SMART Board®
7000 | 7000 Pro
series interactive displays

Installation and maintenance guide

SBID-7275-V2 | SBID-7286-V2 | SBID-7275P-V2 | SBID-7286P-V2
SBID-7075-V2 | SBID-7086-V2 | SBID-7075P-V2 | SBID-7086P-V2
SBID-7375 | SBID-7386 | SBID-7275 | SBID-7286 | SBID-7075 | SBID-7086
SBID-7375P | SBID-7386P | SBID-7275P | SBID-7286P | SBID-7075P | SBID-7086P
ID7075-2 | ID7086-2 | ID7075-1 | ID7086-1

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This guide and other resources for SMART Board 7000 and 7000 Pro series interactive displays are available in the Support section of the SMART website (smarttech.com/support). Scan this QR code to view these resources on your mobile device.

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www.smarttech.com/patents

February 28, 2023

Important information

Warning

- Failure to follow the installation instructions included with the display could result in injury and product damage which may not be covered by the warranty.
- Do not open or disassemble the display. 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 display. Rather, mount the product at the appropriate height.
- To reduce the risk of fire or electric shock, do not expose the display to rain or moisture.
- If the display 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 display 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 display's polarized plug.
- Use the power cable provided with the display. If a power cable is not supplied, 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 display by connecting rope or wire to its handles. The display is heavy, and failure of the rope, wire or handle could lead to injury.
- Use only VESA-approved mounts.

- Disconnect all of the display'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 display
  - Objects fall into the display
  - The display is dropped
  - Structural damage, such as cracking, occurs
  - The display behaves unexpectedly when you follow operating instructions

⚠ Caution

- Turn off the display before cleaning its screen. Otherwise, you may scramble the desktop icons or inadvertently activate applications when you wipe the screen.
- Avoid setting up and using the display in an area with excessive levels of dust, humidity, and smoke.
- Make sure an electrical socket is near the display and remains easily accessible during use.
- The display 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."

  Contact qualified personnel if you're uncertain of the type of power system available where you're installing the display.
- The accessory 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.
- You must connect the USB cable that came with the display 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 IEC 60950-1 and/or IEC 62368-1. The source computer must be CE marked and carry safety certification marks for Canada and USA. This is for operating safety and to avoid damage to the display.
- Wait five minutes before removing the AM50 appliance from the display to allow the appliance to cool.

Important

- The following are the normal operating power requirements for SBID-7000-V2 models:

Model	Power requirements
SBID-7075-V2	100V to 240V AC, 50 Hz to 60 Hz, 140 W
SBID-7086-V2	100V to 240V AC, 50 Hz to 60 Hz, 160 W
SBID-7275-V2	100V to 240V AC, 50 Hz to 60 Hz, 140 W
SBID-7286-V2	100V to 240V AC, 50 Hz to 60 Hz, 160 W
SBID-7075P-V2	100V to 240V AC, 50 Hz to 60 Hz, 140 W
SBID-7086P-V2	100V to 240V AC, 50 Hz to 60 Hz, 160 W
SBID-7275P-V2	100V to 240V AC, 50 Hz to 60 Hz, 140 W
SBID-7286P-V2	100V to 240V AC, 50 Hz to 60 Hz, 160 W

- The following are the normal operating power requirements for SBID-7000 models:

Model	Power requirements
SBID-7075	100V to 240V AC, 50 Hz to 60 Hz, 135 W
SBID-7086	100V to 240V AC, 50 Hz to 60 Hz, 159 W
SBID-7275	100V to 240V AC, 50 Hz to 60 Hz, 141 W
SBID-7286	100V to 240V AC, 50 Hz to 60 Hz, 165 W
SBID-7375	100V to 240V AC, 50 Hz to 60 Hz, 150 W
SBID-7386	100V to 240V AC, 50 Hz to 60 Hz, 174 W
SBID-7075P	100V to 240V AC, 50 Hz to 60 Hz, 135 W
SBID-7086P	100V to 240V AC, 50 Hz to 60 Hz, 159 W
SBID-7275P	100V to 240V AC, 50 Hz to 60 Hz, 141 W
SBID-7286P	100V to 240V AC, 50 Hz to 60 Hz, 165 W
SBID-7375P	100V to 240V AC, 50 Hz to 60 Hz, 150 W
SBID-7386P	100V to 240V AC, 50 Hz to 60 Hz, 174 W

- For additional requirements and other information, refer to the display's specifications (see *More information* on page 19).

Contents

Important information 3

Chapter 1 Welcome 9

About this guide 9
Identifying your specific model 10
Features 12
Components 13
Accessories 18
More information 19

Chapter 2 Installing the display 20

Moving the display to the installation site 20
Installing the display on a wall 22
Installing the display on a stand 29

Chapter 3 Connecting power and devices 30

Connecting power 31
Connecting to a network 31
Connecting the Intel Compute Card or SMART OPS PC module 32
Connecting cables for room computers, guest laptops and other input sources 33
Connecting an external display 36
Connecting an external audio system 36
Connecting room control systems 38
SBID-7000-V2 connectors reference 38
SBID-7000 connectors reference 40
Appliance reference 41
Other connectors 44

Chapter 4 Turning on the display for the first time 45

Chapter 5 Maintaining the display 47

Checking the display installation 47
Cleaning the screen 47
Maintaining ventilation 48
Preventing condensation 48
Replacing the pens and eraser 49
Turning the display off and back on 49
Resetting the display 49
Removing and transporting the display 50

Updating system software 51

Chapter 6 Troubleshooting 52

Resolving issues with power 53
Resolving issues with the occupancy sensors 53
Resolving issues with video 54
Resolving issues with image quality 54
Resolving issues with audio 56
Resolving issues with touch and digital ink 57
Resolving issues with the iQ experience 57
Resolving issues with the Intel Compute Card 58
Resolving issues with the SMART OPS PC module 58
Resolving issues with software 58
Referring to the SMART knowledge base for additional troubleshooting information 58
Contacting your reseller for additional support 58

Appendix A Adjusting settings 60

Network settings 60
Personalization 61
Application settings 62
System settings 64

Appendix B Remotely managing the display 74

Connecting multiple displays 75
Configuring the computer's serial interface settings 77
Power states 78
Commands and responses 79
Power state commands 81
Input commands 81
Brightness commands 82
Freeze commands 83
Screen shade commands 83
Volume commands 83
Mute commands 83
Firmware version commands 84
Serial number commands 84
Part number commands 84
Resolving issues with remote management 85

Certification and compliance 86

Chapter 1 **Welcome**

About this guide 9
Identifying your specific model 10
Identifying your SMART Board 7000 or 7000 Pro series interactive display model 10
Identifying your appliance model 12
Features 12
Components 13
Screen 14
IR and occupancy sensors 15
Home button 16
Pens and eraser 16
Convenience panel 16
Accessory slot 16
Internal speakers 17
Accessories 18
SBA-100 projection audio system 18
SMART Audio 400 classroom amplification system 18
Stands 18
USB extenders 19
Embedded Windows 10 experience hardware 19
More information 19

This chapter introduces the SMART Board® 7000 and 7000 Pro series interactive displays.

About this guide

This guide explains how to install and maintain a SMART Board 7000 or 7000 Pro series interactive display. It includes the following information:

- How to install the display
- How to connect power and devices
- How to turn on the display for the first time and configure the iQ experience
- How to maintain the display for years of use
- How to troubleshoot issues with the display

In addition, this guide includes information on the display's settings and remote management support.

This guide is intended for those who install and maintain displays in their organizations. Other documentation and resources are available for those who use displays (see *More information* on page 19).

Identifying your specific model

SMART offers several different models of the SMART Board 7000 and 7000 Pro series interactive display and appliance.

Identifying your SMART Board 7000 or 7000 Pro series interactive display model

The following models of SMART Board 7000 and 7000 Pro series interactive display are available:

Model	Location of convenience and connector panels	Frame style	Screen size	iQ	Embedded Windows 10 experience
SBID-7000-V2 models					
SBID-7075-V2	Left side	White	75"	No	No
SBID-7086-V2	Left side	White	86"	No	No
SBID-7275-V2	Left side	White	75"	Yes	No
SBID-7286-V2	Left side	White	86"	Yes	No
SBID-7075P-V2	Left side	Black	75"	No	No
SBID-7086P-V2	Left side	Black	86"	No	No
SBID-7275P-V2	Left side	Black White	75"	Yes	No
SBID-7286P-V2	Left side	Black White	86"	Yes	No
SBID-7000 models (discontinued)					
SBID-7075	Right side	White	75"	No	No
SBID-7086	Right side	White	86"	No	No
SBID-7275	Right side	White	75"	Yes	No
SBID-7286	Right side	White	86"	Yes	No
SBID-7375	Right side	White	75"	Yes	Yes
SBID-7386	Right side	White	86"	Yes	Yes
SBID-7075P	Right side	Black White	75"	No	No

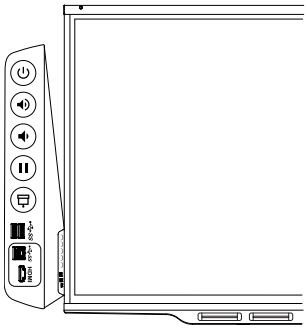
Model	Location of convenience and connector panels	Frame style	Screen size	iQ	Embedded Windows 10 experience
SBID-7086P	Right side	Black White	86"	No	No
SBID-7275P	Right side	Black White	75"	Yes	No
SBID-7286P	Right side	Black White	86"	Yes	No
SBID-7375P	Right side	Black White	75"	Yes	Yes
SBID-7386P	Right side	Black White	86"	Yes	Yes

Refer to the specifications for detailed technical information for these models, including product dimensions and weights (see *More information* on page 19).

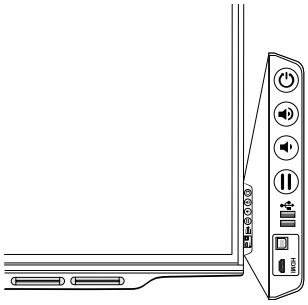
Notes

- Functional differences between SBID-7000-V2 models and SBID-7000 models are highlighted throughout this guide.
- The easiest way to differentiate SBID-7000-V2 and SBID-7000 models is the location of the convenience and connector panels. On SBID-7000-V2 models, the panels are on the left side of the display. On SBID-7000 models, they are on the right.

SBID-7000-V2



SBID-7000



Identifying your appliance model

AM40 and AM50 appliances are installed in the accessory slots of some interactive display models.

Use the Find my OPS module wizard to identify the specific model of appliance installed in your display.

Features

The SMART Board 7000 or 7000 Pro series interactive display is the hub of your classroom or meeting room. PC-free embedded computing provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser. There's no need for wires, cables or manual software and firmware updates.

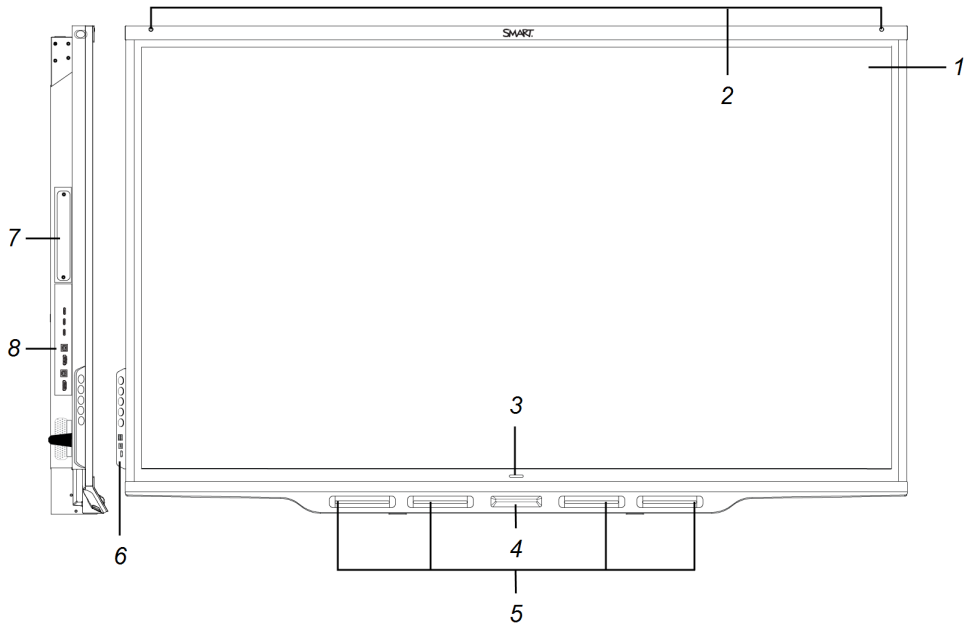
The display includes the following features:

Feature	Description
iQ experience	The iQ experience provides one-touch access to collaborative tools, including a whiteboard, wireless screen sharing and a web browser. The iQ experience is embedded in some models and is available with the installation of an AM40 or AM50 appliance for other models.
Embedded Windows 10 experience	The optional AM50 appliance with an Intel® Compute Card or SMART OPS PC module provides a fully functional Windows 10 solution at your fingertips, without the need for an external PC or cabling.

Feature	Description
Touch support	Users can do everything on the display that they can do at their computers—open and close applications, meet with others, create new documents or edit existing ones, visit websites, play and manipulate videos, and so on—by touching the display's surface.
Writing and drawing support	Users can write over applications in digital ink using one of the supplied pens, and then erase the digital ink using their palms, the eraser or the erasers on the pens.
Audio support	The display includes integrated speakers for presenting audio from connected input sources.

