



Was this document helpful?

smarttech.com/docfeedback/171085

Document

SMART Product Drivers 12

SMART Product Drivers 12.20 release notes

Release date	December 14, 2022
Versions	
Windows	12.20.244.0
Mac	12.20.322.0
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.
Known issues	
Windows	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.• SMART Board interaction with SMART Learning Suite Online is not functional on macOS Big Sur (11.0). See Managing Mac Security Settings on the SMART Support Site for details.• 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.
Related release notes	
SMART Ink 5.13	smarttech.com/kb/171189
SMART Notebook 22	smarttech.com/kb/171829

SMART Product Drivers 12.19 SP2 release notes

Note

This release is available with SMART Notebook 22 software.

Release date	October 13, 2022
<hr/>	
Versions	
Windows	12.19.230.2
Mac	12.19.263.2
<hr/>	
Highlights	
Mac	<ul style="list-style-type: none">Improved functionality using Chrome 107 and later on SMART boards with Lumio.
<hr/>	
Resolved issues	
All operating systems	<ul style="list-style-type: none">Fixed the issue where the connection wizard was missing guidance for some display models.
<hr/>	
Known issues	
Windows	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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.SMART Board interaction with SMART Learning Suite Online is not functional on macOS Big Sur (11.0). See Managing Mac Security Settings on the SMART Support Site for details.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.
<hr/>	
Related release notes	
SMART Ink 5.12	smarttech.com/kb/171189
SMART Notebook 22	smarttech.com/kb/171829

SMART Product Drivers 12.19 release notes

Release date	June 14, 2022
<hr/>	
Versions	
Windows	12.19.211.0
Mac	12.19.228.0
<hr/>	

SMART Product Drivers 12

Document

Highlights

- Mac
 - Support for SMART Board 6000S-v3 and MX-v3 interactive displays.
-

Resolved issues

- All operating systems
 - Fixed the issue where the connection wizard was missing guidance for some display models.
-

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.
 - SMART Board interaction with SMART Learning Suite Online is not functional on macOS Big Sur (11.0). See [Managing Mac Security Settings](#) on the SMART Support Site for details.
 - 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](#).
-

Related release notes

SMART Ink 5.12 smarttech.com/kb/171189

SMART Notebook 22 smarttech.com/kb/171829

SMART Product Drivers 12.18 release notes

Release date November 22, 2021

Versions

Windows 12.18.245.0

Mac 12.18.258.0

Highlights

- All operating systems
 - Support for SMART Board 6000S-v3 and MX-v3 interactive displays
 - Support for SMART TeamWorks v4
-

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.
-

SMART Product Drivers 12

Document

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.
- SMART Board interaction with SMART Learning Suite Online is not functional on macOS Big Sur (11.0). See [Managing Mac Security Settings](#) on the SMART Support Site for details.
- 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](#).

Related release notes

SMART Ink 5.11 smarttech.com/kb/171189

SMART Notebook 21 smarttech.com/kb/171681

SMART Product Drivers 12.17 SP2 release notes

Release date June 3, 2021

Versions

Windows 12.17.253.2

Mac 12.17.296.2

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.
- SMART Board interaction with SMART Learning Suite Online is not functional on macOS Big Sur (11.0). See [Managing Mac Security Settings](#) on the SMART Support Site for details.
- 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](#).

Related release notes

SMART Ink 5.10 smarttech.com/kb/171189

SMART Notebook 21 smarttech.com/kb/171681

SMART Product Drivers 12.17 SP1 release notes

Release date March 25, 2021

Versions

Windows 12.17.216.1

Mac 12.17.259.1

Highlights

Mac

- Support for SMART Board GX series interactive displays.

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.
- SMART Board interaction with SMART Learning Suite Online is not functional on macOS Big Sur (11.0). See [Managing Mac Security Settings](#) on the SMART Support Site for details.
- 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](#).

