



SMART Board®
GX Zero
series interactive displays

Installation and maintenance guide

SBID-GX065-V3 | SBID-GX075-V3 | SBID-GX086-V3
IDGX65-2 | IDGX75-2 | IDGX86-2



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SMART®

Important information

Learn more

Before installing or using a SMART Board® GX Zero 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



This guide and other resources for SMART Board Zero 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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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.

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May 20, 2026

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The SMART Board® Zero series interactive display gives you everything you need to get started with interactivity. This chapter introduces the features of your GX Zero series display.

About this guide

This guide explains how to install and maintain SMART Board GX Zero series interactive displays. It includes the following information:

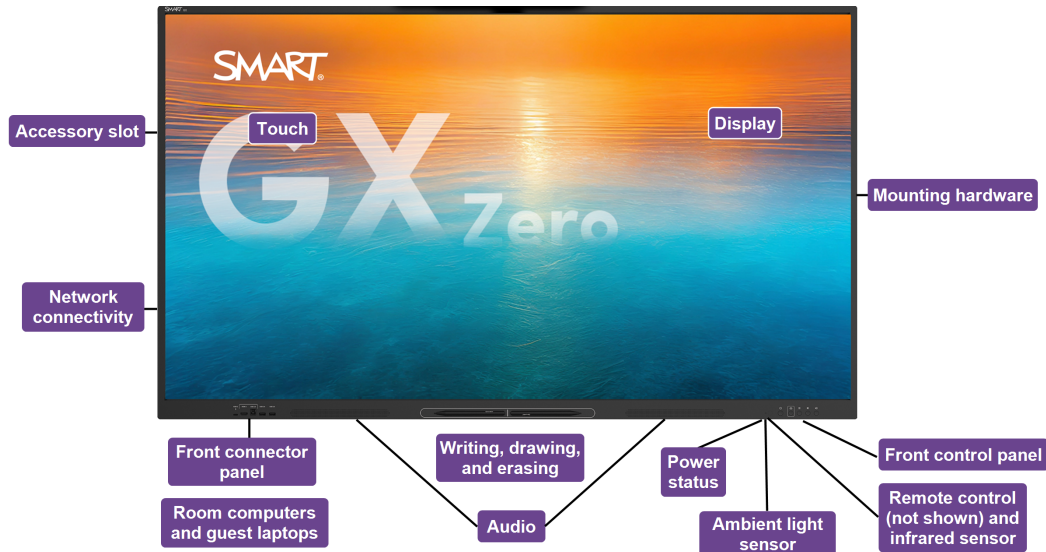
- How to install the display
- How to connect power and devices
- How to turn on the display for the first time
- How to maintain the display for years of use
- How to troubleshoot issues with the display

This guide also includes information about the display's settings and support for remote management.

This guide is intended for those who install and maintain displays in their organizations. Additional documentation and resources are available for users of the display (see *More information* on page 12).

About the display

The display includes a comprehensive set of features and components.



Touch

You can connect room computers and guest laptops to the display to view and interact with them. Do everything on the display that you can do on your connected 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.

Display

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

The display comes in three sizes: 65" | 75" | 86"

Caution

Prolonged focus on a fixed object, such as a display's 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 help prevent eye strain and fatigue.

Mounting hardware

You can use VESA compliant wall mounts, such as SMART's WM-SBID-200 wall mount (not included), to mount the display on a wall.

See > *Installing the display* on page 14

You can also mount the display on a SMART mobile stand.

See > *Stands* on page 11

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.

Remote control and infrared sensor

The display's infrared sensor is located in the control panel in the bottom-right corner of the display's frame.

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

Ambient light sensor

The ambient light sensor is located in the bottom-right corner of the display's frame. The sensor detects the brightness of the room and adjusts the screen's brightness accordingly.

To enable or disable this feature, go to **Input > Advanced settings > Screen > AutoLight** (see *Advanced settings* on page 41).

Note

The ambient light sensor is disabled by default.

Power status

The power status indicator light is located in the Power button in bottom-right of the display's frame.

Writing, drawing, and erasing

The display comes with two pens you can use to write or draw on the screen from a connected computer.

With Object Awareness¹, the display responds automatically to the tool or object you're using, whether it's a pen, finger, or palm.

Network connectivity

You can connect the display to a network using an Ethernet cable. The display's network connection is then shared internally with an OPS PC, if installed in the display's accessory slot.

The two RJ45 jacks allow you to connect the display and an external device, such as a computer, to an Ethernet network.

See > *Connecting to a network* on page 15

Audio

The display includes two 20 W integrated speakers.

Front connector panel

The front connector panel includes connectors for USB peripherals and a computer or other input.

See > *Connecting room computers and guest laptops* on page 19

See > *Connecting other devices* on page 31

Room computers and guest laptops

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

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

See > *Connecting room computers and guest laptops* on page 19

Accessory slot

You can install an OPS-compatible device, such as a SMART OPS appliance, in the OPS accessory slot.

See > *OPS appliances* on the next page

¹When connected to a computer with SMART Product Drivers

 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.

Accessories

A variety of accessories are available for the display:

- OPS appliances
- SMART wall mount (WM-SBID-200) for SMART Board displays
- Stands
- USB extenders

See also > smarttech.com/accessories

OPS appliances

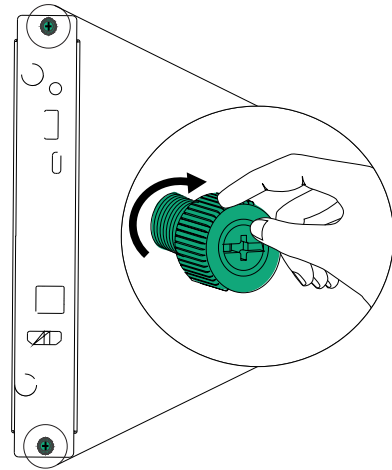
The display includes an OPS accessory slot in which your organization can install a SMART OPS appliance:

See > [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.)



Stands

If you want to move the display from place to place, you can install it on a SMART mobile stand. 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.

Notes

- If you want to use the 75" and 86" models (GX075-V3 and GX086-V3) with one of SMART's electric height-adjustable stands, you must first attach a SMART wall mount (model WM-SBID-200, part #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).
- For users in Australia and New Zealand: SMART does not provide stands for use in Australia and New Zealand, nor can we provide recommendations for stands from other vendors.

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 following USB extender:

Extender	Specifications
USB-XT	docs.smarttech.com/kb/119318

See also > [Extending USB cables](#)

More information

In addition to this guide, SMART provides a variety of other documents for this display in the Support section of the SMART website (smarttech.com/support). Scan the QR code on this guide's cover for links to SMART Board GX Zero 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 display'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 display in an area with excessive levels of dust, humidity, or smoke.
- Make sure an electrical socket is near the display and remains easily accessible during use.
- The display should be used only with European TN and TT power distribution systems.

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

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

Important

Refer to the display's specifications for its normal operating power requirements, additional requirements, and other information.

