMART Board 6000S-v3 and MX-v3 interactive displaysSupport for SMART TeamWorks v4 |
|-----------------------|--|
-

Resolved issues

- | | |
|---------|--|
| Windows | <ul style="list-style-type: none">Fixed issue where if the computer connected to the display had Windows 10 version 2004, the display's screen sometimes went black if you tried using a Microsoft Office app. |
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Related release notes

SMART Product Drivers 12.18	smarttech.com/kb/171085
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SMART Notebook 21	smarttech.com/kb/171681
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SMART Ink 5.10 release notes

Release date June 3, 2021

Versions

Windows 5.10.266.0

Mac 5.10.243.0

Highlights

- All operating systems
- Support for SMART Notebook 21.
 - Support for SMART Board 700V interactive whiteboards (with pen tray).
-

Known issues

- Windows
- If the computer connected to the display has Windows 10 version 2004, the display's screen may go black if you try to draw using a Microsoft Office app. This is a known issue with the Windows 10 version 2004. See [Microsoft Support](#) for more details.
-

- Mac
- When your computer comes out of sleep, or when you plug it into a SMART board, the activity monitor will sometimes show SMARTBoardService as "Not Responding." Touch screen and pen functionality will not work. Restart the computer to clear the problem.
 - In macOS High Sierra (10.13) and later, Apple introduced security and privacy settings that affect SMART Ink and Product Drivers, SMART Notebook, and related software. As a result, additional configuration is required so that SMART software runs as expected on macOS. For complete information, see [Managing macOS security and privacy settings](#) and [SMART's current support for macOS Catalina](#).
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Related release notes

SMART Product Drivers 12.17 SP2 smarttech.com/kb/171085

SMART Notebook 21 smarttech.com/kb/171681

SMART Ink 5.9 release notes

Release date March 25, 2021

Versions

Windows 5.9.74.0

Mac 5.9.71.0

Highlights

- All operating systems
- Support for SMART Board GX series interactive displays.
 - Support for SMART Notebook 20.1
-

Resolved issues

- Windows
- Fixed an issue with the SMART Ink add-in for Microsoft Office.
-

Known issues

- Windows
- When your computer comes out of sleep, or when you plug it into a SMART board, the activity monitor will sometimes show SMARTBoardService as “Not Responding.” Touch screen and pen functionality will not work. Restart the computer to clear the problem.
 - In macOS High Sierra (10.13) and later, Apple introduced security and privacy settings that affect SMART Ink and Product Drivers, SMART Notebook, and related software. As a result, additional configuration is required so that SMART software runs as expected on macOS. For complete information, see [Managing macOS security and privacy settings](#) and [SMART’s current support for macOS Catalina](#).
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Related release notes

SMART Product Drivers 12.17 smarttech.com/kb/171085

SMART Notebook 20.1 smarttech.com/kb/171681

SMART Ink 5.8 patch release notes

Release date November 5, 2020

Versions

Windows 5.8.130.0

Mac 5.8.123.0

Highlights

Mac Adds support for macOS 11.0 Big Sur on Intel.

Resolved issues

- Mac
- Fixed an issue where you couldn't move or close a window with a finger and mouse if there was SMART Ink on the window.
-

Known issues

- Mac
- When your computer comes out of sleep, or when you plug it into a SMART board, the activity monitor will sometimes show SMARTBoardService as "Not Responding." Touch screen and pen functionality will not work. Restart the computer to clear the problem.
 - In macOS High Sierra (10.13) and later, Apple introduced security and privacy settings that affect SMART Ink and Product Drivers, SMART Notebook, and related software. As a result, additional configuration is required so that SMART software runs as expected on macOS. For complete information, see [Managing macOS security and privacy settings](#) and [SMART's current support for macOS Catalina](#).
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Related release notes

SMART Product Drivers 12.17 smarttech.com/kb/171085

SMART Notebook 20 smarttech.com/kb/171681

SMART Ink 5.7 release notes

Note

This release is available with SMART Notebook 20 software.

Release date July 17, 2020

Versions

Windows 5.7.65.0

Mac 5.7.60.0

Highlights

- All operating systems
- Support for SMART Notebook 20
 - Support for SMART Board 700V interactive whiteboards.
-

Resolved issues

All operating systems	<ul style="list-style-type: none">• Fixed the issue where PDFs opened in SMART Ink Document viewer would appear blurry on high-definition displays.
Windows	<ul style="list-style-type: none">• Fixed the issue where the ink to text feature was not working.
Mac	<ul style="list-style-type: none">• Fixed the issue on SMART Board MX interactive displays where the SMART Ink dynamic (floating) toolbar would disappear after 10 seconds of inactivity.

