1 How do I get connected?

To get started with using your SMART Interactive display, choose from the appropriate option below to get connected. Connection methods will vary depending on your display.

If you have a 6400 series without Wi-fi/Bluetooth:
- **Connect your laptop** with **both** HDMI and a USB cable **OR**, if applicable, a single USB-C can replace the HDMI & USB cables.

If you have a 6500 series display:
- **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.

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.

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

- **Connected Laptop/Device:** Launch a call from your meeting software directly from your device.

- **Android/iQ:** To launch directly from the display, download the app from the App Library and sign-in.

4 Why isn't SMART Ink working?

To troubleshoot SMART Ink, start with the following questions:
- Did I connect the correct cables (HMDI & 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.**

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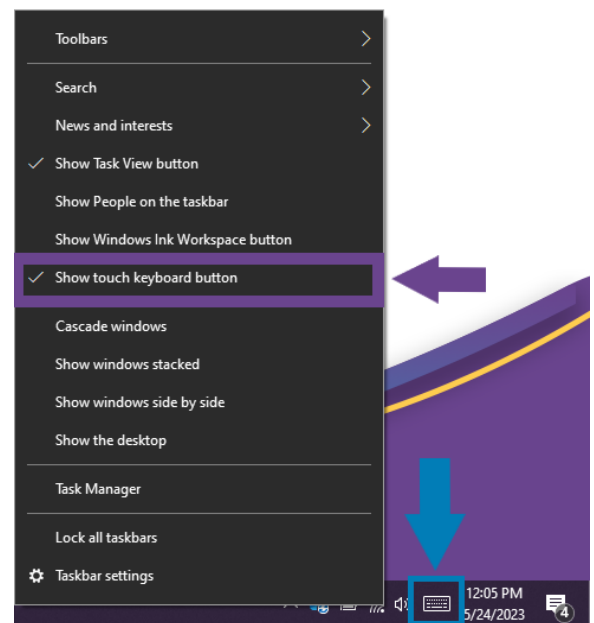## 5 Can I connect a wireless keyboard and mouse?

If your agency allows for wireless/Bluetooth devices, a wireless keyboard and mouse can be connected directly to your panel with the USB dongle. Plug the dongle into your display's USB port and your device should be ready.

If your display has Bluetooth, you can connect with a Bluetooth capable keyboard and mouse in iQ Pro. Visit support.smarttech.com or see Adjusting iQ Pro Settings to get started.

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.

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