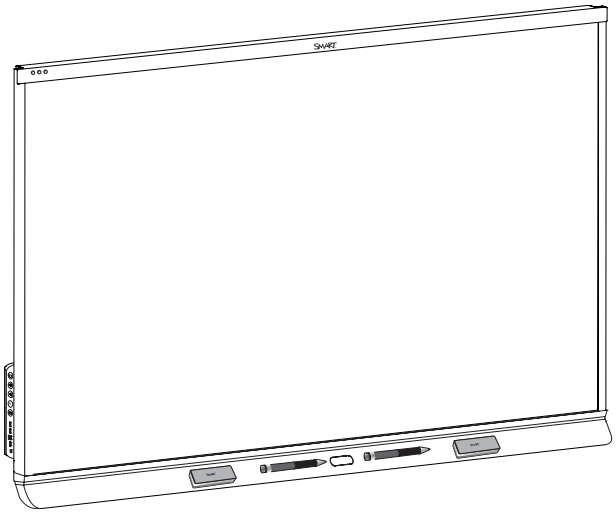

SMART Board®
6000S and 6000S Pro series
interactive displays

DRAFT

USER GUIDE

SBID-6265S | SBID-6275S | SBID-6286S | SBID-6265S-PW | SBID-6275S-PW | SBID-6286S-PW | SBID-6265S-P | SBID-6275S-P | SBID-6286S-P |

Was this document helpful?
smarttech.com/docfeedback/171415

SMART®

Learn more

This guide and other resources for SMART Board 6000S and 6000S 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

November 22, 2019

Important information

NOTE

Refer to the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414) for important information about installing and maintaining the display.

WARNING

- 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.
- To reduce the risk of fire or electric shock, do not expose the display to rain or moisture.
- 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.
- If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.
- Disconnect the display's power cable 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

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ENERGY STAR®

ENERGY STAR is the government-backed symbol for energy efficiency, providing simple, credible, and unbiased information that consumers and businesses rely on to make well-informed decisions. ENERGY STAR-certified products are the simple choice for energy efficiency, making it easy for consumers and businesses to make purchases that save them money and protect the environment. The U.S. EPA ensures that each product that earns the label is independently certified to deliver the quality, performance, and savings that users have come to expect.

Pending its certification as an ENERGY STAR certified signage display, your display delivers excellent performance and savings. However, changing some settings may increase energy consumption beyond the limits required for ENERGY STAR certification. For example, increased brightness and contrast will increase power consumption.

Please consider the environment when you choose non-ENERGY STAR settings.

Federal Communication Commission interference statement

FCC
Supplier's Declaration of Conformity
47 CFR § 2.1077 Compliance Information
Unique Identifier: IDS665-1, IDS675-1, IDS686-1
Responsible Party – U.S. Contact Information
SMART Technologies Inc.
2401 4th Ave, 3rd Floor
Seattle, WA 98121
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.

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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 ICES-003 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.

Innovation, Science et Développement économique Déclaration du Canada

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.

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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.

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.

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Chapter 1

Welcome

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This chapter introduces the SMART Board® 6000S and 6000S Pro series interactive displays.

About this guide

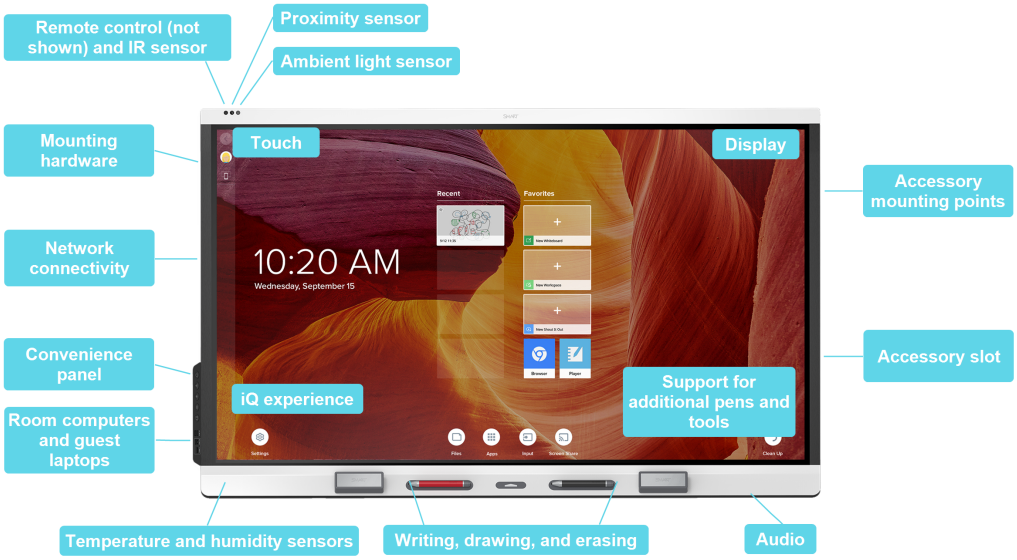
This guide explains how to use a SMART Board 6000S or 6000S Pro series interactive display.

This guide is intended for individuals who use displays in their organizations. Other documentation and resources are available for those who install and maintain displays (see *More information* on page 9).

About the display

The SMART Board 6000S or 6000S Pro series interactive display with iQ is the hub of your classroom or meeting room.

The display includes an extensive set of features and components:



Touch

You can do everything on the display that you can do at your computer—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.

You can use an array of gestures within applications, including panning, scaling, rotating and zooming in and out.

The display's InGlass™ touch technology provides optimum pen performance, resulting in virtually no lag and zero contact detect height. In addition, its Silktouch ultra-smooth finish allows you to use the display for hours without finger burn.

For more information, see *Using touch* on page 15.

Writing, drawing and erasing

The display comes with a black pen and a red pen, which you can use to write or draw on the screen.

In addition to the pens, the display includes two erasers, which you can use when you want to erase digital ink on the screen.

With Object Awareness, the display responds automatically to the tool or object you're using, whether it's a pen, finger, eraser, or palm. The display's Pen ID and Simultaneous Tool Differentiation technologies allow multiple people to write independently and simultaneously, using different colored ink.

For more information, see *Using the pens and erasers* on page 17.

Support for additional pens and tools

The SMART Board 6000S features ToolSense™ technology which provides virtually unlimited pen and tool support. This proprietary technology enables you to use additional SMART authorized pens and tools to those supplied with the display. No additional configuration is required, just pick up a pen or tool and begin using it.

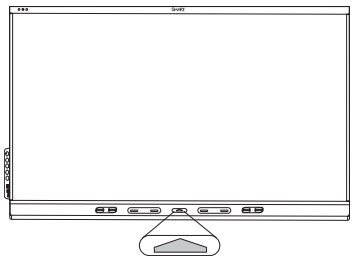
For more information on available tool kits, see smarttech.com/accessories.

iQ experience

If enabled, the iQ embedded computer provides one-touch access to collaborative tools, such as a whiteboard, wireless screen sharing, and a web browser. There's no need for wires, cables, or manual software and firmware updates.