Components

The display consists of the following components:



No.	Name	More information
Pictured		
1	Screen	Page 14
2	IR and occupancy sensors	Page 15
3	Home button	Page 16
4	Eraser	Page 16
5	Pen (×4)	Page 16

No.	Name	More information
6	Convenience panel	Page 16
7	Accessory slot	Page 16
8	Side connector panel	Page 38
Not pictured		
9	Bottom connector panel	Page 38
10	AC power inlet, outlet and switch	Page 45
11	RS-232 connectors	Page 28 Page 74
12	Speakers	Page 17

Screen

The following are the dimensions of the screen:

Model	Diagonal	Width	Height
SBID-7000-V2 models			
SBID-7075-V2	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086-V2	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275-V2	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286-V2	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7075P-V2	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086P-V2	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275P-V2	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286P-V2	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7000 models			
SBID-7075	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7086	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7275	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7286	86"	74 7/8" (190.3 cm)	42" (107 cm)
SBID-7375	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7386	86"	74 7/8" (190.3 cm)	42" (107 cm)
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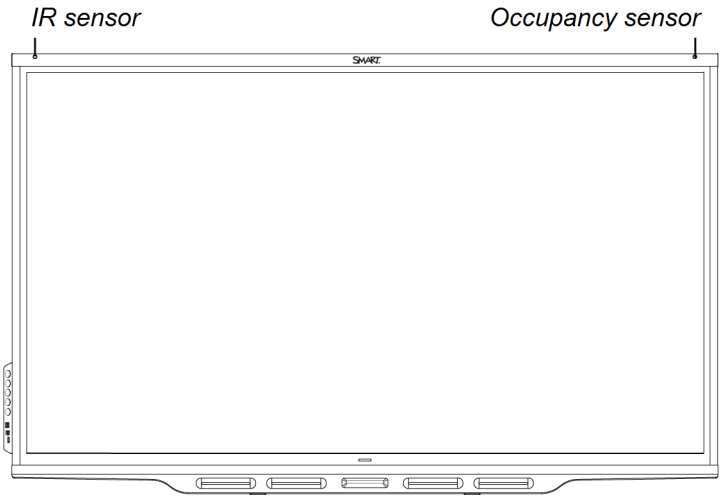
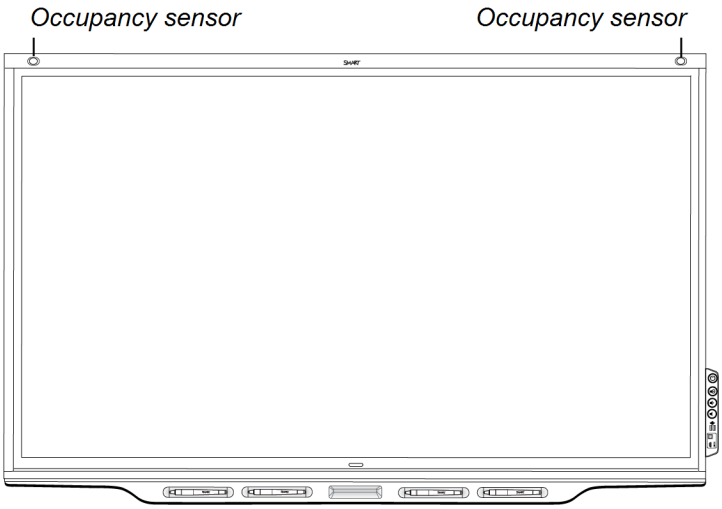
SBID-7375P	75"	65" (165.2 cm)	38 5/8" (93 cm)
SBID-7386P	86"	74 7/8" (190.3 cm)	42" (107 cm)

IR and occupancy sensors

SBID-7000-V2 models have an IR sensor (for an optional remote control) in the top-left corner of the frame and an occupancy sensor in the top-right corner.



SBID-7000 models have occupancy sensors in the top-left and top-right corners of the frame.



The occupancy sensors can detect people up to 16' (5 m) away when the display is in Standby mode.

When the occupancy sensors detect people in the room, the display either turns on or is ready to turn on, depending on how it's configured.

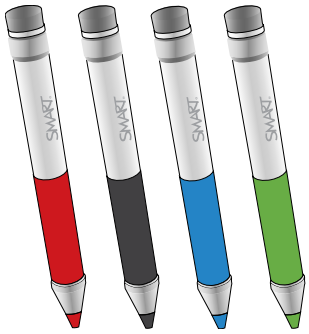
If the room is empty for a specified period, the display returns to Standby mode.

Home button

Tap the Home button to open the Home screen on models with the iQ experience. From the Home screen, you can open the iQ experience apps as well as the settings.

Pens and eraser

The display comes with black, red, blue and green pens. Each pen has an attached eraser and an indicator light.



In addition to the pens, the display includes an eraser, which you can use when you want to erase a large area on the screen.

Convenience panel

The convenience panel contains buttons for turning the display on and off, controlling the volume, freezing and unfreezing the screen, and showing and hiding a screen shade. It also includes connectors for USB peripherals and a computer or other input source.

Accessory slot

The optional AM50 appliance with an Intel® Compute Card or SMART OPS PC module provide a fully functional Windows 10 solution at your fingertips, without the need for an external PC or cabling.

> ⚠ **Caution**
>
> The accessory 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.

> **Tip**
>
> Use the Find my OPS module wizard on the SMART support site to identify your appliance model.

Internal speakers

The display includes two 10 W integrated speakers. You can also connect an external audio system (see *Connecting an external audio system* on page 36).

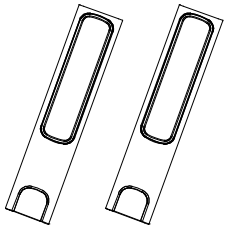
Accessories

Accessories for the display include:

- SBA-100 projection audio system
- SMART Audio 400 classroom amplification system
- Stands
- USB extenders
- Embedded Windows 10 experience hardware

SBA-100 projection audio system

For education models only

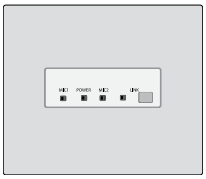


Available for education models, the SBA-100 projection audio system consists of two 14 W speakers and is intended for wall-mounted displays. You can control volume using the display's convenience panel or the digital volume controls in a connected computer's operating system.

For more information, see the *SBA-100 projection audio system specifications* (smarttech.com/kb/171146).

SMART Audio 400 classroom amplification system

For education models only



Available for education models, the SMART Audio 400 classroom amplification system provides high-quality audio amplification. The system comes with a teacher microphone and optional student microphone. Multiple speaker options are available, including wall- and ceiling-mounted speakers. The amplifier receives audio signals from the microphones and translates them into crystal-clear sound through the speakers.

For more information, see the *SMART Audio 400 classroom amplification system specifications* (smarttech.com/kb/171137).

Stands

If you want to move the display from place to place, you can install it on a SMART mobile stand. Alternatively, if you are installing the display on a wall that cannot support the display's full weight, you can install the display on a SMART floor stand.

For more information about SMART mobile and floor stands, see smarttech.com/accessories.

USB extenders

As noted in *Connecting cables for room computers, guest laptops and other input sources* on page 33, the USB connection between the display and computer should be no longer than 16' (5 m). If you need to connect a computer that is more than 16' (5 m) from the display, use one of the following USB extenders:

Extender	Specifications
USB-XT	smarttech.com/kb/119318
CAT5-XT-1100	smarttech.com/kb/170202

Embedded Windows 10 experience hardware

The optional AM50 appliance with an Intel® Compute Card (smarttech.com/kb/171164) or SMART OPS PC module (smarttech.com/kb/171429) provide a fully functional Windows 10 solution at your fingertips, without the need for an external PC or cabling.

More information

In addition to this guide, SMART provides other documents for the display in the Support section of the SMART website (smarttech.com/support). Scan the QR code on the cover of this guide to view links to SMART Board 7000 and 7000 Pro series interactive display documents and other support resources.

Chapter 2 **Installing the display**

Moving the display to the installation site 20
- Using transportation aides 21
- Accommodating doorways, hallways, and elevators 21
- Dealing with cracked, chipped, or shattered glass 22
- Saving the original packaging 22

Installing the display on a wall 22
- Choosing a location 23
- Choosing a height 25
- Assessing the wall 25
- Selecting mounting hardware 25
- Selecting a wall mount 25
- Mounting the display 26
- Mounting multiple displays 28

Installing the display on a stand 29
- Using SMART mobile stands 29
- Using a third-party stand 29

SMART recommends that only trained installers install the display.

This chapter is for installers. Installers should read this information along with the installation instructions included with the display before they begin the installation.

> **Warning**
>
> Improper installation of the display can result in injury and product damage.

Moving the display to the installation site

After your organization receives the display, you need to move it to the place where you plan to install it.

On occasion, you might also need to move the display to another location after initially installing it.

Important

- Move the display at your own risk. SMART cannot accept liability for damages or injury that occur during the display's transportation.
- When moving the display:
  - Follow local safety regulations and standards.
  - Pack the display in its original packaging, including the pallet.
  - Move the display so that its top frame faces up.
  - Have at least two people move the display.

Tip

Display packaging may be labeled to indicate which side is the front. Look for "FRONT" on the packaging to help orient the box during transportation.

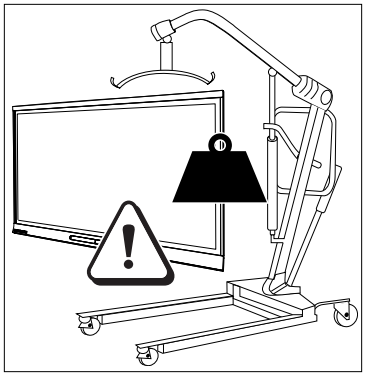
Using transportation aides

You can use the following aides to move the display:

- Cart
- Furniture dolly
- Mechanical lift

Note

Larger, heavier models feature eyebolt mounting holes for use with a mechanical lift. Refer to these models' installation instructions for information about using a mechanical lift.



Accommodating doorways, hallways, and elevators

In some situations, you might need to remove the display from its packaging to move it through narrow doorways or hallways or onto an elevator. In these situations, keep the foam pieces on the bottom corners of the display. These foam pieces protect the display if you need to set it down during transportation.

You might also need to rotate the display so that its top frame faces to the side. You can do this during transportation, but when you install the display, it must be in landscape orientation (with the top frame facing up).

Dealing with cracked, chipped, or shattered glass

The display contains safety-tempered glass. Although this glass is heat-strengthened to help withstand impacts, the glass can crack, chip or shatter if struck with enough force. (Safety glass is designed to break into small pieces rather than sharp shards if it is broken.) Temperature changes can cause a minor crack or chip to become worse, possibly causing the glass to shatter. See the knowledge base article, Shattered glass on an interactive display, for information about conditions that can cause the display's glass to shatter even when it's not in use.

If the display's glass is cracked or chipped, have it professionally inspected and repaired at a SMART authorized repair center. If the display's glass shatters, carefully clean up the area and have the display repaired or replaced.

Warning

For safety and to prevent further damage, do not continue to install or use the display if its glass is cracked, chipped or shattered.

Saving the original packaging

Save the original packaging and repack the display with as much of it as possible if you ever need to move the display after installation. This packaging was designed to provide the best possible protection against shock and vibration.

Note

If the original packaging isn't available, you can purchase the same packaging directly from your authorized SMART reseller (smarttech.com/where).

Caution

Move the display only in the original packaging or replacement packaging purchased from your authorized SMART reseller. Moving the display without correct packaging can lead to product damage and voids the warranty.

Installing the display on a wall

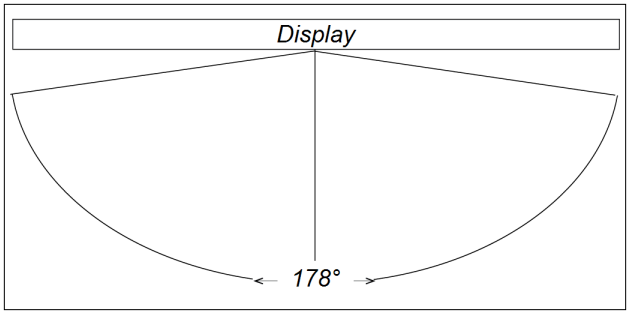
Typically, you install the display on a wall in a classroom or meeting space.

Choosing a location

A display is typically installed at the room's focal point, such as at the front of a classroom or meeting space.

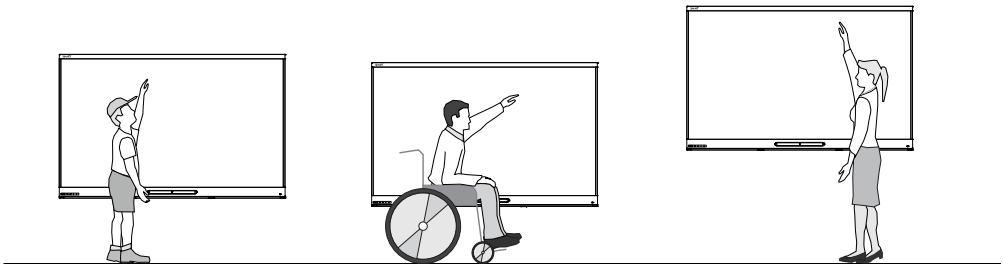
Selecting an appropriate location for the display is crucial for ensuring the best possible experience with the product. Consider the following factors as you choose a location:

Factor	Considerations
Room setup	• The location allows users, including those in wheelchairs, access to the display. Refer to local regulations regarding accessibility. • The location allows for multiple users to access the display at the same time. • The location accommodates room traffic patterns, and there are no tripping hazards. • The display is not installed where it could be hit by a door or gate. • There are no nearby heat sources directed at the display, such as a radiator or heat vent. • There are no nearby shelving units, desks, or other furniture that has doors or drawers that could hit the display. • Furniture, wall décor, and other room features, such as light switches and thermostats, do not block the display and are not blocked by it. (You might be able to move some of these room features to accommodate the display.)
Power and other connections	• The location is close to: ◦ A power outlet ◦ A network outlet (if you plan to use a wired network connection) ◦ A room computer (if you plan to connect a room computer) ◦ External audio systems and other devices that you want to connect to the display **Notes** ◦ If the location is not near a power outlet, consult an electrician for the power setup you need. ◦ Determine if you'll need additional equipment, such as power bars, additional cables, or cable extenders. • The location is not where the mains power supply enters the building.

