



SMART Board® GX (V4) Plus

series interactive displays

Installation and maintenance guide

IDGX65-4 | IDGX75-4 | IDGX86-4



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SMART®

Important information

Before installing or using a SMART Board® GX (V4) Plus series interactive display, review the important information included with the display. If you cannot find this information, it is available online.

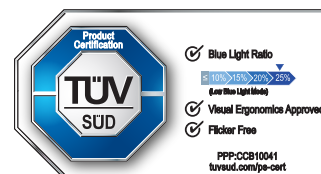
See > docs.smarttech.com/kb/171931

Learn more

This guide and other resources for SMART Board GX (V4) Plus 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.



The 75" version of this product has been certified for Low Blue Light content. This setting can be enabled in the display's Device Manager settings (Device Manager > Display > Eye care).



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.

As shipped, your display delivers ENERGY STAR 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.



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www.smarttech.com/patents

January 20, 2026

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Chapter 1 **Welcome**

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The SMART Board GX (V4) Plus series interactive display is the hub of your classroom or meeting room.

About this guide

This guide explains how to install and maintain a SMART Board GX (V4) Plus series interactive display. It includes the following information:

- How to install the display and maintain it for years of use
- How to connect devices
- How to update the display
- Where to find troubleshooting information

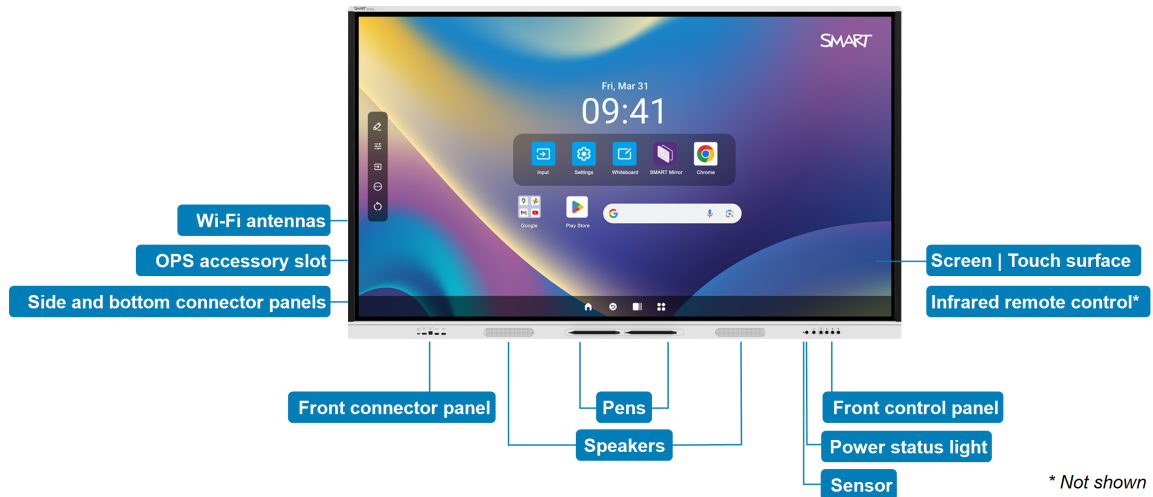
In addition, this guide includes information about the display’s support for RS-232 management and SMART Remote Management.

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 8

About the display

If you need to install or maintain the display, take this tour to familiarize yourself with its components:



Component	Description	In this guide
Screen Touch surface	The display comes in the following screen sizes: • 65" • 75" • 86"	
Touch surface	Caution Prolonged focus on a fixed object, such as a display screen, can contribute to eye strain and headaches. To protect eye health, follow the 20-20-20 rule: after 20 minutes of screen time, spend 20 seconds looking at something 20 feet (6 meters) away. Relaxing the eyes, looking around frequently, and blinking will also prevent eye strain and fatigue. The display’s advanced infrared touch technology supports up to 50 touch points (depending on the connected device’s operating system).	
Pens	The display comes with two pens, which users can use to write or draw on the screen. Replace a pen if its nib becomes worn to prevent damage to the screen or impairment of pen and finger detection.	

Component	Description	In this guide
Sensor	The display includes an infrared sensor that works with the infrared remote control and an ambient light sensor that can detect the brightness of the room and adjust the screen's brightness accordingly. You can enable or disable the ambient light sensor feature.	
Power status light	The power status light indicates the display's status: • When the power status light is amber, the display is in Standby mode. • When the power status light is green, the display is in normal operating mode.	
Infrared remote control	When you first install and configure the display, you can use the infrared remote control to turn the display on or off, switch inputs, and view and change settings. After installation and configuration, you can give the remote to users for use with the display.	
Front control panel	The front control panel provides buttons for turning the display on and off, controlling the volume, freezing the screen, and displaying the Home screen.	
Front connector panel	The front connector panel includes connectors for USB peripherals and a computer or other input.	See › Page 31
Side and bottom connector panels	The side and bottom connector panels include connectors for multiple computers, peripherals, and other devices. They are typically used for room computers, peripherals, and other devices that are connected to the display all the time.	See › Page 28
OPS accessory slot	You can install a SMART OPS appliance, such as a SMART OPS PC module, in the OPS accessory slot.	See › Page 11
Wi-Fi antennas	The display comes with Wi-Fi antennas. You can use Wi-Fi or Ethernet to connect the display to your organization's network. The display requires a network and internet connection for downloading software and firmware updates, as do Google services and some apps.	See › Page 12

Component	Description	In this guide
Speakers	The display includes two integrated speakers, designed to provide sound at the front of a room. As an alternative to using these integrated speakers, you can connect an external audio system.	See > Page 27

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 page 2 to view links to SMART Board GX (V4) Plus series interactive display documents and other support resources.

Chapter 2 Installing and maintaining the display

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Is this the first time you've installed or maintained a SMART Board interactive display?

If you haven't installed or maintained a SMART Board interactive display before, refer to the SMART Board interactive display installation and maintenance hub for general instructions and best practices for installing and maintaining a display, including:

- Moving the display to the installation site
- Mounting the display on a wall, floor stand, or mobile stand
- Configuring the display after installation
- Regularly cleaning and maintaining the display to keep it in the best possible condition

! Important

Before you clean the SMART product's screen, shut down or disconnect the computer. Otherwise, you may scramble the desktop icons or inadvertently activate applications when you wipe the screen.



See also > *SMART Board interactive display installation and maintenance best practices*
(docs.smarttech.com/kb/171035)

Installing the display

SMART recommends that only trained installers install SMART Board interactive displays.

Warning

Improper installation of a display can result in injury and product damage.

Caution

- Avoid setting up and using the SMART product in an area with excessive levels of dust, humidity, or smoke.
- Make sure an electrical socket is near the SMART product 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.

Important

- There are critical software and firmware updates for the display that you need to install to ensure the display is fully functional and provides the best experience. Connect the display to a network with internet access to automatically download and apply these updates as well as future updates.
- Refer to the display's specifications for its normal operating power requirements, additional requirements, and other information.

Note

If you want to use the 75" and 86" models (GX175G-V4 and GX186G-V4) with certain SMART electric height-adjustable stands, you must first attach a SMART wall mount (model WM-SBID-200, part no. 1031766, docs.smarttech.com/kb/171405) to the display before mounting the display to the stand. (This applies to the FSE-400, FSE-410, and FSE-420 models of mobile stand and the WSE-400 and WSE-410 models of wall stand).

Refer to the illustrated installation instructions included with the display for specific information about installing it. If you've misplaced these instructions, they're also available online.

