SMART kapp iQ

USER'S GUIDE

FOR MODELS SMART KAPP iQ™ 55" AND SMART KAPP iQ 65"

SMART®

Product registration

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at smarttech.com/registration.

Keep the following information available in case you need to contact SMART Support.

Serial number: _____

Date of purchase: _____

Important information

General

> ⚠️ **WARNING**
>
> - Failure to follow the installation instructions shipped with the capture board could result in injury and product damage which may not be covered by the warranty.
>
> - Do not open or disassemble the capture board. You risk electrical shock from the high voltage inside the casing. Opening the casing also voids the warranty.
>
> - Do not stand (or allow children to stand) on a chair to touch the surface of the capture board. Rather, mount the product at the appropriate height.
>
> - To reduce the risk of fire or electric shock, do not expose the capture board to rain or moisture.
>
> - If the capture board requires replacement parts, make sure the service technician uses replacement parts specified by SMART Technologies or parts with the same characteristics as the original.
>
> - Ensure that any cables that cross the floor to the capture board are properly bundled and marked to avoid a trip hazard.
>
> - Do not insert objects inside the cabinet ventilation holes, because they could touch dangerous voltage points and cause electric shock, fire or product damage which may not be covered by the warranty.
>
> - Do not place heavy objects on the power cable. Damage to the cable could cause shock, fire or product damage which may not be covered by the warranty.
>
> - Use only extension cords and outlets that can fully accommodate the capture board's polarized plug.
>
> - Use the power cable provided with the capture board. If a power cable is not supplied, please contact your supplier. Use only power cables that match the AC voltage of the power outlet and that comply with your country's safety standards.
>
> - If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.

- Do not move or mount the capture board by connecting rope or wire to its handles. The capture board is heavy, and failure of the rope, wire or handle could lead to injury.

- Use only VESA®-approved mounting hardware.

- Disconnect all of the capture board's power cables from the wall outlet and seek assistance from qualified service personnel if any of the following occur:

  - The power cable or plug is damaged

  - Liquid is spilled into the capture board

  - Objects fall into the capture board

  - The capture board is dropped

  - Structural damage, such as cracking, occurs

  - The capture board behaves unexpectedly when you follow operating instructions

⚠ CAUTION

- Avoid setting up and using the capture board in an area with excessive levels of dust, humidity and smoke.

- Dust buildup on the camera windows and reflective tape will degrade touch performance. SMART recommends that you inspect the camera windows and reflective tape for dust buildup and clean weekly.

- Make sure an electrical socket is near the capture board and remains easily accessible during use.

- The external power supply must meet the Limited Power Source (LPS) requirements of CSA/UL/IEC/EN 60950-1, when required.

- The capture board should be used only with European TN and TT power distribution systems.

  It is not suitable for older, IT-type power distribution systems found in some European countries. "This system (IT-type) is widely used isolated from earth, in some installations in France, with impedance to earth, at 230/400V, and in Norway, with voltage limiter, neutral not distributed, at 230V line-to-line." (IEC 60950:1999)

  Contact qualified personnel if you're uncertain of the type of power system available where you're installing the capture board.

- The accessory slot is for use with SMART accessories only. The slot's maximum available power is 60 W. The slot is not a limited power source. To reduce the risk of fire, make sure that accessories connecting to the slot satisfy the fire enclosure requirements of IEC 60950-1. For additional information, see *Open Pluggable Slot computer (OPS) disclaimer* (kb.smarttech.com/?q=15807).

- You must connect the USB cable that came with the capture board to a computer that has a USB compliant interface and that bears the USB logo. In addition, the USB source computer must be compliant with CSA/UL/EN 60950 and bear the CE mark and CSA and/or UL Mark(s) for CSA/UL 60950. This is for operating safety and to avoid damage to the capture board.

☞ IMPORTANT

- The following are the maximum power requirements for the capture board:

Model	Power requirements
SMART kapp iQ™ 55"	90V to 240V AC, 50Hz to 60 Hz, 134 W
SMART kapp iQ 65"	100V to 240V AC, 50 Hz to 60 Hz, 199 W

- For additional requirements and other information, refer to the capture board's specifications (see *Specifications* on page 7).

Federal Communication Commission interference statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

5.15–5.25 GHz frequency band operation is restricted to indoor use only. Outdoor operations in the 5150~5250 MHz are prohibited.

Radiation exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

Note: The country code selection is for the non-U.S. model only and is not available to all U.S. models. Per FCC regulations, all Wi-Fi products marketed in U.S. must be fixed to U.S. operation channels only.

Industry Canada statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and

(iii) the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.

(iv) Users should also be advised that high-power radars are allocated as primary users (i.e., priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Avertissement

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :

(i) les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(ii) le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5 250-5 350 MHz et 5 470-5 725 MHz doit se conformer à la limite de p.i.r.e.;

(iii) le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5 725-5 825 MHz) doit se conformer à la limite de p.i.r.e. spécifiée pour l'exploitation point à point et non point à point, selon le cas.

(iv) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

Radiation exposure statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Contents

Welcome

This chapter introduces the SMART kapp iQ capture board, the SMART kapp app and this guide.

About this guide

This guide explains how to use the SMART kapp iQ capture board. It includes the following information:

- How to install the capture board

- How to use the capture board and the SMART kapp® app

- How to maintain the capture board for years of use

- How to troubleshoot issues with the capture board

This guide is intended for individuals who install, use and maintain capture boards.

About the capture board

You can use the capture board to collaborate with others in a simple but powerful way. Write and draw on the capture board as you would on a regular dry erase board. You can then connect a Bluetooth®-enabled mobile device to the capture board by scanning the Quick Response (QR) code. When you connect your mobile device for the first time, you're directed to the Apple App Store or Google Play™ store to download the app. After you download and install the app, you can use it to connect to the capture board and share your notes with others.

Models

The SMART kapp iQ capture board is available in two models:

- SMART kapp iQ 55" capture board

- SMART kapp iQ 65" capture board

Differences between these models are noted in this guide.

Specifications

Refer to the capture board's specifications for detailed technical information, including product dimensions and weights (see *Specifications* on page 7).