Known issues

Mac	<ul style="list-style-type: none">• In macOS High Sierra (10.13) and later, Apple introduced security and privacy settings that affect SMART Ink and Product Drivers, SMART Notebook, and related software. As a result, additional configuration is required so that SMART software runs as expected on macOS. For complete information, see <i>Managing macOS security and privacy settings</i> and <i>SMART's current support for macOS Catalina</i>.
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Related release notes

SMART Product Drivers 12.16 smarttech.com/kb/171085

SMART Notebook 20 smarttech.com/kb/171681

SMART Ink 5.6 December patch release notes

Release date December 17, 2019

Versions

Windows 5.6.132.0

Mac 5.6.254.0

Highlights

All operating systems	<ul style="list-style-type: none">• Support for SMART Board 6000S and 6000S Pro series interactive displays.
Windows	<ul style="list-style-type: none">• Support for the following languages:<ul style="list-style-type: none">◦ Welsh◦ Uzbek◦ Kazakh
Mac	<ul style="list-style-type: none">• macOS Sierra (10.12) is no longer supported.• Support for Welsh.

Resolved issues

All operating systems

- Fixed the issue where when using SMART Product Drivers 12 and SMART Ink 5 on a SMART Board 7000R or 7000R Pro series interactive display, the expanded dynamic (floating) SMART Product Drivers 12 and SMART Ink 5 toolbar would not close even after the pen was returned to the pen tray.
- Fixed the issue where when using SMART Product Drivers 12 and SMART Ink 5 on a SMART Board MX (V2) and MX (V2) Pro series interactive display, using your palm to erase ink in PDF viewers (Adobe Acrobat and SMART Document Viewer) and Microsoft Office programs would not always work as expected.

Windows

- Fixed the issue where when using SMART Product Drivers 12 and SMART Ink 5 on a SMART Board 7000R or 7000R Pro series interactive display, the pen's color and line type button would not appear.

Related release notes

SMART Product Drivers 12.15 smarttech.com/kb/171085

SMART Ink 5.6 November patch release notes

Release date	November 6th, 2019
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Versions	
Windows	5.6.34.0
Mac	5.6.102.0
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Highlights	
All operating systems	<ul style="list-style-type: none">• Support for SMART Board 7000R and 7000R Pro series interactive displays.
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Known issues	
Mac	<ul style="list-style-type: none">• When using SMART Ink to write or draw in Finder, a SMART note is created instead of an acetate.
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Related release notes	
SMART Product Drivers 12.14	smarttech.com/kb/171085

SMART Ink 5.6 release notes

Release date	October 8th, 2019
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Versions	
Windows	5.6.29.0
Mac	5.6.63.0
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Highlights	
Mac	<ul style="list-style-type: none">• Support for macOS Catalina (10.15).
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Resolved issues	
Windows	<ul style="list-style-type: none">• Fixed the issue where Acrobat Adobe Reader DC would become unresponsive after marking up the PDF with digital ink and saving the file.
Mac	<ul style="list-style-type: none">• Fixed the issue where erasing digital ink added to a note or acetate did not work.• Fixed the issue where after using SMART Ink to annotate over a window, the window would become unresponsive unless all the ink was erased.
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SMART Ink 5
Release notes

Related release notes

SMART Product Drivers 12.14 smarttech.com/kb/171085

SMART Ink 5.5 September Windows patch release notes

Release date September 5th, 2019

Versions

Windows 5.5.573.0

Resolved issues

- Windows
- Fixed the issue where SMART Ink stop responding when switching browser tabs in Internet Explorer.
 - Fixed the issue where default security settings in Adobe Acrobat Reader DC prevented SMART Ink from saving correctly when marking up a PDF. Now SMART Ink works as expected when a PDF's default security settings are enabled.
 - Fixed the issue where printing from a Chrome browser caused SMART Ink to crash
-

Related release notes

SMART Product Drivers 12.13 smarttech.com/kb/171085

SMART Ink 5.5 release notes

Release date May 23, 2019

Versions

Windows 5.5.340.0

Mac 5.5.327.0

Highlights

- All operating systems
- Support for SMART Notebook 19
 - Support for SMART Board 7000-v2 series interactive displays.
-
- Windows
- Improved digital ink behavior over Chrome internet browsers and writing over multiple browser tabs.
-

Resolved issues

- | | |
|---------|--|
| Windows | <ul style="list-style-type: none">• For SMART Board interactive displays using the iQ appliance (AM50), fixed issue where SMART Ink would crash when switching to and from the compute card input. |
|---------|--|