Factor	Considerations
Visibility	The display's screen is clearly visible to all users in the room. SMART recommends users sit within a 178° viewing area:  **Note** The viewing area depends on the display's resolution and a variety of other factors. For more information, see the knowledge base article, Recommended viewing distances and viewing angles for SMART Board interactive displays.
Lighting	The location is not near bright light sources, such as windows or strong overhead lighting. Light sources can cause glare on the display's screen, reducing its visibility. **Tip** To reduce light interference, install blinds or shades on windows or skylights and install switches to dim or turn off any lights shining directly on the display's screen. Keep in mind that sunlight can come through windows at different angles at different times of the year.
Acoustics	The room has good acoustics (see Configuring your SMART Board 7000 or 7000 Pro for the best audio performance).
Environment and ventilation	• The location meets the environmental requirements in the display's specifications (see *More information* on page 19). • The display isn't subjected to strong vibrations or dust. • Ventilation systems don't blow air directly on the display. • There is adequate ventilation or air conditioning around the display so that heat can flow away from it and the mounting equipment. SMART recommends at least 2" (5 cm) of space on all sides of the display for proper airflow. • If you plan to install the display in a recessed area, there is at least 4" (10 cm) of space between the display 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 display.



SMART recommends that you mount the display so that its top is 6' 5" (1.9 m) from the floor.

> **Note**
>
> If participants will be sitting at a steep angle (such as in a lecture hall), you may have to adjust the installation height or angle.

Assessing the wall

Be sure the wall you're installing the display on can support the weight of the display and mounting equipment. If it can't, consider using a SMART wall stand to transfer some of the weight from the wall to the floor (see smarttech.com/accessories).

> **Note**
>
> Refer to the display's specifications for its weight (see *More information* on page 19).

In some situations, you may need to request an engineering analysis to determine if the wall can support the display.

Selecting mounting hardware

The mounting hardware required for installation varies according to the type of wall onto which the display is being mounted.

If you're using the SMART wall mount (WM-SBID-200), see the wall mount's illustrated installation instructions for information about the required mounting hardware (smarttech.com/kb/171373).

Selecting a wall mount

It is always best to mount the display on a wall. If the wall can't support the display's weight, you can use additional hardware to transfer some of the weight to the floor.

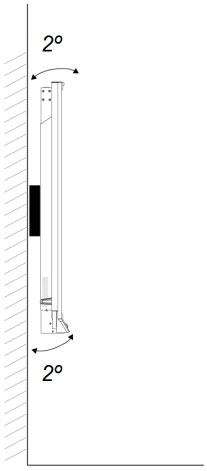
Contact your authorized SMART reseller (smarttech.com/where) for information on SMART's mounting options.

If you choose a third-party option rather than one of SMART's mounting options, be sure the wall mount can accommodate the display's dimensions and support the display's weight as well as the weight of any attached accessories.

Mounting the display

Mount the display following the included installation instructions. In addition, consider the following:

- Mount the display vertically (90° relative to the floor plus or minus 2° for tolerance) and in landscape orientation. SMART doesn't support mounting the display at other angles or in portrait orientation.



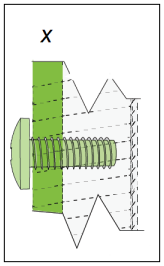
- Use a standard VESA mounting plate.

- Use M8 bolts (not included) to fasten the wall bracket.

Bolt length

12 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 bolts.

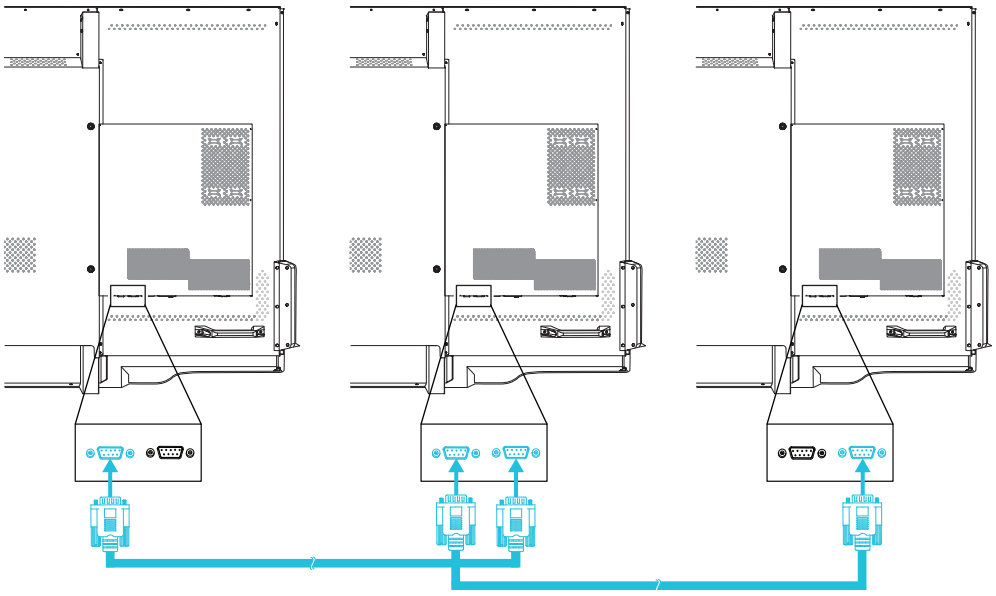
> **Note**
>
> SMART recommends M8 × 30 mm mounting bolts for standard installations where the total wall mount bracket and washer thickness is less than 7 mm.

- Because the receptacles might not be easily accessible after you mount the display, consider connecting cables for power, room computer and other devices while the display is still in its packaging (see *Chapter 3 Connecting power and devices* on page 30).

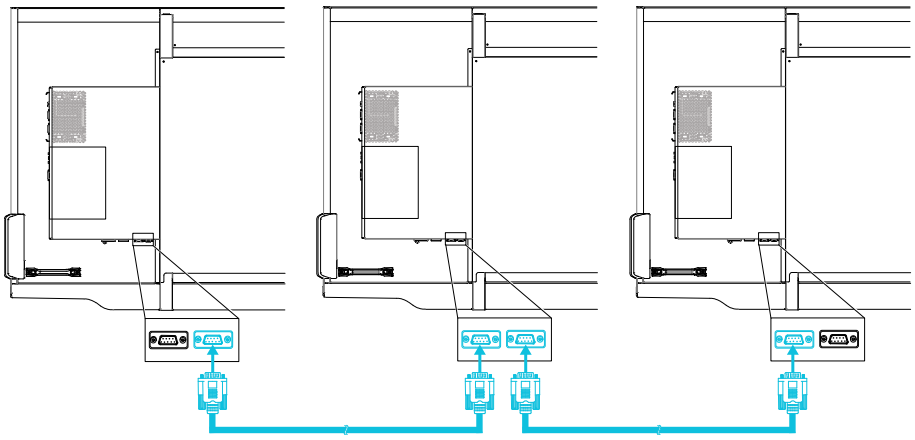
Mounting multiple displays

If you mount multiple displays side by side, you can connect them with RS-232 cables to turn on, turn off and otherwise operate all of the displays from the first display's convenience panel:

- When connecting SBID-7000-V2 models, the leftmost display (when viewed from the front) is the first display.



- When connecting SBID-7000 models, the rightmost display (when viewed from the front) is the first display.



Important

Use only standard RS-232 cables. Do not use null modem cables. Null modem cables typically have ends of the same type.

Note

For more information on using RS-232 cables for remote management, see *Appendix B Remotely managing the display* on page 74.

Installing the display on a stand

If you want to move the display from place to place or if it's not possible to install the display on a wall, you can install it on a stand.

Using SMART mobile stands

SMART mobile stands are designed for SMART interactive displays. They are height-adjustable. Some models include integrated speakers, a locking cabinet to secure equipment, and casters that swivel and lock for easy movement.

For more information about SMART mobile stands, see smarttech.com/accessories.

Using a third-party stand

For information on selecting and using a third-party stand, see Installing your SMART Board 7000 or 7000 Pro on a stand.

Chapter 3 **Connecting power and devices**

Connecting power 31
Connecting to a network 31
Connecting the Intel Compute Card or SMART OPS PC module 32
Connecting cables for room computers, guest laptops and other input sources 33
Connecting an external display 36
Connecting an external audio system 36
Connecting room control systems 38
SBID-7000-V2 connectors reference 38
SBID-7000 connectors reference 40
Appliance reference 41
Other connectors 44

Connect the display to power after you install it but before you turn it on for the first time and configure the iQ experience. You can also connect cables for room computers, guest laptops or other input sources as well as for external audio systems and room control systems.

By installing cables in advance, you make use of connectors that might not be accessible after the display is wall-mounted. You can then run the cables across floors or behind walls as needed.

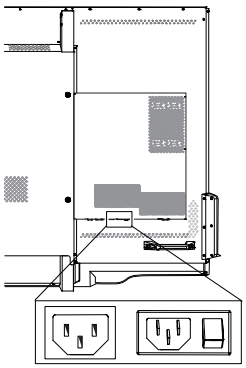
Warning

Ensure that any cables that cross the floor to the display are properly bundled and marked to avoid a trip hazard.

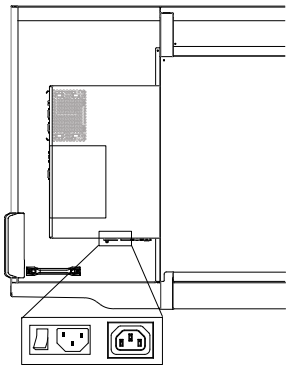
Connecting power

Connect the supplied power cable from the AC power inlet on the bottom of the display to a power outlet.

SBID-7000-V2



SBID-7000

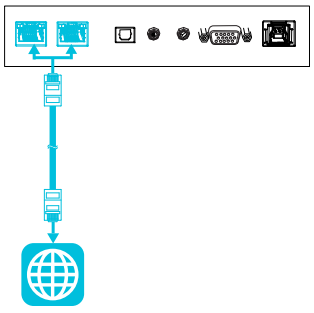


> **Note**
>
> Refer to the display's specifications for power requirements and power consumption information (see *More information* on page 19).

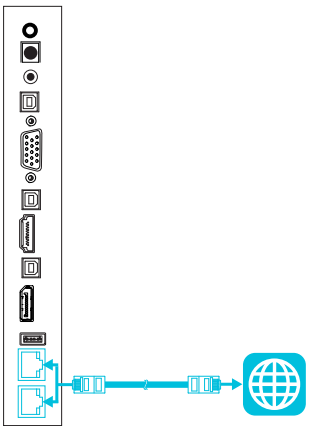
Connecting to a network

The display requires a network connection for downloading software and firmware updates, and a number of the iQ apps require a network connection as well. You can connect to a network using a Wi-Fi connection or one of the RJ45 jacks on the display (pictured). For more information about the display's network connection and configuration, see Connecting to a network.

SBID-7000-V2



SBID-7000



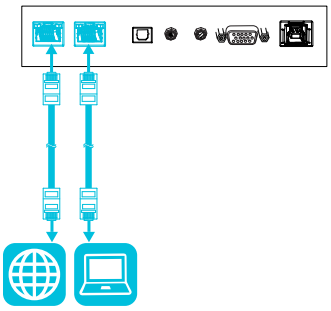
Important

Do not use the RJ45 jack on the appliance or the SMART OPS PC module to connect to a network.

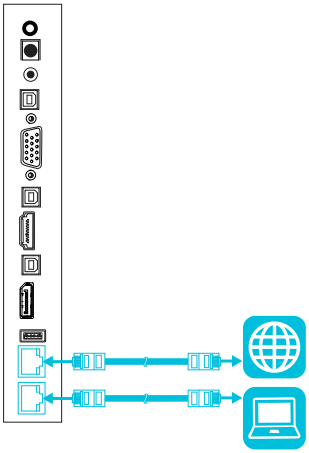
Tips

- If you're using one of the display's RJ45 jacks to connect to a network, you can connect the other RJ45 jack to a computer to provide network access for the computer. This is particularly useful if there is only one wired network connection in the room.

SBID-7000-V2



SBID-7000



- This feature is available when the display is on or in Standby mode but not when it's in Power Save mode.

Connecting the Intel Compute Card or SMART OPS PC module

If an AM50 appliance with an Intel Compute Card or a SMART OPS PC module is installed in the accessory slot, you can access an embedded Windows 10 experience from the display.

Note

By default, the HDMI output extends the Windows desktop, and this can cause display problems in certain configurations. If you experience issues, set the HDMI out to a mirrored desktop rather than the default extended desktop. Right click, select **Display settings**, and set the secondary display to mirror the first.