Components

The capture board consists of the following components:
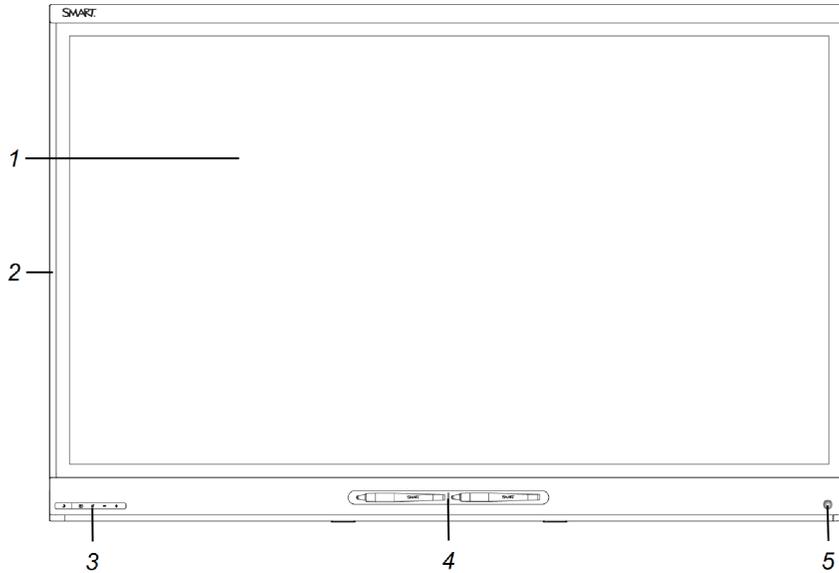
No.	Name	More information
Pictured		
1	Screen	Page 3
2	Cameras and reflective tape channel	Page 4
3	Front control panel	Page 4
4	Pen with eraser (×2)	Page 5
5	Presence detection sensor	Page 5
Not pictured		
6	Menu control panel	Page 41
7	Connector panel	Page 6
8	Accessory slot and AM30	Page 6

Screen

The screen specifications vary by model:

Model	Diagonal	Width	Height	Aspect ratio
SMART kapp iQ 55"	54 1/2" (138.4 cm)	47 5/8" (121 cm)	26 3/4" (68 cm)	16:9
SMART kapp iQ 65"	64 1/2" (163.9 cm)	56 1/4" (142.8 cm)	31 5/8" (80.4 cm)	16:9

For information on cleaning the screen, see *Cleaning the screen* on page 32.

Cameras and reflective tape channel

Cameras in the corners of the screen track pen positions across the display. The screen is bordered by a channel that contains reflective tape.

See *Cleaning the camera windows and reflective tape* on page 32 for more information.

> ⚠️ **CAUTION**
>
> - Keep the reflective tape dry.
>
> - Do not remove or damage the reflective tape.

> 👉 **IMPORTANT**
>
> - Do not attach adhesive notes or other items to the screen because they will interfere with the cameras.
>
> - Do not place anything in the reflective tape channel because it will interfere with the cameras.

Front control panel

The front control panel contains the Standby, Input Select, Mute and volume control buttons. In normal operation, all buttons are white.
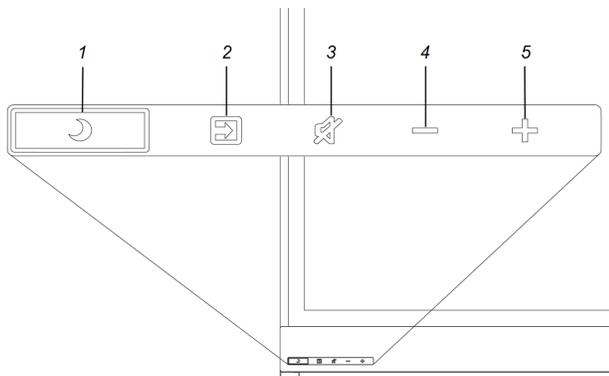
No.	Name
1	Standby button
2	Input Select button
3	Mute button
4	Volume decrease
5	Volume increase

> 👉 **IMPORTANT**
>
> If there is a film over the front control panel, remove it before using the front control panel.

> 💡 **TIP**
>
> The Standby button also functions as an indicator light (see *What the indicator light means* on page 37).

Pens with erasers

The capture board comes with two pens with erasers attached.

The capture board's bottom frame includes magnetic holders for the pens. Removing a pen from the holders activates it and enables you to either draw or erase digital ink.

> ⚠ **CAUTION**
>
> When returning the pen to the magnetic holder, make sure it's centered in its holder to keep it from falling and potentially being damaged.

Presence detection sensor

The capture board has a presence detection sensor on its bottom frame that can detect people up to 16' (5 m) away when the capture board is in Standby mode.

When the sensor detects people in the room, the capture board turns on and displays a welcome screen. Touching the screen activates the capture board. If the room is empty for a specified period, the capture board returns to Standby mode.
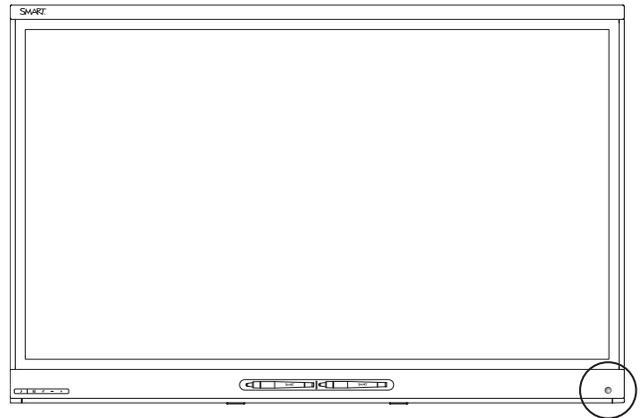
> 📝 **NOTES**
>
> - See *Cleaning the presence detection sensor* on page 33 for more information.
>
> - Presence detection settings can be changed with the on-screen display menu. For more information, see *Proximity* on page 44.

Connector panel

The connector panel on the side of the capture board includes the following connectors:
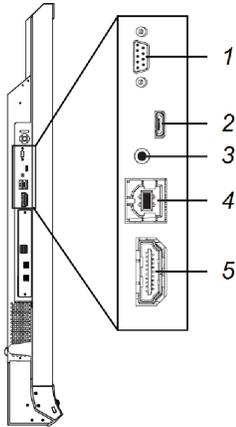
No.	Name
1	RS-232
2	USB Micro-B
3	Stereo 3.5 mm
4	USB Type-B
5	HDMI®

Accessory slot and AM30

The AM30 is a module that contains the capture board's software. You can install the AM30 in the accessory slot on the back of the capture board.

> ⚠️ **CAUTION**
>
> The accessory slot is for use with SMART accessories only. The slot's maximum available power is 60 W. The slot is not a limited power source. To reduce the risk of fire, make sure that accessories connecting to the slot satisfy the fire enclosure requirements of IEC 60950-1. For additional information, see *Open Pluggable Slot computer (OPS) disclaimer* (kb.smarttech.com/?q=15807).

The AM30 includes the following connectors and other components:
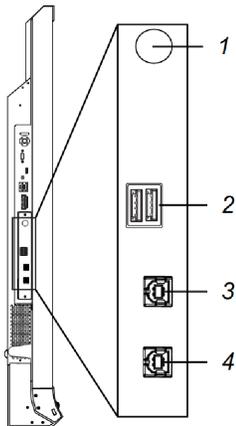
No.	Name
1	Antenna
2	USB 3.0 Type-A (×2)
3	USB Type-B
4	USB Type-B

> **NOTE**
> The USB Type-B receptacles are for service use only.