NOTE

Some network integration is required for features like Browser and Screen Share.



Tap the **Home** button on the display (pictured) or the remote control to open the Home screen. From the Home screen, you can open the iQ apps, switch inputs, and adjust settings.

For more information about the Home button and the Home screen, see *Using the Home button* on page 12.

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For more information about the iQ apps, see *Chapter 3: Using the iQ apps* on page 21.

Display

The 4K ultra-high-definition LED display provides optimal image clarity and wide viewing angles.

The size of the display varies by model:

Models	Size (diagonal)
SBID-6265S, SBID-6265S-PW, SBID-6265S-P, SBID-6065S, SBID-6065S-PW, SBID-6065S-P	65"
SBID-6275S, SBID-6275S-PW, SBID-6275S-P, SBID-6075S, SBID-6075S-PW, SBID-6075S-P	75"
SBID-6286S, SBID-6286S-PW, SBID-6286S-P, SBID-6086S, SBID-6086S-PW, SBID-6086S-P	86"

Audio

The display includes two 20 W integrated speakers, which are designed to provide sound at the front of a room.

For more information about configuring the speakers, see configuring-audio.htm.

TIP

You might want to connect an external audio system if you're providing sound in a larger space (see connecting-other-devices.htm).

Network connectivity

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 the Wi-Fi module or the LAN RJ45 jack on the display:

- The Wi-Fi module supports both 2.4 and 5 GHz bands.
- The two RJ45 jacks allow you to connect the display and an external device, such as a computer, to a Gigabit Ethernet network.

For more information, see connecting-to-a-network.htm.

Room computers and guest laptops

You can connect room computers and guest laptops to the display and view and interact with their inputs.

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The display comes with SMART software that you can install on connected computers to take full advantage of the display's features while using the connected computers.

For more information, see *Connecting room computers and guest laptops* on page 29.

Accessory slot

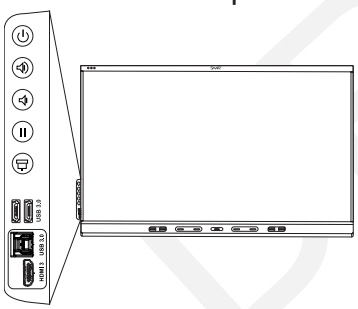
You can install an OPS-compatible device, such as a SMART OPS PC module, in the accessory slot. The PCM8 series of SMART OPS PC modules provides a complete Windows 10 Pro solution.

For more information about the SMART PCM8 series OPS PC, see *SMART OPS PC module* on page 8.

NOTE

Unlike with older SMART Board interactive displays, you don't need to install an AM30, AM40, or AM50 appliance in the accessory slot to use the iQ experience on the display. The iQ experience is embedded on SMART Board 6000S and 6000S Pro interactive displays (see *iQ experience* on page 3). For this reason, SMART doesn't recommend installing AM30, AM40, or AM50 appliances in these displays' accessory slots.

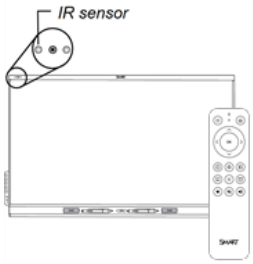
Convenience panel



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.

For more information about the convenience panel, see *Using the convenience panel* on page 12.

Remote control and IR sensor



You can use the remote control to turn the display on and off, adjust display settings, and so on.

The IR sensor for the remote control is located in the top-left corner of the display's frame.

For more information about the remote control, see *Using the remote control* on page 13.

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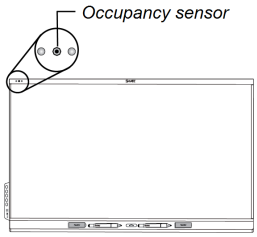
Proximity sensor



The proximity sensor is located in the top-left corner of the display's frame.

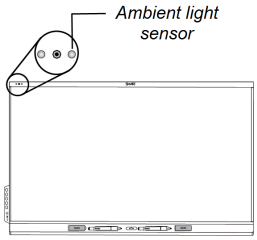
The proximity sensor can detect people up to 16' (5 m) away when the display is in Standby mode.

When the proximity sensor detects 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.

For more information, see *Waking up the display and putting it back to sleep* on page 11.

Ambient light sensor



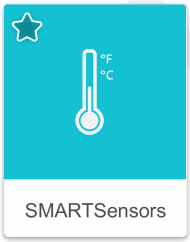
The ambient light sensor is located in the top left corner of the display's frame.

The ambient light sensor detects the brightness of the room and adjusts the brightness of the screen accordingly.

You can enable, disable, and adjust this feature. Refer to the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide*

(smarttech.com/kb/171414) for more information.

Temperature and humidity sensors



The display features integrated temperature and humidity sensors that enable real-time measurement and recording of the environmental conditions surrounding the display. This data is easily accessible using the pre-installed 'temperature and humidity' app in the display's App library.

Teachers can use the environmental data to determine a classroom's comfort level and take informed steps to improve learning conditions. Measuring a classroom's environmental data over time and combining this with other utilization and outcome data can provide a more complete picture of the overall learning environment.

Facilities managers can also use the environmental data to assist with resource planning and gain a better understanding of a room user's temperature and humidity preferences.

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NOTE

This feature is not available if iQ is disabled.

For more information, see *Using the SMART Sensors app* on page 22.

Mounting hardware

The display comes with a WM-SBID-200 wall mount, which your organization can use to mount the display on a wall.

Alternatively, you can mount the display on a wall or mobile stand (see *Accessories* on the next page).

Accessory mounting points

The display features M4 mounting points located at the top, bottom, left and right for SMART approved accessories.

Identifying your specific model

SMART offers different models of the SMART Board 6000S and 6000S Pro series interactive display:

Identify your SMART Board 6000S or 6000S Pro model

Model	Frame style	Screen size (approximate)	iQ	SMART Notebook ® Player
SBID-6265S	White	65"	Yes	Yes
SBID-6275S	White	75"	Yes	Yes
SBID-6286S	White	86"	Yes	Yes
SBID-6265S-PW	White	65"	Yes	No
SBID-6275S-PW	White	75"	Yes	No
SBID-6286S-PW	White	86"	Yes	No
SBID-6265S-P	Black	65"	Yes	No
SBID-6275S-P	Black	75"	Yes	No
SBID-6286S-P	Black	86"	Yes	No

Refer to the specifications for detailed technical information for these models, including product dimensions and weights (see *More information* on page 9).

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Accessories

Accessories for the display include:

- Pen accessory kit
- SMART OPS PC module
- SBA-100 projection audio system
- Stands
- USB extenders

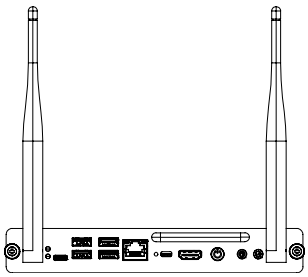
NOTE

For more information on these and other accessories, see smarttech.com/accessories.