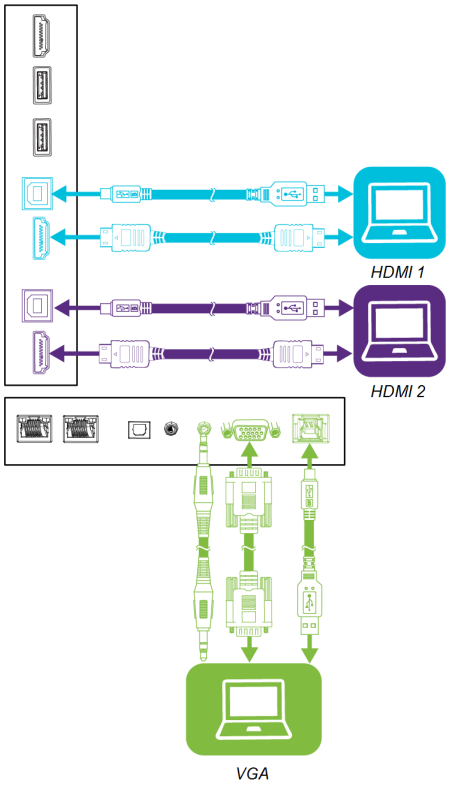
> **Tip**
>
> You can connect peripherals, such as a keyboard or mouse, to the embedded Windows 10 experience using the USB receptacles on the AM50 appliance or the OPS PC module.

Connecting cables for room computers, guest laptops and other input sources

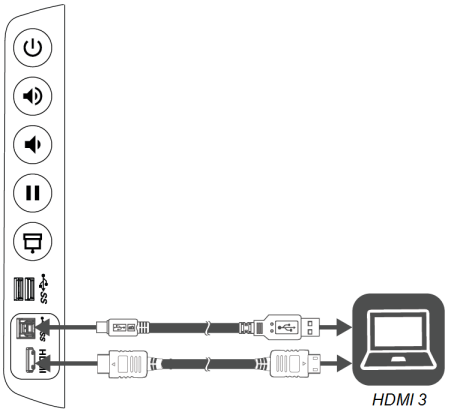
You can connect cables to the display so that users can connect and use room computers, guest laptops or other devices, such as Blu-ray™ disc players.

The following diagrams and table show the computer connectors on SBID-7000-V2 models:

Side and bottom connector panels



Convenience panel



Input	Video/audio	Touch
HDMI 1	HDMI 2.0	USB 3.0
HDMI 2	HDMI 2.0	USB 3.0

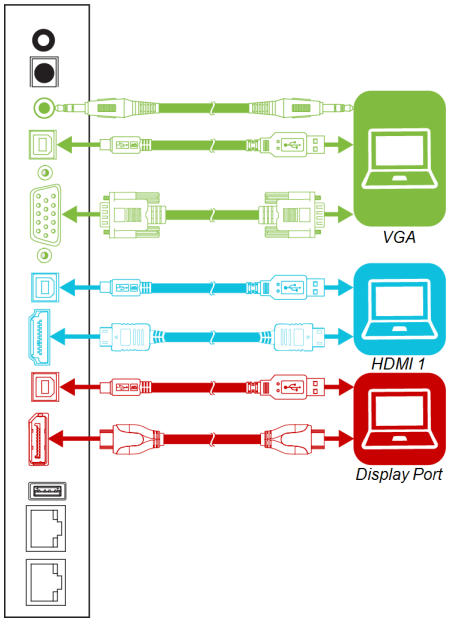
Input	Video/audio	Touch
HDMI 3	HDMI 2.0	USB 3.0
VGA	VGA (video) Stereo 3.5 mm (audio)	USB 3.0

Tip

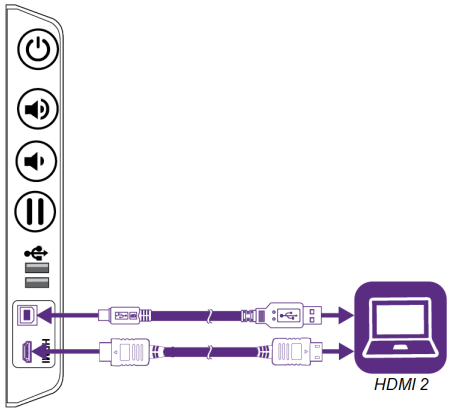
There is limited space between the side connector panel and the back of the convenience panel. When making connections within the limited space, use flexible, high-quality cables that do not include a larger strain relief feature.

The following diagrams and table show the computer connectors on SBID-7000 models:

Connector panel



Convenience panel



Input	Video/audio	Touch
HDMI 1	HDMI 2.0	USB 2.0
HDMI 2	HDMI 1.4	USB 2.0
Display Port	Display Port	USB 2.0
VGA	VGA (video) Stereo 3.5 mm (audio)	USB 2.0

Important

Do not connect computers or other devices to the connectors on the appliance. SMART Board 7000 series and 7000 Pro series interactive displays do not support the use of these connectors.

SMART recommends the following varieties of cable:

Cable type	Maximum length	Recommendation
HDMI	23' (7 m)[1]	Use only certified HDMI cables that have been tested to support the performance standard you require.
Display Port	23' (7 m)	Use Display Port 1.2 compliant or better cables.
VGA	23' (7 m)	Use VGA cables with all pins in their connectors fully populated and wired.
Stereo 3.5 mm	20' (6 m)	[N/A]
USB 2.0	16' (5 m)	Use a USB extender if the distance between the computer and the display is greater than 16' (5 m). For more information, see *USB extenders* on page 19.
USB 3.0	9' (3 m)	SMART supports only installations that use a 9' (3-m) direct connection or a 49' (5-m) connection using an AC-adapter-powered active USB extender. You might be able to use higher grade cables that are longer than 9' (3 m). If you have problems with such a cable or an extender of any type, test the connection with a 9' (3-m) or shorter cable before contacting SMART Support.

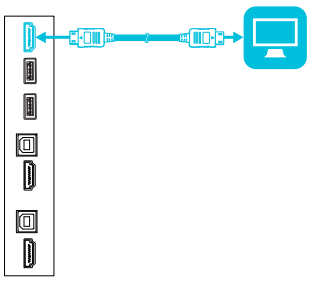
Using cables that exceed these maximum lengths may produce unexpected results, degraded picture quality or degraded USB connectivity.

SMART software should be installed on any computers users connect to the display. For information on installing SMART software and viewing a connected computer's input on the display, see the *SMART Board 7000 and 7000 Pro series interactive displays user guide* (smarttech.com/kb/171163).

[1]The performance of cables longer than 23' (7 m) is highly dependent on the cable's quality.

Connecting an external display

You can connect an external display to an SBID-7000-V2 model using the HDMI 2.0 out connector on the side connector panel (pictured). The external display will show the same image as the SBID-7000-V2 model. This is useful when you're using the SBID-7000-V2 model in an auditorium or other large space where it would be beneficial to have a second display.

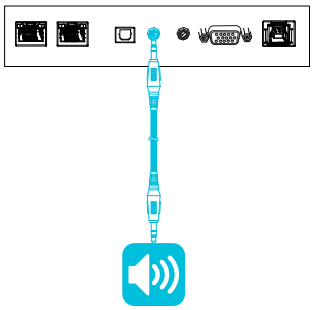


Connecting an external audio system

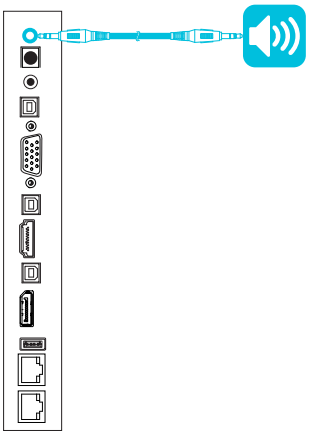
The display includes two 10 W speakers, which are designed to provide sound at the front of a room. You might want to connect the SBA-100 projection audio system (see *SBA-100 projection audio system* on page 18) or a third-party external audio system if you're providing sound in a larger space.

You can connect an external audio system to the display using the stereo 3.5 mm out connector (pictured). Alternatively, you can connect an external audio system directly to a room computer.

SBID-7000-V2

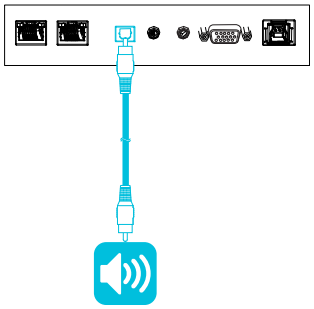


SBID-7000

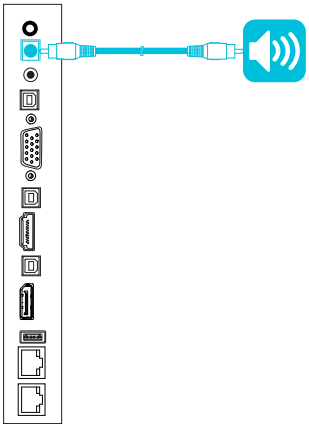


In addition to the stereo 3.5 mm out connector, the display provides a Sony/Philips Digital Interface (S/PDIF) out connector. S/PDIF is a digital audio transmission medium. You need an audio receiver that supports S/PDIF to decode this connection to analog for use with an external sound bar or other audio system.

SBID-7000-V2



SBID-7000



> **Note**
>
> The S/PDIF out connector is a fixed-volume output. Adjusting the display's volume for its internal speakers does not affect the volume output of the S/PDIF out connector.

Connecting room control systems

A room control system enables users to control a room's lighting, audio system and, possibly, the display. Some installations may require you to integrate the display with a room control system.

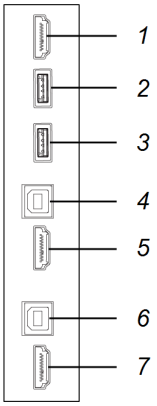
You can use the display's RS-232 connector to connect a third-party external control system to the display (see *Appendix B Remotely managing the display* on page 74).

> **Note**
>
> Displays are not compatible with centralized remote control systems, such as a universal remote control.

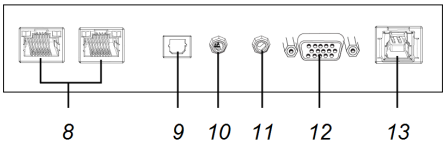
SBID-7000-V2 connectors reference

The following diagrams and table present the connectors on SBID-7000-V2 models' connector panels:

Side connector panel



Bottom connector panel



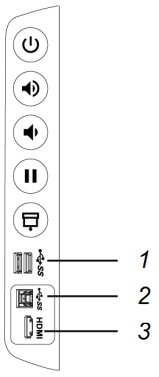
No.	Connector	Connects to	Notes
1	HDMI 2.0 out	External display	See *Connecting an external display* on page 36.
2	USB Type-A	[N/A]	This connector is a service port.
3	USB Type-A	Supported peripherals	See USB cables and connectors.
4	USB Type-B	HDMI 1 input (touch)	See page 33 and USB cables and connectors.
5	HDMI 2.0 in	HDMI 1 input (video and audio)	See page 33 and HDMI cables and connectors.

No.	Connector	Connects to	Notes
6	USB Type-B	HDMI 2 input (touch)	See page 33 and USB cables and connectors.
7	HDMI 2.0 in	HDMI 2 input (video and audio)	See page 33 and HDMI cables and connectors.
8	RJ45 (×2)	Network	See page 31 and Ethernet (network) cables and connectors.
9	S/PDIF out	Digital audio output	See page 36 and Digital audio cables and connectors.
10	Stereo 3.5 mm out	External audio system	See page 36 and Analog audio cables and connectors.
11	Stereo 3.5 mm in	VGA input (audio)	See page 33 and Analog audio cables and connectors.
12	VGA in	VGA input (video)	See page 33 and VGA cables and connectors.
13	USB Type-B	VGA input (touch)	See page 33 and USB cables and connectors.

Tip

There is limited space between the side connector panel and the back of the convenience panel. When making connections within the limited space, use flexible, high-quality cables that do not include a larger strain relief feature.

The following diagram and table present the connectors on SBID-7000-V2 models' convenience panels:

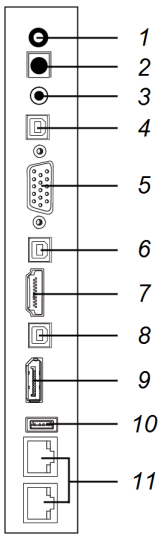


No.	Connector	Connects to	Notes
1	USB Type-A (×2)	Supported peripherals	See USB cables and connectors.

No.	Connector	Connects to	Notes
2	USB Type-B	HDMI 3 input (touch)	See page 33 and USB cables and connectors.
3	HDMI 2.0 in	HDMI 3 input (video and audio)	See page 33 and HDMI cables and connectors.

SBID-7000 connectors reference

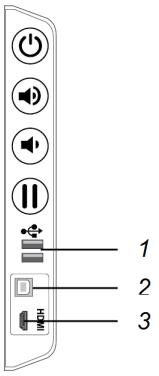
The following diagram and table present the connectors on SBID-7000 models' connector panels:



No.	Connector	Connects to	Notes
1	Stereo 3.5 mm out	External audio system	See page 36 and Analog audio cables and connectors.
2	S/PDIF out	Digital audio output	See page 36 and Digital audio cables and connectors.
3	Stereo 3.5 mm in	VGA input (audio)	See page 33 and Analog audio cables and connectors.
4	USB Type-B	VGA input (touch)	See page 33 and USB cables and connectors.
5	VGA in	VGA input (video)	See page 33 and VGA cables and connectors.
6	USB Type-B	HDMI 1 input (touch)	See page 33 and USB cables and connectors.