See > SMART Board GX (V4) Plus series illustrated installation instructions
(docs.smarttech.com/kb/172027)

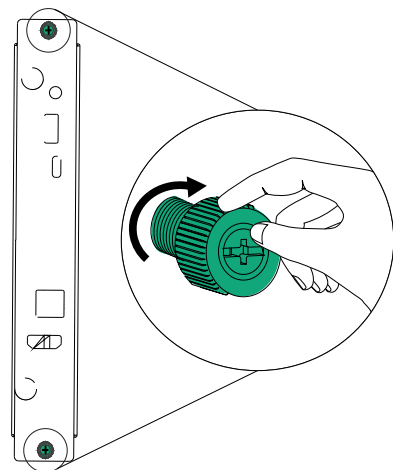
Installing SMART OPS appliances

The display includes an OPS accessory slot in which your organization can install a SMART OPS appliance:

SMART OPS PC

Caution

- The accessory slot's maximum available power is 90 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 62368-1.
- Only SMART-provided OPS appliances are supported in SMART Board interactive displays. Third-party OPS appliances are not supported, and their use can lead to poor performance or damage to the display.
- Do not install or remove the OPS appliance while the display is turned on. First make sure the power switch on the back of the display beside the AC power inlet is in the OFF (O) position. If you can't reach the power switch, use the front control panel's power button  to put the display in Standby mode, and then unplug the display's power cable from the power outlet.
- After you have turned the display's power switch off or unplugged it, wait at least 30 seconds before removing the appliance to allow its internal power supplies to discharge completely. You might also wait five minutes to give the appliance the opportunity to cool, if necessary.
- Make sure the OPS appliance is secured to the display with screws through the two anchor points. Inadequately secured appliances can damage the display. (An OPS appliance's anchoring screws are typically captive, although some simply include separate anchoring screws.)



Connecting to a network

The display requires a network and internet connection for downloading software and firmware updates.

Configuring network settings

Network administrators need to configure the display's network connection to enable over-the-air firmware updates for a number of the embedded apps.

Important

Additional network configuration is required to enable users to share their devices' screens when using the display's SMART Mirror app.

See > [Configuring the network for screen sharing](#)

To configure the network

1. Open the required TCP/UDP ports:

Protocol	Port range	Feature
TCP	80	System firmware update
TCP	443	System firmware update

2. Add the following URLs to the to the network allowlist:

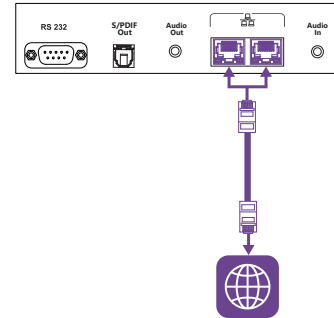
URL	Feature
https://link.hellogeo.tech	System firmware update
https://oss.hellogeo.tech	System firmware update
https://cdn.link.hellogeo.tech	System firmware update

Connecting to a network

You can connect to a network using Wi-Fi or one of the RJ45 Ethernet jacks.

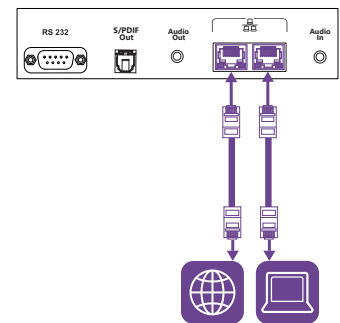
Note

The display's network connection is shared internally with an OPS PC.



Tip

If you're using one of the display's RJ45 jacks to connect to an Ethernet network, you can connect the other 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. (Network access is available when the display is on, but not when it's in Standby mode).

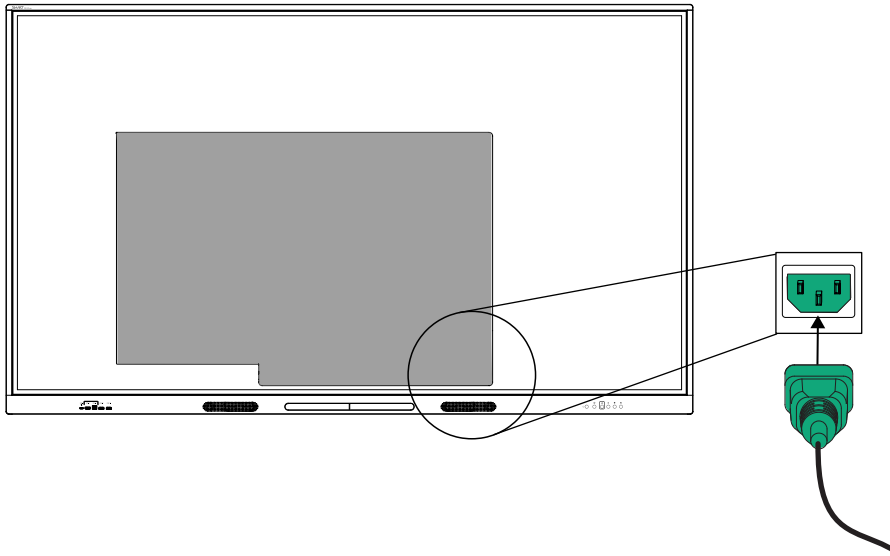


Connecting power and turning on the display for the first time

The final step in installing and configuring the display is to connect power, turn the display on, and configure it.

To connect the display to power

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



Note

Refer to the display's specifications for power requirements and power consumption information.

See > *More information* on page 8

Caution

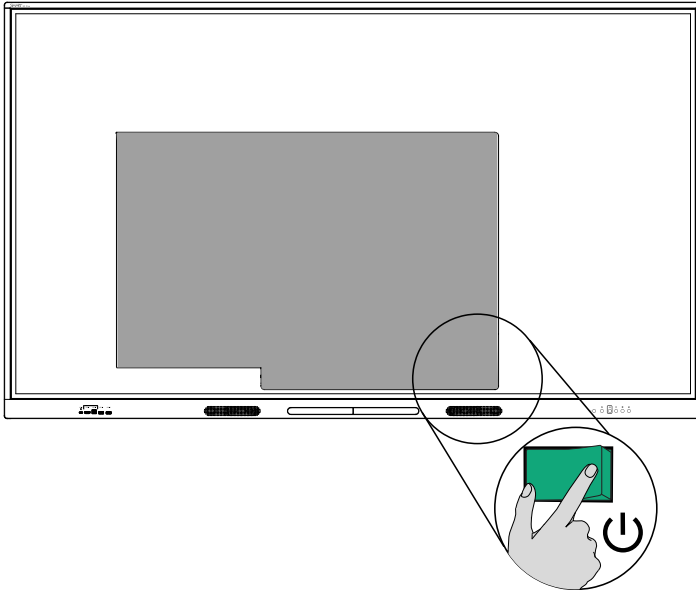
- Install the OPS appliance before you turn on the display. If you can't reach the power switch, use the front control panel's power button  to put the display in Standby mode, and then unplug the display's power cable from the power outlet.
- Make sure the OPS appliance is secured to the display with screws through the two anchor points. Inadequately secured appliances can damage the display. (An OPS appliance's anchoring screws are typically captive, although some simply include separate anchoring screws. Third-party OPS appliances are not supported, and their use can lead to poor performance or damage to the display.)

Note

- The on-screen instructions for completing the display's setup include an option for adding a user's Google account credentials. You can skip this option if you have concerns about privacy when multiple users are accessing the display. You can enter your Google account credentials after setting up the display by accessing the display's settings.

- The on-screen instructions for completing the display's setup include an option for configuring a screen lock during the display's setup. If this is a shared device, SMART strongly recommends skipping this step. You will be able to set a PIN later if necessary.

1. Flick the power switch beside the AC power inlet on the rear of the display to the ON (I) position.



2. Follow the on-screen instructions to complete the display's setup.

Configuring the display's network settings

To use all the display's features, you need to connect the display to a network. The display can connect to a network using either Wi-Fi or an Ethernet connection. You can change basic network and internet settings from the Settings on the display, Network administrators can also install a certificate or add a browser proxy.

See > *Network & internet* on page 39

Important

Additional network configuration is required to enable users to share their devices' screens when using the display's SMART Mirror app.

See > [Configuring the network for screen sharing](#)

Chapter 3 Connecting computers and other devices

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**Warning**

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

Installing SMART software

The display comes with SMART software that you can install on connected room computers and guest laptops or access online. Other SMART software is optional.

Included



SMART Notebook



SMART Product Drivers and Ink

Optional



Lumio



SMART Notebook Plus

**SMART
Remote
Management**

SMART Remote Management



SMART Meeting Pro



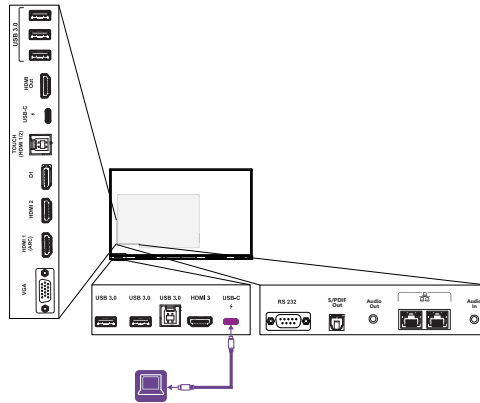
SMART TeamWorks Room

See > smarttech.com/downloads

Connecting room computers and guest laptops

You can connect cables for room computers and guest laptops. 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.