Related release notes

SMART Ink 5.9 smarttech.com/kb/171189

SMART Notebook 20.1 smarttech.com/kb/171681

SMART Product Drivers 12.17 release notes

Release date November 5, 2020

Versions

Windows 12.17.214.0

Mac 12.17.257.0

Highlights

Mac Adds support for macOS 11.0 Big Sur on Intel.

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.
- SMART Board interaction with SMART Learning Suite Online is not functional on macOS Big Sur (11.0). See [Managing Mac Security Settings](#) on the SMART Support Site for details.
- 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](#).

Related release notes

SMART Ink 5.8 smarttech.com/kb/171189

SMART Notebook 20.1 smarttech.com/kb/171681

SMART Product Drivers 12.16 release notes

Note

This release is available with SMART Notebook 20 software.

Release date July 17, 2020

Versions

Windows 12.16.359.0

Mac 12.16.355.0

Highlights

All operating systems

- Support for SMART Notebook 20
- Support for SMART Board 6000S and 6000S Pro interactive display's highlighter pen.
- Support for SMART Board 700V interactive whiteboards.

Resolved issues

SMART Product Drivers 12

Document

Windows

- Fixed the issue where when using a SMART Podium, pressing the pen's button displayed a system notification labeled "Default Title." Now when you press the podium pen's button, the correct system notification appears indicating the next touch interaction will be a right-click.
- Fixed the issue where ink pressure was not being reported in applications such as Microsoft OneNote and Microsoft Whiteboard when SMART Board services were turned on.
- Fixed the issue where touch interactions did not behave as expected on Windows 10 version 2004.

Mac

- Fixed the issue where SMART Board settings would crash if you changed which input ports on the SMART Board interactive display that the computer was plugged into.
- Fixed the issue where pushing the keyboard button on a SMART Board 800 interactive whiteboard would not open the on-screen keyboard.
- Fixed the issue on SMART Board 7000R and 7000R Pro interactive displays where the computer would lose connection after switching the display's input between the home screen and the HDMI input.

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

- 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](#).

Related release notes

SMART Ink 5.7

smarttech.com/kb/171189

SMART Notebook 20

smarttech.com/kb/171681

SMART Product Drivers 12.15 release notes

Release date

December 17, 2019

Versions

Windows

12.15.139.0

Mac

12.15.355.0

Highlights

All operating systems

- Support for SMART Board 6000S and 6000S Pro series interactive displays.

SMART Product Drivers 12

Document

- | | |
|---------|--|
| 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. |

SMART Product Drivers 12.14 November patch release notes

Release date November 6th, 2019

Versions

Windows 12.14.333.0

Mac 12.14.718.0

Highlights

- All operating systems
- Support for SMART Board 7000R and 7000R Pro series interactive displays.
-

Related release notes

SMART Ink 5.6 smarttech.com/kb/171189

SMART Product Drivers 12.14 release notes

Release date October 8th, 2019

Versions

Windows 12.14.314.0

Mac 12.14.703.0

Highlights

- All operating systems
- Support for SMART Board MX (V2) series interactive displays.
-
- Mac
- Support for macOS Catalina (10.15)
-

Resolved issues

- Windows
- Fixed the issue where when using the Microsoft Whiteboard application, touch would behave unexpectedly.
 - Fixed the issue for Windows 7, where after installing SMART Product Drivers, the operating system's *TabletInputService* was disabled which resulted in touch behaving unexpectedly.
 - Fixed the issue where you would be prompted to restart the computer in the middle of installing the software.
-

SMART Product Drivers 12

Document

Related release notes

SMART Ink 5.6 smarttech.com/kb/171189

SMART Product Drivers 12.13 Windows patch release notes

Release date September 5th, 2019

Versions

Windows 12.13.77.0

Known issues

- Windows
- Includes firmware update 7.2.48.0 for SMART Interactive Whiteboard M600 and M600V series, which fixes the following issues:
 - USB communication issues caused touch to stop responding or to stop working entirely. This was caused by repeatedly connecting and disconnecting the whiteboard from the computer which resulted in the USB communications system getting into a state where the whiteboard's DSP controller stopped communicating.
 - The whiteboard's calibration settings reverting to their factory defaults. This issue caused the pen tray buttons to stop working and turned all the pen tray lights either on or off.
-