No.	Connector	Connects to	Notes
7	HDMI 2.0 in	HDMI 1 input (video and audio)	See page 33 and HDMI cables and connectors.
8	USB Type-B	Display Port input (touch)	See page 33 and USB cables and connectors.
9	Display Port in	Display Port input (video and audio)	See page 33 and Display Port cables and connectors.
10	USB Type-A	[N/A]	This connector is a service port.
11	RJ45 (×2)	Network	See page 31 and Ethernet (network) cables and connectors.

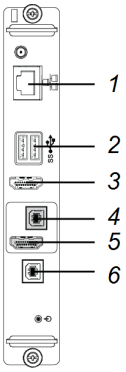
The following diagram and table present the connectors on SBID-7000 models' convenience panels:



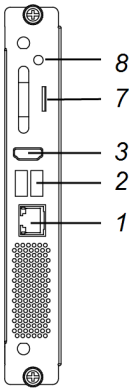
No.	Connector	Connects to	Notes
1	USB Type-A (×2)	Supported peripherals	See USB cables and connectors.
2	USB Type-B	HDMI 2 input (touch)	See page 33 and USB cables and connectors.
3	HDMI 1.4 in	HDMI 2 input (video and audio)	See page 33 and HDMI cables and connectors.

Appliance reference

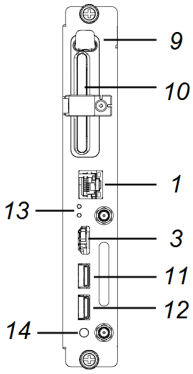
The following diagram and table present the connectors on the iQ appliance:



AM30



AM40



AM50

No.	Connector	Connects to	Notes
1	RJ45	Network	Do not use this jack. Use the jacks on the display instead. See page 31.
2	USB Type-A (×2)	Supported peripherals	[N/A]
3	HDMI out	External monitor	This receptacle is HDCP-encrypted HDMI. See HDMI cables and connectors.
4	USB Type-B	OPS/HDMI input (touch)	Do not use this receptacle. Use the receptacles on the display instead. See page 33.
5	HDMI in	OPS/HDMI input (video and audio)	Do not use this receptacle. Use the receptacles on the display instead. See page 33.
6	USB Type-B	[N/A]	This receptacle is a service port.
7	Micro SD	[N/A]	This receptacle is a service port.
8	LED	[N/A]	LED lights green when the iQ appliance is inserted in the accessory slot and turned on.
9	Eject button	[N/A]	This button ejects the Intel Compute Card. See Ejecting the Intel Compute Card.
10	Intel Compute Card	[N/A]	For iQ appliance (AM50) only.
11	USB Type-A	Supported peripherals	For iQ appliance (AM50) only. Supported peripherals connected to this receptacle are available in the Windows 10 operating system. See Using Input.
12	USB Type-A	Supported peripherals	For iQ appliance (AM50) only. Supported peripherals connected to this receptacle are available for the iQ experience. See page 33.

No.	Connector	Connects to	Notes
13	Lock and Eject LEDs	[N/A]	The Lock LED lights when the iQ appliance (AM50) shouldn't be removed from the display. The Eject LED lights when it is safe to remove the iQ appliance (AM50) from the display. See Ejecting the Intel Compute Card.
14	Power button and LED	[N/A]	LED lights when the iQ appliance is inserted in the accessory slot and turned on. Press the Power button to start up Windows 10 on the Intel Compute Card.
Not pictured			
13	Intel Compute Card label	[N/A]	For iQ appliance (AM50) only The label for the Intel Compute Card. The label is titled "Assembly, PC, AM50".
13	iQ appliance (AM50) label	[N/A]	For iQ appliance (AM50) only The label for the iQ appliance (AM50). The label is titled "Model / AM50".

Note

Older models of the iQ appliance (AM30) don't have all the connectors.

Other connectors

There are additional connectors on the bottom of the display (see *Mounting multiple displays* on page 28 and *Appendix B Remotely managing the display* on page 74).

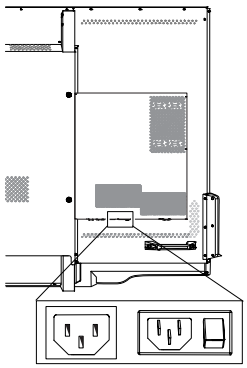
Chapter 4 **Turning on the display for the first time**

Turn on the display after mounting it and connecting power and devices.

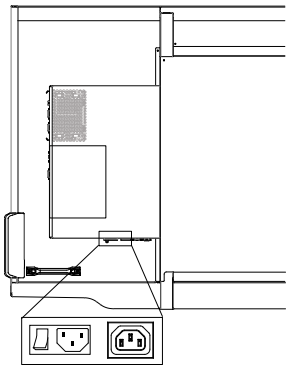
To turn on and set up the display for the first time

1. Flick the switch beside the AC power inlet to the ON (I) position.

SBID-7000-V2



SBID-7000



2. Select your preferred language, and then tap **Next**.
3. Select your country, and then tap **Next**.
4. Select your time zone, and then tap **Next**.
5. Set the date, and then tap **Next**.
6. Set the time, and then tap **Next**.
7. Name the display, and then tap **Next**.
8. If the display isn't using a wired network connection, select a wireless network, and then tap **Next**.

> **Important**
>
> The display needs an internet connection for downloading and installing important updates. Ask the network administrator to confirm that the network has been correctly configured for the iQ experience. For more information about network configuration, see Connecting a SMART display with the iQ experience to a network.

9. Select the list of applications that will appear in the launcher, and then tap **Next**. For more information about the apps, see the *SMART Board 7000 and 7000 Pro series interactive displays user guide* (smarttech.com/kb/171163)
10. Select the apps you want to appear in the Apps Library, and then tap **Next**.

    > **Tip**
    >
    > To change which apps appear in the Apps Library, see *Launcher* on page 62.

11. Tap **Finish**.

    The *Welcome* screen appears.

Chapter 5 **Maintaining the display**

Checking the display installation 47
Cleaning the screen 47
Maintaining ventilation 48
Preventing condensation 48
Replacing the pens and eraser 49
Turning the display off and back on 49
Resetting the display 49
Removing and transporting the display 50
Updating system software 51
    Applying an automatic system software update manually 51
    Updating system software manually 51

With proper maintenance, the display will provide years of use.

Checking the display installation

Inspect the display installation frequently to ensure that the display 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 trained installer.

Cleaning the screen

Follow these instructions to clean the 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 dense or rough material.

- Do not apply pressure to the screen.
- Do not use cleaning solutions or glass cleaners on the screen, because they can deteriorate or discolor the screen.

To clean the screen

1. Turn off the display (see *Turning the display off and back on* on the next page).
2. Wipe the screen with a lint-free, non-abrasive cloth.

   Note

   You can also use a damp cloth with a drop of dish soap, or follow the instructions in the knowledge base article, How to clean SMART Board surfaces and accessories.

Maintaining ventilation

The display requires proper ventilation. Dust buildup in the ventilation holes compromises cooling and can lead 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 display from the wall.

  For more information on removing the display, see *Removing and transporting the display* on page 50.

Caution

Avoid setting up or using the display in an area with excessive levels of dust, humidity, or smoke.

Preventing condensation

If the display has been moved from a cold environment to a warmer one (for example, from storage to the installation site), let the display sit for a few hours to allow it to acclimate to the new temperature. Failing to do so can cause humidity to build up in the space between the front glass and the LCD.

If condensation appears under the screen after you turn on the display, select an active video source and leave the display on for 48 hours. If the condensation doesn't dissipate, contact SMART Support if the display is still under warranty.

If there is enough moisture between the layers to cause the moisture to drip and run, remove power immediately and contact SMART Support if the display is still under warranty.

Replacing the pens and eraser

To prevent damage to the display's anti-glare coating, replace a pen if its nib or eraser pad become worn. You can purchase replacement pens and erasers from the Store for SMART Parts (see www.smarttech.com/parts-store).

Turning the display off and back on

In most situations, you can put the display to sleep when not using it following the instructions in the *SMART Board 7000 and 7000 Pro series interactive displays user guide* (smarttech.com/kb/171163).

In some situations, such as when you need to transport the display or clean its screen, you need to turn off the display for a period of time. You can turn it back on after.

To turn the display off

1. Press the **Power** button ⏻ on the convenience panel for four seconds.

   A slider appears on the screen.

2. Move the slider to the right.

   > **Note**
   >
   > Wait at least 30 seconds before turning the display back on.

To turn the display back on

Press the **Power** button ⏻ on the convenience panel.

Resetting the display

You can reset the display and the iQ appliance using the convenience panel.

To reset the display

Press and hold the **Power** button ⏻ on the convenience panel for 10 seconds.

The display and iQ appliance reset.

Removing and transporting the display

If the display is wall mounted, you might need to remove it from its current location and transport it to another location on occasion.

To remove the display safely, use two or more trained installers.

Warning

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

Important

Follow any documentation included with the third-party mounting hardware.

To remove the display

1. Turn off any connected computers.
2. Turn off the display (see *Turning the display off and back on* on the previous page).
3. Flick the switch beside the AC power inlet to the OFF (O) position.
4. Remove all accessible cables and connectors.
5. Remove any modules from the accessory slot.
6. Lift the display from its mounting location.

   Warning

   Do not place the display on a sloping or unstable cart, stand or table. The display could fall, resulting in injury and severe product damage.

   Caution

   Do not leave the display face up, face down or upside down for an extended period. This could cause permanent damage to the screen.
7. Remove the mounting brackets.

To transport the display

See *Moving the display to the installation site* on page 20.

Updating system software

When an update to the system software or firmware is available, the display downloads the update in the background then waits for four hours of inactivity. When that happens, the display shows a two-minute countdown before beginning the update. The countdown can be interrupted at any time. The update begins when the countdown finishes. The display shows a blank screen for four minutes. When the update is complete, the display shows the Whiteboard and any content that was on Whiteboard before the update.

> **Note**
>
> You can configure your organization's network to allow or prevent automatic system software and firmware updates (see Connecting to a network).

Applying an automatic system software update manually

If the display has downloaded the system software update but hasn't yet applied the update, you can start the update process manually from Settings.

To apply an automatic system software update manually

1. From the Home screen, tap **Settings** .
2. Scroll to **Auto Update**.
3. Under *Check for Updates Now*, tap **Apply Update Now**.

   The display turns off and then turns back on. The display then applies the update.

   If there is an update for the pen firmware, the pen's indicator light will flash green or amber. Leave the pen in the tray until the pen's light is a solid color.

Updating system software manually

You can download system software updates at smarttech.com/downloads and update your display using a USB drive.

Chapter 6 **Troubleshooting**

Resolving issues with power 53
Resolving issues with the occupancy sensors 53
Resolving issues with video 54
Resolving issues with image quality 54
Resolving issues with audio 56
Resolving issues with touch and digital ink 57
Resolving issues with the iQ experience 57
Resolving issues with the Intel Compute Card 58
Resolving issues with the SMART OPS PC module 58
Resolving issues with software 58
Referring to the SMART knowledge base for additional troubleshooting information 58
Contacting your reseller for additional support 58
- Finding the display serial number 59
- Finding the appliance serial number 59
- Finding serial numbers in settings 59

This chapter explains how to resolve a variety of common issues with the display, including issues with:

- Power
- Occupancy sensors
- Video
- Image quality
- Audio
- Touch and digital ink
- iQ experience
- Embedded Windows 10 experience
- Software

Resolving issues with power

Issue	Solutions
The display doesn't turn on and its power light isn't lit.	• Make sure the power cable is securely fastened to the power outlet and the display. **Note** If the power cable is connected to a power bar, make sure the power bar is securely fastened to the power outlet and turned on. • Make sure the switch beside the AC power inlet is in the ON (I) position. • Make sure the power outlet is working by testing it with a different device. • Make sure the power cable is working by testing it with a different device.
The display turns on, its power light is lit, but nothing shows on the screen.	• Pick up a pen or press the Power button. • See *Resolving issues with video* on the next page. • Restart the display. See *Turning the display off and back on* on page 49.
The display doesn't turn on when you use a connected computer's mouse or keyboard.	• Make sure the computer is on. • Pick up a pen or press the display's Power button.
You're experiencing other issues with power, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 58.

Resolving issues with the occupancy sensors

Issue	Solutions
The display doesn't turn on or enter Ready mode when users enter the room.	• Make sure all cables are securely connected. • Make sure nothing is blocking the occupancy sensor (SBID-7000-V2 models) or occupancy sensors (SBID-7000 models).

The display turns on enters Ready mode when it shouldn't.	• Check for and, if possible, move the display away from the following:
	  ◦ Direct sunlight
	  ◦ Bright lights
	  ◦ Forced air ducts
	  ◦ Plasma displays
	  ◦ Infrared audio systems and other infrared sources
	  ◦ Polished floors, glass walls, or other reflective surfaces
	• Be aware that the occupancy sensors' range is 16' (5 m).

You're experiencing other issues with the occupancy sensors, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 58.

Resolving issues with video

Issue	Solutions
You're experiencing the following or similar issues with video: • The video is distorted. • There is visual noise. • The image is dim.	• Make sure any connected computers are on and not in Standby mode. • If the display has an appliance, make sure the appliance is securely installed in the accessory slot and its power light is on. • Set connected computers' resolution and refresh rate to values that the display supports. • Restart the display and any connected computers. See *Turning the display off and back on* on page 49. • Replace the video cable connecting the computer to the display to determine if the issue is with the cable.
The display is on, but nothing shows on the screen.	• Make sure any connected computers are on and not in Standby mode. • Make sure the screen is working by pressing the Home button (below the screen) to open the launcher. • Restart the display and any connected computers. See *Turning the display off and back on* on page 49. • Replace the video cable connecting the computer to the display to determine if the issue is with the cable.
A computer is connected to the display, but only a "Looking for a connection" message appears on the screen.	Make sure the computer is connected to the currently selected input.
You want to output video to another display.	• Be aware that only SBID-7000-V2 models and SBID-7000 models with newer AM30 or AM40 appliances support video output. • See Using a secondary display.
You're experiencing other issues with video, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 58.