Notes

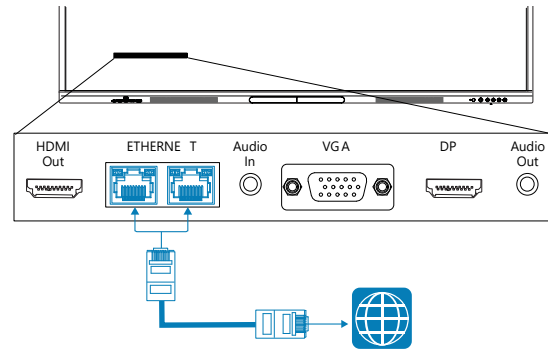
- If you want to use the 75" and 86" models (GX075-V3 and GX086-V3) with one of SMART's electric height-adjustable stands, you must first attach a SMART wall mount (model WM-SBID-200, part #1031766, docs.smarttech.com/kb/171405) to the display before mounting the display to the stand. (This applies to the FSE-400, FSE-410, and FSE-420 models of mobile stand and the WSE-400 and WSE-410 models of wall stand).
- For users in Australia and New Zealand: SMART does not provide stands for use in Australia and New Zealand, nor can we provide recommendations for stands from other vendors.

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 Zero series illustrated installation instructions* (docs.smarttech.com/kb/171949)

Connecting to a network

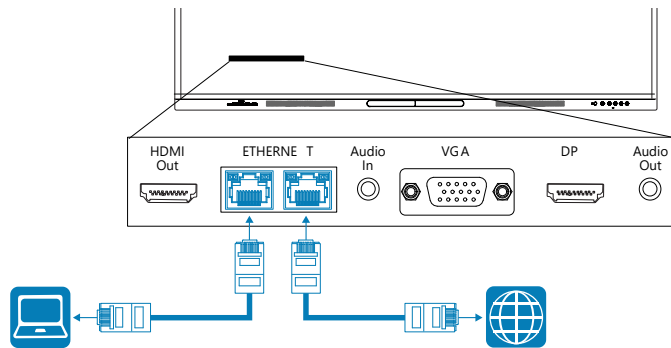
You can connect the display to a network using one of the RJ45 Ethernet jacks. The display's network connection is then shared internally with an OPS PC, if installed in the display's accessory slot.



! Important

Do not use the RJ45 jack on an OPS PC to connect to a network.

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).

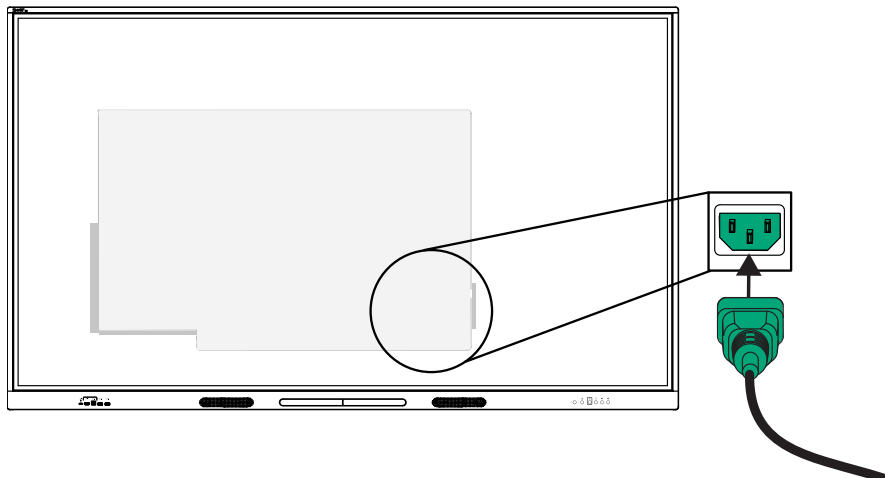


Connecting power and turning on the display for the first time

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

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

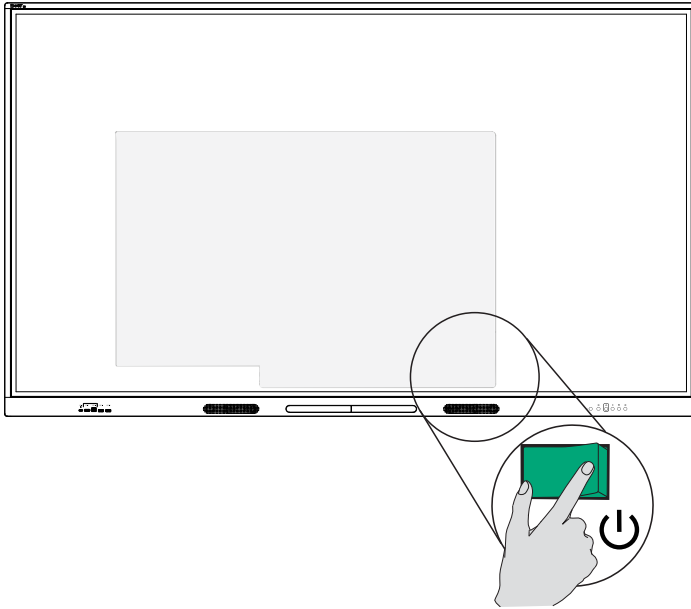
Refer to the display's specifications for power requirements and power consumption information (see *More information* on page 12).

To turn on the display

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.)

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



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. Other SMART software is optional.

Included



SMART Notebook



SMART Product Drivers and Ink

Optional



Lumio



SMART Notebook Plus



SMART Meeting Pro



SMART TeamWorks Room

See > smarttech.com/downloads

Connecting room computers and guest laptops

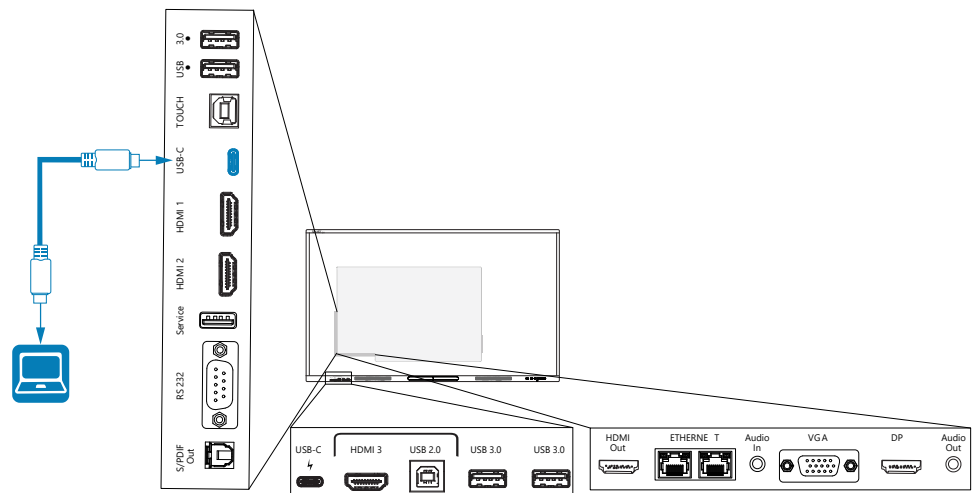
If you install cables for room computers and guest laptops in advance, you can make use of connectors that might not be accessible after the display is mounted on the wall. You can then run the cables across floors or behind walls as needed.

Notes

- Install SMART software on computers you connect to the display (see *Installing SMART software* on the previous page).
- Make sure [SMART Product Drivers 12.21](#) or later are installed on any connected computers.
- As shown below, HDMI 1, HDMI 2, VGA, and Display Port share the Touch USB Type-B receptacle on the side connector panel, and HDMI 3 uses the Touch USB Type-B receptacle on the front connector panel (see *Sharing USB Type-B receptacles* on page 29).
- The USB Type-C connector on the front connector panel provides up to 15 W of power for charging connected devices.