Pen accessory kit

The pen accessory kit includes blue, green, purple, and orange pens and a holder that you can mount on the side of the display.

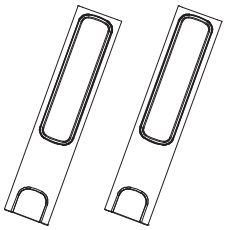
SMART OPS PC module



SMART Open Pluggable Specification (OPS) PC modules provide a hassle-free Windows® 10 Pro solution based on eighth generation Intel® Core™ processors and are designed specifically to work with a SMART display. Available in two standard configurations, all OPS PC modules in the PCM8 series are WHQL certified and fully licensed with Windows 10 Pro out of the box. Install the OPS PC module in a display's OPS slot to provide a complete 4K UHD Windows 10 solution at your fingertips, without the need for an external PC or additional cables.

Install familiar Windows software applications, such as SMART Notebook® collaborative learning software, SMART TeamWorks™ software, and SMART Meeting Pro® software, and access the internet directly through your display's network connection. Upgrades and service for the OPS PC module can be easily performed without removing the display from its mounting.

SBA-100 projection audio system



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.

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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.

USB extenders

As noted in the display's specifications, 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 the USB-XT extender (smarttech.com/kb/119318).

NOTE

For more information on extending USB connections, see USB cable extenders.

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 6000S and 6000S Pro series interactive display documents and other support resources.

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Chapter 2

Using basic features

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- Freezing the screen 20
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Waking up the display and putting it back to sleep

The display's occupancy sensor can detect people up to 16' (5 m) away when the display is in Sleep mode. Depending on how the display is configured, it either turns on or enters Ready mode when the sensor detects people.

If the display is in Ready mode, you can turn it on in a number of ways:

- Press the **Power** button ⏻ on the convenience panel.
- Pick up a pen or the eraser.

The display returns to a partial sleeping state when one of the following occurs:

- The sensor detects no motion in the room for 60 minutes.
- You press the **Power** button ⏻ on the convenience panel.

The display enters a full sleeping state after the sensor doesn't detect anyone in the room.

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For information about turning off the display, see the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414).

Using the Home button

You can use the Home screen to open and use iQ apps, view the input of connected computers, and more. You can also change the background and personalize other features of the Home screen. To learn more about the Home screen, see Understanding the Home screen.

The Input screen shows thumbnails of connected computers and allows you to switch between inputs.

You can return to the Home screen or the Input screen at any point by following the instructions below.

To show the Home screen or the Input screen

Tap the **Home** button on the front control panel.

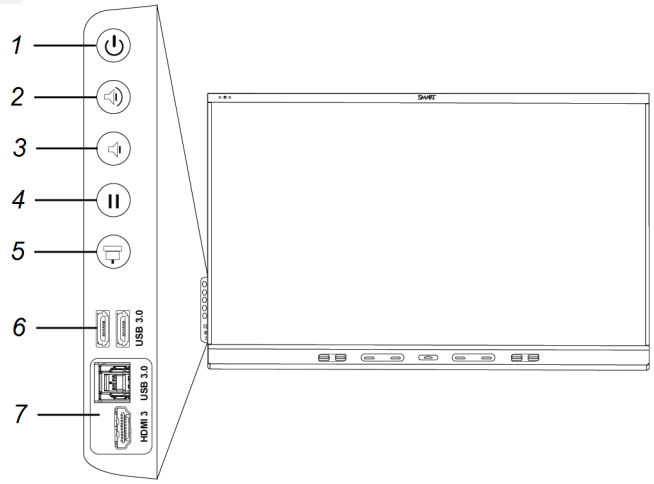
Tap the **Home** button below the screen.

OR

Press the **Home** button on the remote control.

Using the 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.



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No.	Name	Procedure
1	Power	• Press to enter or exit Standby mode (see *Waking up the display and putting it back to sleep* on page 11). • Press and hold for four seconds to turn off the display. • Press and hold for 10 seconds to reset the display.
2	Volume increase	Press to increase the volume (see *Adjusting the volume* on page 19).
3	Volume decrease	Press to decrease the volume (see *Adjusting the volume* on page 19).
4	Freeze	Press to freeze and unfreeze the screen (see page 20).
5	Screen shade	Press to hide screen contents behind a screen shade (see *Showing and hiding the screen shade* on page 20).
6	USB Type A connector (×2)	Connect USB drives and other devices that you want to use with the iQ experience or a connected computer (see *Connecting USB drives, peripherals, and other devices* on page 33).
7	HDMI 3 input connectors	Connect a computer or other input source to use with the display (see page 29).

The Power button indicates the display's status:

Power button	Display status
Off	Not receiving power
Amber	Standby mode
White	Normal operating mode

Using the remote control

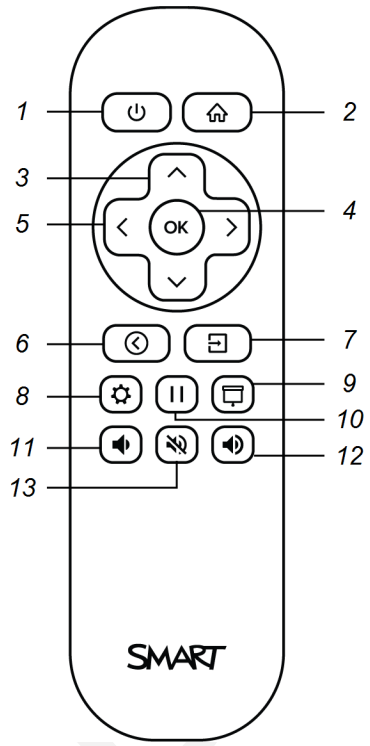
The display comes with one of two infrared remote control models. These models are similar, except one has an additional share screen button.

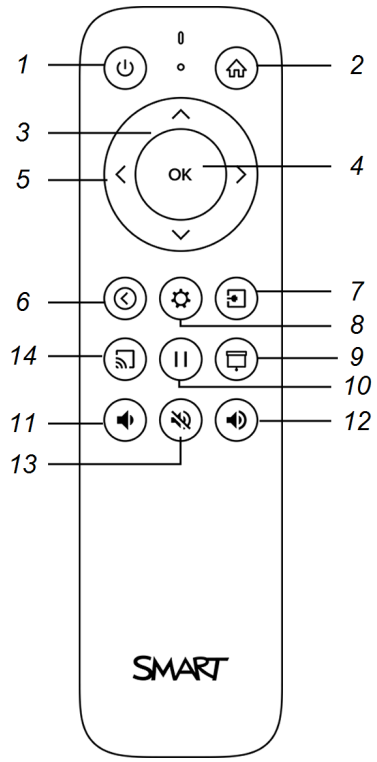
The infrared remote control enables you to turn the display on or off, change the input source, change the volume, access the display's iQ apps, and more. You can also use the remote control to open the on-screen menus and change the display's settings.

