

Troubleshooting New SMART Boards

These SMART Boards look like the modern flatscreen TV, and you don't need a projector for them.

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Using the Buttons

The front control panel contains the Power, Input Select, Menu, Freeze, Mute and volume control buttons.

No.	Name	SMART Board MX procedure
1	Power	Press to wake the display. Press to again enter Sleep mode.
2	Input select	Press to switch input source.
3	Menu	Press to open the display's settings.
4	Freeze	Press to freeze and unfreeze the screen. See Freezing the screen
5	Mute	Press to mute or unmute the volume.
6	Volume decrease	Press to turn down the volume.
7	Volume increase	Press to turn up the volume.

image-1586805117246.png

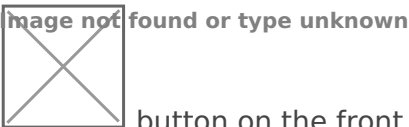
You can use the buttons on the front control panel to increase and decrease the volume. You can also use the buttons on the remote control.



You can temporarily freeze the image on the screen by pressing the **Freeze** button on the front control panel (see [Front control panel](#)).

NOTES

- Freezing the screen does not pause any applications that are running on the connected computer. It simply freezes the display of those applications.
- Touch and ink are still active.



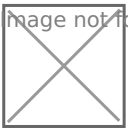
To unfreeze the screen, press the **Freeze** button on the front control panel again.

How to Use the Pens and Eraser

To write or draw in digital ink

1. Pick up one of the display's pens.
2. Use the pen to write or draw in digital ink.




To erase digital ink

1.  image not found or type unknown

Move your fist or palm over the digital ink you want to erase.

Using Screenshots on a SMART Board

Screenshots are saved to the Files Library. Screenshots saved in the Files Library can be exported as PDFs to a USB drive. See [Exporting files to a USB drive as a PDF](#).

Tool	Icon	Description
Back		Closes the screenshot and returns to the app. You can discard the screenshot or save it to the Files Library.
Pen		Tap the button to change pen type, ink width and ink color.
Close		Closes the screenshot and returns to the app. You can discard the screenshot or save it to the Files Library.

To save a screenshot



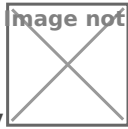
- 1. Tap **Back** or **Close**.
- 2. Tap **Save** to save the screenshot in the Files Library.
OR
Tap **Discard** to discard the screenshot and return to the app.

https://www.youtube.com/embed/TAYZ4IUS_R8

To open a saved screenshot

NOTE

If opening a file that's on a USB drive, connect the USB drive to the display.



1. From the Home screen, tap **Files Library**.

2. Select a drive.

TIP

Tap **Downloads** under *Shortcuts* to quickly find downloaded files.

3. Select a file by tapping the file's tile.

The file opens in the appropriate app.

To close a screenshot

1. There are several ways to close a screenshot.

- Tap **Close** to close the screen.

- Tap  in the command bar.

- Erase all the ink. See [Erasing ink on an annotation layer](#) for more information.

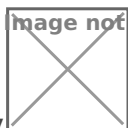
- Tap the Home button .

2. Tap **Save** to save a screenshot in the Files Library.

OR

Tap **Discard** to return to the app without saving a screenshot.

To delete a screenshot from the Files Library



1. From the Home screen, tap **Files Library**.

2. Tap and hold the tile until the background becomes black.

3. Tap additional tiles to select them.

OR

Tap **Select All** to select all the tiles.


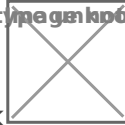
4. Tap **Delete** in the upper-right corner.

The tile is removed from the Files Library.

Writing / Drawing on A Screenshot or Video

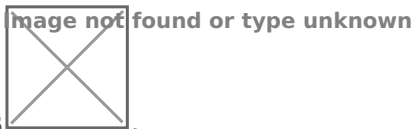
- If you write or draw over a playing video, the audio will be muted but the video will continue to play.
- Screenshots are enabled when you install third-party apps on the display.
- You can disable or enable screenshots by creating a remote execution command and deploying the command to displays. See [Enabling and disabling acetates in apps](#).

To write or draw on a screenshot

1. Pick up one of the display's pens.
2. Use the pen to write or draw in digital ink. The screenshot appears as a striped semitransparent layer.
3. When you're done, tap **Close**  or **Back**  in the command bar to save or close the screenshot.

Screen Share Issues

In some instances, restarting the Screen Share app and its discovery services resolves issues with the app.



1. Tap **Settings**.
2. Scroll to **Application Settings > Screen Share**.
3. Tap **Reset**.

Issue	Solutions
General troubleshooting tips	<ul style="list-style-type: none">• On your mobile device, turn Airplane mode on and then off again.• Restart your mobile device. Restarting your device can clear the device’s cached network address information. Restarting the device can also reinitialize audio and video encoders that might have stopped working properly.• Restart the display. If you’ve restarted your display and still don’t see the display’s name in the list of devices, wait several minutes and then try to connect to the display again.• Make sure your device has the latest operating system software. Make sure no system updates are pending for your device. See the device’s documentation for more information.• Avoid sharing highly interactive screens such as games or Google Maps.• To avoid high latency or lag between the display and device, queue the video on the device before sharing the device’s screen.
AirPlay is not displaying on the mobile device.	<ul style="list-style-type: none">• See <i>If you can’t use AirPlay or mirror your device’s screen</i>.

Issue	Solutions
The display's name does not appear in the list of devices	<ul style="list-style-type: none"> • Make sure the display and computer are set to the correct date and time. See Date & Time for SMART Board 7000 and 7000 Pro series interactive displays. • See Date & Time for SMART Board 6000 and 6000 Pro series interactive displays. • See Date & Time for SMART Board MX series interactive displays. • See Date & Time for SMART Board MX (V2) series interactive displays. • See your computer's operating system documentation.
The display's name appears in the list of available devices but you can't connect to it.	<ul style="list-style-type: none"> • A device is already sharing content with the display. Disconnect the other device and retry. • Contact your network administrator. The network may need to be configured to allow Screen Share and other iQ features.
The device can connect to the display but the video quality is poor or the device disconnects frequently.	<ul style="list-style-type: none"> • Reduce the source video device resolution to 1920 × 1080 or lower. • Make sure the antenna is attached to the iQ appliance. • Sharing videos or playing video games with frequent screen updates requires more network bandwidth. Try reducing the video quality to improve performance. • Your mobile device may not be optimized for sharing its screen and is limited to lower quality performance. Try connecting with a different mobile device. • If you're using the AirParrot application, make sure AirParrot is up to date.
The video has no audio.	<ul style="list-style-type: none"> • Make sure the volume on your Apple device is turned up and the display is not muted. • Turn up the volume on the display. • Make sure the Ring/Silent switch isn't set to silent • If you're using the SMART Screen Share app, the audio is only available on your computer.
The screen is not responding to touch or you're unable to write or draw with the pens.	<ul style="list-style-type: none"> • Touch interactions are not supported while using Screen Share.
The Mac computer can't share its screen.	<ul style="list-style-type: none"> • There might be an issue with the Mac computer's firewall. See OS X: About the application firewall.