Resolving issues with image quality

Issue	Solutions
You're experiencing the following or similar issues with image quality: • There are lines or snow on the screen. • The image if flickering or flashing.	• Set the connected computer's resolution and refresh rates to values that the display supports. • Open the iQ experience. If it appears correctly, the issue is with the video input. • Restart the display. See *Turning the display off and back on* on page 49.
There are bright spots on the screen.	• Open the iQ experience. If it appears correctly, the issue is with the video input. • Take a photograph of the screen and send it to SMART support. If SMART support determines that the issue is with the screen and the display is under warranty, you may be eligible for a replacement.

Issue	Solutions
Colors don't appear correctly.	• Be aware that if two or more displays are mounted side-by-side, there could be minor differences in colors across the displays. This issue is not unique to SMART products. • If you're using a VGA video input, use a different cable or connect a different source to see if the issue is with the cable or input source.
The image is cut off or shifted to the left or right.	• Adjust any connected computers' video settings, particularly zoom, crop and underscan. See the computer's operating system documentation. • If the computer's desktop is entirely black, change it to dark gray or a different color. • If the computer's background is extended across multiple screens, duplicate the desktop across the screens or set the display as the only screen.
The image doesn't fill the entire screen.	Adjust any connected computers' video settings, particularly overscan. See the computer's operating system documentation.
A persistent image appears on the display.	See Image persistence or burn in on LCD displays.
You're experiencing other issues with image quality, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 58.

Resolving issues with audio

Issue	Solutions
You're experiencing the following or similar issues with audio: • No sound is coming from the speakers. • Sound is coming from the speakers, but the volume is low. • The sound is distorted or muffled.	• If you're using an external audio system, make sure it is turned on. • Make sure the cables connecting the display to the computer are securely fastened. **Notes** ◦ The display's stereo 3.5 mm in connector works with the VGA input. ◦ Connecting an audio cable to the display's stereo 3.5 mm out connector disables the internal speakers. ◦ If you're using the display's S/PDIF out connector to connect a sound bar or receiver for external speakers, see *Connecting an external audio system* on page 36. • If you're using the display's stereo 3.5 mm out connector, adjust the volume on the display and the connected computer and make sure neither are muted. • If you're using the display's S/PDIF out connector, adjust the volume on the external audio system and make sure the audio system isn't muted. • Adjust the display's audio settings. See *Audio* on page 67. • If you're using the integrated speakers, set the volume for the computer and any running applications to 80%, and then adjust the display's volume. OR If you're using an external audio system, set the volume for the computer, any running applications and the display to 80%, and then adjust the external audio system's volume.
There is a whine or buzzing sound coming from the back of the display.	• Be aware that these sounds are normal. All displays emit some electrical noise. Such sounds may be more noticeable with some displays than with others. However, if you hear noise from the front of the display, further investigation is required. • Connect all devices to the same power outlet or power bar.
You're experiencing other issues with audio, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 58.

Resolving issues with touch and digital ink

Issue	Solutions
You're experiencing the following or similar issues with touch and digital ink: • When users touch or write on the screen, the pointer or digital ink appears in the wrong place. • Touch and digital ink are intermittent. • Digital ink disappears as you write. • Digital ink colors change unexpectedly.	• Restart the display. See *Turning the display off and back on* on page 49. • Confirm with the installers that the computer is connected to the display with only a single cable. • Make sure SMART Product Drivers and SMART Ink are installed and running on any connected computers. • Use a known working pen from another display to check if the issue is being caused by the pen. • Remove infrared sources such as incandescent or arc lights, desk lamps and infrared audio devices or move the display to another location in the room. • Update the firmware.
The display responds to touch but not to writing with a pen.	Reinstall or update SMART Product Drivers.
The display doesn't respond to touch or writing with a pen.	Make sure any connected computers have detected the display's USB connection and installed drivers. On Windows computers, open Device Manager and make sure there is no red X or yellow explanation mark (!) over the display's icon. On Mac computers, open System Information and ensure there are no error messages in the display's row.
You're experiencing issues with one or more of the display's pens.	• Use only SMART Board 7000 series or 7000 Pro series interactive display pens with the display. Pens from other interactive displays aren't compatible. • Return the pen to its magnetic holder to calibrate it. • Make sure the pen's pressure sensitive switch isn't damaged or dirty. • If one pen isn't working, make sure the pen is paired with the display and is fully charged. • If all pens aren't working, return the pens to their magnetic holders and restart the display. • Test the pens with another SMART Board 7000 series or 7000 Pro series interactive display (if available).
You can't write or draw in Microsoft Office.	• Make sure Microsoft Office 2013 or later is installed. • Reinstall or update SMART Product Drivers and SMART Ink.
You're experiencing other issues with touch and digital ink, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on the next page.

Resolving issues with the iQ experience

For information on resolving issues with the iQ experience, including the Whiteboard, SMART Notebook® Player, Browser, Input and Screen Share apps, see Troubleshooting iQ system software.

Resolving issues with the Intel Compute Card

For information on resolving issues with the Intel Compute Card, including the drivers, see Troubleshooting Windows 10 on Intel Compute Card.

Resolving issues with the SMART OPS PC module

Symptom	Troubleshooting steps
The SMART OPS PC module isn't working as expected.	See the *SMART OPS PC modules user guide* (smarttech.com/kb/171747).

Resolving issues with software

For information on resolving issues with SMART software, see the following pages in the Support section of the SMART website:

- Troubleshooting SMART Notebook 18
- Troubleshooting Lumio
- Troubleshooting SMART Meeting Pro® 4
- Troubleshooting SMART TeamWorks™
- Troubleshooting SMART Ink 5
- Troubleshooting SMART Product Drivers 12

Referring to the SMART knowledge base for additional troubleshooting information

Refer to the SMART knowledge base for additional troubleshooting information:

community.smarttech.com/s/topic/0TO0P00000010RIWAY/7000-series

Contacting your reseller for additional support

If an issue you're experiencing with the display persists or isn't covered in this chapter or the knowledge base, contact your authorized SMART reseller (smarttech.com/where) for support.

Your reseller might ask you for the serial number for the display or the appliance (if one is installed).

Finding the display serial number

The display's serial number is located in the following places:

- On the bottom frame
- On the back of the display

Finding the appliance serial number

The appliance's serial number is located on the appliance.

> **Note**
>
> You need to remove the appliance from the display to find the serial number.

Finding serial numbers in settings

For SBID-7000-V2 models, the settings include the serial number for the display.

For SBID-7000 models, the settings include the serial number for the appliance.

See *Appendix A Adjusting settings* on page 60 for more information.

Appendix A **Adjusting settings**

Network settings 60
Personalization 61
Application settings 62
System settings 64

You can access settings using the icon on the Home screen.

Notes

- Settings can apply to a user or to the entire system. User-level settings change depending on the user who is signed in. System-level settings apply to all users. See the settings for more information.
- Some settings aren't available while you're signed in to your SMART Account. Sign out of your SMART Account on the display to see all settings.

Network settings

Option	Values	Function	Notes	User or system setting
▸ **Wi-Fi**				
• Wi-Fi	On Off	Enables or disables Wi-Fi on the display.	Turn on Wi-Fi to discover networks.	System
• [Wi-Fi network name]	[N/A]	Shows information about the connected wireless network.	[N/A]	System
• Wi-Fi MAC address	[N/A]	Shows MAC address for the network the display is connected to.	[N/A]	System
• Wi-Fi IP address	[N/A]	Shows IP address for the network the display is connected to.	[N/A]	System
▸ **SMART iQ Ethernet**				
• Advanced options	[N/A]	Options available when an Ethernet cable is connected	[N/A]	System

Option	Values	Function	Notes	User or system setting
• Static IP (Use DHCP)	On Off	Enables or disables DHCP to assign the display an IP address.	[N/A]	User
• Proxy (Use proxy)	On Off	Enables or disables a proxy server for connecting to the network.	[N/A]	User
• Proxy (Auto-configure)	On Off	Enables or disables automatic configuration of the proxy server for connecting to the network.	[N/A]	User
• MAC Address	[N/A]	Shows information about the network the display is connected to.	[N/A]	System
• IP Address	[N/A]	Shows information about the network the display is connected to.	[N/A]	System
▸ **Bluetooth**				
• Bluetooth	On Off	Enable or disable the display's Bluetooth.	Turn on Bluetooth to view available Bluetooth devices.	System
• View available bluetooth devices	[N/A]	Shows available Bluetooth devices.	Turn on Bluetooth to view available Bluetooth devices.	System
▸ **SMART Cloud**				
• Service Region	[N/A]	Shows the service region.	[N/A]	System

Personalization

> **Note**
>
> If iQ is disabled, Personalization settings are not available.

Option	Values	Function	Notes	User or system setting
• Wallpaper	[Wallpapers]	Select the wallpaper that appears in the background.	1920 × 1080 images work best The display supports .png and .jpg file formats See Changing the display's wallpaper.	User

Application settings

> **Note**
>
> If iQ is disabled, Application settings are not available.

Option	Values	Function	Notes	User or system setting
▸ **Launcher**				
• Browser	On Off	Enables or disables Browser in the Apps Library.	[N/A]	User
• Input	On Off	Enables or disables Input in the Apps Library.	This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	[N/A]
• Screen Share	On Off	Enables or disables Screen Share in the Apps Library.	[N/A]	User
▸ **Files Library**				
• Whiteboard Storage	[N/A]	[N/A]	[N/A]	User
• Default Whiteboard Location	My Files > Lumio My Files > Board Files	Sets where new whiteboard files are saved when you're signed in to your SMART Account.	See Syncing SMART Notebook and Lumio files to the iQ experience.	User
• Files Storage	[N/A]	[N/A]		User
• Allow Google Drive integration in Files Library	On Off	Enables or disables access to Google Drive when you're signed in to your SMART Account.	See Opening your Google Drive or OneDrive on the display.	User
• Allow OneDrive integration in Files Library	On Off	Enables or disables access to OneDrive when you're signed in to your SMART Account.	See Opening your Google Drive or OneDrive on the display.	User
▸ **SMART Whiteboard**				
• Whiteboard Storage				
• Allow saving	On Off	Enables or disables saving SMART Whiteboard sessions.	[N/A]	System
• Whiteboard deletion policy	Delete after 1 week Delete after 1 Month Delete manually	Sets how SMART Whiteboards are saved.	[N/A]	System

Option	Values	Function	Notes	User or system setting
▸ **Screen Share**				
• Default Screen Share App	SMART Screen Share SMART Mirror	Sets default screen share app to be used when you select Screen Share from the main screen.	SMART Screen Share is selected by default.	System
• Require Permission	On Off	Enables or disables automatic connection from a device sharing its screen.	[N/A]	System
• AirPlay	On Off	Enables or disables the AirPlay protocol.	AirPlay is enabled by default.	System
• Google Cast	On Off	Enables or disables the Google Cast protocol.	Google Cast is enabled by default.	System
• Miracast	On Off	Enables or disables the Miracast protocol.	Miracast is enabled by default. **Important** Devices that use AirPlay and Google Cast can't connect to the display while a Miracast device is connected.	System
• Performance Logging	On Off	SMART Support may ask users to enable Performance Logging to help diagnose issues.	Performance Logging is disabled by default.	System
• Auto-disconnect from Wifi for Miracast	On Off	When enabled, the display disconnects from the network when a device shares its screen using Miracast.	SMART recommends enabling this setting for areas with high network saturation or busy networks. **Important** Only one device can connect to the display when Miracast is enabled. This setting used to be named "Miracast Connection Handling"	System
• Reset Screen Share	[N/A]	Closes and restarts the Screen Share app and its discovery services.	You can restart Screen Share as a troubleshooting step if a mobile device or computer can't find or connect to the display.	System

Option	Values	Function	Notes	User or system setting
• Use Web Player	On Off	When enabled, the display uses a different method to stream videos.	If this method doesn't work, disable it to return to the original method.	System
▸ **Notifications**				
• Do not disturb	On Off	When enabled, the display doesn't show notifications for any app.	[N/A]	System
• [Apps]	On Off	When enabled, the display shows notifications for apps.	[N/A]	User
▸ **Installed Apps**				
• Allow App Store	On Off	When enabled, the App Store is available and the display can download and install new apps.	[N/A]	User

System settings

Option	Values	Function	Notes	User or system setting
▸ **System**				
• Access to USB mass storage devices	On Off	Enables or disables access to a USB drive.	This option is available for 7000-V2 and 7000-V2 Pro only.	System
• Advanced Options				
• SMART Board with iQ	On Off	Enables or disables the iQ experience.	This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System
• Default input	Inputs available on the display.	Select the default input the display will use when starting.	The iQ embedded experience is the default input. This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System