IMPORTANT

- Do not subject the remote control to strong shock.
- Keep the remote control away from liquids. If it gets wet, wipe it dry immediately.
- Do not expose the remote control to heat or steam.
- Do not open any part of the remote control other than the battery compartment.

The image and table below list the functions available for the remote control.





No.	Name	Procedure
1	Power	• Press to enter or exit Standby mode (see *Waking up the display and putting it back to sleep* on page 11). • Press and hold for four seconds to turn off the display. • Press and hold for 10 seconds to reset the display.
2	Home	Open the Home screen or the Input screen (see *Using the Home button* on page 12).
3	Up and down buttons	Select a menu option in the settings.

No.	Name	Procedure
4	Set	Open a selected menu option in the settings.
5	Left and right buttons	Change the value of the selected setting.
6	Back	Go back one step back in your navigation history.
7	Input	Switch input sources (see *Viewing a connected computer's input* on page 30).
8	Settings	Open iQ Settings.
9	Screen shade	Hide screen contents behind a screen shade (see *Showing and hiding the screen shade* on page 20).
10	Freeze frame	Freeze and unfreeze the screen (see page 20).
11	Volume increase	Increase the volume (see *Adjusting the volume* on page 19).
12	Volume decrease	Decrease the volume (see *Adjusting the volume* on page 19).
13	Volume mute	Mute the volume (see *Adjusting the volume* on page 19).
14	Share screen	Share content from the Chrome browser to the display (see Sharing your device's screen to the display). **NOTE** This button is not available on all remote control models.

Using touch

You can do everything on the display that you can do at your computer—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.

You can use an array of gestures within applications, including panning, scaling, rotating, and zooming in and out.

The display's support for up to 20 simultaneous interaction points enables you and other users to interact with objects on the screen at the same time.

NOTE

SME - Please confirmation the following description of the 6000S touch technology is correct

The display's HyPr Touch™ (Hybrid Precision Touch) proprietary hybrid system greatly improves upon its InGlass™ core by optimizing both touch and pen performance, resulting in virtually no lag and zero contact detect height.

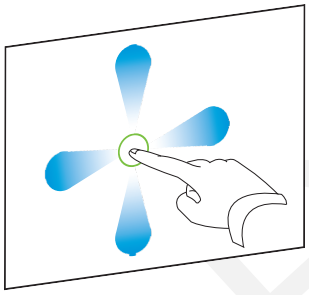
Exclusive to SMART, HyPr Touch allows for SMART's unique Simultaneous Tool Differentiation enables multiple users to touch the display and use pens and erasers at the same time for a natural, fully collaborative experience. With SMART's exclusive and patented ToolSense™ technology, users can also use a wide range of accessories to interact with applications.

You can also use gestures within applications.

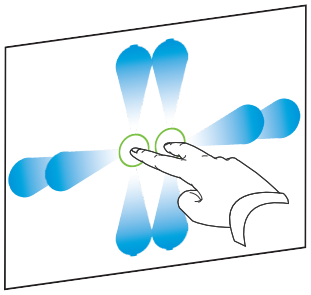
NOTE

Not all gestures work in all applications. Refer to an application's documentation to learn which gestures it supports.

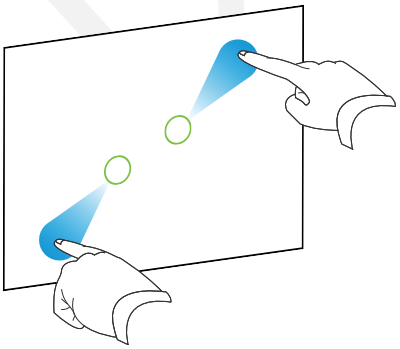
Pan (one finger)



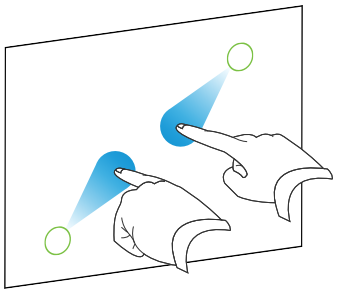
Pan (two fingers) / scroll



Pinch to zoom in / scale (enlarge)



Pinch to zoom out / scale (reduce)



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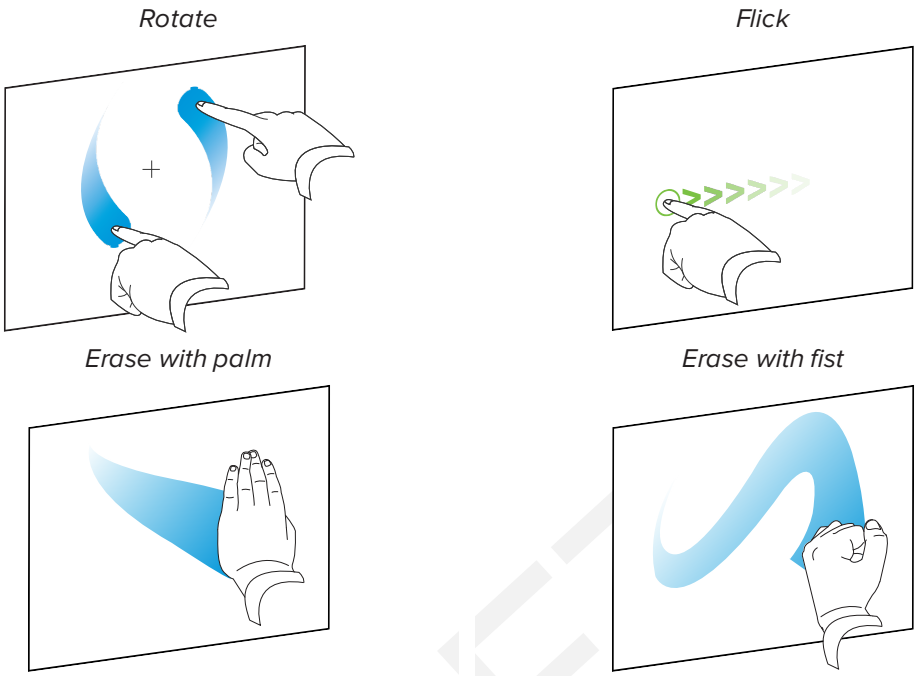

Using the pens and erasers

The display comes with a black pen and a red pen and two erasers. You can use the pens to write and draw in digital ink on the display, and you can use the erasers—or your palm or fist—to erase digital ink.

There are magnetic holders for the pens and eraser at the bottom of the display. Return the pens and erasers to their holders when you’re done with them.

CAUTION

When you return a pen to the magnetic holder, make sure it’s centered in its holder to keep it from falling and being damaged.