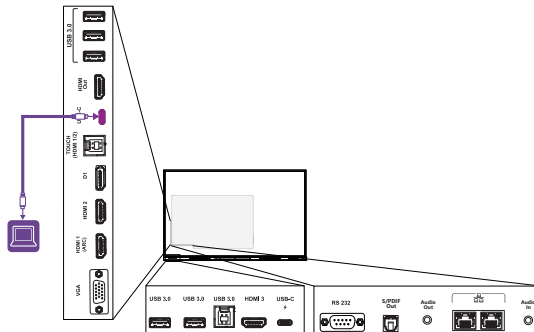
• USB-C 1



Video/audio/touch/network

Connector	USB-C 1
Standard	USB 3.2 Gen 1×1 (as DFP) Display Port alternate mode

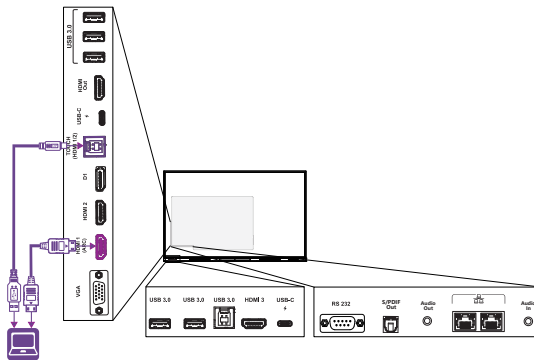
• USB-C 2



Video/audio/touch/network

Connector	USB-C 2
Standard	USB 3.2 Gen 1×1 (as DFP) Display Port alternate mode

• **HDMI 1**



Video/audio

Connector HDMI 1

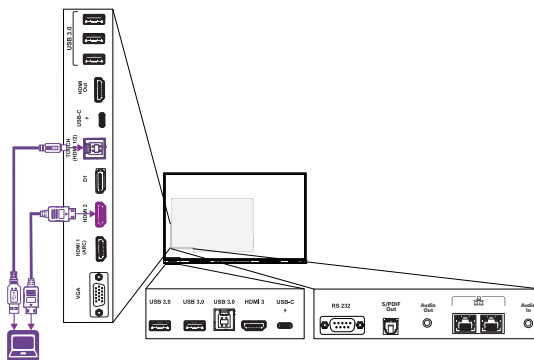
Standard HDMI 2.1

Touch

Connector Touch (USB Type-B)

Standard USB 3.0

• **HDMI 2**



Video/audio

Connector HDMI 2

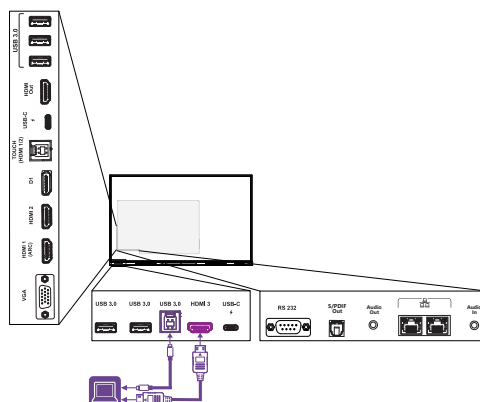
Standard HDMI 2.1

Touch

Connector Touch (USB Type-B)

Standard USB 3.0

• **HDMI 3**



Video/audio

Connector HDMI 3

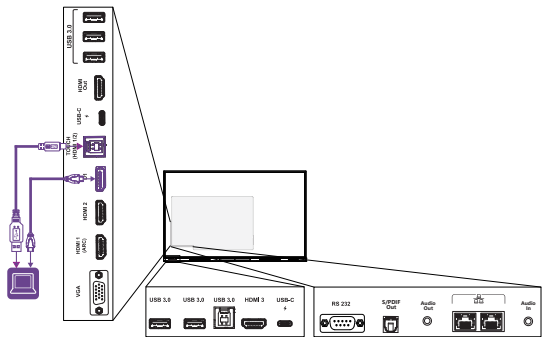
Standard HDMI 2.1

Touch

Connector Touch (USB Type-B)

Standard USB 3.0

• Display Port



Video/audio

Connector DisplayPort

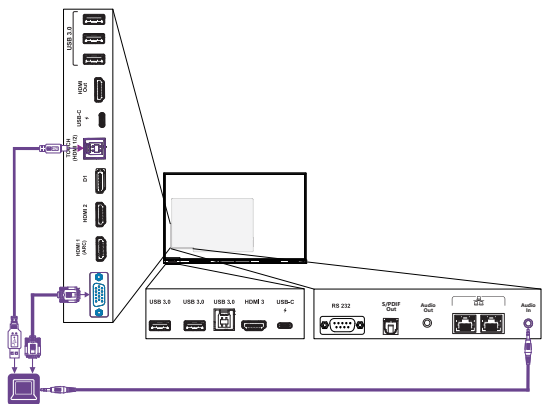
Standard Display Port 1.4a

Touch

Connector Touch (USB Type-B)¹

Standard USB 3.0

• VGA



Video

Connector VGA

Standard VGA

Audio

Connector Audio In (Stereo 3.5 mm)

Standard Stereo 3.5 mm

Touch

Connector Touch (USB Type-B)¹

Standard USB 3.0

⚠ Caution

When connecting a USB cable to a computer, make sure the computer has a USB compliant interface and 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 SMART product.

¹The HDMI 1, HDM 2, Display Port ,and VGA inputs share a USB Type-B receptacle.

Notes

- A room computer or guest laptop connected to the display through a USB Type-C receptacle has access to any networks connected to the display by Ethernet while the computer is the currently selected input on the display.

See > *Connecting to a network* on page 12

- Install SMART software on any computers you connect to the display.

See > *Installing SMART software* on page 16

- If a connected computer reports “Too many USB hubs” or “cannot start (code 10),” see the knowledge base article, [SMART Board interactive displays and USB tier structure use](#).

Viewing a connected computer’s input

1. Connect a device to the display’s HDMI 1, HDMI 2, HDMI 3, USB Type-C 1, USB Type-C 2, Display Port, or VGA connectors.

Note

To enable touch control of the device, connect a USB cable to the associated USB connector. Devices connected to the USB Type-C connector don’t require an additional USB connection to enable touch.

2. Select the source using one of the following methods:

Using the Input settings menu	Using the remote control
Click the Input icon on the Home screen.	Press the Input button .

Note

The currently selected input (PC, Android, HDMI 1, HDMI 2, HDMI 3, DP, VGA, USB-C 1, or USB-C 2) is highlighted.

3. Tap the computer’s input or use the navigation keys on the remote control to select the source and then press the **OK** button.

The device’s output appears on the display’s screen.

Setting a connected computer's resolution and refresh rate

This table presents the recommended resolutions and refresh rates for the display's USB-C and HDMI inputs:

Resolution	Input aspect ratio	Mode	Refresh rate
3840 × 2160	16:9	UHD/2160p	59.94 Hz/60 Hz 50 Hz 29.97 Hz/30 Hz 25 Hz 23.98 Hz/24 Hz
1920 × 1080	16:9	FHD/1080p	59.94 Hz/60 Hz 50 Hz 29.97 Hz/30 Hz 25 Hz 23.98 Hz/24 Hz
1360 × 768	16:9	HD	60.015 Hz
1366 × 768	16:9	HD	60.015 Hz
1280 × 720	16:9	HD/720p	59.94 Hz/60 Hz 50 Hz 29.97 Hz/30 Hz 25 Hz 23.98 Hz/24 Hz
720 × 480	16:9	480p (DVD Player)	60 Hz

This table presents the recommend resolutions and refresh rates for the display's VGA input:

Resolution	Input aspect ratio	Mode	Refresh rate
1920 × 1080	16:9	N/A	60.000 Hz
1600 × 1200	4:3	N/A	60.000 Hz
1360 × 768	16:9	N/A	60.015 Hz
1280 × 1024	5:4	SXGA 60	60.020 Hz
1024 × 768	4:3	XGA 60 XGA 70 XGA 75	60.004 Hz 70.069 Hz 75.029 Hz

Resolution	Input aspect ratio	Mode	Refresh rate
800 × 600	4:3	SVGA 60	60.317 Hz
		SVGA 72	72.188 Hz
		SVGA 75	75.000 Hz
640 × 480	4:3	VGA 60	59.940 Hz