Option	Values	Function	Notes	User or system setting
▸ **Power**				
• Turn on when people are nearby	On Off	Sets the display to turn on if the presence detection sensors detects users in the room.	This option is off by default. This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System
• Turn screen off after	Disabled 1 min 5 mins 30 mins 1 hour 1.5 hours 2 hours 5 hours 10 hours	Sets the number of minutes of inactivity before the display goes in to an energy saving mode.	The default is 60 minutes. This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System
• Energy Saver				
• Go to energy saving mode after	Disabled 1 min 5 mins 30 mins 1 hour 1.5 hours 2 hours 5 hours 10 hours	Sets the number of minutes of inactivity before the display enters an energy saving mode.	The default is 60 minutes. This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System
• Standby (Shutdown)	[N/A]	If selected, the display will turn off all running components to achieve maximum energy savings but wakes up slower.	This option is more energy efficient. This option is the default for displays in the EU. For information about the display's energy saving modes, see <xref>. This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System

Option	Values	Function	Notes	User or system setting
• Networked Standby (Sleep)	[N/A]	If selected, the display wakes up faster and can be turned on up by a Wake on LAN command from the network.	This option is less energy efficient. This option is the default for displays not in the EU. For information about the display's energy saving modes, see <xref>. This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System
• External Inputs				
• Apply power settings even when displaying an external video source	On Off	If enabled, the display will enter an energy saving mode even when an external video input is connected.	This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System
▸ **Display**				
• Screen Adjustment				
• Brightness	0–100	Sets the overall brightness of the image.		System
• Contrast	0–100	Sets the difference in brightness between the lightest and darkest parts of the image.	[N/A]	User
• Advanced Display Options				
• Color Temperature	Very Cool Cool Neutral Warm Very Warm	Sets how colors appear on the display.	[N/A]	System
• Lightness	0–488	Sets the overall lightness of the image.	[N/A]	System
• Contrast	0–488	Sets the overall contrast of the image.	[N/A]	System
• Saturation	0–511	Sets the overall saturation of the image.	[N/A]	System
• Red	0–448	Sets the overall red of the image..	[N/A]	System

Option	Values	Function	Notes	User or system setting
• Green	0–448	Sets the overall green of the image.	[N/A]	System
• Blue	0–448	Sets the overall blue of the image.	[N/A]	System
• HDMI Output				
• Default resolution	Auto 4K60 1080p60 720p60 640x480p60	Sets the HDMI out resolution.	This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System
• HDMI Input				
• Advanced HDMI Settings	HDMI 1.0 HDMI 2.0 HDMI 3.0 OPS VGA	Sets the HDMI version, HDP pulse width, and MHL setup delay for each HDMI input.	You can also enable or disable strictly conformant HDMI Input DDC SDA timing and forbid or allow HDCP 2.2 with older receivers. This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System
• Go to the Input Lobby when there is no signal	On Off	When enabled, show the input previews when there is no signal.	This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System
• Power Management				
• Turn on when people are nearby	On Off	Sets the display to turn on if the presence detection sensors detects users in the room.	This option is off by default. This option is available for SMART Board 7000 and 7000 Pro only.	System
• **Audio**				
• Audio In These options are available for SMART Board 6000S (V3) models only.				
• Volume	Range slider	Sets the microphone's volume.	[N/A]	System

Option	Values	Function	Notes	User or system setting
• Built-in microphone	On Off	Enables or disables the display's built-in microphone. The default is on.	[N/A]	System
• Noise suppression	On Off	Enables or disables the noise suppression filter for the display's built-in microphone. The default is on.	Enable the noise suppression filter to reduce background noise when using the display's built-in microphone.	System
• Audio Out				
• Volume	Range slider	Sets the volume from the speakers	[N/A]	System
• Built-in Speakers	On Off	Enables or disables the display's internal speakers.	When analog speakers are connected to the display, the display's internal speakers are disabled automatically.	System
• Audio Properties				
• Balance	Range slider	Sets the audio output from the speakers.	Drag the slider all the way to the left to have all audio from the left speaker. Drag the slider all the way to the right to have all the audio from the right speaker.	System
• Bass	Range slider	Sets the bass level.	[N/A]	System
• Treble	Range slider	Sets the treble level.	[N/A]	System
▸ **Date & Time**				
• Automatic Date & Time	On Off	Sets the display's date and time automatically.	Configure the network to allow Network Time Protocol (NTP) requests to internet time servers. See Connecting to a network.	System

Option	Values	Function	Notes	User or system setting
• Date	[N/A]	Sets the display's date.	Disable **Automatic date & time** to set the date manually.	System
• Time	[N/A]	Sets the display's time.	Disable **Automatic date & time** to set the time manually.	System
• 24 Hour Time	On Off	Shows the display's time using the 24-hour clock.	[N/A]	User
• Time Zone	[N/A]	Sets the display's time zone.	[N/A]	System
▸ **Language**				
• System Language	[Languages]	Sets the language for the settings menu.		User
• Ink-To-Text Language	[Languages]	Sets the language for converting writing to text.	You can install and uninstall languages. See Configuring ink-to-text languages for the Text pen.	User
• Country	[Countries]	Sets the display's country.	[N/A]	System
▸ **Diagnostics**				
• Factory Reset	[N/A]	Resets all options to their default values.	Only administrators should reset the display.	[N/A]
• Save Log File to a USB key	[N/A]	Copy diagnostic logs to a USB drive.	[N/A]	[N/A]
• Submit Log file to SMART	[N/A]	Send diagnostic logs to SMART.	[N/A]	[N/A]
• Improve the Experience	On Off	Sends usage statistics and error reports to SMART.	[N/A]	User
• Support ID	[Support ID]	Shows the support ID associated with the display.	Enable this option only on the advice of SMART Support, and only in combination with the board's Support ID.	[N/A]
• Logging Service	[Languages]	Sets the language for the settings menu.		User

Option	Values	Function	Notes	User or system setting
• Enable Logging Service	On Off	Enables or disables saving logs to a USB drive	This option allows the temporary iQ system log files to survive a system restart, at the cost of some device storage space.	System
• Log Levels	[N/A]	[N/A]	[N/A]	[N/A]
• Log Level RAW	On Off	Advanced logging options to be set under the direction of SMART Support	[N/A]	System
• Log Level SPM	On Off	Advanced logging options to be set under the direction of SMART Support	[N/A]	System
• Log Level RATP	On Off	Advanced logging options to be set under the direction of SMART Support	[N/A]	System
• Log Level SEP	On Off	Advanced logging options to be set under the direction of SMART Support	[N/A]	System
• Log Level EXT	On Off	Advanced logging options to be set under the direction of SMART Support	[N/A]	System
▸ **Security**				
• Lock Down Settings	[N/A]	Lock down the display's settings using a security certificate on a USB drive.	See Locking down the Settings app for more information.	System
• Make passwords visible	On Off	Reveals characters when typing a password in an app or website	[N/A]	System
• Install certificates	[N/A]	Install security certificates to connect to a network.	[N/A]	System
• View certificates	[N/A]	View installed security certificates.	[N/A]	System
• View root CA certificates	[N/A]	[N/A]	[N/A]	System
• Automatic inactivity log out	Disabled 1 hour 8 hours 12 hours	Automatically logs a user off after a time of inactivity.	[N/A]	System
• Enable automatic login	On Off	Automatically logs in a user if enabled	Default is off.	System

Option	Values	Function	Notes	User or system setting
• Clean up				
• Clean Up Policy	Disabled Manually reset with the **Clean Up** button in the launcher 1 hour 2 hours 3 hours 1 day	Sets how often the display cleans up.	[N/A]	System
• Clean Up the browser	[N/A]	Closes the browser tabs and clears the history, cache, and cookies.	[N/A]	System
• Clean up app data and preferences	[N/A]	Closes open applications and clears app data and preferences.	[N/A]	System
▸ **Software Update**				
• Updates Channel	Stable Channel Beta Channel	Sets which iQ system software updates the display receives.	When switching from the Beta channel to the Stable channel, a factory reset occurs. See page 69 for more information about factory reset. For more information about the Beta Channel, see Switching to the Beta channel.	System
• System Updates Channel	Stable Channel Beta Channel	Sets which display updates the display receives.	This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	System

Option	Values	Function	Notes	User or system setting
• Check for Updates Now	[N/A]	Checks for updates to the system software.	If an update is available, the text changes to Apply update now. The display must be connected to the internet to check for system software updates or a USB drive with the system software update file is connected to the display.	[N/A]
▸ **Remote Management**				
• Launch Remote Management Settings	[N/A]	Configure the display's connection settings with the Radix Viso server.	This option is only enabled when Remote Management is enabled.	System
• Remote Management Enabled	On Off	Enables or disables Remote Management on the display.	[N/A]	System
• Radix Viso version	[N/A]	Shows the Radix Viso version.	[N/A]	System
▸ **About**				
• Board Name	[N/A]	Select a name for your display.	[N/A]	System
• Help	[N/A]	Shows the SMART support site for iQ.	[N/A]	[N/A]
• Send Feedback	[N/A]	Send feature request to SMART.	[N/A]	[N/A]
• Board Details	[N/A]	[N/A]	[N/A]	[N/A]
• Build Number	[N/A]	Shows the iQ system software's version number.	[N/A]	[N/A]
• Serial Number	[N/A]	Shows the iQ appliance serial number (SMART Board 7000 and 7000 Pro). Shows the display's serial number (SMART Board 7000-V2 and 7000-V2 Pro).	[N/A]	[N/A]
• Part Number	[N/A]	Shows the display's part number.	[N/A]	[N/A]
• Model Number	[N/A]	Shows the display's base model number. Displays purchased as 62xxS or 64xxS SKUs have a 60xxS base model number.	This option is available for SMART Board 7000-V2 and 7000-V2 Pro only.	[N/A]

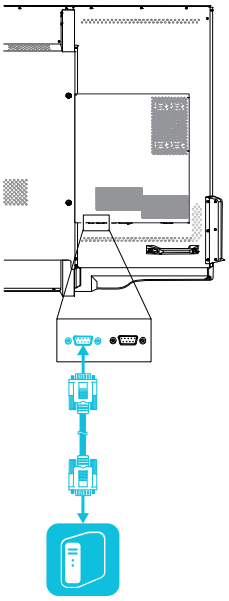
Option	Values	Function	Notes	User or system setting
• Configuration	EDU-iQ (Education iQ experience) ENT-iQ (Enterprise iQ experience) ENT-NoiQ (Enterprise, display-only configuration without iQ)	Shows the display's iQ system configuration.	[N/A]	[N/A]
• Firmware Details	[N/A]	[N/A]	[N/A]	[N/A]
• Legal Information	[N/A]	[N/A]	[N/A]	[N/A]
• End User License Agreement	[N/A]	Shows the SMART end user license agreement.	[N/A]	[N/A]
• Open Source Licenses	[N/A]	Shows the open source licenses.	[N/A]	[N/A]
• SMART Intellectual Property	[N/A]	Shows the SMART intellectual property information.	[N/A]	[N/A]

Appendix B **Remotely managing the display**

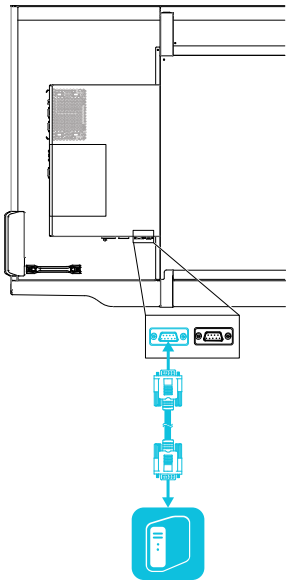
Connecting multiple displays 75
Configuring the computer's serial interface settings 77
Power states 78
Commands and responses 79
Power state commands 81
Input commands 81
Brightness commands 82
Freeze commands 83
Screen shade commands 83
Volume commands 83
Mute commands 83
Firmware version commands 84
Serial number commands 84
Part number commands 84
Resolving issues with remote management 85

You can connect an RS-232 cable from the computer's serial output to the RS-232 IN connector on the bottom of the display to remotely select video inputs, turn the display on or off and get information about the display's current settings, such as volume and power state.

SBID-7000-V2



SBID-7000



Important

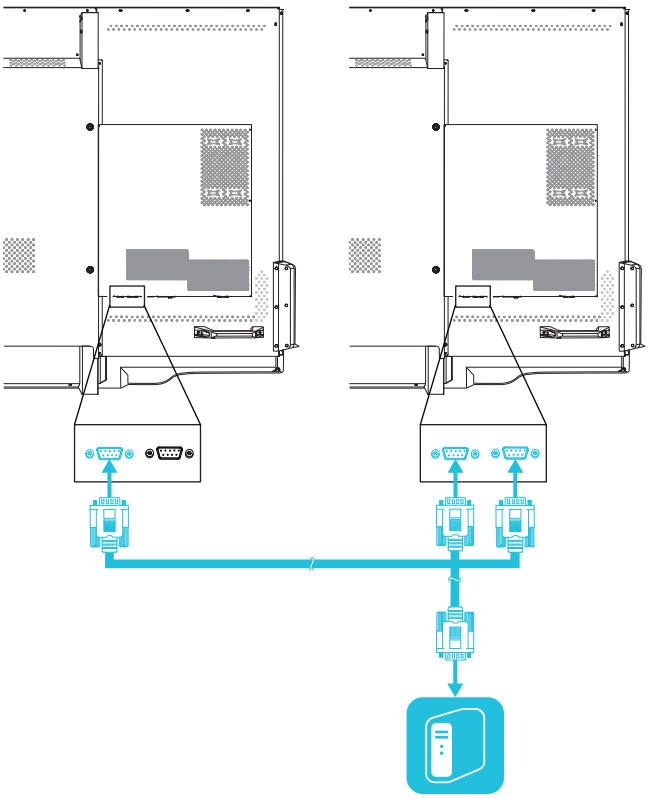
Use only a standard RS-232 cable. Do not use a null modem cable. Null modem cables typically have ends of the same type.