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Writing and drawing in digital ink

Multiple users can write or draw on the screen at the same time. Each pen writes and draws in its own color. The Pen ID™ feature enables you to assign different colors, thicknesses, and other properties to each pen.

IMPORTANT

Use only pens designed for SMART Board 6000S and 6000S Pro series interactive displays (see smarttech.com/kb/171230).

To write or draw in digital ink

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

TIP

- When you're writing or drawing with a pen, you can rest your palm on the screen. The display won't interpret your palm as a pen or an eraser.
- To learn how to change a pen's default behavior, see *Changing a pen's default color, thickness, and other properties* on the facing page.
- Before writing or drawing over a video, an animation, or other moving images, freeze the screen (see *Freezing the screen* on page 20).

Using the SMART Ink dynamic (floating) toolbar

If you pick up a pen while viewing a connected computer's input, the dynamic (floating) toolbar for SMART Ink appears on the screen. You can use this toolbar to change the pen's color, thickness or other properties temporarily, or use some of SMART Ink's tools such as screen capture, spotlight, screen shade, and so on.

To learn more about using SMART Ink and its toolbar, visit the SMART Ink support page. Here are a few quick links to get you started:

- Turning SMART Ink on or off
- Open the toolbar
- Close the toolbar (keep SMART Ink on, but hide the floating toolbar)
- Using presentation tools, such as Spotlight, Magnifier, and Screen Shade

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Changing a pen's default color, thickness, and other properties

You can change a pen's color, thickness, and other properties temporarily using the SMART Ink dynamic (floating) toolbar when you're viewing a connected computer's input. However, when you return the pen to its holder, the pen returns to its default color, thickness, and other properties.

To change the pen's default color, thickness, and other properties, see Changing pen, eraser, and button settings.

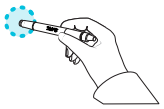
Erasing digital ink

CAUTION

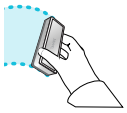
When you return an eraser to a magnetic holder, make sure it's centered in its holder to keep it from falling and being damaged.

You can erase digital ink from the screen using an eraser or your palm or fist:

Move a pen's eraser over the digital ink you want to erase.



OR
Move the eraser over the digital ink you want to erase.



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Adjusting the volume

Use the buttons on the convenience panel or the remote control to mute the display's volume or turn it up or down.

NOTE

See *There's no sound or there's a problem with the sound* on page 38 if you encounter issues with the display's sound.

To turn the volume up or down

Press the **Volume Up** or **Volume Down** button on the convenience panel or the remote control.

NOTES

- Press and hold the **Volume Down** button to rapidly decrease the volume.
- When you press the **Volume Up** or **Volume Down** button on the convenience panel or the remote control, you can use the on-screen slider to adjust the volume.

To mute the volume

Press the **Mute** button on the remote control.

Freezing or hiding the screen

You can temporarily freeze or hide the contents on the screen using the display's freeze and screen shade features.

Freezing the screen

You can temporarily freeze the screen by pressing the **Freeze** button on the convenience panel or the remote control. This is particularly useful when you want to pause a video, an animation, or other moving images.

NOTE

Freezing the screen does not pause applications that are running on the connected computer. It simply freezes the display of those applications.

TIP

You can write or draw over the screen while it is frozen (see *Writing and drawing in digital ink* on page 18). If the iQ experience is enabled, you can then save the screenshot of your writing or drawing to the Files Library (see Using the iQ experience Files Library).

To unfreeze the screen, press the **Freeze** button again.

Showing and hiding the screen shade

You can temporarily hide the contents of the screen behind a virtual screen shade by pressing the **Screen Shade** button on the convenience panel or the remote control.

To remove the screen shade and reveal the screen contents, press the **Screen Shade** button again.

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Chapter 3

Using the iQ apps

Using the Apps Library 21
Using the SMART Sensors app 22
Using the Files Library 22
Using kapp Whiteboard 23
Using SMART Notebook Player 23
Using Browser 23
Using Screen Share 23
Using screenshots 24
Installing third-party apps 24
Cleaning up the display 25

The display comes with the following iQ apps:

- SMART Notebook Player
- Browser
- Input
- Screen Share
- kapp Whiteboard

You can use these apps along with the Files Library, and Apps Library to deliver lessons in a classroom or coordinate meetings and other collaborative activities.

NOTE

Some apps, such as Screen Share, require a configured network connection. If you're experiencing issues with these apps, contact your IT administrator to make sure the network and display have been properly configured.

Using the Apps Library

The Apps Library contains the Browser, SMART Notebook Player, and kapp Whiteboard apps. You can also add apps from the web and SMART's app store or install third-party apps.

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NOTE

SMART Notebook Player is available on education models only.

To open the Apps Library

From the Home screen, tap **Apps Library** .

To learn how to use the other features of Apps Library, see Understanding the Apps Library.

Using the SMART Sensors app

The SMART Sensors app shows the ambient temperature and humidity in the classroom or meeting room.

To show the temperature and humidity

1. From the Home screen, tap **Apps Library** .
2. Tap **SMART Sensors**.

Using the Files Library

The Files Library contains kapp Whiteboard sessions, whiteboards, SMART Notebook files that have been shared with the display, PDFs, and screenshots. If a USB drive is connected to the display, the files on the USB drive are also available in the Files Library. Although these files can be viewed on the display, they are not saved on the display.

NOTE

SMART Notebook Player is available on education models only.

To open Files Library

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

To learn how to use the other features of Files Library, see Understanding the Files Library.

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Using kapp Whiteboard

Using kapp Whiteboard, you can write and erase notes on the display just as you do on a traditional dry erase board. You can also save your notes for later reference and share them using the SMART kapp® app. kapp Whiteboard is the default whiteboard for enterprise models.

To learn how to use the display's pens and eraser to write, draw, and erase in kapp Whiteboard, see *Using the pens and erasers* on page 17.

To learn how to use the other features of kapp Whiteboard, see Using the kapp Whiteboard.

Using SMART Notebook Player

Use SMART Notebook Player to open, view, and interact with SMART Notebook software files. Notebook Player makes it easy to present SMART Notebook files and play SMART lab™ activities on the display. SMART Notebook Player is also the default whiteboard for education models.

You can also install the Notebook Player app on your iOS and Android devices to view and control SMART Notebook files from the device.

To learn more about SMART Notebook Player, see Working with SMART Notebook files and whiteboards on your display.

Using Browser

You can use Browser to view web sites on the display.

To learn more about Browser, see Browsing the internet on your display.

Using Screen Share

You can share the screens from computers and mobile devices on the display wirelessly using Screen Share.

Screen Share supports:

- Chromebook™ laptops, using the Chrome™ browser
- Windows computers, using Miracast[1], Chrome browser, or AirParrot

[1]Windows 10 operating system only

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- Mac computers and iOS devices, using AirPlay
- Android™ devices, using Cast Screen

To learn how to use the other features of Screen Share, see Sharing your device's screen to the display.