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

See also > support.smarttech.com/docs/resandrefreshrates

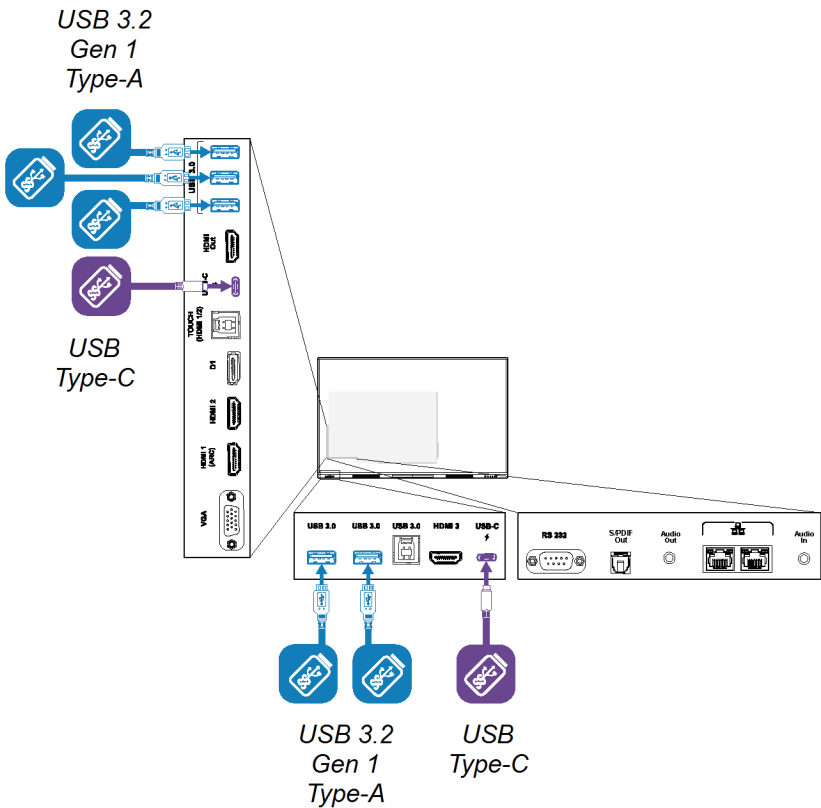
Connecting other devices

In addition to computers, you can connect a variety of other devices to the display:

- USB drives, peripherals, and other devices
- A second SMART Board interactive display
- External displays
- External video sources
- External audio systems
- Room control systems

Connecting USB drives, peripherals, and other devices

The display includes two USB 3.2 Gen 1 Type-A receptacles on the front connector panel and three USB 3.2 Gen 1 Type-A receptacles on the side connector panel. You can connect USB drives, peripherals (such as keyboards), and other devices to the USB 3.2 Gen 1 Type-A receptacles and use these devices with the display's embedded OS or OPS slot computer. The display's USB 3.2 Gen 1 Type-A receptacles will switch to the active input.



Notes

You can charge devices using the display's USB Type-C receptacles:

Receptacle	Location	Maximum charging capacity
USB-C 1	Front connector panel	65 W
	Note When a module is installed in the accessory slot, the maximum charging capacity is 15 W.	
USB-C 2	Side connector panel	15 W

Install a microSD card

You can use a microSD card to increase the display's internal storage capacity. The microSD card's storage can be combined with the display's internal storage so you can save additional files, media, and apps on the display. You can also format the microSD card for portable storage.

Note

When you format an SD card for portable storage, you can't install apps on the SD card. You can transfer an SD card formatted for portable storage between devices.

SMART recommends a name brand microSD card that has the following specifications:

- SDHC or SDXC flash memory
- U1 or higher UHS speed class
- C10 or higher video speed class
- A minimum 10 MB/s transfer speed
- Single partition

To increase the display's storage capacity

1. Insert a microSD card into the display's SD card slot.

See > *Side and bottom connector panels* on page 28

A small SD card icon  will appear in the top-left corner of the display's Home screen when the SD card is installed.

2. Go to **Settings** > **Storage**, open the drop-down menu at the top of the screen, and tap **SD-CARD**.
3. Tap the menu icon  in the top-right corner of the Storage settings window, and tap **Format**.

A window appears providing options for formatting the SD card.

4. In the window that appears, tap **Format another way** in the bottom-right corner to switch between the following formatting options:

 Caution

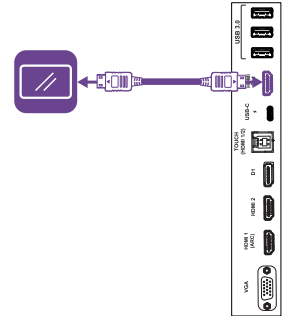
After the microSD card is formatted for internal storage, the appliance will distribute applications and data across all internal memory. Removing the microSD card after formatting for internal storage will result in data loss.

- **Format SD card for portable storage:** The SD card is formatted as a separate storage device and is managed manually.
 - **Format SD card for internal storage:** The SD card is combined with the display's internal memory and managed automatically.
5. Confirm the required formatting option dialog box is selected.
 6. Tap **Format** and follow the on-screen instructions to format the SD card.

7. Verify that the SD card was added successfully by going to **Home screen** > **Settings** > **Storage**.
Depending on how the SD card was formatted, the additional storage will be added to the display's internal storage or be listed as an additional storage option.

Connecting an external display

You can connect an external display using the HDMI Out connector on the connector panel. The external display will show the same image. This is useful when you're using the display in an auditorium or other large space where it would be beneficial to have a second display.

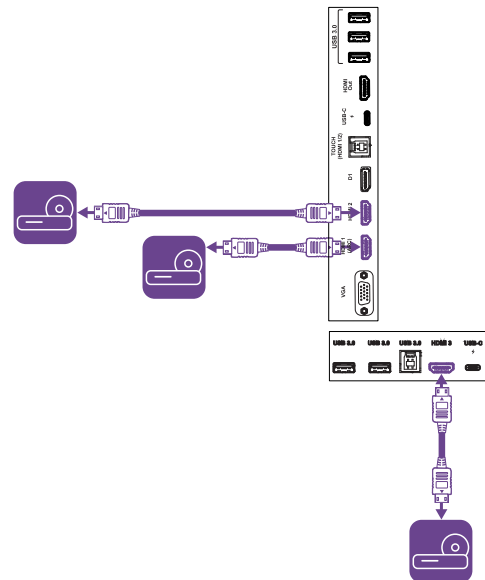


! Important

If the connected external display doesn't support HDCP, the external display will not show the image.

Connecting an external video source

You can connect an external video source, such as a DVD player, media box, or cable box, to your display using an HDMI cable and any of the HDMI connectors on the display's connector panels. To view the source content, switch to the connected HDMI input.

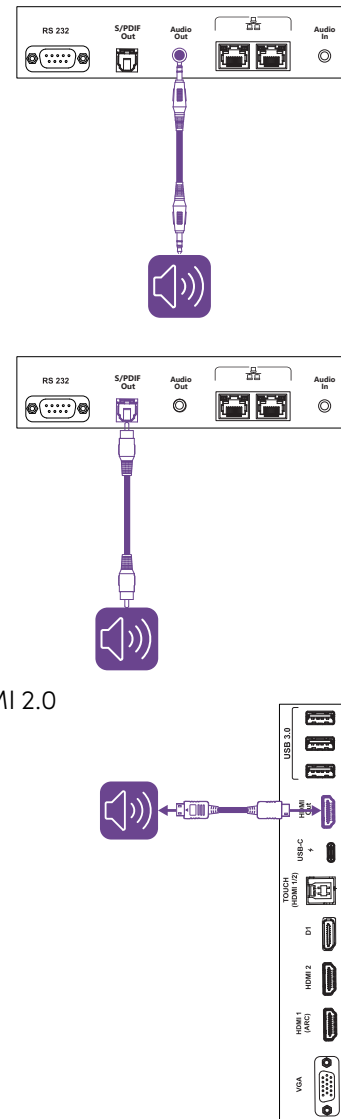


Connecting an external audio system

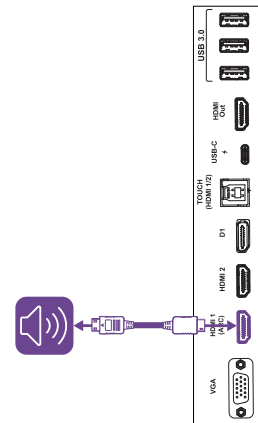
You can connect the display to an external audio system using the Stereo 3.5 mm Out connector. This disables the display's internal speakers. Alternatively, you can connect an external audio system directly to a room computer.