Related release notes

SMART Ink 5.5 smarttech.com/kb/171189

SMART Product Drivers 12.13 release notes

Release date May 23, 2019

Versions

Windows 12.13.46.0

Mac 12.13.50.0

Highlights

- All operating systems
- Improvements so that SMART Board MX and MX100 series interactive displays work with Dell docking stations.
 - Support for SMART Notebook 19
 - Support for SMART Board 7000-v2 series interactive displays
-

Related release notes

SMART Ink 5.5 smarttech.com/kb/171189

SMART Product Drivers 12.11 release notes

Release date	December 13, 2018
Versions	
Windows	12.11.479.0
Mac	12.11.232.0
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).
Windows	<ul style="list-style-type: none"> Support for SMART TeamWorks™
Known issues	
Windows	<ul style="list-style-type: none"> If you connect a Windows 10 laptop to a SMART Board 480 interactive whiteboard, the orientation screen appears only on the laptop if you're using extended displays while the whiteboard is in single-touch mode and set as the main display. To resolve this issue, set the laptop as the main display. For SMART Board MX series displays, if you connect a Windows 7 computer to the front HDMI and USB ports (HDMI 3 input) while the display is on the OPS input, then switch the input to HDMI 3, touch interactions in applications other than SMART Notebook may not behave as expected. If this occurs, disconnect the HDMI and USB cables from the front of the display, switch the display's input to an available input (other than the OPS input), then reconnect the HDMI and USB cables to the display and switch to the HDMI 3 input.
Related release notes	
SMART Ink 5.4	smarttech.com/kb/171189

Note

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

SMART Product Drivers 12.10 September Windows patch release notes

Release date	September, 2018
Versions	
Windows	12.10.774.0
Resolved issues	
Windows	<ul style="list-style-type: none"> Fixed the issue where Chrome would become unresponsive or crash after multiple touch interactions if the SMART Board Services were running.
Known issues	

SMART Product Drivers 12

Document

Windows

- If you connect a Windows 10 laptop to a SMART Board 480 interactive whiteboard, the orientation screen appears only on the laptop if you're using extended displays while the whiteboard is in single-touch mode and set as the main display.
To resolve this issue, set the laptop as the main display.
- For SMART Board MX series displays, if you connect a Windows 7 computer to the front HDMI and USB ports (HDMI 3 input) while the display is on the OPS input, then switch the input to HDMI 3, touch interactions in applications other than SMART Notebook may not behave as expected.
If this occurs, disconnect the HDMI and USB cables from the front of the display, switch the display's input to an available input (other than the OPS input), then reconnect the HDMI and USB cables to the display and switch to the HDMI 3 input.

Related release notes

SMART Ink 5.3 smarttech.com/kb/171189

SMART Product Drivers 12.10 June patch release notes

Release date June, 2018

Versions

Windows 12.10.772.0

Mac 12.10.478.0

Highlights

All operating systems

- Support for SMART Notebook 18

Known issues

Windows

- If you connect a Windows 10 laptop to a SMART Board 480 interactive whiteboard, the orientation screen appears only on the laptop if you're using extended displays while the whiteboard is in single-touch mode and set as the main display.
To resolve this issue, set the laptop as the main display.
- For SMART Board MX series displays, if you connect a Windows 7 computer to the front HDMI and USB ports (HDMI 3 input) while the display is on the OPS input, then switch the input to HDMI 3, touch interactions in applications other than SMART Notebook may not behave as expected.
If this occurs, disconnect the HDMI and USB cables from the front of the display, switch the display's input to an available input (other than the OPS input), then reconnect the HDMI and USB cables to the display and switch to the HDMI 3 input.