Using screenshots

When using the Browser or Screen Share apps, you can write or draw on a screenshot and save it to the Files Library.

To learn more about screenshots, see Writing and drawing over apps.

Installing third-party apps

You can install third-party apps from the Google Play Store using SMART Remote Management.

To learn more about installing third-party apps, see Deploying third-party apps on your display.

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Cleaning up the display

After you've finished using the display, tap **Clean Up** on the Home screen to clean up the display for the next user.

To learn more, see Preparing the display for the next user.

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Chapter 4

Connecting computers and other devices

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- Downloading and installing SMART software 28
- Using SMART software 29

Connecting room computers and guest laptops 29
- Viewing a connected computer's input 30
- Setting a connected computer's resolution and refresh rate 31
- Connecting USB drives, peripherals, and other devices 31
- Troubleshooting connected computers 31

Connecting a SMART OPS PC module 31
- Viewing the OPS PC module input 32
- Connecting external displays 32

Connecting USB drives, peripherals, and other devices 33

WARNING

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

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Installing and using SMART software

The display comes with the following software, which you can install on connected computers:

Software	Description	Licensing details
SMART Learning Suite	A suite of desktop and online software that combines lesson delivery, activities, assessments, and collaborative workspaces and includes SMART Notebook software and SMART Learning Suite Online.	1-year subscription[1]

[1]Education models only. SMART Notebook basic version also available.

Software	Description	Licensing details
SMART TeamWorks room edition	Software that simplifies meetings and facilitates deeper, more natural interaction with on-site and remote participants.	1-year subscription[2]
SMART Meeting Pro	Software that enables you to capture ideas in a virtually unlimited interactive workspace.	1 room license[2]
SMART Product Drivers	Software that enables the computer to detect input from the display.	Included with SMART Learning Suite, SMART TeamWorks, and SMART Meeting Pro software
SMART Ink	Software that enables you to write and draw in digital ink over applications, files, folders, websites, and any other open window.	Included with SMART Learning Suite, SMART TeamWorks, and SMART Meeting Pro software
SMART Remote Management	Cloud-based mobile device management software for remotely maintaining, supporting, controlling, and securing the display and your other devices	Subscription for the duration of the Assure warranty term

TIP

You can purchase additional licenses or subscriptions to SMART software to install on other computers.

Contact your authorized SMART reseller (smarttech.com/where) for information about purchasing SMART software.

Downloading and installing SMART software

You can download SMART software from smarttech.com/downloads and install it following the instructions in Installing and maintaining SMART Notebook, Downloading and installing SMART TeamWorks, or Installing and maintaining SMART Meeting Pro.

[2] Pro models only.

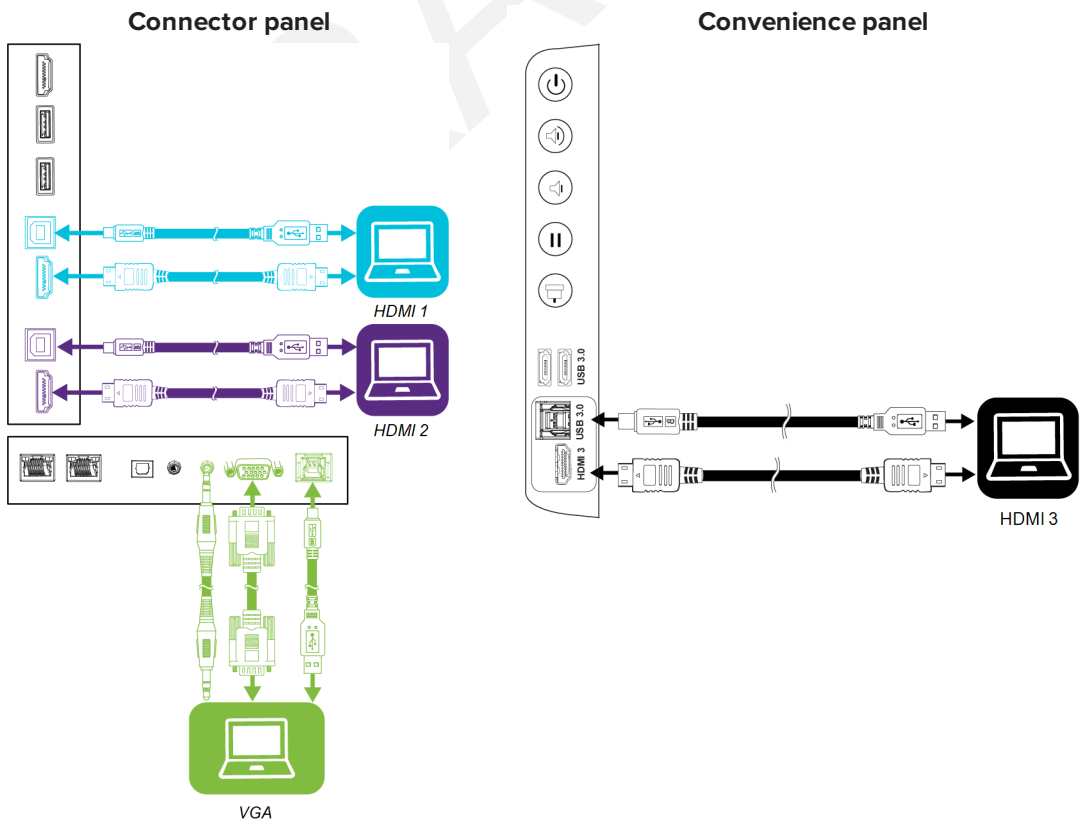
Using SMART software

For information about using SMART software, see the following pages in the Support section of the SMART website:

- SMART Notebook
- SMART Learning Suite Online
- SMART Learning Suite
- SMART TeamWorks
- SMART Meeting Pro
- SMART Product Drivers
- SMART Ink
- SMART Remote Management

Connecting room computers and guest laptops

You can connect room computers and guest laptops to the display and view and interact with their inputs.



NOTES

- Install SMART software on any computers you connect to the display (see *Installing and using SMART software* on page 27).
- Your organization's installers might have connected cables to the display and run the cables behind a wall or under the floor to a desk or table where you can place your computer.

Viewing a connected computer's input

Use the Input app to view a connected computer's input on the display.

To view a connected computer's input

1. Connect the computer to the display.
2. Do one of the following:

If iQ is enabled	If iQ is disabled
Tap the **Home** button below the screen, and then tap **Input**. OR Press the **Input** button on the remote control.	Tap the **Home** button below the screen. OR Press the **Home** button or the **Input** button on the remote control.

   The display shows thumbnails of the devices that are connected to the display's inputs:

   - A gray thumbnail indicates no device is connected to an input.
   - A blue thumbnail indicates a device is connected to an input but is in Sleep mode.
   - A thumbnail showing a preview screen indicates an active device is connected to an input.