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 system that has an S/PDIF input to decode this connection to analog. Most external sound bars include an S/PDIF connector.

You can also connect an external audio system to the display using the HDMI 2.0 Out connector on the side connector panel.



If you have an external audio system with HDMI ARC (Audio Return Channel), you can output the display's audio to the audio system by connecting the display's HDMI 1 connector on the side connector panel to the HDMI Out connector on the audio system's receiver.



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 8 Managing the display using RS-232](#) on page 53

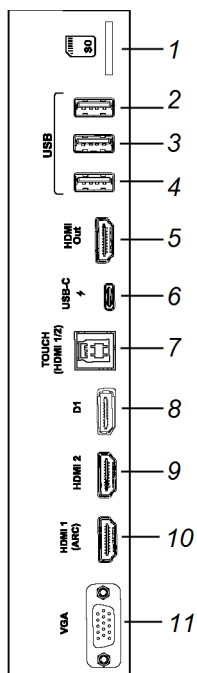
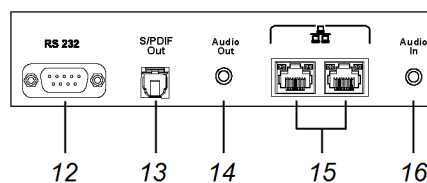
Note

SMART Board interactive displays are not compatible with centralized remote control systems, such as a universal remote control.

Connector diagrams

Side and bottom connector panels

This diagram and table present the connectors on the display's side and bottom connector panels:

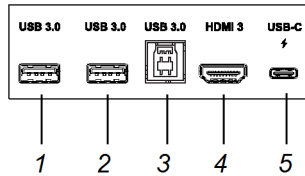
Side**Bottom**

No.	Connector	Connects to	Notes
1	microSD	microSD card	N/A
2	USB 3.2 Gen 1 Type-A	Supported USB drives, peripherals, and other devices	See > Page 23
3	USB 3.2 Gen 1 Type-A	Supported USB drives, peripherals, and other devices	See > Page 23
4	USB 3.2 Gen 1 Type-A	Supported USB drives, peripherals, and other devices	See > Page 23
5	HDMI 2.1 Out	External display OR External audio system	See > Page 26 See > Page 27
6	USB Type-C	USB Type-C input OR Supported USB drives, peripherals, and other devices	See > Page 18 See > Page 23

No.	Connector	Connects to	Notes
7	USB 3.0 Type-B	HDMI 1 input (touch) OR HDMI 2 input (touch) OR VGA input (touch) OR Display Port input (touch)	See > Page 18
8	Display Port 1.4a	Display Port input (video and audio)	See > Page 18
9	HDMI 2.1 In	HDMI 2 input (video and audio) OR External video source	See > Page 18 See > Page 26
10	HDMI 2.1 In	HDMI 1 input (video and audio) OR External video source OR External audio system	This connector supports HDMI ARC (Audio Return Channel), which allow audio signals to travel between the display and the connected device and improve audio quality as a result. See > Page 18 See > Page 26 See > Page 27
11	VGA In	VGA input (video)	See > Page 18
12	RS-232	Room control system	See > Page 53
13	S/PDIF out	Digital audio output	See > Page 27
14	Stereo 3.5 mm Out	External audio system	See > Page 27
15	RJ45 (x2)	Network	See > Page 12
16	Stereo 3.5 mm In	VGA input (audio)	See > Page 18

Front connector panel

This diagram and table present the connectors on the display's convenience panel:



No.	Connector	Connects to	Notes
1	USB 3.2 Gen 1 Type-A	Supported USB drives, peripherals, and other devices	See > Page 23
2	USB 3.2 Gen 1 Type-A	Supported USB drives, peripherals, and other devices	See > Page 23
3	USB 3.0 Type-B	HDMI 3 input (touch, microphone, camera, and other USB peripherals)	See > Page 18
4	HDMI 2.1 in	HDMI 3 input (video and audio) OR External video source	See > Page 18 See > Page 26
5	USB Type-C	USB Type-C input OR Supported USB drives, peripherals, and other devices	See > Page 18 See > Page 23

Chapter 4 Updating system firmware

The display checks for firmware updates automatically when its turned on, provided the display is connected to the internet. The display notifies you when a firmware update is available.

Applying a firmware update

To apply a firmware update

1. After turning on the display, a dialog appears on the screen asking if you want to update the display's firmware.
2. Click **OK** to update the display's firmware.

Note

The display may restart a number of times when a firmware update is applied.

OR

Click **Cancel** to update the firmware later.

To apply a firmware update from settings

1. Open the **Side menu** by tapping either of the menu buttons  on either side of the screen.
2. Tap the **Device manager settings**  icon.
The Device manager settings dialog appears.
3. Tap **System > System update > Check for Updates**.
A message lets you know whether an update is available.
4. If an update is available and you'd like to apply it, click **OK**. The display downloads and applies the firmware update.

Note

The display may restart a number of times when a firmware update is applied.

Updating system firmware manually

You can download system firmware updates from the display's downloads page and update the display's firmware manually using a USB drive.

Note

Instructions for downloading and installing system firmware updates are provided on the firmware downloads page.

To find your display's firmware version

You can find the display's current firmware version by going to **Settings > About > Model > SW Revision**.

See *> About* on page 51

Chapter 5 Troubleshooting

Troubleshooting the display and related SMART products

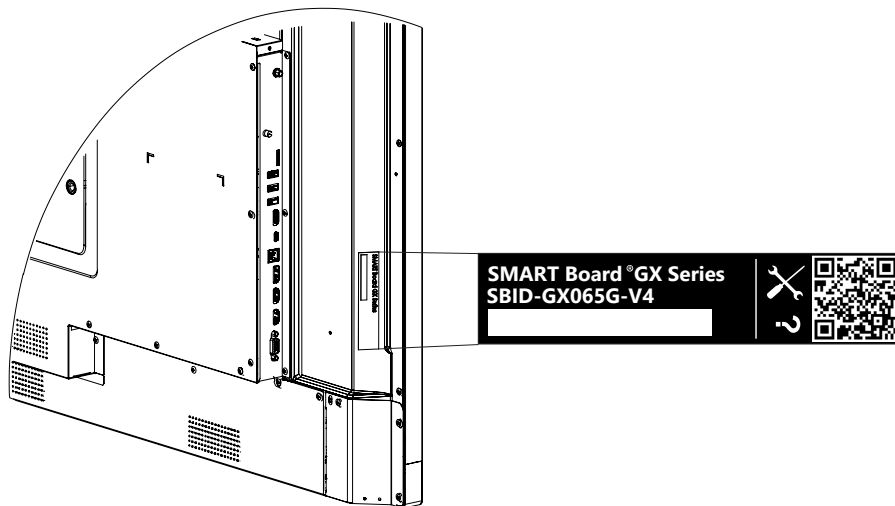
The Support section of the SMART website includes information about resolving a variety of common problems with the display and related SMART products.

Contacting your reseller for additional support

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

Your reseller might ask you for the display's serial number.

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



Tip

Scan the QR code on the label to view the SMART Board GX (V4) Plus series interactive display support pages on the SMART website.

Appendix 6 Adjusting Device manager settings

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Opening the Device manager settings menu

1. Open the **Side menu** by tapping either of the menu buttons  on either side of the screen.
2. Tap the **Device manager settings**  icon.

The Device manager settings dialog appears.

Exiting the Device manager settings menu

To exit display settings, press the **Home**  button on the front control panel.