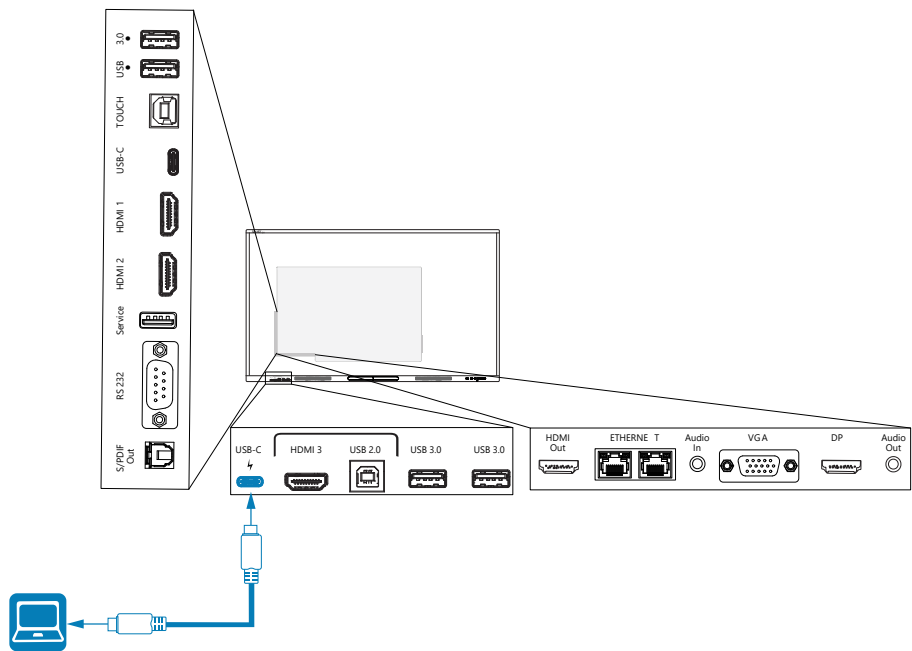
The following are the locations of the connectors and the connector and cable information for the display's inputs.

• **USB Type-C 1**



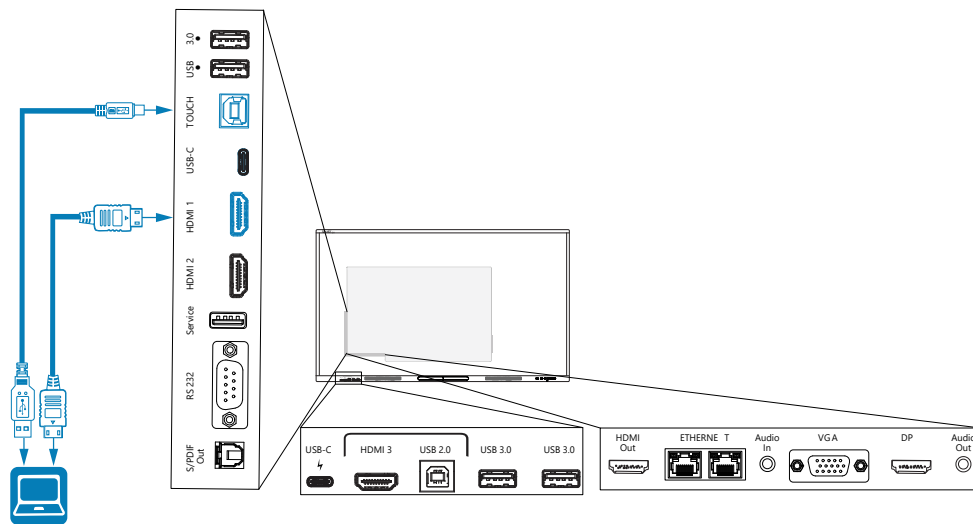
Connector	Standard	Connection type	Cable
USB Type-C 1	USB-C	Video/audio/touch	<u>SuperSpeed USB Type-C</u>

- **USB Type-C 2**



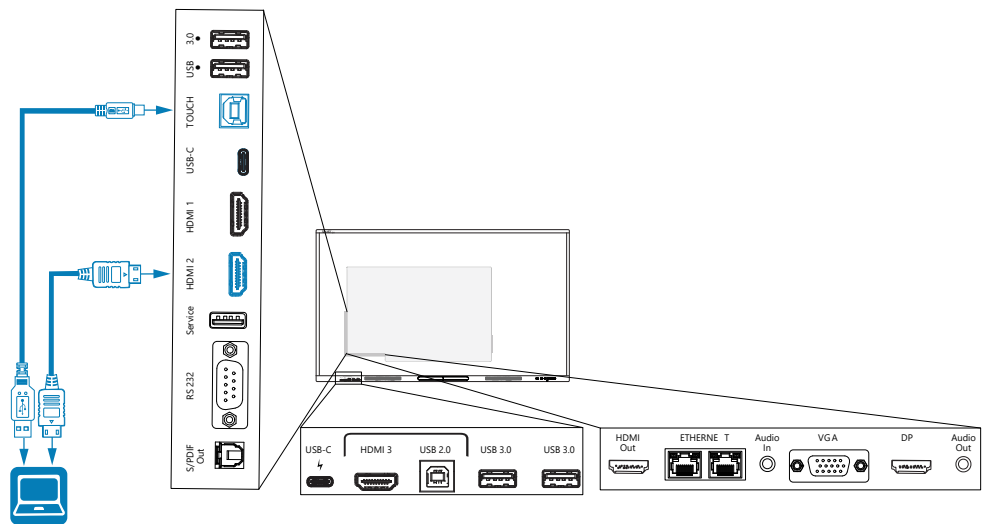
Connector	Standard	Connection type	Cable
USB Type-C 2	USB-C	Video/audio/touch	<u>SuperSpeed USB Type-C</u>

- **HDMI 1**



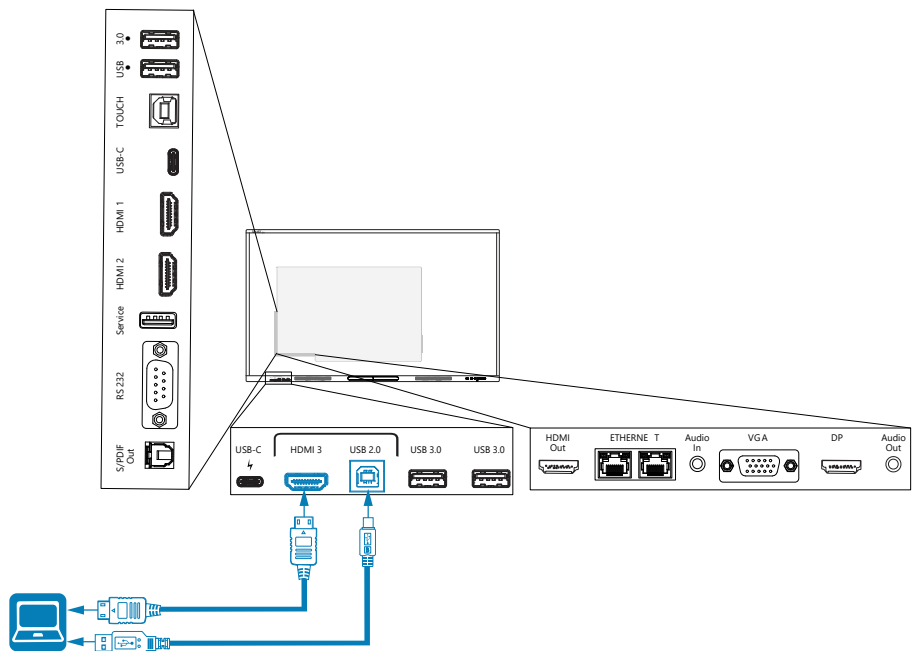
Connector	Standard	Connection type	Cable
HDMI 1	HDMI 2.0	Video/audio	<u>Premium High Speed HDMI (18 Gbps)</u>
Touch	USB 2.0 Type-B	Touch	<u>High Speed (480 Mbps) USB 2.0</u>