   TIP

   If iQ is disabled and you want a computer's input to appear whenever you wake up the display, tap the star in the upper-left corner of the computer's thumbnail.

3. Tap the computer's thumbnail.

Setting a connected computer's resolution and refresh rate

The following table presents the recommend resolutions and refresh rates for the display's input sources:

Input source	Resolution	Refresh rate
HDMI 1	3840 × 2160	60 Hz
HDMI 2	3840 × 2160	60 Hz
HDMI 3	3840 × 2160	60 Hz
VGA	1920 × 1080	60 Hz

If possible, set any connected computers to these resolutions and refresh rates. See the connected computers' operating system documentation for instructions.

Connecting USB drives, peripherals, and other devices

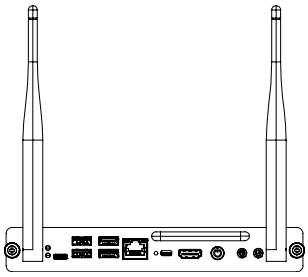
You can use USB drives, peripherals, and other devices with a computer connected to the display using the USB receptacles on the display.

For more information, see *Connecting USB drives, peripherals, and other devices* on page 33.

Troubleshooting connected computers

For troubleshooting information for connected computers, see *Chapter 5: Troubleshooting* on page 35.

Connecting a SMART OPS PC module



If your organization has purchased a SMART OPS PC module, you or your organization's installers can install the OPS PC module in the accessory slot of the SMART Board 6000S or 6000S Pro series interactive display following the OPS PC module's installation instructions (smarttech.com/kb/171544). You can then view the OPS PC module's input on the display.

For more information about the PCM8 series of SMART OPS PC modules, see *SMART OPS PC module* on page 8.

CAUTION

Do not install the OPS PC module or remove it from the accessory slot while the display is turned on.

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TIP

You can install the SMART software that is included with the display on the OPS PC. For more information on installing software, see *Installing and using SMART software* on page 27.

Viewing the OPS PC module input

To view the OPS PC module input

1. Do one of the following:

If iQ is enabled	If iQ is disabled
Tap the **Home** button below the screen, and then tap **Input**. OR Press the **Input** button on the remote control.	Tap the **Home** button below the screen. OR Press the **Home** button or the **Input** button on the remote control.

A screen appears, showing thumbnails of the inputs connected to the display, including the OPS PC module.

TIP

If iQ is disabled and you want the OPS PC module's input to appear whenever you wake up the display, tap the star in the upper-left corner of the OPS PC module's thumbnail.

2. Tap the OPS PC module input.

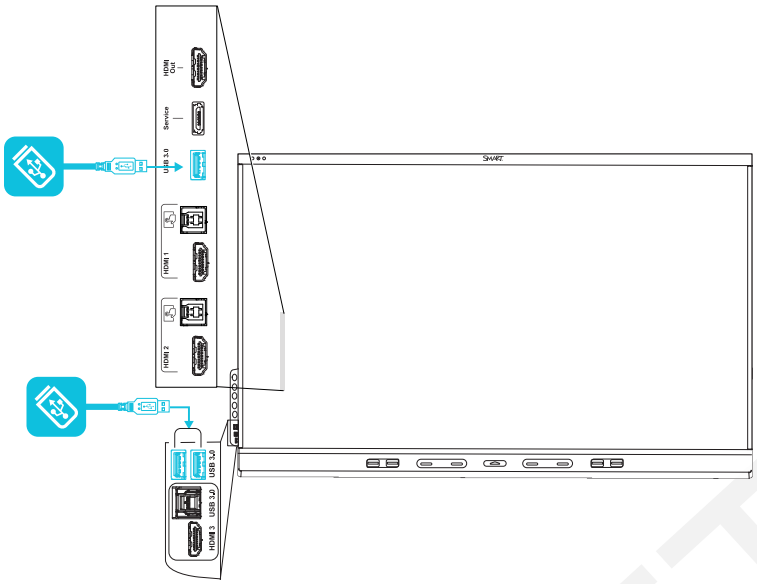
Connecting external displays

You can connect an external display to duplicate or extend the OPS PC module's desktop.

For more information, see the *SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide* (smarttech.com/kb/171414).

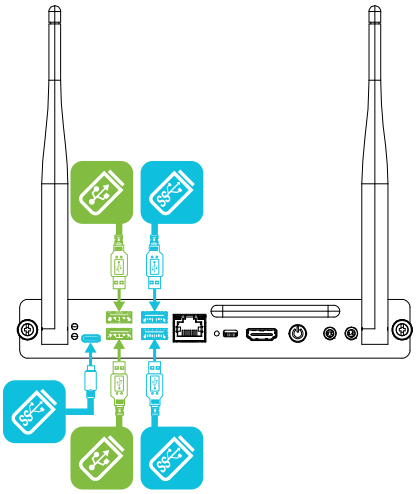
Connecting USB drives, peripherals, and other devices

The display includes two USB 3.0 Type-A receptacles on the convenience panel and one USB 3.0 Type-A receptacle on the connector panel. You can connect USB drives, peripherals (such as keyboards), and other devices to these connectors and use the devices with the iQ experience, connected computers, and devices installed in the accessory slot (such as the SMART OPS PC).



NOTE

If a SMART OPS PC module is installed in the accessory slot, you can connect USB drives, peripherals, and other devices to the USB 2.0 Type-A, USB 3.0 Type-B, and USB Type-C receptacles on the OPS PC module to access those devices from the OPS PC module input.



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Chapter 5

Troubleshooting

The display isn't turning on 35
The display is turning on when it shouldn't 36
The screen is blank or there's a problem with the image on the screen 36
There's no sound or there's a problem with the sound 38
Touch isn't working as expected 39
The pens and erasers aren't working as expected 39
iQ apps aren't working as expected 40
SMART software on connected computers isn't working as expected 40
The SMART OPS PC module isn't working as expected 41
Contacting your reseller for additional support 41

This page explains how to resolve a variety of common issues with the display and SMART OPS PC module (if installed). If your specific symptoms aren't covered below or the solutions to the symptoms don't work, refer to the SMART knowledge base for additional troubleshooting information.

community.smarttech.com/s/topic/0TOU0000000XIU9OAK/6000-series#articles

The display isn't turning on

Symptom	Troubleshooting steps
The 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.

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Symptom	Troubleshooting steps
The power light is lit, but the screen is blank.	• Make sure nothing is blocking the proximity sensors so that they can detect people in the room and either turn on the display or place the display in Ready mode. • Press the Power button on the convenience panel or the remote control. • Determine if the problem is with the video. See *The screen is blank or there's a problem with the image on the screen* below. • Restart the display.

The display is turning on when it shouldn't

Symptom	Troubleshooting steps

The display turns on (or 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 proximity sensors' range is 16' (5 m).