Known issues

- | | |
|---------|---|
| Windows | <ul style="list-style-type: none">• If the computer is connected to a SMART Board 4000 series interactive flat panel and running a Windows 8 or 10 operating system, the floating toolbar does not undock (see community.smarttech.com/s/article/Unable-to-move-the-SMART-Ink-toolbar-from-a-docked-position-on-a-SMART-Board-interactive-flat-panel).• In Microsoft PowerPoint 2016, the Open Office Ink Tools button does not open the Ink Tools tab if the Draw tab is present in PowerPoint's ribbon. To resolve this in PowerPoint, go to File > Options > Customize Ribbon and clear the selection of the Draw tab to remove it. |
|---------|---|

Related release notes

SMART Product Drivers 12.13 smarttech.com/kb/171085

SMART Ink 5.4 release notes

Release date December 13, 2018

Versions

Windows 5.4.267.0

Mac 5.4.248.0

Highlights

All operating systems	<ul style="list-style-type: none">• Includes firmware (version 2.3.0.4) for improved SMART Ink and Drivers support for SMART Board 6000 series interactive displays using the iQ appliance (AM50).
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Windows	<ul style="list-style-type: none">• Support for SMART TeamWorks™
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Mac	<ul style="list-style-type: none">• Support for macOS 10.14 (Mojave)
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Resolved issues

- | | |
|---------|--|
| Windows | <ul style="list-style-type: none">• For SMART Board interactive displays using the iQ appliance (AM50), fixed issue where SMART Ink would crash when switching to and from the compute card input. |
|---------|--|

Known issues

Windows

- If the computer is connected to a SMART Board 4000 series interactive flat panel and running a Windows 8 or 10 operating system, the floating toolbar does not undock (see community.smarttech.com/s/article/Unable-to-move-the-SMART-Ink-toolbar-from-a-docked-position-on-a-SMART-Board-interactive-flat-panel).
- In Microsoft PowerPoint 2016, the Open Office Ink Tools button does not open the Ink Tools tab if the Draw tab is present in PowerPoint's ribbon. To resolve this in PowerPoint, go to **File > Options > Customize Ribbon** and clear the selection of the Draw tab to remove it.

Related release notes

SMART Product Drivers 12.11 smarttech.com/kb/171085

Note

The builds listed above were also released on December 6, 2018 as part of the SMART Notebook 18.1 package.

SMART Ink 5.3 September Windows patch release notes

Release date	September, 2018
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Versions	
Windows	5.3.385.0
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Resolved issues	
Windows	<ul style="list-style-type: none">Fixed issue reported by some customers using SMART Board 4070 interactive displays where there was no touch in some areas of the display while SMART Ink was running.
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Known issues	
Windows	<ul style="list-style-type: none">If the computer is connected to a SMART Board 4000 series interactive flat panel and running a Windows 8 or 10 operating system, the floating toolbar does not undock (see community.smarttech.com/s/article/Unable-to-move-the-SMART-Ink-toolbar-from-a-docked-position-on-a-SMART-Board-interactive-flat-panel).In Microsoft PowerPoint 2016, the Open Office Ink Tools button does not open the Ink Tools tab if the Draw tab is present in PowerPoint's ribbon. To resolve this in PowerPoint, go to File > Options > Customize Ribbon and clear the selection of the Draw tab to remove it.
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Related release notes	
SMART Product Drivers 12.10	smarttech.com/kb/171085

SMART Ink 5.3 June patch release notes

Release date	June, 2018
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Versions	
Windows	5.3.246.0
Mac	5.3.160.0
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Highlights	
All operating systems	<ul style="list-style-type: none">Support for SMART Notebook 18
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Resolved issues

- Windows
- Fixed issue where screen captures taken using the free hand screen capture tool resulted in extra content being captured outside the intended area, giving the image a “tail”.
 - Fixed issue where Chrome browsers would not register touch interactions after the computer’s operating system was updated to Windows 10, version 1803.
-

Known issues

- Windows
- If the computer is connected to a SMART Board 4000 series interactive flat panel and running a Windows 8 or 10 operating system, the floating toolbar does not undock (see community.smarttech.com/s/article/Unable-to-move-the-SMART-Ink-toolbar-from-a-docked-position-on-a-SMART-Board-interactive-flat-panel).
 - In Microsoft PowerPoint 2016, the Open Office Ink Tools button does not open the Ink Tools tab if the Draw tab is present in PowerPoint’s ribbon. To resolve this in PowerPoint, go to **File > Options > Customize Ribbon** and clear the selection of the Draw tab to remove it.
-