Related release notes

SMART Ink 5.3 smarttech.com/kb/171189

SMART Product Drivers 12.10 release notes

Versions

Windows 12.10.712.0

Mac 12.10.478.0

Highlights

- All operating systems
- Support for SMART Board MX series displays and the SMART Podium 624 interactive pen display
 - Option in SMART settings for changing the default pen settings for a SMART Board 7000 series display
-

Known issues

- Windows
- If you connect a Windows 10 laptop to a SMART Board 480 interactive whiteboard, the orientation screen appears only on the laptop if you're using extended displays while the whiteboard is in single-touch mode and set as the main display.
To resolve this issue, set the laptop as the main display.
 - For SMART Board MX series displays, if you connect a Windows 7 computer to the front HDMI and USB ports (HDMI 3 input) while the display is on the OPS input, then switch the input to HDMI 3, touch interactions in applications other than SMART Notebook may not behave as expected.
If this occurs, disconnect the HDMI and USB cables from the front of the display, switch the display's input to an available input (other than the OPS input), then reconnect the HDMI and USB cables to the display and switch to the HDMI 3 input.
-

Related release notes

SMART Ink 5.3 smarttech.com/kb/171189

SMART Product Drivers 12.9 release notes

Versions

Windows 12.9.210.0

Mac 12.9.124.0

Resolved issues

- All operating systems
- Fixed problem where the interactive display needed to be oriented every time it was plugged into a Dell docking station.
-

Related release notes

SMART Ink 5.2 smarttech.com/kb/171189

SMART Product Drivers 12.8 release notes

Versions

Windows 12.8.286.0

Mac 12.8.255.0

Highlights

All operating systems

- Added support for SMART Board 7000 series interactive displays.

Related release notes

SMART Ink 5.1 smarttech.com/kb/171189

SMART Product Drivers 12.7 release notes

Versions

Windows 12.7.784.0

Mac 12.7.849.0

Highlights

All operating systems

- Support for 7000 series has been added
- Mac operating system software
- Multi-touch desktop gestures are now available

Resolved issues

Mac

- Fixed an issue where SMARTBoardService was not responding when waking from sleep and plugging in the SMART Board.
- Multi-touch gestures are now available

Related release notes

SMART Ink 5.0 smarttech.com/kb/171189

SMART Product Drivers 12.6 release notes

Versions

Windows 12.6.601.0

Mac 12.6.731.0

Highlights

All operating systems

- New firmware for Gen 5 6000/8000 series, SRS ISC and SB8 SC14, which improves compatibility with Windows 10 and Mac OS X 10.10 and 10.11

SMART Product Drivers 12

Document

Mac

- The Mac version now supports 64 bit processors.
-

Resolved issues

All operating systems

- Fixed SB6 red and green pen settings which were incorrect in SMART Settings
-

Windows

- Fixed crash with firmware updater and 8070
-

Mac

- The SMART Board service now saves changes to Settings when the customer uses home folder redirection.
 - Fixed problem with SMART Board Service not always stopping correctly
-

Related release notes

SMART Ink 4.1

smarttech.com/kb/171025

SMART Product Drivers 12.5 patch release notes

Versions

Windows

12.5.768.0

Mac

12.5.774.0

Highlights

All operating systems

- New firmware for the SMART board 6000 and 8000 series interactive flat panels
 - SMART Product Drivers 12.5 supports the new SMART board 4000 series interactive flat panels
-

Resolved issues

All operating systems

- The calibration process now functions properly on a SMARTboard 6000 series interactive flat panel while it is on limited functionality mode
-