The screen is blank or there's a problem with the image on the screen

Symptom	Troubleshooting steps
The screen is blank.	• Make sure any connected computers are on and not in Standby mode. • Make sure the screen is working by tapping the **Home** button below the screen or pressing the **Home** button on the remote control to open the Home screen. • Restart the display and any connected computers. • Replace the video cables connecting any computers to the display to determine if the issue is with the cables.
A computer is connected to the display, but only a connection message appears on the screen.	• Make sure the computer is connected to the currently selected input. • If the currently selected input is a computer, make sure the computer is awake.

Symptom	Troubleshooting steps
The image on the screen is distorted. OR There are lines, snow or other visual noise on the screen. OR The image if flickering or flashing. OR The image is dim.	• Tap the **Home** button below the screen or press the **Home** button on the remote control to open the Home screen. If it appears correctly, the issue is with the video input. • Switch to a different input and then back to the first input. • Make sure any connected computers are on and not in Standby mode. • Set any connected computers' resolution and refresh rate to values that the display supports. See *Setting a connected computer's resolution and refresh rate* on page 31. • Restart the display and any connected computers. • Replace the video cables connecting any computers to the display to determine if the issue is with the cables.
There are bright spots on the screen.	• Tap the **Home** button below the screen or press the **Home** button on the remote control to open the Home screen. 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.
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 the screen is completely lacking one color on the screen or the color problems occur on the Home screen, see *Contacting your reseller for additional support* on page 41. • 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 any connected computers' desktops are entirely black, change them to dark gray or a different color. • If any connected computers' desktops are extended across multiple screens, duplicate the desktops 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. • Make sure the connected computer's video connector is configured to output a supported video signal. See No video display output from a laptop.
A persistent image appears on the display.	See Image persistence or burn in on LCD displays.

There’s no sound or there’s a problem with the sound

Symptom	Troubleshooting steps
There’s no sound. OR There is sound, but the volume is low. OR 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 only. ○ 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 the *SMART Board 6000S series interactive displays installation and maintenance guide* (smarttech.com/kb/171414). • 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. • 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.

Touch isn't working as expected

Symptom	Troubleshooting steps
The display doesn't respond to touch.	• Make sure SMART Product Drivers 12.14 or later are installed and running on any connected computers. • Make sure the USB cable between the display and the computer doesn't exceed the supported maximum cable length. See *Connecting room computers and guest laptops* on page 29. • Make sure any connected computers have detected the display's USB connection and SMART Product Drivers 12.14 or later is installed. • 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 make sure there are no error messages in the display's row. • For Mac computers with macOS Mojave, see How to resolve issues with installing and using SMART Learning Suite software on macOS Mojave.
The display responds to touch intermittently. OR When you touch the screen, the pointer doesn't appear in the correct place.	• Restart the display. • 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. • 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. • Remove any USB extenders to help isolate the USB cable. • Update the firmware.

The pens and erasers aren't working as expected

Symptom	Troubleshooting steps
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 SMART Product Drivers 12.14 or later is installed. • 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 make sure there are no error messages in the display's row. • Reinstall or update SMART Product Drivers and SMART Ink on any connected computers. • Make sure SMART Product Drivers is 12.14 or later.
The display responds to touch but not to writing with a pen.	• Reinstall or update SMART Product Drivers and SMART Ink on any connected computers. • Make sure SMART Product Drivers is 12.14 or later.

Symptom	Troubleshooting steps
When you write on the screen, the ink appears in the wrong place. OR Writing is intermittent. OR Ink disappears as you write. OR Ink colors change unexpectedly.	• Restart the display. • 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.
You change the width or color of a pen's digital ink, but the width and color revert to the pen's defaults when you next pick up the pen from its holder on the display.	• Be aware that a pen's color and thickness revert to the pen's default values when you place the pen back in its holder. • You can change the pen's default color and thickness through SMART Product Drivers (see Changing pen, eraser, and button settings).
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.

iQ apps aren't working as expected

Symptom	Troubleshooting steps
iQ apps aren't working as expected.	See Troubleshooting the iQ experience.

SMART software on connected computers isn't working as expected

Symptom	Troubleshooting steps
SMART Notebook software isn't working as expected.	See Troubleshooting SMART Notebook.
SMART Learning Suite Online isn't working as expected.	See Troubleshooting common issues in SMART Learning Suite Online.
SMART TeamWorks software isn't working as expected.	See Troubleshooting SMART TeamWorks.
SMART Meeting Pro software isn't working as expected.	See Basic troubleshooting for SMART Meeting Pro.
SMART Ink isn't working as expected.	See Troubleshooting SMART Ink.

Symptom	Troubleshooting steps
SMART Product Drivers isn't working as expected.	See Troubleshooting SMART Product Drivers.

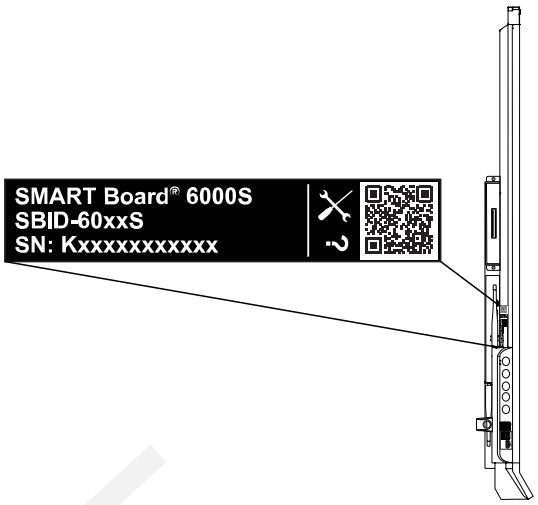
The SMART OPS PC module isn't working as expected

Symptom	Troubleshooting steps
The on-screen keyboard isn't visible.	• Enable the on-screen keyboard: a. Select **Start** > **Settings**. The *Settings* window appears. b. Tap **Ease of Access**, and then tap **Keyboard**. c. Enable **Use the On-Screen Keyboard**. For more information, see Use the On-Screen Keyboard (OSK) to type. • Enable tablet mode: Tap the notification icon in the bottom-right corner of the screen and then select **Tablet mode**. For more information, see Turn tablet mode on or off.
Windows 10 or the OPS PC module are unresponsive.	• Restart the OPS PC module: a. Press and hold the power button on the OPS PC module. b. Wait two minutes. c. Press the power button to turn on the OPS PC module. • If restarting the OPS PC module doesn't resolve the issue, contact SMART support.
There is an issue with Bluetooth.	See Fix Bluetooth problems in Windows 10: FAQ.
There is an issue with the network connection.	See Fix network connection issues in Windows.

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. The serial number is on a label located on the left side of the display (pictured).



TIPS

- Scan the QR code on the label to view the SMART Board 6000S or 6000S Pro series interactive display support pages on the SMART website.
- You can also find the serial number in the iQ settings. Refer to the SMART Board 6000S and 6000S Pro series interactive displays installation and maintenance guide (smarttech.com/kb/171414) for more information.

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