General

Option	Values	Function	Notes
► Display			
Note			
This display uses continuous current dimming to prevent flicker at low brightness settings.			
• Display Brightness	0 to 100	Sets the overall brightness of the image.	N/A

Option	Values	Function	Notes
• Automatic Brightness	On Off	Automatically adjusts the screen brightness based on the environmental lighting.	N/A
• Global Dimming	On Off	Automatically adjusts the screen brightness based on the video content.	N/A
• Texture	None Sketch Kraft paper Rice paper Watercolor paper	Sets the background to resemble the appearance of different types of paper.	Select an option to make text clearer and easier to read by varying the contrast between text and the background.
• Color Temperature	Standard Warm Cold Custom	Sets the color temperature of the image.	Warm color temperatures will appear more reddish, while cool color temperatures appear more blueish.
• Advanced	N/A	Options for configuring advanced color temperature settings.	N/A
• Contrast	0 to 100	Sets the difference in brightness between the lightest and darkest parts of the image.	N/A
• Red	0 to 255	Sets the intensity of red light in the screen image.	N/A
• Green	0 to 255	Sets the intensity of green light in the screen image.	N/A
• Blue	0 to 255	Sets the intensity of blue light in the screen image.	N/A
• Eye care	On Off	Changes the picture settings to reduce the brightness and amount of blue light in the image.	N/A
► Compass			
• Compass	On Off	Select to show or hide the Compass menu button on the display's screen. See the <i>SMART Board GX (V4) Plus series User guide</i> (docs.smarttech.com/kb/172034).	N/A
• Auto fold	On Off	Options for configuring the Compass menu's on-screen visibility.	N/A
• After no operation	5 Seconds (default) 10 Seconds 15 Seconds 30 Seconds	Select how long the Compass menu remains open before automatically closing.	N/A

Option	Values	Function	Notes
Folded state	Folded into small circles Fade away	Select whether the Compass menu icon remains visible when the menu closes.	N/A
► Screen record			
Resolution	1280 × 720 (default) 1920 × 1080		N/A
Time limit	0 to 120 numerical adjustment, default is 45 mins.		N/A
Sound source	Media sound (default) Microphone sound Media sound + Microphone		N/A
► Free annotation			
Pen to Note	On Off	Use the pen to write on the screen to enter the annotation mode.	N/A
Stylus input	On Off	After clicking on the text box, the content can be entered using the pen, thus replacing the previous typing input method.	N/A

Device

Option	Values	Function	Notes
Printer	N/A	N/A	N/A
Microphone	N/A	Select a microphone if connected.	N/A
Camera	N/A	Select a camera if connected.	N/A

Input

Option	Values	Function	Notes
• Channel image	[Screen settings]	Configure screen settings when viewing the image from a connected computer or other device's input on the display.	N/A
• Android Disable	On Off	Enables or disables the in-built Android system software. This may be useful for environments that use only connected devices.	N/A

System

Option	Values	Function	Notes
► System update			
• OTA update	On Off	Enables or disables the display's ability to download and install updates to the display's system firmware.	
• Version	N/A	Shows the current version of the display's firmware. You can also manually check for updates to the display's firmware. If an update is available, a message appears on screen and asks whether the user wishes to install it. Note The display must be connected to the internet to check for system firmware updates. See > <i>Connecting to a network</i> on page 12	N/A
• Local update	N/A	Update your display using a USB drive.	
• Auto Install	On Off	When enabled, updates to the display's firmware will automatically be installed after an update is downloaded to the display.	N/A
► Diagnostic			
• Diagnostic	N/A	Copy diagnostic logs to a USB drive.	N/A

Appendix 7 Adjusting display settings

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You can access the display's settings by tapping the **Settings** icon  on the Home screen. You can also press the **Settings** button  on the remote control.

Tip

If the Settings icon doesn't appear on the Home screen, tap the **All Apps** icon  in the Launcher menu at the bottom of the screen and look for the Setting app.

To exit display settings, press the **Home**  button on the front control panel.

Network & internet

To use all features of the display, you need to connect the display to a network. The display can connect to a network using either Wi-Fi or an Ethernet connection. You can change basic network and internet settings from the Settings on the display.

Setting	Description
Internet	The following Ethernet and Wi-Fi connection options are available: • Ethernet: Enable to connect to an Ethernet network. • Wi-Fi: Choose a Wi-Fi network to connect to.
Airplane	Enable or disable airplane mode.
Hotspot & tethering	Use hotspot and tethering to provide internet to other devices through the display's network. You can enable the following options: • Wi-Fi hotspot • USB tethering • Bluetooth tethering
Data saver	Choose data saving options and data usage for apps.
VPN	Configure VPN options required for connecting to your network
Private DNS	Modify private DNS provider.

Connected devices

Consider if you want users and students to connect devices like keyboards, mice, wireless headphones, etc. to the display.

Setting	Description
Other devices	
USB	We recommend you keep the default settings.
Pair a new device	Select a new device to pair with.
Saved devices	
See all	See all connected devices.
Connection preferences	Set preferences for Bluetooth, Cast, printers, and Quick Share (Share files with nearby devices).

Apps

Setting	Description
Recently opened apps	Shows a list of recently opened apps.

Setting	Description
General	
Default apps	Set or change the default apps for system functions like browser. See below.
Screen time	View and set limits on app usage.
Cloud media app	Set or change settings for media apps like Google Photos
Unused apps	Shows seldom-used apps
Special app access	Manage settings for apps that have special permissions

Notifications

Setting	Description
Manage	
App notifications	Control notifications from individual apps
Notification history	Turn on to see recent and snoozed notifications.
Conversation	
Conversations	High-priority and modified conversations will display here.
Bubbles	Allow some conversations to display as bubbles over apps.
Privacy	
Device & App notifications	Set notifications for Quickstep, Google Play, and Android.
Notifications on lock screen	Select which conversations will display on the lock screen.
General	
Do Not Disturb	Select to be notified only by important people and apps.
Flash notifications	Flash the screen when you receive notifications or when alarms sound.
Wireless emergency alerts	N/A
Hide silent notifications in status bar	N/A
Allow notification snoozing	N/A
Enhanced notifications	N/A

Storage

Setting	Description
Available storage total	View the current available storage capacity of the appliance's internal memory. If a microSD card is installed into the SD card slot on the appliance, depending on how the SD card was formatted, the additional storage capacity will be added to the appliance's internal storage or be listed as an additional storage option. See > <i>Install a microSD card</i> on page 24
Storage manager	Check on your storage and manage apps to free up space. Tips on freeing up space.
Free up space	Go to the Files app to manage and free up storage space in the appliance's memory.
General storage information	View how much storage space in the appliance's memory is being devoted to categories such as apps, images, and videos.

Sound

Setting	Description
Media volume	Adjust the volume for media.
Do not disturb	Select which apps, alarms, and media can interrupt you when this is turned on.
Live caption	Configure how live speech capture is applied on your display.
Media	Pin the media player on your display and show media recommendations.
Default notification sound	Choose a different notification sounds for apps
Default alarm sound	Choose a different alarm sound
Screen locking sound	Enable or disable the screen locking sound.
Tap & click sounds	Enable tap and click sounds.
Sound properties	Set balance, treble, and bass.

Setting	Description
Sound output	Enable this setting to make additional selections: • Enable built-in speakers • Enable S/PDIF output • Enable Audio Line Out output (enable the 3.5 mm Out connector)

Display

Setting	Description
Basic info	
Adaptive brightness	Enable this setting to automatically adjust the screen brightness based on the ambient light conditions.
Dynamic contrast	Enable this setting to automatically adjust the differences between dark and light areas of the screen based on the screen's image content.
Lock display	
Lock screen	Configure what to show on the lock screen.
Appearance	
Dark theme	Change the screen to display a dark background using a dark theme or color inversion. Dark theme applies to the system's user interface and supported apps. Colors don't change in media, such as videos.
Display size and text	Make the size of screen text smaller or larger.
Pixel shift	Set the interval timing option for the display's image to move up and down momentarily. Enabling this setting reduces the risk of image burn-in of the display's screen.
Other display controls	
External displays	The following settings options are available for use with a connected display: • HDMI Out: Enables or disables the display's HDMI output signal. • HDMI Encryption: Select an in encryption format for the displays HDMI output signal. • Resolution: Set the resolution of the display's HDMI output signal. • Screen Zoom: Manually control the aspect ratio of the screen image on an external display connected to HDMI output port.

Setting	Description
HDMI input	The following HDMI input settings options are available: • HDMI-CEC: Enables or disables Consumer Electronic Control functions for HDMI video inputs. Note The degree of support for CEC varies among devices, so the features that can be controlled also varies, depending on the device connected to the display. • Require HDMI version: Set the HDMI version settings for HDMI ports for compatibility with some external devices.
Colors	Sample images showing how different colors will appear on the display's screen.