About the SMART kapp app

The SMART kapp app enables you to connect your Apple or Android™ mobile device to the capture board, and then do the following:

- View notes you write on the capture board on your mobile device
- Share your notes with others
- Save your notes

To connect a Bluetooth-enabled mobile device to the capture board, scan the Quick Response (QR) code on the capture board's screen. When you first connect your mobile device, you're directed to the Apple App Store or Google Play™ store to download the SMART kapp app. After you download and install the app, you can use it to connect to the capture board.

Other documentation and resources

SMART provides an extensive library of documentation and other resources for the capture board.

Specifications

Refer to the specifications for detailed information on the capture boards.

Model	Specifications
SMART kapp iQ 55"	smarttech.com/kb/170815
SMART kapp iQ 65"	smarttech.com/kb/170816

Installation instructions

Refer to the installation instructions included with the capture board when installing the product. A PDF version of these instructions is available for download from smarttech.com/kb/170810.

Training

The SMART training website (smarttech.com/trainingforbusiness) includes an extensive library of training resources you can consult when learning how to use the capture board.

Support center and knowledge base

The Support center (smarttech.com/support) contains a library of documents, including this guide, and a knowledge base that you can search when troubleshooting issues.

Security information

For details about SMART kapp's security features, see onlinehelp.smarttech.com/kappiqsecurity.

Installing the capture board

This chapter explains how to mount the capture board, connect power and turn it on for the first time.

Mounting the capture board

Mounting the capture board on a wall requires a team of professional installers.

This section is intended for installers. Installers should read this section along with the installation instructions included with the capture board before they mount the capture board.

> ⚠️ **WARNING**
>
> Improper mounting of the capture board can result in injury and product damage.

Before mounting the capture board

Remember the following before mounting the capture board:

- Review the environmental requirements in the capture board's specifications (see *Specifications* on page 7).

- Save all product packaging so that it's available if you need to transport the capture board. If the original packaging isn't available, you can purchase new packaging from your authorized SMART reseller (smarttech.com/where).

- Refer to local building codes to ensure the wall can support the weight of the capture board (specified in the following table) and mounting equipment.

Model	Weight
SMART kapp iQ 55"	107 lb. (48.4 kg)
SMART kapp iQ 65"	138 lb. (62.4 kg)

- Use a standard VESA 400 mm × 400 mm mounting plate (not included) to mount the capture board on a wall.

- Use M8 screws to fasten the wall bracket.

Screw length	20 mm + x mm < M8 < 45 mm + x mm
	where x is the combined thickness of the wall bracket and washer
Fasten force	97.36–177.01 in-lb. (11–20 N·m)

> ⚠️ **CAUTION**
>
> Do not over-tighten the screws.

> 📝 **NOTE**
>
> SMART recommends M8 × 30 mm mounting screws for standard installations where the total wall mount bracket and washer thickness is less than 7 mm.

- Before turning on the capture board for the first time, clean the camera windows and reflective tape following the instructions in *Cleaning the camera windows and reflective tape* on page 32.

Mounting the capture board vertically

The capture board is designed for vertical mounting (90° relative to the floor plus or minus 15° for tolerance). SMART doesn't support mounting the capture board at other angles.

Choosing a location

Consider the following when choosing a location for the capture board:

- Do not install the capture board in a location where a door or gate could hit it.

- Do not install the capture board in an area where it will be subjected to strong vibrations or dust.

- Choose a location that's far from bright light sources, such as windows and strong overhead lighting. Infrared (IR) lighting can cause issues with the performance of the cameras and can lead to unintentional or missed touches.

- Do not install the capture board near where the main power supply enters the building.

- Ensure adequate ventilation or provide air conditioning around the capture board so that heat can flow away from the unit and the mounting equipment.

- If you mount the capture board in a recessed area, leave at least 4" (10 cm) of space between the capture board and the recessed walls to enable ventilation and cooling.
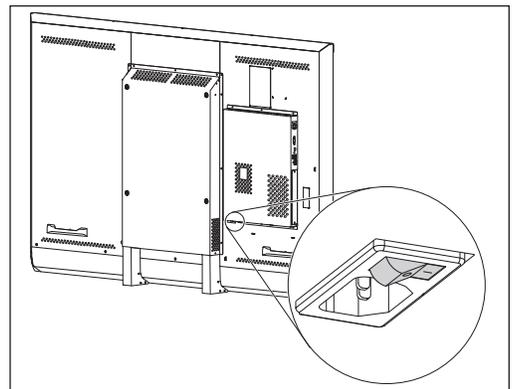
Choosing a height

Consider the general height of the user community when you choose the height for the capture board.
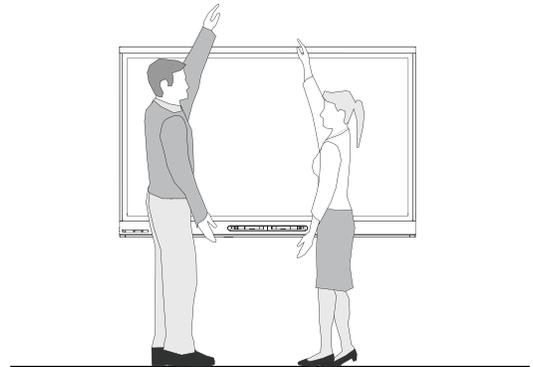
Connecting power

After the capture board is mounted, connect the supplied power cable from the AC power inlet on the bottom of the capture board to a power outlet.

> ✎ **NOTE**
>
> Refer to the capture board's specifications for power requirements and power consumption information (see *Specifications* on page 7).

Turning on the capture board for the first time

After connecting power, you can turn on the capture board for the first time and run the setup wizard.

■ **To turn on the capture board for the first time**

1. Flick the power switch beside the AC power inlet.

   The capture board completes its initial start-up sequence. After a few minutes, the calibration screen appears.

2. Follow the on-screen instructions to calibrate the capture board.

   > 👉 **IMPORTANT**
   >
   > Use your finger, rather than a pen, when calibrating the capture board.

3. Select your preferred language, and then press **Next**.

4. Press **Finish**.

   The *Welcome* screen appears.

Using the capture board

This chapter explains how to use the capture board.

Exiting and entering Standby mode

The capture board's presence detection sensor can detect people up to 16' (5 m) away when the capture board is in Standby mode.

- If the sensor detects people in the room, the capture board exits Standby mode and displays the welcome screen.

- If the sensor doesn't detect people in the room for a specified period of time, the capture board enters Standby mode.

- If the presence detection sensor is disabled, you can exit and enter Standby mode manually.

To exit Standby mode manually

Press the **Standby** button 🌙 on the front control panel.