Windows

- SMART Notebook 16 collaborative learning software will now respond to touch after you wake the computer. Previously, a Windows 7 computer connected to a SMART Board 4000 series interactive flat panel will not respond to touch after waking the computer from sleep mode, while running SMART Notebook 16 software. [375295]
 - The correct ink color and line width now appears when the selection is made from the ink icon. Previously, selecting red ink or thickness of a line while connected by a SRS USB Bridge the selection will be unsuccessful, and default back to the original settings. [365427]
 - Touch now responds to the latest Windows 10 operating system.
-

Mac

- Fixed problem with SMART Board Service not always stopping correctly
-

Related release notes

SMART Ink 4.0

smarttech.com/kb/171025

SMART Product Drivers 12.5 release notes

Versions

Windows	12.5.670.0
Mac	12.5.676.0

Highlights

All operating systems	<ul style="list-style-type: none">• Support for SMART board 4075• New short-cut link to SMART Ink Setting from SMART Settings• Includes firmware 1.08 for the SMART MIX500 audio conferencing system
Mac	<ul style="list-style-type: none">• Improved UPDD driver automatic download and install experience for the 4000 series boards using the SMART Product Updater

Resolved issues

All operating systems	<ul style="list-style-type: none">• Fix for the SMART Ink toolbar popping up sometimes when you launch applications.• Fixed some issues with high DPI.
Windows	<ul style="list-style-type: none">• Contact is not lost when switching from mouse cursor to touch cursor when SMART Board is plugged in.• Fix for Tablet PC where Input Service stops working when plugging in a SMART Board.• When the 4084 is connected to a laptop and before the Windows calibration setup is run, the SMART Ink toolbar appears on the laptop instead of the secondary display.• Fix for the SMART Ink pen ball popping up sometimes when you launch applications.

Known issues

Windows	<ul style="list-style-type: none">• Touch stops responding after disconnect and reconnect of SMART hardware. kb.smarttech.com/17775
---------	---

Related release notes

SMART Ink 4.0	smarttech.com/kb/171025
----------------------	--

SMART Product Drivers 12.4 release notes

Versions

Windows	12.4.908.0
Mac	12.4.887.0

Resolved issues

All operating systems	<ul style="list-style-type: none">• SMART Board 600 eraser was not working with Serial/WC6 connection.
-----------------------	--