• **HDMI 2**



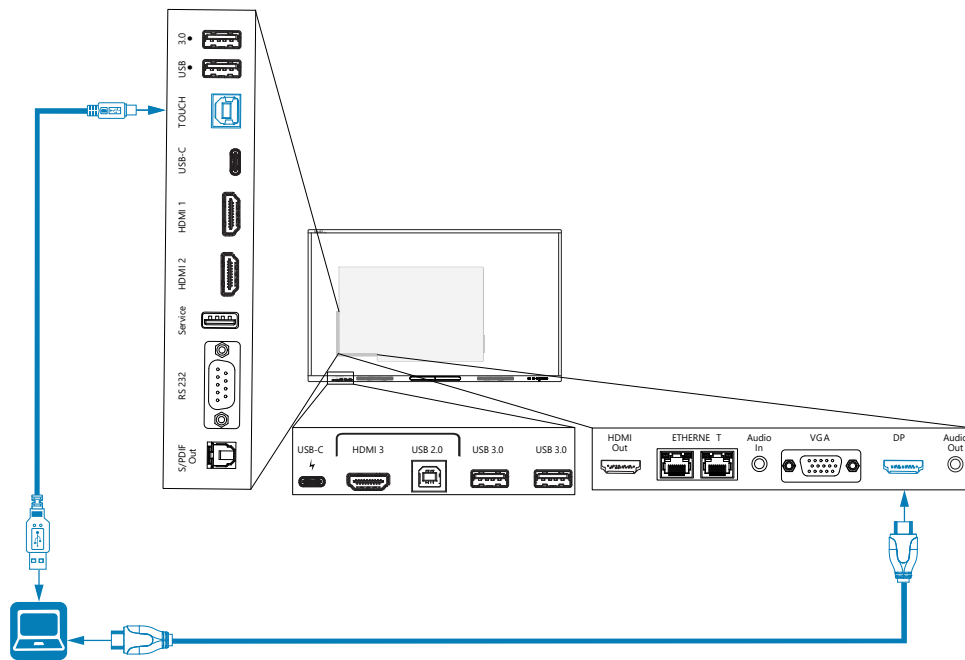
Connector	Standard	Connection type	Cable
HDMI 2	HDMI 2.0	Video/audio	<u>Premium High Speed HDMI (18 Gbps)</u>
Touch	USB 2.0 Type-B	Touch	<u>High Speed (480 Mbps) USB 2.0</u>

• HDMI 3



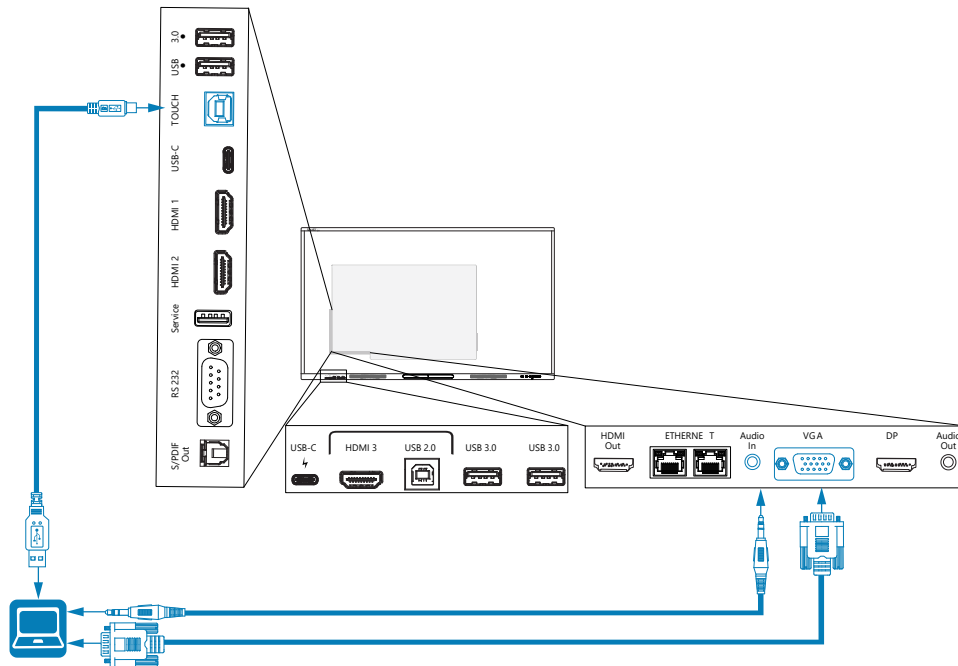
Connector	Standard	Connection type	Cable
HDMI 3	HDMI 2.0	Video/audio	<u>Premium High Speed HDMI (18 Gbps)</u>
Touch input	USB 2.0 Type-B	Touch	<u>High Speed (480 Mbps) USB 2.0</u>

- **Display Port**



Connector	Standard	Connection type	Cable
Display Port	Display Port 1.2	Video/audio	<u>Display Port</u>
Touch	USB 2.0 Type-B	Touch	<u>High Speed (480 Mbps) USB 2.0</u>

- **VGA**



Connector	Standard	Connection type	Cable
VGA	VGA	Video	<u>VGA</u>
Audio In	Stereo 3.5 mm	Audio	<u>Stereo 3.5 mm</u>
Touch	USB 2.0 Type-B	Touch	<u>High Speed (480 Mbps) USB 2.0</u>

**Caution**

You must connect the USB cable that came with the display to a computer that has a USB compliant interface and that bears the USB logo. In addition, the USB source computer must be compliant with IEC 62368-1. The source computer must be CE marked and carry safety certification marks for Canada and USA. This is for operating safety and to avoid damage to the display.

Viewing a connected computer or other device'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
a. Open the Toolbar by tapping one of the side Toolbar buttons  (on either sides of the screen). b. Tap the Input icon .	Press the Input button  .

Note

A green circle  appears around the currently selected input (PC, HDMI1, HDMI2, HDMI3, USB Type-C1, USB Type-C2, Display Port, or VGA). Inputs with a connected source have a green dot beside the input name, rather than a gray dot. The input name also appears in green text rather than gray when an input is connected.

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 recommend resolutions and refresh rates for the display's inputs:

Input	Maximum resolution	Refresh rate
USB Type-C, Display Port Alternate Mode	3840 × 2160	60 Hz
HDMI 1 ¹	3840 × 2160	60 Hz
HDMI 2	3840 × 2160	60 Hz
HDMI 3	3840 × 2160	60 Hz
VGA	1920 × 1080	60 Hz

¹Located on the display's front connector panel.

Input	Maximum resolution	Refresh rate
Display Port	3840 × 2160	60 Hz
PC2	3840 × 2160	60 Hz

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

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

Using recommended cables

SMART recommends the following varieties of cable:

Cable type	Maximum length	Recommendation
Display Port	23' (7 m) ³	Use only certified Display Port 1.4 cables that have been tested to support the performance standard you require.
HDMI	23' (7 m)	Use only certified Premium High-Speed HDMI (18 Gpbs) cables that have been tested to support the performance standard you require.
VGA	23' (7 m)	Use VGA cables with all pins in their connectors fully populated and wired.
Stereo 3.5 mm	20' (6 m)	Use only shielded 3.5 mm cables ⓘ Important Use only a 3.5 mm stereo jack (15 mm long barrel) to connect to the display.
USB 2.0	16' (5 m)	Use a Hi-Speed (480 Mbps) USB 2.0 USB extender if the distance between the computer and the display is greater than 16' (5 m).