OR

Press the screen.

To enter Standby mode manually

Press the **Standby** button 🌙 on the front control panel twice.

Connecting your mobile device to the capture board

Before you can share notes on the capture board with others, you need to connect your mobile device to the capture board and install the SMART kapp app.

You can connect the following types of mobile devices to the capture board:

Device type	Requirements
Apple	- iOS 7.1 or later operating system software 50 MB of storage - iPhone 4S or later - Third generation iPad or later - First generation iPad mini or later - Fifth generation iPod touch or later
Android	- Android 4.4.4 (KitKat) or later operating system 50 MB of storage (internal or SD card) 1024 MB of RAM 720p or better screen resolution - Bluetooth 2.1 + EDR 3 megapixel or better rear-facing camera (recommended)

> **✎ NOTE**
>
> Most of the SMART kapp app's features are identical across iOS operating system software and Android operating systems. However, some features are available for only one of these operating systems. Features specific to an operating system are highlighted with the following icons:
>
> | iOS | Android |
> | :---: | :---: |
> | **iOS** | 🤖 |
> | *iOS operating system software* | *Android operating systems* |

About QR codes

As noted in the previous section, you can connect your mobile device to the capture board by scanning the capture board's QR code.

A QR code is a type of bar code. If your mobile device has a rear-facing camera and a QR code scanning app, you can scan QR codes like the one on the capture board. Your mobile device then executes the QR codes' commands. Typically, QR codes' commands display messages or open web pages.

Installing the app and starting it for the first time

The SMART kapp app enables you to connect your mobile device to a capture board, view notes you write on the capture board on your mobile device and share and save notes. You can install the app on your mobile device by scanning the capture board's QR code.

To install the app

1. Start the QR code scanning app on your mobile device.

2. Hold your mobile device's rear-facing camera over the capture board's QR code to scan it.

   The App Store or Google Play opens.

3. Download and install the app.

To start the app for the first time

1. Start the SMART kapp app on your mobile device.

   The app tutorial appears.

2. Use the swipe gestures to progress through the screens of the tutorial.

Previous screen   *Next screen*

3. Press **Close** when you have completed the tutorial.

    The app home screen appears.

    > 💡 **TIP**
    >
    > If you want to view the tutorial again, do the following:
    >
    > - On an Apple mobile device, press **Settings** ⚙ on the app home screen and then press **Tutorial**.
    >
    > - On an Android mobile device, press **Menu** ⋮, press **Settings**, and then press **Tutorial**.

Starting a session

Start a session by connecting your mobile device to the SMART kapp iQ capture board. You can do this by scanning the capture board's QR code.

> 📝 **NOTE**
>
> Some Android mobile devices require you to accept a pairing request to connect to the capture board. Swipe down on the screen to access the notification drawer and accept the pairing request.

To connect to the capture board by QR code

1. Start the SMART kapp app on your mobile device.

2. Hold your mobile device's rear-facing camera still over the capture board's QR code so that the QR code appears in the center of the app screen.

    The app connects your mobile device to the capture board.

    > 📝 **NOTE**
    >
    > If the app doesn't connect your mobile device to the capture board, move your mobile device closer to or farther away from the capture board so that the app can capture the QR code.

Writing and erasing notes on the SMART kapp iQ capture board

You can write and erase notes on the capture board just like you do on a traditional dry erase board.

- Use the black pen provided with the capture board to write or draw in black ink.

- Use the red pen provided with the capture board to write or draw in red ink.

- Use the eraser end of either pen to erase notes.

  OR

  Use your finger, fist or palm to erase notes.
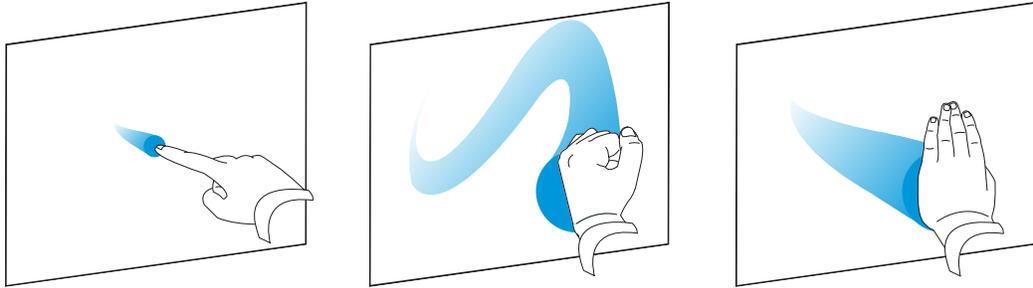
- Make sure your hands, arms and any loose clothing don't touch the capture board's surface as you write or erase notes.

> 💡 **TIP**
>
> Two users can write or draw notes at the same time, one using the black pen and the other using the red pen.

Writing and erasing notes in the app

In addition to writing and erasing notes on the capture board, you can write or erase them in the app.

To write or erase notes in the app

1. Connect your mobile device to the capture board (see *Starting a session* on the previous page).

2. Press **Drawing Mode** ✎.

3. Press the buttons on the bottom of the screen, and then use your fingers to write, erase, pan or zoom.

 Write in black ink

 Write in red ink

 Erase

 Pan and zoom using gestures (see *Viewing notes* below)

4. Press **Done** to return to viewing mode.

Viewing notes

During a session, you can view the notes you've written on the capture board on your mobile device. As you write or erase notes, the changes appear on your mobile device automatically.

By default, your mobile device displays the capture board's entire writing surface. You can use gestures to zoom in, zoom out and pan:
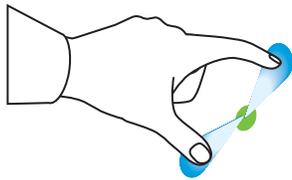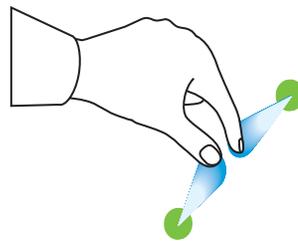
| *Zoom in* | *Zoom out* | *Pan* |

> **NOTE**
> As you zoom in or out, grid lines appear on the writing surface to indicate the level of magnification.

Sharing notes

During a session, you can use the SMART kapp app to invite up to five others to view your notes on their devices.

When others receive your invitation, they press or click a link to view your session in their Internet browsers; they don't need to install additional software or otherwise configure their devices. Alternatively, others can choose to install the SMART kapp app on their mobile devices and use it to connect to your session.
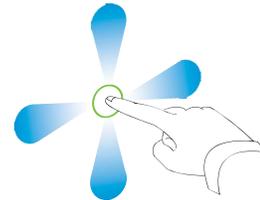
As you make changes to your notes, others see these changes in real time. They can also write in black or red ink, erase, zoom in or out, and save, view and export snapshots.