Power

Setting	Description
Energy Saving	
Energy saving	The following settings energy saving options are available: • Screen timeout: Set the timer for the screen turning off. • Go to standby mode: If selected, the display will turn off all running components to achieve maximum energy savings but wakes up slower. • Network standby: If selected, the display can be turned on up by a Wake on LAN command from the network.
Wake on input source	The display will turn on when a device is connected to an input source.

Wallpaper

Setting	Description
Change wallpaper	Select the wallpaper that appears in the background.
Dark theme	Change the screen image to show light text on a dark background.
Theme icons	N/A

Accessibility

Use the accessibility settings provided on the SMART Board display so that all users can get the most out of the display. For more information, see [Android accessibility overview](#).

Setting	Description
Screen reader	
TalkBack	TalkBack is an accessibility feature that helps people who are blind or have low vision to interact with Android devices using touch and spoken feedback. Learn more about TalkBack from Android's accessibility support page.
Display	
Select to speak	If you want spoken feedback at certain times, you can turn on Select to Speak. Select items on your screen to hear it read or described aloud.
Display size and text	Make the size of screen text smaller or larger.
Color and motion	Adjust the following contrast and color options: • Color inversion: High contrast can make text easier to read on your device. This feature changes the text color to either black or white, depending on the original text color. • Dark theme: Dark theme applies to the system's user interface and supported apps. Colors don't change in media, such as videos. Color inversion applies to everything on the display, including media. • Color correction: Color correction and grayscale settings help your device compensate for color blindness. • Remove animations: Turn off animations to help you focus. • Use a larger mouse pointer: Make the mouse pointer bigger so it's more noticeable. On by default.
Magnification	Enable options for zooming in on the screen to make content larger.
Interaction controls	
Accessibility Menu	The Accessibility Menu is an on-screen menu used to control the display, gestures, hardware buttons, navigation, and more.
Switch access	N/A
Timing controls	Adjust interaction timing controls such as: • Touch & hold delay • Time to take action (accessibility timeout) • Autoclick (dwell timing)
System controls	Access additional accessibility settings.
Captions	

Setting	Description
Live Caption	Live Caption detects speech and automatically generates captions. You can use it on media like videos, podcasts, phone calls, video calls, and audio messages. Control caption settings such as the hiding profanity, languages, and more.
Caption preferences	Change caption options such as the text size and color for the caption's background and text.
Audio	
Audio description	Hear a description of what's happening on screen in supported media.
Flash notifications	Flash the screen when you receive notifications or when alarms sound.
Hearing devices	Connect and pair hearing aids.
Audio adjustments	Combine channels when playing audio.
General	
Accessibility shortcuts	Enable quick access to accessibility features.
Text-to-speech output	Configure speech recognition language and settings.

Security & privacy

Setting	Description
Security alerts	Security alerts and warnings appear at the top of the <i>Security & privacy</i> page and include a description of the risk.
Settings	
App security	Shows the status of Google Play Protect
Device unlock	Configure a screen lock swipe, pattern, PIN, or password.
Account security	Review Google account security and privacy information.
Device finders	N/A
System & updates	Check for and install security updates, Google Play updates, and backup data.
Privacy	Manage
Other settings	

Setting	Description
More security & privacy	Configure app accessibility options, what notifications or media can be shown on the lock screen, whether apps can send content to the Android system, and more. You can also configure security options including Android safe browsing, device admin apps, and credential storage options. Options are also available for configuring the display's EU general data protection regulation (GDPR) settings.

Location

Setting	Description
User location	Enable or disable location access for apps and services.
Recent access	
App location permissions	Configure location permission for individual applications.
Location services	N/A

Passwords and accounts

Setting	Description
Passwords, passkeys and data services	
Google	Google Password manager, Google Play, Google Wallet.
Accounts for owner	
Add account	Add a Google account to the display.
Automatically sync app data	N/A

Remove a Google account

If you mistakenly add a Google account to a user profile, you can remove the account by following the steps below:

1. From the Home screen, select **Settings**  > **Passwords & accounts**. All accounts that are added on the profile are listed under **Accounts for Owner**.
2. Select the account you want to remove.
3. Select **Remove account**.
4. Confirm that you want to remove the account.

Digital well-being and parental controls

Setting	Description
View activity details	View an overview of the display's usage.
Ways to disconnect	
App limits	Set time limits for apps.
Bedtime mode	N/A
Focus	Block unwanted messages and apps
Screen time reminder	Enable this feature to receive on-screen reminders showing how much time selected apps have been used.
Reduce interruptions	
Manage notifications	N/A
Do not disturb	Select to be notified only by important people and apps.
Heads up	N/A
Show icon in the app list	N/A
Parental controls	N/A

Google

These settings are applied to your Google account activities, including the Google Play store.

Setting	Description
Settings for Google apps	
Search, Assistant & Voice	N/A

Setting	Description
Connected devices & sharing	
Cast options	N/A
Cross-device services	N/A
Devices	N/A
Quick share	N/A
Thread networks	N/A
Privacy & security	
Ads	N/A
Personalize using shared data	N/A
Usage & diagnostics	N/A
Autofill & passwords	
Autofill with Google	N/A
Passkeys and devices	N/A
SMS verification codes	N/A
Backup & restore	
Backup	N/A
Setup nearby device	N/A
Kids & family	
Parental controls	N/A
Device policy	
Set up your work profile	N/A
Other	
Location Accuracy	N/A

Advanced

Configure the display's input and output, startup and shutdown settings.

Setting	Description
---------	-------------

Setting	Description
Settings Lockdown	Enable settings lock password.
Lock control	The following lock control settings are available: • Remote lock: Enables or disables the buttons on the display's remote control. (The power button is always enabled.) • Touch lock: Enables or disables touch input on the display's screen. Note When touch input is disabled, the remote control must be used to access this setting to re-enable touch input. • Keypad lock: Enables or disables button functionality on the display's front control panel.
Startup & shutdown	Select options for configuring the display's startup and shutdown settings. • Startup source – Select which input source is selected on startup. Disabled inputs will not appear in the list. • Standby (Black screen) after startup – Enables or disables whether the display enters Standby mode after starting. • OPS boot with system – Enables or disables whether an OPS appliance installed in the display's accessory slot, turns on when the display is turned on. Select options for configuring the display's startup and shutdown schedule. • Startup/Shutdown task – Set a scheduled time to turn the display on or off. • Ask before shutting down – Enables or disables whether confirmation is required before turning off the display.
Rename and manage input sources	Select options for enabling or disabling inputs. Also, enable or disable each input.
Switch to active input automatically (auto switch)	Enable the automatic switching of the input when an active video signal is connected to the display.
No signal jump	Select an input to switch to automatically if no signal is detected on the current input.

System

Setting	Description
Languages	Choose a language for the system.

Setting	Description
Keyboard	Choose an on-screen keyboard to use, enable a spellchecker, add words to a personal dictionary, set the pointer speed.
Gestures	Configure options for displaying the Launcher toolbar at the bottom of the screen, and power button settings.
Date & time	Configure options for setting and displaying the date and time.
Backup	Sign in to Google account to back up your device.
System Update	Check for and install security updates and Google Play updates.
Multiple users	Configure options for configuring multiple user profiles including adding users and guest accounts. You can also disable the ability to add multiple user accounts and delete guest activity from the display.
Reset options	Reset options include resetting Bluetooth and Wi-Fi settings, app preferences, and erasing all data from the display's internal storage (including Google Account information, system and app data and settings, downloaded apps, downloaded files, and other user data).
Country and region	Sets the display's country or region. Switching the region changes some of the display's behavior, such as the Wi-Fi network channels available for use in that region.

About

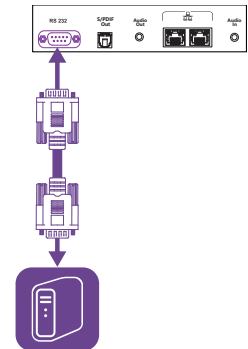
Setting	Description
Basic info	
Device name	N/A
Current user	N/A
Legal & regulatory	
Legal information	N/A
Regulatory information	Shows mandatory certification and compliance content for the display
Device details	
Model	Includes serial numbers, firmware versions, and other hardware information. The <i>SW Revision</i> information shows the current version of the display's system firmware. SMART Support teams might request this information if you contact them.