Related release notes

SMART Product Drivers 12.10 smarttech.com/kb/171085

SMART Ink 5.3 release notes

Versions

Windows	5.3.177.0
Mac	5.3.160.0

Highlights

- All operating systems
- Support for the SMART Board MX series displays and the SMART Podium 624 interactive pen display
-

Known issues

Windows

- If the computer is connected to a SMART Board 4000 series interactive flat panel and running a Windows 8 or 10 operating system, the floating toolbar does not undock (see community.smarttech.com/s/article/Unable-to-move-the-SMART-Ink-toolbar-from-a-docked-position-on-a-SMART-Board-interactive-flat-panel).
- In Microsoft PowerPoint 2016, the Open Office Ink Tools button does not open the Ink Tools tab if the Draw tab is present in PowerPoint's ribbon. To resolve this in PowerPoint, go to **File > Options > Customize Ribbon** and clear the selection of the Draw tab to remove it.

Related release notes

SMART Product Drivers 12.10 smarttech.com/kb/171085

SMART Ink 5.2 Windows patch release notes

Versions

Windows 5.2.19.0

Mac 5.2.1.0

Highlights

All operating systems

- Ukrainian language support

Resolved issues

Windows

- Fixed issue with full-screen mode in Microsoft PowerPoint where replacing all the pens reset the Ink toolbar.
- Fixed issue with pen shape assignment not working as expected if SMART Meeting Pro was installed.

Known issues

Windows

- If the computer is connected to a SMART Board 4000 series interactive flat panel and running a Windows 8 or 10 operating system, the floating toolbar does not undock (see community.smarttech.com/s/article/Unable-to-move-the-SMART-Ink-toolbar-from-a-docked-position-on-a-SMART-Board-interactive-flat-panel).
- In Microsoft PowerPoint 2016, the Open Office Ink Tools button does not open the Ink Tools tab if the Draw tab is present in PowerPoint's ribbon. To resolve this in PowerPoint, go to **File > Options > Customize Ribbon** and clear the selection of the Draw tab to remove it.

Related release notes

SMART Product Drivers 12.9 smarttech.com/kb/171085

SMART Ink 5.1 release notes

Versions

Windows 5.1.244.0

Mac 5.1.207.0

Highlights

- All operating systems
- SMART Board 7000 series interactive displays have Pen ID which enables four users to specify colors and other settings for their pens independently.
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Resolved issues

- Windows
- Fixed problem in Windows 7 operating system where you were unable to change printer settings in SMART Ink Document Viewer to print PDF files single-sided.
-

- Mac
- Fixed issues where digital ink might not appear in SMART Ink Document Viewer on computers with OS X 10.12 (Sierra) and later operating system software.
-

Known issues

- Windows
- If your computer is connected to a SMART Board 4000 series interactive flat panel and is running Windows 8 or 10 operating system, you're unable to undock the floating toolbar (see community.smarttech.com/s/article/Unable-to-move-the-SMART-Ink-toolbar-from-a-docked-position-on-a-SMART-Board-interactive-flat-panel).
 - When using Microsoft Office Suite 2016 on a computer with Windows 7, the Open Office Ink Tools option is disabled and does not appear.
-

Related release notes

SMART Product Drivers 12.8 smarttech.com/kb/171085

SMART Ink 5.0 release notes

Versions

Windows 5.0.466.0

Mac 5.0.398.0

Highlights

- All operating systems
- SMART Ink toolbar displays as a single floating toolbar on Pen ID boards. The toolbar will change based on the last pen that it interacted with.
-

Resolved issues

- Windows
- Fixed issue where images wouldn't be captured to Notebook if SMART Notebook activation was open.
 - Fixed issue where a mouse tool change from SMART Notebook applied to the Ink toolbar.
 - Fixed problem with SMART Ink crashing intermittently after Windows login.
 - Fixed issue where one pen select stamp applied to both pens.
 - Fixed problem with inking in PowerPoint® presentation mode.
-

- Mac
- Fixed issue where any tool would turn into a selection tool after a few seconds.
 - Fixed issue where selecting a tool from the Ink toolbar didn't work on SBM.
-

Known issues

- Windows
- If your computer is connected to a SMART Board 4000 series interactive flat panel and is running Windows 8 or 10 operating system, you're unable to undock the floating toolbar (see community.smarttech.com/s/article/Unable-to-move-the-SMART-Ink-toolbar-from-a-docked-position-on-a-SMART-Board-interactive-flat-panel).
 - In Windows 7 operating system, you're unable to change printer settings in SMART Ink Document Viewer to print PDF files single sided.
-

- Mac
- Digital ink might not appear in SMART Ink Document Viewer on computers with OS X 10.12 (Sierra) and later operating system software.

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