> **NOTE**
> - The SMART kapp viewer supports the following browsers:
>
> | **Android mobile devices** | o Google Chrome™ for Android 39.0.2171.93 or later |
> | **Apple mobile devices** | o Safari 8 or later |
> | **Computers** | o Internet Explorer® 10 or later |
> | | o Google Chrome 39.0.2171.95 or later |
> | | o Safari 8.0 or later |
> | | o Mozilla® Firefox® 34.0.5 or later |
>
> - You can share notes only as long as the SMART kapp app is running on your mobile device and your mobile device is connected to a capture board.
>
> - You can export saved snapshots of notes without connecting your mobile device to a capture board (see *Exporting snapshots* on page 22).

To share your notes

1. Connect your mobile device to the capture board (see *Starting a session* on page 16).

2. Press **Invite** ⏻⁺, and then press **Send Link**.

3. Select the app you want to use to send the invitation.

4. Use the selected app to send the invitation.

Saving snapshots of notes

As you write notes on the capture board, you might want to save snapshots of your notes from time to time during the session.

After you save snapshots, you can do the following:

- View the snapshots

- Change the order of the snapshots (Apple mobile devices only)

- Share the snapshots as JPEG or PDF files

- Delete the snapshots

Saving snapshots

To save a snapshot

1. Start or connect to a session (see *Starting a session* on page 16 or *Connecting to another session* on page 25).

2. Press **Capture** ⬜ on the capture board.

   OR

   Press **Capture** ⬜ in the app.

   The app saves a snapshot of your notes.

   > ✎ **NOTE**
   >
   > The *Library* ⬜ button in the bottom-right corner of the screen indicates how many snapshots have been saved in the current session.

Viewing snapshots

To view snapshots in the current session

1. Save one or more snapshots in the current session (see *Saving snapshots* above).

2. Press **Library** ⬜.

   The session's snapshot library appears.

3. Press a snapshot's thumbnail image to view it.

> 💡 **TIP**
>
> You can use the zoom in, zoom out and pan gestures when viewing the snapshot (see *Viewing notes* on page 18).

To view snapshots in previous sessions

1. If you're currently in a session, disconnect (see *Disconnecting the app* on page 24).

2. On an Apple mobile device, press **Library** ▢.

   OR

   On an Android mobile device, press **Library** ▢.

   The *Library* screen appears.

3. Press a session's row to view the snapshots saved for that session.

   The session's snapshot library appears.

4. Press a snapshot's thumbnail image to view it.

> 💡 **TIP**
>
> You can use the zoom in, zoom out and pan gestures when viewing the snapshot (see *Viewing notes* on page 18).

Changing the order of snapshots

To change the order of snapshots in previous sessions

1. If you're currently in a session, disconnect (see *Disconnecting the app* on page 24).

2. Press **Library** ▢.

   The *Library* screen appears.

3. Press a session's row to view the snapshots saved for that session.

   The session's snapshot gallery appears.

4. Press **Select**.

5. Drag a snapshot's thumbnail to change its order.

6. Press **Done**.

Exporting snapshots

■ **To export a snapshot**

1. View the snapshot you want to export (see *Viewing snapshots* on page 20).

2. On an Apple mobile device, press **Export** ⬆, and then select **Save to Camera Roll** or **Share as PDF**.

    OR

    On an Android mobile device, press **Menu** ⋮, and then select **Share as Image** or **Share as PDF**.

3. If you selected **Share as Image** or **Share as PDF**, select the app you want to use to share the snapshot.

4. Use the selected app to share the snapshot.

■ **To export all snapshots saved in the current session**

1. Save one or more snapshots in the current session (see *Saving snapshots* on page 20).

2. Press **Library** ⬚.

    The *Library* screen appears.

3. On an Apple mobile device, press **Export** ⬆.

    OR

    On an Android mobile device, press **Menu** ⋮, and then select **Share as Image** or **Share as PDF**.

4. Select the app you want to use to export the snapshots.

5. Use the selected app to export the snapshots.

■ **To export all snapshots saved in a previous session**

1. If you're currently in a session, disconnect (see *Disconnecting the app* on page 24).

2. On an Apple mobile device, press **Library** ▣.

    OR

    On an Android mobile device, press **Library** ⬚.

    The *Library* screen appears.

3. Press a session's row to view the snapshots saved for that session.

    The session's snapshot gallery appears.

4. On an Apple mobile device, press **Export** ⬆.

   OR

   On an Android mobile device, press **Menu** ⋮, and then select **Share as PDF**.

5. Select the app you want to use to export the snapshots.

6. Use the selected app to export the snapshots.

Deleting snapshots

▮ To delete a snapshot from a previous session

1. If you're currently in a session, disconnect (see *Disconnecting the app* on the next page).

2. On an Apple mobile device, press **Library** 🔲.

   OR

   On an Android mobile device, press **Library** 🔲.

   The *Library* screen appears.

3. Press the session that contains the snapshot you want to delete.

   The session's snapshot gallery appears.

4. Press the snapshot you want to delete.

5. Press **Delete** 🗑, and then press **Delete**.

▮ To delete a previous session on an Apple mobile device

iOS

1. If you're currently in a session, disconnect (see *Disconnecting the app* on the next page).

2. Press **Library** 🔲.

   The *Library* screen appears.

3. Press **Edit**.

4. Press the session's **Delete** ➖ button, and then press **Delete**.

5. Press **Done**.

To delete a previous session on an Android mobile device

1. If you're currently in a session, disconnect (see *Disconnecting the app* below).

2. Press **Library** ▢.

   The *Library* screen appears.

3. Press **Menu** ⋮, and then select **Select**.

4. Select the session.

5. Press **Delete** 🗑, and then press **Delete**.

Disconnecting the app

The app disconnects from the current session in the following situations:

- You close the app.

- The app closes automatically after a period of non-use.

- The app is connected to a capture board, and the capture board is outside of your mobile device's Bluetooth communication range, which is approximately 33' (10 m).

> **NOTE**
>
> When you connect an Android mobile device to the capture board, an icon appears in the notification area. This icon indicates when the mobile device is connected to the capture board:
>
> *Connected*   *Disconnected*

To disconnect the app manually

Press **Disconnect** in the top left corner of the SMART kapp app screen, and then press **Disconnect**.

OR

Hold **Bluetooth** ✳ on the capture board until it turns solid red.

Connecting to another session

If another person shares a session with you, you can connect to that session using the SMART kapp app on your mobile device. Once connected, you can do everything in the other person's session that you can do in your own sessions:

- Write and erase notes
- View notes
- Share notes
- Save snapshots of notes

You can also connect your own SMART kapp iQ capture board to the session, and then view and interact with notes using the capture board.

To connect to another session

1. Open the email you received from the other person on your mobile device.
2. Press the link in the email.

   The SMART kapp app opens, displaying the notes the other person is sharing.