Connecting multiple displays

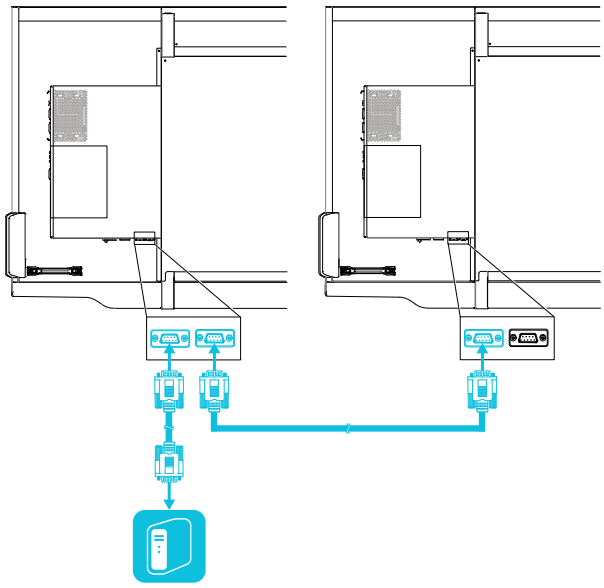
You can connect up to ten displays to a room control system by connecting a RS-232 cable from the computer's serial output to the first display's RS-232 IN connector and then connecting another RS-232 cable from that display's RS-232 OUT connector to the next display's RS-232 IN connector.

Notes

- When connecting SBID-7000-V2 models, the leftmost display (when viewed from the front) is the first display in the chain, the display to the right of that display is the second display in the chain, and so on.



- When connecting SBID-7000 models, the rightmost display (when viewed from the front) is the first display in the chain, the display to the left of that display is the second display in the chain, and so on.



- When you connect displays in this manner, they behave as a single unit (see *Mounting multiple displays* on page 28).
- With the exception of the `get input`, `set input`, and `get fwver`, all remote management commands apply to all connected displays.

Configuring the computer's serial interface settings

Configure the computer's serial interface before sending commands to the display.

To configure the computer's serial interface

1. Turn on the display.
2. Turn on the computer, and then start the serial communications program or terminal emulation program.
3. Activate local echo.

4. Configure the serial interface settings using the following values, and then press ENTER.

Baud rate	19200
Data length	8
Parity bit	None
Stop bit	1

A command prompt (>) appears on the following line, and the display can now accept commands from the computer.

> **Note**
>
> If no message appears or an error message appears, the serial interface isn't configured correctly. Repeat steps 3 and 4.

Power states

The display has six power states:

Power state	Description
ON	The display is in normal operating mode.
READY	The screen is off, but the display is ready to turn on when the following occurs: • A user presses the **Power** button ⏻ on the convenience panel. • A user picks up a pen or the eraser. • You send the `set powerstate=on` command.
STANDBY	The screen is off, and the display is in a low power state. The display enters READY or ON state when the following occurs: • The presence detection sensors detect people in the room. • A user presses the **Power** button ⏻ on the convenience panel. • You send the `set powerstate=ready` or `set powerstate=on` command.
POWERSAVE	The screen is off, and the display is a very low power state. The display enters READY or ON state when the following occurs: • A user presses the **Power** button ⏻ on the convenience panel. • You send the `set powerstate=ready` or `set powerstate=on` command.
UPDATEON	The display is updating firmware. Do not turn off the display.
UPDATEREADY	The display is updating firmware while the screen is off. Do not turn off the display.

With the exception of `get powerstate` and `set powerstate`, commands are available only when the display is in READY or ON power state.

Commands and responses

To access display information or to adjust display settings using the room control system, type commands after the command prompt (>), and then wait for the response from the display.

Correct

```
>get volume
volume=55
>
```

If you type a command that the room control system doesn't recognize, you will receive an invalid command response.

In the example below, the user used `=-50` instead of `-50`.

Incorrect

```
>set volume=-50
invalid cmd: setvolume=-50
>
```

Notes

- Use ASCII formatted commands.
- Commands aren't case-sensitive and extra spacing is ignored.
- You can use the BACKSPACE key when typing commands.
- Review each entry carefully before you press ENTER.
- Don't send another command until you receive the response and the next command prompt.

To identify the current value of a setting

Use a `get` command.

This example shows how to get the volume:

```
>get volume
volume=55
>
```

To assign a value to a setting

Use a `set` command.

This example sets the volume to 65:

```
>set volume=65
volume=65
>
```

To increase or decrease the value of a setting

Use the `set` command to increase or decrease the value by a designated number.

This example increases the volume by 5:

```
>set volume+5
volume=70
>
```

This example decreases the volume by 15:

```
>set volume-15
volume=55
>
```

To identify or assign a value for a specific display

Start the command with `[Display],@`, where `[Display]` is the display you want to apply the command to.

This example sets the input for the first display in the chain to HDMI 2:

```
>A,@ set input=hdmi2
@,A input=hdmi2
>
```

> **Notes**
>
> - The first display in the chain is labeled A, the next display is labeled B, and so on.
> - You can identify a specific display for only the `get input`, `set input` and `get fwversion` commands.

Power state commands

Get command	Set command	Response
`get powerstate`	`set powerstate[Value]` Where `[Value]` is one of the following: • `=on` • `=ready` • `=standby` • `=powersave` **Note** If the display is in UPDATEON or UPDATEREADY state, it might not change power states after receiving the command.	`powerstate=[Value]` Where `[Value]` is one of the following: • `on` • `ready` • `standby` • `powersave` • `updateon` • `updateready`

Input commands

Get command	Set command	Response
If one display is connected		

Get command	Set command	Response
`get input`	`set input[Value]` Where `[Value]` is one of the following: • `=hdmi1` • `=hdmi2` • `=hdmi3` • `=dp1` • `=vga1` • `=ops1` • `=ops1cc` • `=android`	`input=[Value]` Where `[Value]` is one of the following: • `hdmi1` • `hdmi2` • `hdmi3` • `dp1` • `vga1` • `ops1` • `ops1cc` • `android` • `none`
If multiple displays are connected		
`[Display],@ get input` Where `[Display]` is the display's label (A, B, and so on).	`[Display],@ set input[Value]` Where • `[Display]` is the display's label (A, B, and so on). • `[Value]` is one of the following: ◦ `=hdmi1` ◦ `=hdmi2` ◦ `=hdmi3` ◦ `=dp1` ◦ `=vga1` ◦ `=ops1` ◦ `=ops1cc` ◦ `=android`	`@,[Display] input=[Value]` Where • `[Display]` is the display's label (A, B, and so on). • `[Value]` is one of the following: ◦ `hdmi1` ◦ `hdmi2` ◦ `hdmi3` ◦ `dp1` ◦ `vga1` ◦ `ops1` ◦ `ops1cc` ◦ `android` ◦ `none`

Notes

- HDMI 3 (`hdmi3`) and iQ (`android`) input are not available on SBID-7000 models.
- Display Port (`dp1`) input is not available on SBID-7000-V2 models.

Brightness commands

Get command	Set command	Response
`get brightness`	`set brightness[Value]` Where `[Value]` is one of the following: • `+[Value]` • `-[Value]` • `=[5-100]`	`brightness=[Value]` Where `[Value]` is a number between 5 and 100

Freeze commands

Get command	Set command	Response
`get videofreeze`	`set videofreeze[Value]` Where `[Value]` is one of the following: • `=on` • `=off`	`videofreeze=[Value]` Where `[Value]` is one of the following: • `on` • `off`

Screen shade commands

Get command	Set command	Response
`get screenshade`	`set screenshade[Value]` Where `[Value]` is one of the following: • `=on` • `=off`	`screenshade=[Value]` Where `[Value]` is one of the following: • `on` • `off`

> **Note**
>
> Screen shade commands are available only for SMART Board 7000-V2 models.

Volume commands

Get command	Set command	Response
`get volume`	`set volume[Value]` Where `[Value]` is one of the following: • `+[Value]` • `-[Value]` • `=[0-100]`	`volume=[Value]` Where `[Value]` is a number between 0 and 100

Mute commands

Get command	Set command	Response
`get mute`	`set mute[Value]` Where `[Value]` is one of the following: • `=on` • `=off`	`mute=[Value]` Where `[Value]` is one of the following: • `on` • `off`

Firmware version commands

Get command	Response
If one display is connected	
`get fwversion`	`fwversion=[Value]` Where `[Value]` is the firmware version.
If multiple displays are connected	
`[Display],@ get fwversion` Where `[Display]` is the display's label (A, B, and so on).	@,`[Display] fwverversion=[Value]` Where • `[Display]` is the display's label (A, B, and so on). • `[Value]` is the firmware version.

Serial number commands

Get command	Response
`get serialnum`	`serialnum=[Value]` Where `[Value]` is the serial number. **Note** If multiple display are connected, the response includes the serial numbers for all displays separated by commas.

Part number commands

Get command	Response
`get partnum`	`partnum=[Value]` Where `[Value]` is the part number, including the revision. **Note** If multiple display are connected, the response includes the part numbers for all displays separated by commas.

Resolving issues with remote management

The following table presents common issues with remote management and explains how to resolve them:

Issue	Solutions
You're experiencing general issues with remote management.	• Make sure all the cable connections are secure. • Restart the display and the remote management system. See *Turning the display off and back on* on page 49. • Configure the serial interface settings. See *Configuring the computer's serial interface settings* on page 77.
You're experiencing other issues with remote management, or the previous solutions don't resolve the issue.	See *Referring to the SMART knowledge base for additional troubleshooting information* on page 58.

Certification and compliance

Federal Communication Commission interference statement

FCC
Supplier's Declaration of Conformity
47 CFR § 2.1077 Compliance Information
Unique Identifier: SBID-7075, ID7075-1, ID7075-2, ID7086-1, ID7086-2
Responsible Party – U.S. Contact Information
SMART Technologies Inc.
1505 Westlake Ave N, Suite 700
Seattle, WA 98109
compliance@smarttech.com

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.

Note

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 when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

⚠ Caution

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

Restriction

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

IEEE 802.11b or 802.11g operation of this product in the USA is firmware limited to channels 1 through 13.

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 of 20 cm between the antenna of this device and all nearby persons. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Innovation, Science and Economic Development Canada statement

This device complies with RSS-247 of the Innovation, Science and Economic Development 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.

⚠ 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.

Radiation exposure statement

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the antenna of this device and all nearby persons. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Cet appareil est conforme à la norme ISED CNR-247 pour les appareils radio agréés. Son fonctionnement est soumis 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.

⚠ Avertissement

(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.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED 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. Cet émetteur ne doit pas être co-implantés ou exploités conjointement avec une autre antenne ou émetteur.

EU declaration of conformity

Hereby, SMART Technologies ULC declares that the radio equipment type Interactive Display SBID-7075, SBID-7075P, SBID-7086, SBID-7086P, ID7075-1, ID7086-1, SBID-7075-V2, SBID-7075P-V2, SBID-7086-V2, SBID-7086P-V2, ID7075-2, ID7086-2 and the interactive pen SBID-7000-PEN, SBID-7000P-PEN are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following Internet address: smarttech.com/compliance

⚠ Warning

Operation of this equipment in a residential environment could cause radio interference.

Regulatory models: ID7075-1, ID7086-1:

Transmitting Band (MHz)	Maximum Transmit Power EIRP (dBm)
2402–2483.5	19

Regulatory models: ID7075-2, ID7086-2:

Transmitting Band (MHz)	Maximum Transmit Power EIRP (dBm)
2402–2483.5	19
5150–5350	16
5470–5725	16

Restrictions in:
AT/BE/BG/CZ/DK/EE/FR/DE/IS/IE/IT/EL/ES/CY/LV/LI/LT/LU/HU/MTNL/NO/PL/PT/RO/SI/SK/TR/FI/SE/CH/UK/HR – 5150MHz-5350MHZ is for indoor use only.

For optimal performance any support equipment connected to this device must be CE compliant.

Compliance to Malaysia specification

The SMART Technologies ULC Interactive Display SBID-7075, SBID-7075P, SBID-7075-V2, SBID-7075P-V2, wireless Pen models SBID-7000-PEN and SBID-7000P-PEN meet the Malaysian requirements as defined by the Certifying Agency, SIRIM QAS International.

MCMC
CIDF17000247

United Arab Emirates – TRA registration details

Pen – Regulatory models SBID-7000-Pen and SBID-7000P-PEN

TRA
REGISTERED No: ER62928/18
DEALER No: DA0076339/11

Panel 75" – Regulatory models SBID-7075 and ID7075-1

TRA
REGISTERED No: ER63077/18
DEALER No: DA0076339/11

Panel 86" – Regulatory model ID7086-1

TRA
REGISTERED No: ER62714/18
DEALER No: DA0076339/11

Panel 75" – Regulatory model ID7075-2

TRA
REGISTERED No: ER70206/19
DEALER No: DA0076339/11

Panel 86" – Regulatory model ID7086-2

TRA
REGISTERED No: ER70207/19
DEALER No: DA0076339/11

Microsoft® statement regarding Windows® 10 operating system

Windows 10 is automatically updated, which is always enabled. ISP fees may apply. Additional requirements may apply over time for updates.

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.
Batteries	The pens contain rechargeable lithium batteries. The AMx0 appliance module contains a CR2032 coin cell. Recycle or dispose of batteries properly.
Perchlorate material	The CR2032 coin cell contains perchlorate material. Special handling may apply. See dtsc.ca.gov/hazardouswaste/perchlorate.

SMART Technologies

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