²Input from an OPS PC module when installed in the display's accessory slot.

³The performance of cables longer than 23' (7 m) is highly dependent on the cable's quality.

Cable type	Maximum length	Recommendation
USB 3.0	9' (3 m)	SMART supports only installations that use directly connected video and USB cables, or AC-powered extenders. You might be able to use higher-grade cables that exceed the recommended length. If you have problems with such a cable or an extender of any type, test the connection with a shorter cable before contacting SMART Support.
USB Type-C	6' 6" (2 m) for SuperSpeed 5Gbps cables	USB-IF certified USB 3.2 Gen 1 Type-C cable, SuperSpeed (5 Gbps) support To use a USB Type-C cable for video, you need: • A full-featured cable that supports SuperSpeed 5Gbps (or faster) data rates. • A computer that supports Display Port Alternate Mode via USB Type-C Note The USB Type-C connector in the display's front connector panel can supply up to 15 W of power to connected devices.

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

Sharing USB Type-B receptacles

The HDMI, VGA, and Display Port connectors on the rear connector panels (back of the display) all share a single USB Type-B receptacle on the rear, side panel. This means the touch system can be used with only one device connected to these video inputs.

The touch system can still be used with a device connected to USB Type-B receptacle even when one of the video connectors is connected to another display.

USB Type-B receptacle	Video connectors
Touch	• HDMI 1 • HDMI 2 • VGA • Display Port

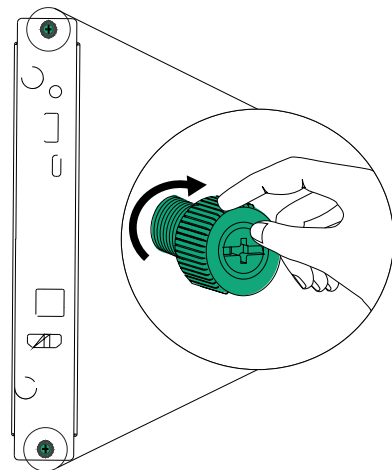
Installing SMART OPS appliances

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

See > [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.)



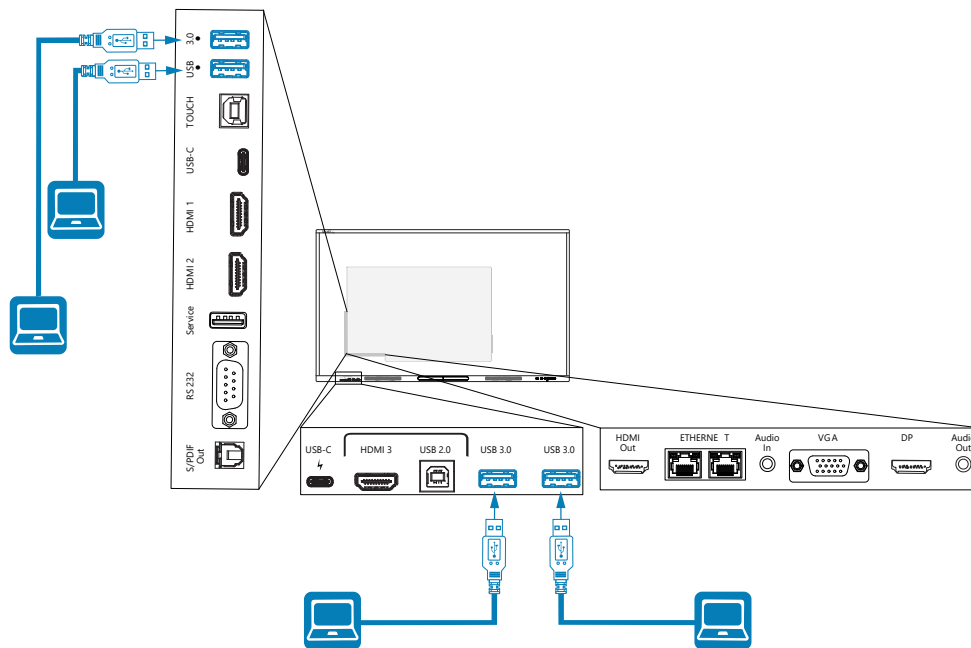
Connecting other devices

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

- USB drives and other peripherals
- External displays
- Room control systems

Connecting USB drives and other peripherals

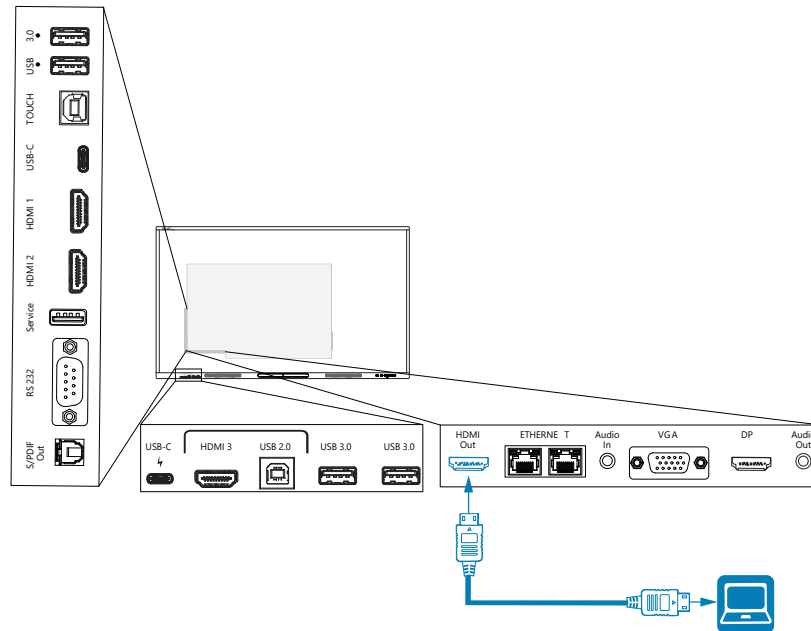
The display includes two USB 3.2 Gen 1 Type-A receptacles on the front connector panel and two more on the side connector panel. You can connect USB drives, peripherals (such as keyboards), and other devices to the USB 3.2 Gen 1 Type-A receptacles and use these devices with an OPS computer installed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



Connecting an external display

You can connect an external display using the HDMI 2.0 out connector on the connector panel.

The external display shows the same image as the display. This is useful when you're using the display in an auditorium or other large space where a second display would be beneficial.



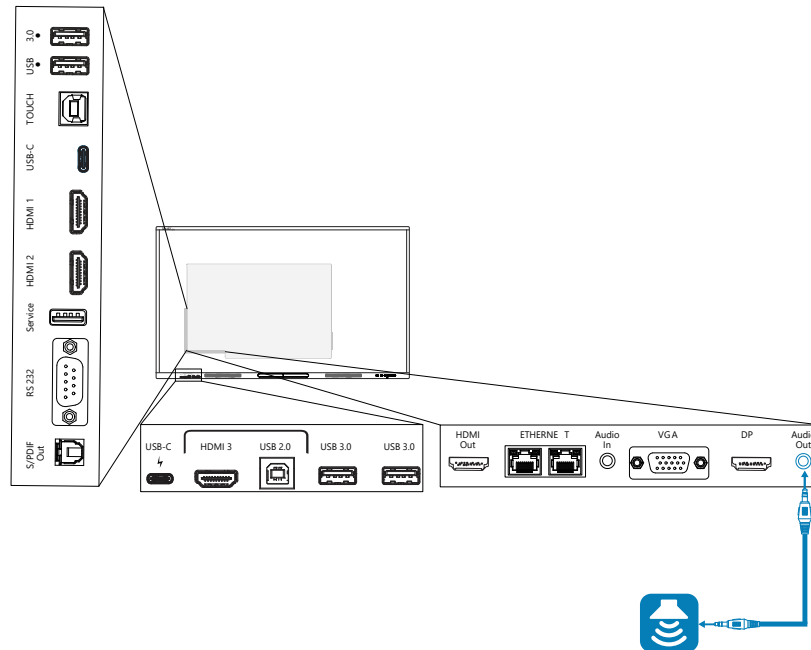
! Important

If the connected external display doesn't support High-bandwidth Digital Content Protection (HDCP), no image will appear on the external display. For full resolution output, connect a display that supports HDCP.