   > **NOTE**
   > If the SMART kapp app isn't installed on your mobile device, follow the on-screen instructions to install it.

To connect your own SMART kapp iQ capture board to the session

1. Connect to the other session.
2. On an Apple mobile device, press **Menu** ●●●, and then select **Connect to kapp iQ**.

   OR

   On an Android mobile device, press **Menu** ⁝, and then select **Connect to kapp iQ**.

   The *Connect to kapp iQ* screen appears.

3. Hold your mobile device's rear-facing camera still over the capture board's QR code so that the QR code appears in the center of the app screen.

    The app connects your mobile device to the capture board. The other person's share notes appear on the screen.

    > **⬈ NOTE**
    >
    > If the app doesn't connect your mobile device to the capture board, move your mobile device closer to or farther away from the capture board so that the app can capture the QR code.

4. View the notes the other person is sharing and write your own notes. Others in the session will see your notes.

5. Press **Disconnect** when done.

Upgrading to a plus subscription

You can upgrade the SMART kapp app to a plus subscription to take advantage of additional features.

Upgrading to a plus subscription

When you upgrade to a plus subscription, you can:

- Share your session with up to 250 viewers

- Protect your sharing session with a password

- Assign a static link to your session and share the static link before a meeting starts

- Share snapshots as watermark-free PDFs and images

To upgrade to a plus subscription

1. If you're currently in a session, disconnect (see *Disconnecting the app* on page 24).

2. On an Apple mobile device, press **Settings** ⚙.

   OR

   On an Android mobile device, press **Menu** ⋮, and then press **Settings**.

3. Press **Go Premium**.

   The *Go Premium* screen appears.

4. Press the **per month** button or the **per year** button.

   > 🔖 **NOTE**
   > Prices vary by region.

5. On an Apple mobile device, type your password for the App Store.

   OR

   On an Android mobile device, type your password for Google Play.

   After subscribing successfully, you receive an email receipt with details of your purchase.

Setting default preferences

After you upgrade to a plus subscription, you can set the following preferences:

- A password for protecting sessions

- A static or dynamic link for sessions:

  - A static link provides a permanent link to sessions. You can send the link before meetings start to simplify meeting startup.

  - A dynamic link provides a new link for each sharing session.

    > **NOTE**
    >
    > If you choose to use a static link, an option to send the static link appears in the preferences.

To use a password

1. If you're currently in a session, disconnect (see *Disconnecting the app* on page 24).

2. On an Apple mobile device, press **Settings** ⚙.

   OR

   On an Android mobile device, press **Menu** ⋮, and then press **Settings**.

3. Press **Sharing**, and then press **Password**.

   The *Enter Password* screen appears.

4. Select **Require a Password**.

5. Type up to 32 characters for a password.

6. Press **OK**.

To remove the password

1. If you're currently in a session, disconnect (see *Disconnecting the app* on page 24).

2. On an Apple mobile device, press **Settings** ⚙.

   OR

   On an Android mobile device, press **Menu** ⋮, and then press **Settings**.

3. Press **Sharing**, and then press **Password**.

   The *Enter Password* screen appears.

4. Deselect **Require a Password**.

5. Press **Done**.

To use a static link

1. If you're currently in a session, disconnect (see *Disconnecting the app* on page 24).

2. On an Apple mobile device, press **Settings** ⚙.

   OR

   On an Android mobile device, press **Menu** ⋮, and then press **Settings**.

3. Press **Sharing**, and then select **Static Link**.

4. Optionally, press **Send Link**, and then select a method to send the static link to others.

Changing preferences for an individual session

You can change preferences from their default values for an individual session.

To change preferences for an individual session

1. If you're not currently in a session, connect your mobile device to the capture board (see *Starting a session* on page 16).

2. Press **Invite** 👤⁺, and then press **Options**.

   The *Options* screen appears.

3. Select the preferences you want to use for your current session.

4. If you want to make these new preferences your default preferences, select **Save as Default Options**.

5. Press **Send Link**.

Maintaining the capture board

This chapter explains how to maintain the capture board for years of use.

Resetting the capture board and AM30

You can reset the capture board and AM30 using the front control panel.

To reset the capture board and AM30

1. Press the **Standby** button 🌙 on the front control panel.

   A message appears on the screen, prompting you to either press the button again to enter Standby mode or press and hold the button to reset the capture board and AM30.

2. Press and hold the **Standby** button 🌙 until the screen turns black.

   The capture board and AM30 reset.

Checking the capture board installation

Inspect the capture board installation frequently to ensure that it remains securely installed.

- Check the mounting location for signs of damage or weakness that can occur over time.

- Check for loose screws, gaps, distortions or other issues that could occur with the mounting hardware.

If you find an issue, contact a professional installer.

Cleaning the screen

Follow these instructions to clean the capture board screen without damaging its anti-glare coating or other product components.

> ⚠️ **CAUTION**
>
> - Do not use permanent or dry-erase markers on the screen. If dry-erase markers are used on the screen, remove the ink as soon as possible with a lint-free, non-abrasive cloth.
>
> - Do not rub the screen with a dense or rough material.
>
> - Do not apply pressure to the screen.
>
> - Do not use cleaning solution or glass cleaner on the capture board screen, because they can deteriorate or discolor the screen.
>
> - Avoid touching the reflective tape between the screen and the frame, and ensure that this strip stays dry. Damage to this strip affects touch interactivity.

To clean the screen

1. Press the **Standby** button 🌙 on the front control panel twice.

2. Turn the capture board off by flicking the power switch beside the AC power inlet.

3. Wipe the screen with a lint-free, non-abrasive cloth.

Cleaning the camera windows and reflective tape

The capture board's DViT technology uses four cameras in the corners of the frame and the reflective material between the screen and the frame. Dust buildup on the camera windows or reflective tape can impair touch performance.

Inspect these areas regularly for dust, and clean them if any obvious dust buildup has occurred.

> **⚠ CAUTION**
>
> - Dust buildup on the camera windows and reflective tape will degrade touch performance. SMART recommends that you inspect the camera windows and reflective tape for dust buildup and clean weekly.
>
> - Do not use compressed air to clean the camera windows or borders.
>
> - Do not use water, chemicals or cleaning agents.
>
> - Applying too much pressure when cleaning the tape or cameras can damage the tape and cause performance issues or errors.

To clean the camera windows and reflective tape

1. Using a clean lint-free cloth, gently wipe the camera windows in the top corners and the reflective tape along the top of the capture board screen.

2. Gently wipe the reflective tape along the sides of the capture board screen.

3. Gently wipe the camera windows in the bottom corners and the reflective strip across the bottom of the capture board screen.

Cleaning the presence detection sensor

The capture board has a presence detection sensor on its bottom frame (see *Presence detection sensor* on page 5).

