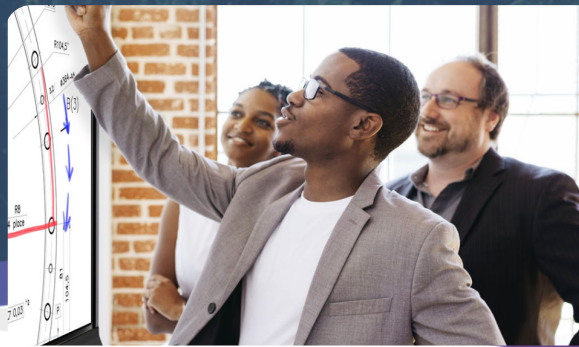


Getting Started for Business

Frequently Asked Questions



1 How do I get connected?

To get started with using your SMART Interactive display, you have a variety of options to get connected.

- **Connect your laptop** with **both** HDMI and a USB cable OR, if applicable, a single USB-C can replace the HDMI & USB cables.
- **Walk-up and use** the embedded android computing module, which can be accessed by clicking on the home button.
- **Wirelessly** cast your device by selecting **Screen Share** on the home screen.

3 How I do launch a meeting from my meeting software? (Teams, Zoom, etc.)

1. **Connected Laptop/Device:** Launch a call from your meeting software directly from your device.
2. **Android/iQ:** To launch directly from the display, download the app from the App Library and sign-in.

5 Can I connect a wireless keyboard and mouse?

Yes! A wireless keyboard and mouse can be connected directly to your panel with the USB dongle by plugging into your display's USB port. If your display has Bluetooth, you can also connect with a Bluetooth capable keyboard and mouse in iQ Pro. Visit support.smarttech.com or see [Adjusting iQ Pro Settings](#) to get started.

2 Why is the touch feature not working when my computer is connected to my display?

- Ensure **both** an **HDMI** cable and a **USB** cable are connected to the display.
- If your computer supports it, a single **USB-C** cable can **replace** both the HDMI & USB.

4 Why isn't SMART Ink working?

To troubleshoot SMART Ink, answer the following questions:

- Did I connect the correct cables (HDMI & USB **or** USB-C)?
- Did I download and install SMART Ink onto the computer I have connected to the display?

For more information, visit the [SMART Ink FAQ](#).

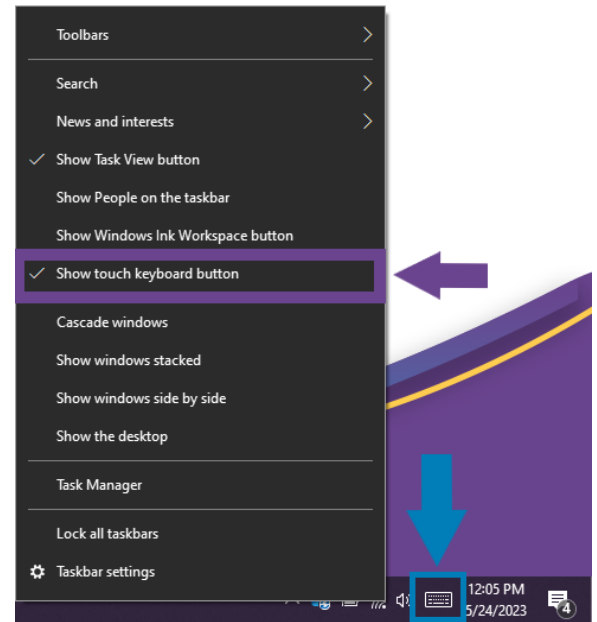
Getting Started for Business

Frequently Asked Questions

6 How do I add the on-screen keyboard to the windows toolbar?

To use the on-screen keyboard, select one of the following methods to pin it to your windows toolbar.

1. **Right-click** on the windows toolbar and enable the feature.



2. **Search** for on-screen keyboard in Windows search bar and **pin** it to the taskbar.