Connecting an external audio system

The display includes two 20 W speakers, which are designed to provide sound at the front of a room. You might want to connect a third-party external audio system if you're providing sound in a larger space.

You can connect an external audio system to the display using the stereo 3.5 mm Out connector (pictured). You can also connect an external audio system directly to a room computer.



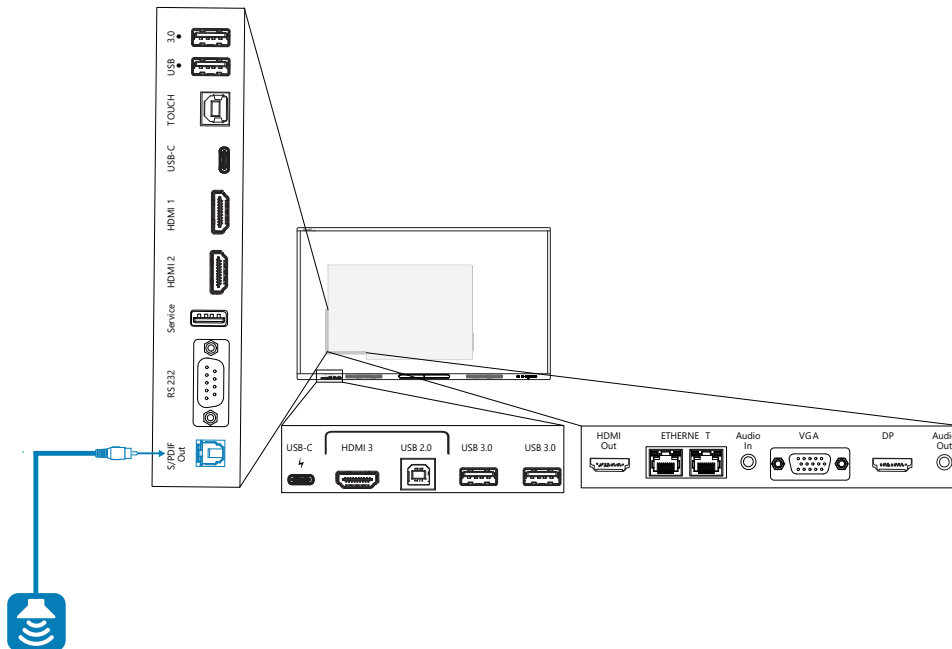
Important

Use a 3.5 mm stereo jack (15 mm long barrel only) to connect to the display's stereo 3.5 mm Out connector.

Note

You can use the display's volume controls to adjust the volume of an audio system connected to the display's stereo 3.5 mm Out connector.

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



Note

When you connect an audio system to the display's S/PDIF Out connector, the audio system's volume controls, rather than the display's, adjust the volume.

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 C Managing the display using RS-232](#) on page 45

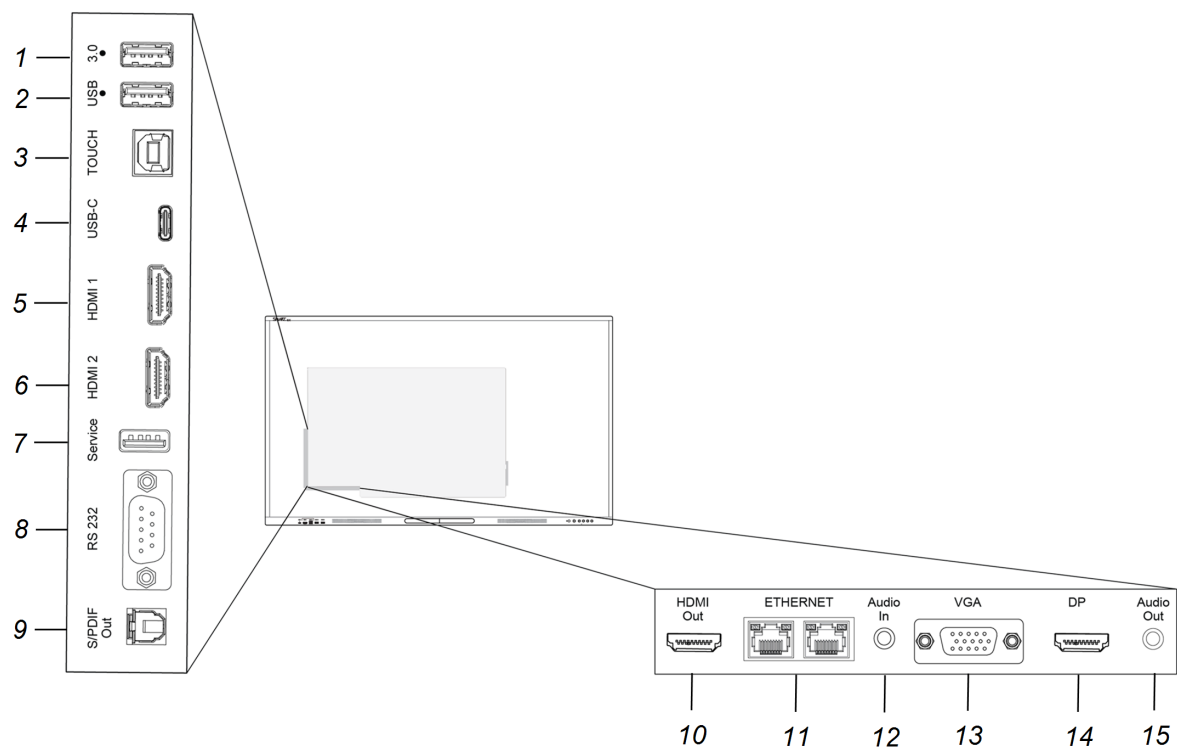
Note

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 describe the connectors on the display's connector panel:



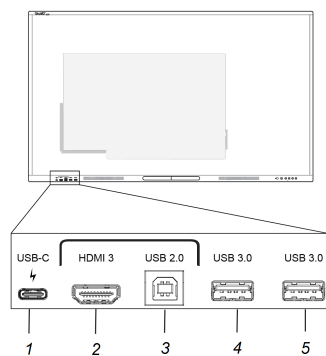
No.	Connector	Connects to	Notes
1	USB 3.2 Gen 1 Type-A	Supported USB drives and other peripherals	See > <i>Connecting other devices</i> on page 31 See > <u>USB cables and connectors</u> The connector will switch to the active input, including the OPS slot computer, or an external computer. Note Connect a USB mouse to navigate the display's on-screen menu during troubleshooting.