Inspect the sensor regularly for dust and gently wipe it using a clean lint-free cloth if dust buildup has occurred.

> **⚠ CAUTION**
>
> Do not use compressed air, water, chemical agents or cleaning agents to clean the sensor.

Maintaining ventilation

The capture board requires proper ventilation. Dust buildup in the ventilation holes compromises cooling and leads to product failure.

- Clean accessible ventilation holes monthly with a dry cloth.

- Use a vacuum cleaner with a narrow hose end fitting to clear the back ventilation holes regularly. You might have to remove the capture board from the wall. For more information on removing the capture board, see *Removing the capture board* on page 35.

> ### ⚠ CAUTION
>
> Avoid setting up or using the capture board in an area with excessive levels of dust, humidity or smoke.

Preventing condensation

The capture board screen contains layers of glass that can collect condensation, especially in the following conditions:

- Temperature extremes with high humidity

- Rapid changes in humidity, which can occur when you operate the product near water (such as a pool, kettle or air conditioner ventilator)

- Direct exposure to sunlight

To evaporate condensation from the capture board

1. Remove the humidity source from the capture board, if possible.

2. Turn off the capture board.

3. Remove any moisture from the capture board with a smooth, dry cloth.

4. Leave the capture board turned off for 48 hours.

Maintaining pens

To prevent damage to the capture board's anti-glare coating, replace a pen if its nib becomes worn. You can purchase replacement pens from the Store for SMART Parts (see smarttech.com/Support/PartsStore).

Removing and transporting the capture board

On occasion, you might need to remove the capture board from its current location and transport it to another location.

Removing the capture board

To remove the capture board safely, use two or more professional installers.

> ⚠️ **WARNING**
>
> - Do not attempt to move the capture board by yourself. The capture board is very heavy.
>
> - Do not move the capture board by connecting a rope or wire to the handles on the back. The capture board can fall and cause injury and product damage.

> 👉 **IMPORTANT**
>
> Follow the instructions included with the floor stand or mounting hardware.

To remove the capture board

1. Press the **Standby** button 🌙 on the front control panel twice.

2. Turn off the capture board by flicking the power switch beside the AC power inlet.

3. Remove all accessible cables and connectors.

4. Remove the AM30.

5. Lift the capture board from its mounting location.

    > ⚠️ **WARNING**
    >
    > Do not place the capture board on a sloping or unstable cart, stand or table, because the capture board could fall, resulting in injury and severe product damage.

    > ⚠️ **CAUTION**
    >
    > Do not leave the capture board face up, face down or upside down for an extended period, because it could cause permanent damage to the screen.

6. Remove the mounting brackets.

Transporting the capture board

Save your original packaging so that you can repack the capture board with as much of the original packaging as possible. This packaging was designed to provide the best possible protection against shock and vibration. If the original packaging isn't available, you can purchase the same packaging directly from your authorized SMART reseller (smarttech.com/where).

> ⚠️ **CAUTION**
>
> Transport the capture board only in original or replaced packaging. Transporting the capture board without correct packaging can lead to product damage and voids the warranty.

Troubleshooting the capture board

This chapter helps you solve simple issues that can occur with the capture board. If issues persist or aren't covered in this chapter, contact SMART Support (smartkapp.com/support).

What the indicator light means

The Standby button 🌙 on the front control panel also functions as an indicator light. You can use the indicator light to resolve common issues with the capture board.

> **NOTE**
>
> In addition to the indicator light on the bottom frame, there are indicator icons on the screen (see *What the indicator icons mean* on the next page).

Off	What it means:
	The capture board isn't receiving power.
	What to do:
	• Confirm the capture board's power cable is connected to the power outlet.
	• Flick the power switch to the ON (l) position.
Solid white	What it means:
	The capture board is receiving power and is working properly.

Solid amber	What it means:
	The capture board is in DPMS (power management) mode.
	What to do:
	Press the **Standby** button 🌙 to exit DPMS mode.
Slowly flashing amber	What it means:
	The capture board is in Standby mode.
	What to do:
	Press the **Standby** button 🌙 to exit Standby mode.

What the indicator icons mean

SMART kapp iQ capture boards include three indicator icons in the bottom left corner of the screen. You can refer to the indicator icons to see the capture board's status and to diagnose common issues.

> **NOTE**
>
> In addition to the indicator icons on the screen, there is an indicator light on the bottom frame (see *What the indicator light means* on the previous page).

⭘ **Status**

Solid green	What it means:
	The capture board is working properly.
Solid red	What it means:
	The capture board isn't working properly.
	What to do:
	Contact SMART Support for assistance.

✳ Bluetooth

Solid gray	What it means:
	• The capture board isn't connected to a mobile device.
	• The capture board was previously connected to a mobile device but the SMART kapp app on the mobile device isn't running or the device has moved out of the capture board's Bluetooth communication range.
	What to do:
	If you previously connected the mobile device, ensure the SMART kapp app is running and the device is within the capture board's Bluetooth communication range.
Flashing black	What it means:
	The capture board is connecting to a mobile device.
Solid black	What it means:
	The capture board is connected to a mobile device.
Flashing red	What it means:
	The capture board is disconnecting from the mobile device.
Solid red	What it means:
	The capture board has disconnected from the mobile device.

⬜ Capture

Solid gray	What it means:
	The capture board isn't connected to a mobile device.
Flashing black	What it means:
	The capture board is saving a snapshot of your notes to the connected mobile device.
Black	What it means:
	The capture board is connected to a mobile device.

Troubleshooting

The following are issues that you might encounter while using the SMART kapp app.

Your mobile device doesn't connect to the capture board.	Make sure no other mobile devices are connected to the capture board. (The capture board can connect to only one mobile device at a time.)

Your mobile device doesn't connect when you use the QR code.	• Make sure your device's rear-facing camera is working and Bluetooth is enabled. • Ensure the portion of the capture board screen that displays the QR code is clean and fully visible. • Position your mobile device so that your capture board's QR code appears in the center of the SMART kapp app screen.
When you write on the capture board, your writing doesn't appear in the SMART kapp app, or extra lines or other visual noise appear in the SMART kapp app.	• Ensure the capture board's cameras and frame are clean. • Check for and remove any objects in the frame. • Ensure your hands, arms or loose clothing aren't touching the capture board as you write. • Write on the capture board using only the included pens. • Keep your capture board away from bright light sources, such as direct sunlight and incandescent lighting.
The SMART kapp app displays the "Object blocking frame" message	• The SMART kapp app displays this message when dirt on the capture board's frame obscures the sensors. To fix this, clean the capture board's cameras and frame.