Setting	Description
Memory	Shows how much RAM is installed in the display
Storage	Storage capacity of the display
Android version	Shows the current version of the display's Android operating system.
Device identifiers	
IP address	N/A
Save networks	N/A
Device Ethernet MAC address	N/A
Device Wi-Fi MAC address	N/A
Bluetooth address	N/A
Up time	N/A
Build number	N/A

Appendix 8 **Managing the display using RS-232**

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You can connect an RS-232 cable from a computer or a control system's serial output to the display's RS-232 In connector 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.



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.

Tip

SMART also offers SMART Remote Management cloud-based device-management software, which you can use to manage the display. For more information, see [SMART Remote Management](#).

Configuring the serial interface settings

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

1. Turn on the display.
2. If you're using a terminal application on a computer, activate local echo to see what you're typing and sending to the display.
3. Configure the serial interface settings with the following values:

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

4. Send a carriage return character (<CR>) to the display. The display will show a command prompt (>) to indicate that the display can now accept commands.

Note

- If you're using a terminal application on a computer, pressing ENTER should send a carriage return character (<CR>) but might also send a line feed character (<LF>), depending on your terminal application configuration.
- If no message appears or an error message appears, the serial interface isn't configured correctly. Repeat steps 3 and 4.
- If you're using a terminal app on a PC, keep your screen legible by configuring the terminal app's settings to add a line feed <LF> after sending or receiving a carriage return <CR>. For example, in the PUTTY app, enable terminal option *Implicit LF in every CR*.

When using a control system program instead of terminal program, all the lines output from the display are preceded by a carriage return character (<CR>) and line feed character (<LF>) and then followed by a carriage return character (<CR>) and line feed character (<LF>), as shown in the example below. Refer to an [ASCII table](#) for more information about character codes if needed.

```
>set volume=0<CR>
<CR><LF>
volume=0<CR><LF>
>
```

Commands and responses

To access display information or to adjust display settings using the room control system, send a command after the command prompt (>), send a carriage return character or press ENTER, and then wait for the response from the display. Responses are preceded by a carriage return character (<CR>) and line feed character (<LF>) and then followed by a carriage return character (<CR>) and line feed character (<LF>). If no command prompt is present, send a carriage return character to the display. If the display is ready to receive commands, it will show a command prompt (>) when the carriage return is received. See the example below.

Correct

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

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.

- In many terminal applications on a computer, you can use the BACKSPACE key when typing commands.
- Review each entry carefully before sending a command to the display.
- Don't send another command until you receive the response and the next command prompt (>). If no command prompt is present, send a carriage return character (<CR>) to the display. If the display is ready to receive commands, it will show a command prompt after receiving the carriage return.

To retrieve a setting's current value

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
>
```

Power state commands

Get command	Set command	Response
get powerstate	set powerstate[Value] Where [Value] is one of the following: • =on • =ready • =powersave	powerstate=[Value] Where [Value] is one of the following: • on • ready • powersave

The display has three 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 one of the following occurs: • A user presses the Power button  on the front control panel or the remote control. • You send the <code>set powerstate=on</code> command. • The display receives a video signal.

Power state	Description
POWERSAVE	The screen is off, and the display is in a very low power state. The display enters READY or ON state when one of the following occurs: - A user presses the Power button  on the front control panel or the remote control. - The display receives a video signal. This power state is the default energy saving mode for displays set to an EU location. Note The EU uses “Standby” to describe this power state.

Input commands

Get command	Set command	Response
get input	set input[Value] Where [Value] is one of the following: =hdm11 =hdm12 =hdm13 =vga1 =ops1 =usbc1 =usbc2 =dp1 =android	input=[Value] Where [Value] is one of the following: - hdm11 - hdm12 - hdm13 - vga1 - ops1 - usbc1 - usbc2 - dp1 - android

Brightness commands

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

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
get fwversion	fwversion=[Value] Where [Value] is the firmware version.

Model number commands

Get command	Response
get modelnum	modelnum=[Value] Where [Value] is one of the following: • SBID-GX165G-V4 • SBID-GX175G-V4 • SBID-GX186G-V4

Serial number commands

Get command	Response
get serialnum	serialnum=[Value] Where [Value] is the serial number.

Part number commands

Get command	Response
get partnum	partnum=[Value] Where [Value] is the part number, including the revision.

Asynchronous messages

The display sends an asynchronous message when the front control panel, Settings app, or remote control are used to change a display's setting that can be controlled by RS-232. The display will also send an asynchronous message if the display's power state changes. Asynchronous messages are identified by a pound sign (#) before the message and aren't followed by a command prompt (>).

Change	Asynchronous message
display power state	<code>#powerstate=[Value]</code> Where [Value] is one of the following: • on • ready • powersave
Volume mute	<code>#mute=[Value]</code> Where [Value] is one of the following: • on • off

Appendix 9 Enrolling the display in SMART Remote Management

The SMART Board GX (V4) Plus interactive display has a built-in feature that enables you to enroll the display with your organization's SMART Remote Management account. When you enroll the display, you can use SMART Remote Management to centrally control the display's features and settings, such as:

- blocklists and allowlists
- Wi-Fi
- wallpaper
- certificates
- lock screen
- available apps

See > support.smarttech.com/docs/enrollingsrm

Certification and compliance

Electronic (e-label) information

Regulatory information is available in the display's settings. From the Home screen, tap **Settings** > **About** > **Regulatory Information**.

Informations électroniques (e-Label)

Les informations réglementaires sont disponibles dans les paramètres de l'écran. Depuis l'écran d'accueil, appuyez sur **Paramètres** > **À propos de** > **Informations réglementaires**.

Federal Communication Commission interference statement

FCC

Suppliers Declaration of Conformity

47 CFR § 2.1077 Compliance Information

Unique Identifier: IDGX65-4, IDGX75-4, IDGX86-4

Responsible Party – U.S. Contact Information

SMART Technologies (Seattle) Inc.
11100 NE 8th St., Suite 210
Bellevue, WA 98004
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 5.15–5.25 GHz 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 11.

⚠ 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 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.

Radiation exposure statement

This equipment complies with ISSED 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 ISSED 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.

⚠ Advertissement

- 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 ISSED 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 displays model **IDGX65-4**, **IDGX75-4**, **IDGX86-4**, complies with Directive 2014/53/EU.

⚠ Warning

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

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

The frequency band and the maximum transmitted power in EU are listed below:

Regulatory models: **IDGX65-4**, **IDGX75-4**, **IDGX86-4**

Transmitting Band (MHz)	Maximum Transmit Power dBm
2400-2483.5	18.46
5150-5350:	19.63
5470-5725	20.87
5725-5850	10.46

Restrictions in:

⚠									
AT	BE	BG	CH	CY	CZ	DE	DK	EE	
EL	ES	FI	FR	HR	HU	IE	IS	IT	
LI	LT	LU	LV	MT	NL	NO	PL	PT	
RO	SE	SI	SK	TR	UK(NI)				
⚠ UK									

Restrictions: 5150 MHz - 5350 MHz are for indoor use only.

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

⚠ Caution: Exposure to Radio Frequency Radiation

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

Japan VCCI Class A statement – applicable only to models certified for sale in Japan

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。VCCI-A日本国内は100V交流動作のみに制限されています。

当該機器には電波法に基づく技術基準適合証明等を受けた特定無線設備を装着している。

電波法により5.2/5.3 GHz帯は屋内使用に限ります。

This is a Class A product based on the standard of the Voluntary Control Council for Interference (VCCI). If this equipment is used in a domestic environment, radio interference may occur, in which case the user may be required to take corrective actions.

Operation in Japan is restricted to 100V AC operation only.

This equipment contains specified radio equipment that has been certified to the Technical Regulation Conformity Certification under the Radio Law.

The 5.2/5.3 GHz band is restricted to indoor use due to the Radio Law.

Perchlorate material

The coin cell battery contains perchlorate material. Special handling may apply.

See > dtsc.ca.gov/hazardouswaste/perchlorate

REACH regulation

This product may contain substances that are candidate SVHCs under the EU REACH Regulation (EC) 1907/2006.

See > echa.europa.eu/scip-database

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 Directive)

Electrical and electronic equipment and batteries 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 (Battery Regulation)

Caution

There is a risk of fire or explosion if a battery is replaced by an incorrect type. Dispose of used batteries promptly.

Follow handling instructions on coin cell packaging. Recycle or dispose of used batteries according to local guidelines.

The display contains a coin cell battery (not user accessible). The remote contains two AAA batteries. Recycle or dispose of batteries properly.



SMART Technologies

smarttech.com/support

smarttech.com/contactsupport