No.	Connector	Connects to	Notes
2	USB 3.2 Gen 1 Type-A	Supported USB drives and other peripherals	See > <i>Connecting other devices</i> on page 31 See > USB cables and connectors The connector will switch to the active input, including the OPS slot computer, or an external computer. Note Connect a USB mouse to navigate the display's on-screen menu during troubleshooting.
3	USB 2.0 Type-B	Touch	See > <i>Connecting other devices</i> on page 31 See > USB cables and connectors
4	USB 2.0 Type-C	USB Type-C 1 input (supported USB drives, video, audio, and touch)	See > <i>Connecting other devices</i> on page 31 See > USB cables and connectors The connector will switch to the active input, including the OPS slot computer, or an external computer.
5	HDMI 2.0	HDMI 1 input (video and audio)	See > <i>Connecting room computers and guest laptops</i> on page 19
6	HDMI 2.0	HDMI 2 input (video and audio)	See > <i>Connecting room computers and guest laptops</i> on page 19
7	USB 2.0 Type-A	N/A	This connector is a service port.
8	RS-232	Room control system	See > <i>Appendix C Managing the display using RS-232</i> on page 45 See > RS-232 cables and connectors
9	S/PDIF Out	Digital audio output	See > <i>Connecting an external audio system</i> on page 32 See > Digital audio cables and connectors
10	HDMI 2.0 out	External display	See > <i>Connecting an external display</i> on page 31

No.	Connector	Connects to	Notes
11	RJ45 (x2)	N/A	N/A
12	Audio in (stereo 3.5 mm)	VGA input (audio)	Use this audio input with Stereo 3.5 mm in. See > <i>Connecting room computers and guest laptops</i> on page 19 See > <u>Analog audio cables and connectors</u>
13	VGA in	VGA input (analog video)	Use this video input with analog video sources (VGA). See > <i>Connecting room computers and guest laptops</i> on page 19 See > <u>Analog audio cables and connectors</u> Use this video input with Touch (USB) connector for touch control.
14	Display Port 1.2	Display Port 1.2 input (video and audio)	See > <i>Connecting room computers and guest laptops</i> on page 19 See > <u>Display Port cables and connectors</u>
15	Audio out	External audio system	See > <i>Connecting an external audio system</i> on page 32 See > <u>Analog audio cables and connectors</u>

Front connector panel

This diagram and table describe the connectors on the display's front connector panel:



No.	Connector	Connects to	Notes
1	USB 2.0 for the OPS slot computer USB 3.2 Gen 1 for peripherals	USB Type-C 2 input (video, audio, and touch)	See › <i>Connecting other devices</i> on page 31 See › USB cables and connectors The connector will switch to the active input, including the OPS slot computer, or an external computer. Note The USB 3.2 Type-C connector can also provide 15 W of power to connected devices.
2	HDMI 2.0 in	HDMI 3 input (video and audio)	See › <i>Connecting room computers and guest laptops</i> on page 19 See › HDMI cables and connectors.
3	USB 2.0 Type-B	Touch input	Use this touch input with the HDMI video and audio input on the front of the display. See › <i>Connecting room computers and guest laptops</i> on page 19 See › USB cables and connectors.
4	USB 3.2 Gen 1 Type-A	Supported USB drives and other peripherals	See › <i>Connecting other devices</i> on page 31 See › USB cables and connectors The connector will switch to the active input, including the OPS slot computer, or an external computer.
5	USB 3.2 Gen 1 Type-A	Supported USB drives and other peripherals	See › <i>Connecting other devices</i> on page 31 See › USB cables and connectors The connector will switch to the active input, including the OPS slot computer, or an external computer.

Chapter 4 **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.

See > [Troubleshooting](#)

Contacting your reseller for additional support

If an issue you're experiencing with the display persists or isn't addressed in this chapter or the knowledge base, 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 on the left side of the display.

Tip

Scan the QR code on the label to view the SMART Board GX Zero series interactive display support pages on the SMART website.

Appendix A Adjusting Input settings

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Opening the Input settings menu

1. Open the **Toolbar** by tapping one of the side Toolbar buttons  on either sides of the screen.
2. Tap the **Input**  icon.
The Common Settings dialog appears.

Tip

You can also open the Inputs menu by pressing the **Input** button  on the remote control.

Source settings

Option	Values	Function	Notes
► Inputs			
• Select an input	PC HDMI1 HDMI2 HDMI3 Type-C1 Type-C2 DP VGA	Select a connected computer or other device’s input to view on the display. Note The PC input appears only when an OPS PC module is installed in the display’s accessory slot.	A green circle  appears around the currently selected input (PC, HDMI1, HDMI2, HDMI3, USB Type-C1, USB Type-C2, Display Port, or VGA). Inputs with a connected source have a green dot beside the input name, rather than a gray dot. The input name also appears in green text rather than gray when an input is connected. Note Disabled inputs do not appear in the list of available inputs.

Option	Values	Function	Notes
• Screen brightness	Range slider	Sets the overall brightness of the image.	N/A
• Volume	Range slider	Sets the display's volume.	N/A

Advanced settings

Access the current input's advanced settings by tapping the three dots **•••** that appear in upper right corner of the input settings menu screen. The current input is surrounded by a green circle .

Tip

You can also open the Advanced settings menu by pressing the **Settings** button  on the remote control when viewing any input.

Option	Values	Function	Notes
▶ Audio			
Note The following settings are applicable to all inputs.			
• Volume	1 to 100	Sets the display's volume	N/A
• Bass	-5 to 5	Sets the bass level.	This setting is only adjustable when Custom audio mode is enabled (see Audio modes below).
• Treble	-5 to 5	Sets the treble level.	This setting is only adjustable when Custom audio mode is enabled (see Audio modes below).
• Balance	-50 to 50	Sets the L/R balance of the display's built-in speakers.	N/A
• Audio modes			
• Standard	On Off	This is the default audio mode	N/A
• Meeting	On Off	An audio mode optimized for meeting rooms, with slightly reduced bass.	N/A
• Class	On Off	An audio mode optimized for classrooms, with slightly reduced bass and slightly increased treble.	N/A
• Custom	On Off	An audio mode that allows full user control of bass and treble adjustments.	N/A

Option	Values	Function	Notes
Mute	On Off	Mutes the display's audio system.	N/A
► Screen			
Pixel shift	On Off	If enabled, the display's image will move up and down momentarily to reduce the risk of image burn-in.	N/A
Eye Care	On Off	Changes the screen settings to reduce the brightness and amount of blue light in the image.	N/A
AutoLight	On Off	Detects the ambient light in the room and automatically adjusts the screen brightness.	N/A
SaveEnergy	On Off	Reduces the screen brightness of the display to save power.	N/A
Image scaling			
Note			
The following settings are only available when <i>DP</i> or <i>VGA</i> inputs are selected.			
4:3	On Off	Sets the screen image's aspect ratio to 4:3	N/A
16:9	On Off	Sets the screen image's aspect ratio to 16:9	N/A
PTP	On Off	This setting may help if the 16:9 setting causes the screen image's edges to be clipped.	N/A
Auto	On Off	Enables the display to automatically choose the optimal image scaling for the source video signal. This is the default setting.	This is the recommended setting for image scaling.
► Display			
Brightness	1 to 100	Sets the overall brightness of the image.	N/A
Contrast	1 to 100	Sets the difference in brightness between the lightest and darkest parts of the image.	N/A
Hue	1 to 100	Sets the hue (color) of the image.	This setting is available only when <i>Custom</i> display mode is enabled and is not available for all inputs.
Sharpness	1 to 100	Sets the sharpness of the image.	This setting is available only when <i>Custom</i> display mode is enabled and is not available for all inputs.
Display modes			
Standard	On Off	The default display mode, for optimal performance.	N/A

Option	Values	Function	Notes
• Bright	On Off	A brighter image mode that may use more power.	Different shades of light gray may be harder to see in this mode.
• Soft	On Off	A softer image mode with slightly reduced contrast.	N/A
• Custom	On Off	An image mode that allows users to customize the image brightness, contrast, hue, and sharpness.	N/A
• Color modes			
• Standard	On Off	The default color mode.	N/A
• Cold	On Off	Raises the screen image's color temperature.	N/A
• Warm	On Off	Lowers the screen image's color temperature.	N/A
• More ... icon (additional settings)	N/A	Manually adjust the red, green, and blue color channels individually. You can also reset the white balance to its default setting.	N/A

► **Adjust**

Note

The following settings apply only to VGA inputs.