Using the on-screen display menu

You can access the on-screen display menu using the menu control panel located on the side of the capture board.
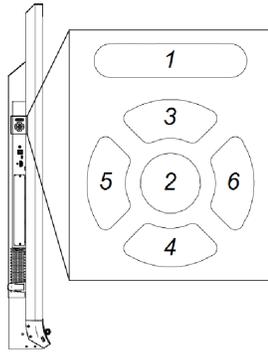
No.	Name
1	MENU
2	SET
3	[Up]
4	[Down]
5	[Left]
6	[Right]

Changing settings in the on-screen display menu

To change settings in the on-screen display menu

1. Press the **MENU** button on the menu control panel.

   The on-screen display menu appears.

2. Press the up and down arrows to highlight a menu, and then press **SET**.

3. Press the up and down arrows to highlight a menu option.

4. Press the left and right arrows to change the menu option's setting.

   OR

   Press the right arrow to open the menu option's submenu. (Repeat steps 3 and 4 to change settings in the submenu.)

5. Press **MENU** until the on-screen menu closes.

On-screen display menu options

Option	Values	Function	Notes (if any)
Picture			
▸ Picture Mode	Standard User Dynamic	Sets the picture mode	Select **User** to customize brightness, contrast, sharpness and other *Picture* options. Select one of the other values to set brightness, contrast, sharpness and other *Picture* options to default values.
• Brightness	0–100	Sets the overall brightness of the image and background	You can modify this option only if you select **User** in *Picture Mode*.
• Contrast	0–100	Sets the difference in brightness between the lightest and darkest parts of the image.	You can modify this option only if you select **User** in *Picture Mode*.
• Black Level	0–100	Sets the level of brightness in the darkest parts of the image	You can modify this option only if you select **User** in *Picture Mode*.
• Color	0–100	Sets the image color depth	You can modify this option only if you select **User** in *Picture Mode*.
• Sharpness	0–100	Sets the image sharpness	You can modify this option only if you select **User** in *Picture Mode*.
▸ Color temperature	Normal Warm User Cool	Sets the color temperature	Select **User** to customize the amount of red, green and blue in the image. Select one of the other values to set the amount of red, green and blue in the image to default values.
• Red	0–100	Sets the amount of red in the image	You can modify this option only if you select **User** in *Color Temperature*.
• Green	0–100	Sets the amount of green in the image	You can modify this option only if you select **User** in *Color Temperature*.
• Blue	0–100	Sets the amount of blue in the image	You can modify this option only if you select **User** in *Color Temperature*.

Option	Values	Function	Notes (if any)
• Movie Mode	Off Low Middle High	Sets the brightness, contrast, black level, color and sharpness for movie watching	
• Picture Reset	[N/A]	Resets all options in the *Picture* menu to their default values	
Sound			
▶ Sound Mode			
• Treble	L50–R50	Sets the high frequency sound	
• Bass	L50–R50	Sets the low frequency sound	
▶ EQ			
• 120 Hz	0–100	Sets the sound equalization at 120 Hz	
• 500 Hz	0–100	Sets the sound equalization at 500 Hz	
• 1.2 kHz	0–100	Sets the sound equalization at 1.2 kHz	
• 7.5 kHz	0–100	Sets the sound equalization at 7.5 kHz	
• 12 kHz	0–100	Sets the sound equalization at 12 kHz	
• Balance	L50–R50	Balances the left and right volume	
• Audio Input	[Depends on the current video input]	Sets the audio input source	If HDMI is the current video input, the available values are HDMI and USB. If OPS/HDMI2 is the current video input, the available values are OPS Digital and USB.
• Sound Reset	[N/A]	Resets all options in the *Sound* menu to their default values	
OSD			
• Language	[Languages]	Sets the on-screen display menu's language	
• OSD Turn Off	Off 5 seconds 10 seconds 15 seconds	Sets the time of inactivity before the on-screen display menu turns off	
• OSD Reset	[N/A]	Resets all options in the *OSD* menu to their default values	

Option	Values	Function	Notes (if any)
Setup			
• Power Save	On Off	Enables or disables Power Save mode	When Power Save mode is enabled and there is no video input, the capture board displays *No Signal* for 25 seconds before turning off.
• Monitor ID	1–100	Specifies a unique ID for the capture board	
• FBC Control	On Off	Enables or disables the front control panel	
▸ Proximity	On Off	Enables or disables presence detection	
• Re-enable Time	1Min.–10Min.	Sets how long the capture board waits before detecting motion again	
• Auto Power Off	15Min.–240Min.	Sets how long the capture board waits before turning off	
• Video input detect	On Off	Enables or disables video input detection.	With video input detection, the capture board displays the default video input (OPS/HDMI2) when there are no computers or other devices connected.
• Lync® Room Reset	[N/A]	Resets options in all menus to their default values (for a SMART Room System™ for Microsoft® Lync)	
• Setup Reset	[N/A]	Restores the setup settings to their default value	
• Factory Reset	[N/A]	Resets options in all menus to their default values	
About			
• Model Number	[N/A]	Displays the capture board's model number	
• Serial Number	[N/A]	Displays the capture board's serial number	
• Scalar firmware version	[N/A]	Displays the capture board's scalar firmware version	
• Touch firmware version	[N/A]	Displays the capture board's touch firmware version	
• OPS Information	[N/A]	Displays whether the AM30 is installed	

Hardware environmental compliance

SMART Technologies supports global efforts to ensure that electronic equipment is manufactured, sold and disposed of in a safe and environmentally friendly manner.

Waste Electrical and Electronic Equipment (WEEE)

Electrical and electronic equipment contain substances that can be harmful to the environment and to human health. The crossed-out wheeled bin symbol indicates that products should be disposed of in the appropriate recycling stream and not as regular waste.

More information

See smarttech.com/compliance for more information.

Index

A

air conditioning, 11, 34
AM30, 6
Android mobile devices, 14, 19
angle (mounting), 10
app, *See* SMART kapp app
Apple mobile devices, 14, 19
aspect ratio, 3
audio
    configuring, 43
    controlling volume, 4
    muting, 4

B

balance, audio, 43
bass, 43
batteries, 45
black level, 42
black pen, 5, 17
Bluetooth indicator icon, 39
brightness, 42

C

cameras
    about, 4
    cleaning, 32
Capture indicator icon, 39
chemicals, 33
cleaning
    camera windows, 32
    presence detection sensor, 33
    reflective tape, 32
    screen, 32

computers, viewing notes on, 19
condensation, 34
connector panel, 6
contrast, 42
control panels
    front, *See* front control panel
    menu, *See* menu control panel

D

DPMS mode, 38
dry-erase markers, 32
dust, 11, 32, 34

E

erasers
    about, 5
    using, 17
exports, 22

F

factory reset, 44
front control panel, 4

G

gestures
    erasing, 17
    panning, 18
    zooming, 18
glass cleaner, 32

H

hardware installation, 9, 32

SMART TECHNOLOGIES