Windows

- When the SMART Board 4084 is connected to a laptop and before the Windows calibration setup is run, the SMART Ink toolbar appears on the laptop instead of the secondary display
- Two finger scroll hung on Windows 10 universal apps. See kb.smarttech.com/?q=17186.
- You couldn't write or draw on an extended desktop when using a SMART Board E70 interactive flat panel: partially resolved. See kb.smarttech.com/?q=16584. Windows calibration must be performed..
- Standard popup notifications were not showing up on SMART Board M600 interactive whiteboards.
- Dual monitors with different DPIs caused offset on right-click menu.
- Tools were set to mouse when application was spanned over two displays.
- Notifications were not showing in the correct place when multiple displays had different DPIs.
- SMART Ink settings window was not responsive to touch after plugging into another board and then plugging back into the first board. See kb.smarttech.com/?q=17775.
- Touch on the SMART Board 480 interactive whiteboard immediately after plugging it in will cause a diamond-shaped cursor to appear on the desktop. See kb.smarttech.com/q=16999.
- Orienting a SMART product to a display that is letter-boxed because it's not running at the native panel resolution will now be accurate and support multi-touch gestures. The touch cursor will now be visible instead of the mouse cursor.
- Multiple pens are now supported in Windows 8.1 and 10. They can be used in the Microsoft OneNote 2016 Windows Store app. In other applications like Microsoft Paint, multiple pens will no longer spike together.
- High DPI improvements have been made for touch accuracy and interface look and feel.
- Resolved the need to reorient when switching from extended display to mirrored display.
- WebEx-SMART Plugin has been removed by default. To install, set the following registry key:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Cisco\WebEx\IWB\SMART Technologies] "Path"="C:\Program Files (x86)\SMART Technologies\SMART Product Drivers\WbxSMART.dll"
```

Mac

- The mouse will no longer get stuck down when touching some SMART products at the login screen requiring a reboot on OS X 10.10 (Yosemite) or greater.
- Resolved an issue with the LightRaise 60wi interactive projector where it would stop unexpectedly during alignment when the knobs are turned a full turn.

Known issues

All operating systems

- Known issue 1: Fixed the issue where x would y.
Link to KB article (if applicable)
- Known issue 2: Fixed the issue where x would y.
Link to KB article (if applicable)

Windows

- Known issue 1: Fixed the issue where x would y.
Link to KB article (if applicable)
- Known issue 2: Fixed the issue where x would y.
Link to KB article (if applicable)

Mac

- You're unable to perform multitouch gestures in OS X 10.10 (Yosemite). See kb.smarttech.com/15937.

Related release notes

SMART Ink 3.2 smarttech.com/kb/170832

SMART Product Drivers 12.3 release notes

Versions

Windows 12.3.646.0

Mac 12.3.550.0

Resolved issues

- Windows
- In Windows 8 operating system, after installing SMART Product Drivers and orienting to a second display, touching with the pen may go to the primary monitor. If this occurs, restart the computer.
-

Known issues

- Windows
- Two-finger scroll hangs on Windows 10 on universal apps. See kb.smarttech.com/?q=17186.
 - Popups notifications are not showing up on SMART Board M600 interactive whiteboards.
 - Dual monitors with different DPIs cause offset on right-click menu.
 - Tools are set to mouse when application is spanned over two displays.
 - Notifications are not showing in the correct place when multiple displays have different DPIs.
 - SMART Ink settings window is not responsive to touch after plugging into another board and then plugging back into the first board.
 - Touch on the SMART Board 480 immediately after plugging it in will cause a diamond-shaped cursor to appear on the desktop. See kb.smarttech.com/?q=16999.
-

- Mac
- You're unable to perform multitouch gestures in OS X 10.10 (Yosemite). See kb.smarttech.com/?q=15937.
-

Related release notes

SMART Ink 3.1 smarttech.com/kb/170570

SMART Product Drivers 12.2 release notes

Versions

Windows 12.2.645.0

Mac 12.2.739.0

Resolved issues

- Windows
- The End User License Agreement is translated into Hungarian and Polish.
-

Known issues

SMART Product Drivers 12

Document

Windows

- You can't write or draw on an extended desktop when using a SMART Board E70 interactive flat panel. See kb.smarttech.com/?q=16584.
- In Windows 8 operating system, after installing SMART Product Drivers and orienting to a second display, touching with the pen may go to the primary monitor. If this occurs, restart the computer.

Related release notes

SMART Ink 2.3

smarttech.com/kb/170570

SMART Product Drivers 12.1 release notes

Versions

Windows

12.1.627.0

Mac

12.1.702.0

Highlights

All operating systems

- Support for SMART Board 4055, 4065, 6055, 8055i-G5 and 8065i-G5 interactive flat panels

Resolved issues

Windows

- The video to USB settings wizard has been corrected for SMART Board 8070i interactive flat panels when using Windows 8.1 operating system.