• H Position	1 to 100	Manually set the image's relative horizontal position on the display.	N/A
• V Position	1 to 100	Manually set the image's relative vertical position on the display.	N/A
• Phase	1 to 36	Adjusts the phase of the analog video signal.	Adjusting this setting can help compensate for indistinct colors on analog video inputs.
• AUTO PHASE	N/A	Enables the display to try to detect the best phase setting for the current analog video signal.	N/A

Appendix B View information about the display

From the display's About page, you can view information such as the Display part number, Panel Serial Number, and more.

! Important

When contacting your reseller or SMART support agent, always provide the *Panel Serial Number* when identifying your display.

To open the display's about page

Tap one of the side Toolbar buttons  (on either sides of the screen), and then tap the **Settings** icon .

To exit the about page

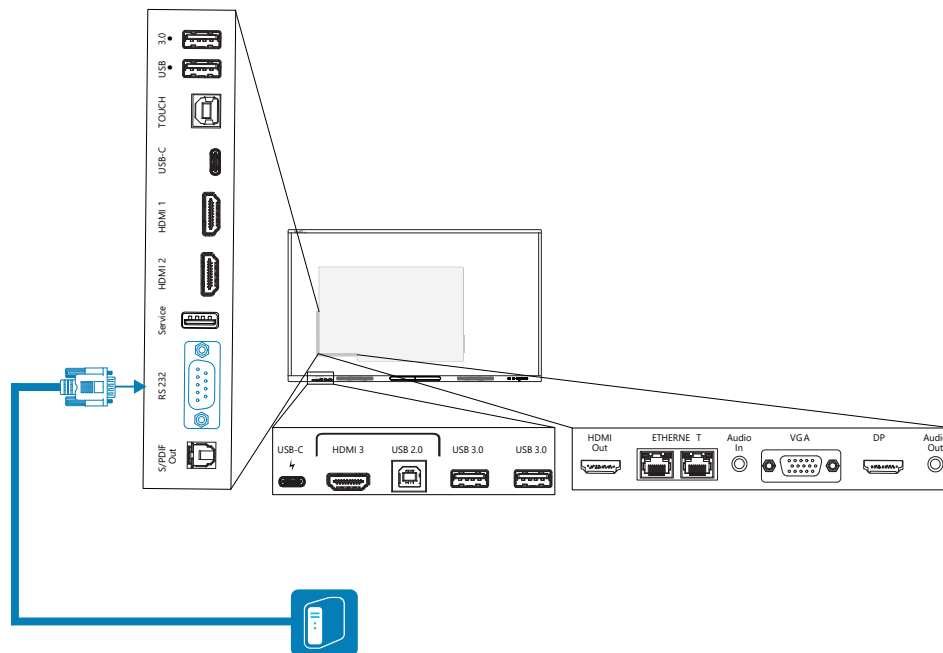
Press the **Exit**  button to close the About page.

Option	Values	Function	Notes
• Display part number	N/A	Shows the display's part number.	N/A
• Panel Serial Number	N/A	Shows the display's serial number.	N/A
• Model number	N/A	Shows the display's model number.	N/A
• Build number	N/A	Shows build information for the current version of the display's system firmware.	N/A
• Version	N/A	Shows the current version of the display's system firmware.	SMART Support teams might request this information if you contact them.
• Touchkit version	N/A	Shows the current version of the display's touch kit.	SMART Support teams might request this information if you contact them.

Appendix C **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.

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. - You send the <code>set powerstate=ready</code> or <code>set powerstate=on</code> command. 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
<code>get input</code>	<code>set input[Value]</code> Where [Value] is one of the following: <code>=hdm11</code> <code>=hdm12</code> <code>=hdm13</code> <code>=vga</code> <code>=ops</code> <code>=type-c1 [or usbc1]</code> <code>=type-c2 [or usbc2]</code> <code>=dp</code>	<code>input=[Value]</code> Where [Value] is one of the following: <code>hdm11</code> <code>hdm12</code> <code>hdm13</code> <code>=vga</code> <code>=ops</code> <code>=type-c1 [or usbc1]</code> <code>=type-c2 [or usbc2]</code> <code>=dp</code>

Brightness commands

Get command	Set command	Response
<code>get brightness</code>	<code>set brightness[Value]</code> Where [Value] is one of the following: <code>+ [Value]</code> <code>- [Value]</code> <code>= [0-100]</code>	<code>brightness=[Value]</code> 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 >#mute=[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-gx065-v3 • sbid-gx075-v3 • sbid-gx086-v3

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	#powerstate=[Value] Where [Value] is one of the following: • on • ready • powersave
Input selection	#input=[Value] Where [Value] is one of the following: • =hdmi1 • =hdmi2 • =hdmi3 • =vga • =ops • =type-c1 [or usbc1] • =type-c1 [or usbc1] • =dp
Brightness	#brightness=[Value] Where [Value] is a number between 5 and 100
Freeze frame	#videofreeze=[Value] Where [Value] is one of the following: • on • off
Screen shade	#screenshade=[Value] Where [Value] is one of the following: • on • off

Change	Asynchronous message
Volume increase or decrease	#volume=[Value] Where [Value] is a number between 0 and 100
Volume mute	#mute=[Value] Where [Value] is one of the following: • on • off

Certification and compliance

Note

For the purposes of certification, the SMART Board GX Zero series of displays are identified as models IDGX65-2, IDGX75-2, and IDGX86-2.

Federal Communication Commission interference statement

FCC

Suppliers Declaration of Conformity

47 CFR § 2.1077 Compliance Information

Unique Identifier: IDGX65-2, IDGX75-2, IDGX86-2

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.

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 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 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 ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps. Cet émetteur ne doit pas être co-implantés ou exploités conjointement avec une autre antenne ou émetteur.

EU declaration of conformity

Hereby SMART Technologies ULC declares that the radio equipment type Interactive displays model **IDGX65-2, IDGX75-2, IDGX86-2**, and the **PCM11** are in compliance 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: **IDGX65-2, IDGX75-2, IDGX86-2**

Transmitting Band (MHz)	Maximum Transmit Power dBm
2402-2483.5	19.5
5150-5350	21
5470-5725	20
5725-5850	14

Regulatory models: **PCM11**

Transmitting Band (MHz)	Maximum Transmit Power dBm
2402-2483.5	20
5150-5350	23
5470-5725	23
5725-5850	13.9

Restrictions in:

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



5150 MHz - 5350 MHz are for indoor use only.

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

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 and Battery regulations (WEEE and Battery Directives)

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

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 CR2032 coin cell battery (not user accessible). The remote contains two AAA batteries. Recycle or dispose of batteries properly.

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

More information

See > smarttech.com/compliance

SMART Technologies

smarttech.com/support

smarttech.com/contactsupport