- The eraser on the back of the SMART Board 6065 interactive flat panel pen now erases thick ink and highlighter lines.

Known issues

Windows

- If VTPC is disabled, touch could be off when using Windows 7, 8 or 8.1 operating system. If you are using a touch enabled Asus™ laptop computer with your SMART interactive display in extended mode, disconnecting and reconnecting the USB to the SMART interactive display without a connected video cable could result in loss of touch on the SMART interactive display. To correct, restart the Asus laptop computer.
- While installing SMART Product Drivers on Windows 7 operating system, you may be prompted to restart the computer. You must complete the installation before restarting.

Mac

- The End User License Agreement is not translated into Hungarian or Polish. *Resolved in SMART Product Drivers 12.2*

Related release notes

Education software

SMART Notebook 14.3: smarttech.com/kb/170842

SMART Ink 2.3: smarttech.com/kb/170570

SMART Meeting Pro

SMART Meeting Pro 4.0 SP2 and SP3: smarttech.com/kb/170521

SMART Meeting Pro PE

SMART Meeting Pro PE 1.4: smarttech.com/kb/170520

SMART Ink

SMART Ink 3.0 (OS X operating system software): smarttech.com/kb/170832

SMART Product Drivers 12.0 release notes

Versions

Windows	12.0.570.0
Mac	12.0.628.0


Highlights

All operating systems	<ul style="list-style-type: none"> Support for the SC12A controller firmware updater for SMART Board 600 series interactive whiteboards
Windows	<ul style="list-style-type: none"> Support for Estonian, Korean, Latvian and Lithuanian
Mac	<ul style="list-style-type: none"> Support for OS X 10.10 (Yosemite) Support for Hungarian and Polish

Resolved issues

Windows	<ul style="list-style-type: none"> Instructions no longer overlap or are cut off when you run the LightRaise® interactive projector initial setup in German. The eraser on the back of the SMART Board 6065 interactive flat panel pen now erases thick ink and highlighter lines.
Mac	<ul style="list-style-type: none"> Touch is accurate when you use HID mode and OS X 10.9 (Mavericks) operating system software. Touch remains accurate after you adjust the Primary mouse button setting to Right in the Mac System Preferences. You can access <i>Check for Updates and Activation</i> from the menu bar. The SMART Connection Wizard provides troubleshooting tips you can use if you receive the “This SMART Board interactive whiteboard has limited functionality” error message.

Known issues

Windows	<ul style="list-style-type: none"> You lose touch on the Windows desktop when you use SMART Notebook software while connected to an Epson® PowerLite 95 projector. To resolve this, open the SMART Board Diagnostics Window from SMART Settings, select Tools > Advanced Board Settings > VTPC Driver tab, and then clear the Enable VTPC Driver check box. You’re unable to use the drawing tools in Adobe® Photoshop® CS6 if the Select  tool is selected in the Floating Tools toolbar. As a workaround, start using the tool outside the canvas, and then work your way onto the canvas. The drawing tool starts working after you drag it inside the canvas. You’re unable to draw on the Windows desktop if you’re using a SMART Board E70 interactive flat panel. The issue is intermittent. <i>Resolved in SMART Product Drivers 12.2</i> Your SMART Board 8070i interactive flat panel isn’t detected when you open Video and Touch Input Settings in SMART Settings. You receive a “There is no SMART Board interactive flat panel control panel detected on the USB connection” message. To work around this, disconnect and then reconnect the USB cable while the error message is displayed.
---------	---

SMART Product Drivers 12

Document

Mac

- The eraser on the back of the SMART Board 6065 interactive flat panel pen is too small to erase thick ink and highlighter lines.
- The calibration process stops responding when the progress bar indicates calibration of your SMART Board 6065 interactive flat panel is almost complete. Restart your computer, and then calibrate your interactive flat panel again.

Related release notes

Education software

SMART Notebook 14.2: smarttech.com/kb/170791

SMART Ink 2.3 (Windows operating system software): smarttech.com/kb/170570

SMART Ink 2.2 (OS X operating system software): smarttech.com/kb/170570

SMART Ink

SMART Ink 2.3: smarttech.com/kb/170570

smarttech.com/support
smarttech.com/contactsupport

© 2014–2022 SMART Technologies ULC. All rights reserved. SMART Board, SMART Notebook, SMART Meeting Pro, smarttech, the SMART logo and all SMART taglines are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. Microsoft, Windows, Visual Studio and Internet Explorer are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Mac, OS X and Safari are trademarks of Apple Inc., registered in the U.S. and other countries. Intel and Core are trademarks of Intel Corporation in the U.S. and/or other countries. All other third-party product and company names may be trademarks of their respective owners. Contents are subject to change without notice. December 15, 2022.