

Release notes

SMART Board 6000S and 6000S Pro system software 3.x

SMART Board 6000S and 6000S Pro system software includes the iQ experience's whiteboard and a suite of other applications. Designed specifically to complement individual, small group, and whole-room collaboration, the display fully integrates with mobile devices, such as tablets, smartphones, laptops, and Chromebooks.

You can download the system software from smarttech.com/downloads.

System software 3.7.9116 release notes

Release date	April 1, 2021
Highlights	
System software	<ul style="list-style-type: none">• New video input setting available under Settings > Display to configure whether the display shows the input previews when the video signal is lost while an external video input is selected.• Improved system stability while running multiple apps at the same time.
Resolved issues	
System software	<ul style="list-style-type: none">• The room control system stopped responding when the display woke up from an energy-saving state.• Improvements to system stability when running multiple apps simultaneously.
Embedded apps	<p>Player</p> <p>The app stopped responding when opening Shout It Out! activities that were created in SMART Learning Suite Online.</p>
Known issues	
System software	<ul style="list-style-type: none">• The display doesn't show the default video input if that external video input isn't connected or turned on.• Home screen appears after a brief delay when the display starts.• In rare circumstances, the display occasionally shows the wrong time when the display wakes up. Disabling Automatic Date and Time in Settings may resolve the issue.

Embedded apps

Player

Ruler is not translated.

Screen Share

- On an iPad with iOS 12.4.5, the Screen Share app's audio is out-of-sync or absent.
- Some devices may have trouble using Miracast to share their screen.

TIP

- Tap **Restart Screen Share** in the Screen Share lobby.
 - Enable Auto-disconnect Wifi when using Miracast in Settings
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- Devices that can't use h.264 cannot share their screen reliably.

kapp Whiteboard

When you are signed in to the display, kapp whiteboards and screenshots are saved in public Board files.

System software 3.7.9062 release notes

Release date

January 18, 2021

Highlights

System software

- When you sign in to your SMART Account, you can access your Google Drive or OneDrive. This access allows you to open or download files saved there or upload files from the display to the online file storage. Configure access to Google Drive or OneDrive in Settings> Files Library.
- New power saving settings available under **Settings > Power** to configure when the display turns off the screen and when the display enters power saving mode.

NOTE

Default settings are based on the country selected during the display's initial setup. These settings comply with the European Union's EcoDesign Directive (Directive 2009/125/EC).

Embedded apps

Player

- New backgrounds for pages in SMART Notebook files and whiteboards.
 - You can undo and redo actions in SMART Notebook files and whiteboards.
 - You can delete pages in SMART Notebook files and whiteboards.
 - You can lock objects and ink on the page to prevent them from moving. Lock an image to create your own background image.
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Resolved issues

System software

- Translation issues in widgets resolved.
- When you signed in to your SMART Account, apps didn't close when they were removed from the Recent category.
- The default HDMI version is now 2.0 for improved compatibility with HDMI devices. You can change the HDMI version for certain older incompatible HDMI devices in **Settings > Display > Advanced HDMI Settings**.
- When a display is connected to a computer or a control system's serial output with an RS-232 cable, the display sends an asynchronous message to inform the room control system of the current input when switching from an external video input to the iQ experience.
- Resolved system stability issues related to Bluetooth. The display will attempt to automatically recover when it detects a system stability issue.
- Pressing the Power button once wakes the display from sleep.
- Improved pen and touch detection for SMART Board 6000S and 6000S Pro series interactive displays.
- Automatic Clean Up screens no longer interrupt you when the display is showing an external video input.
- When signed in to your SMART Account on the display, widgets can be added.
- You can configure speaker options in Settings if an audio cable is disconnected and the displays is in a power saving mode.
- The room control system sent an incorrect input message when the display switched to an Intel Compute Card.
- Improved diagnostic and logging options.

Embedded apps

Player

- The display can now play YouTube videos inserted SMART Notebook files created on the computer.
- Improved performance when there are widgets on the page.

Screen Share

In Settings, Miracast Connection Handling has been renamed to Auto-disconnect Wifi when using Miracast to accurately describe what the setting does.

kapp Whiteboard

After upgrading the display to iQ system software 3.6, starting a new kapp Whiteboard within minutes after upgrading would have resulted in a blank screen as the display finished the update.

Known issues

System software

- Home screen appears after a brief delay when the display starts.
- In rare circumstances, the display occasionally shows the wrong time when the display wakes up. Disabling Automatic Date and Time in Settings may resolve the issue.

Embedded apps

Player

Ruler is not translated.

Screen Share

- On an iPad with iOS 12.4.5, the Screen Share app's audio is out-of-sync or absent.
- Some devices may have trouble using Miracast to share their screen.

TIP

- Tap **Restart Screen Share** in the Screen Share lobby.
 - Enable Auto-disconnect Wifi when using Miracast in Settings
-
- Devices that can't use h.264 cannot share their screen reliably.

kapp Whiteboard

When you are signed in to the display, kapp whiteboards and screenshots are saved in public Board files.

System software 3.6.9156 release notes

Release date

November 5, 2020

Highlights

System software

- Widgets can be inserted as an overlay on any iQ app.
 - Updated SMART Remote Management agent supports installation of split APK apps.
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Embedded apps

Player

Class panel is available for all users even without a subscription to share a whiteboard with students' mobile devices.

Screen Share

Miracast touchback is supported for Windows 10 computers.

Resolved issues

System software

- After restarting the display, proxy settings for the Ethernet network weren't saved.
 - Ethernet Static IP settings no longer appear when an Ethernet cable isn't connected to the display.
 - The iQ appliance couldn't connect to Wi-Fi when the static Ethernet IP was set and the Ethernet cable wasn't connected to the display.
 - The iQ appliance couldn't connect to Wi-Fi TLS access points when one certificate file was used for both CA and user certificates.
 - Improved finger and pen detection.
 - Pens no longer swap ink colors with other pens.
 - New setting to adjust the Home button sensitivity in Settings > System.
 - Improved Swedish translations.
-

Embedded apps

Browser

- You can permit webpages to access a connected UVC webcam.

Player

- Improved performance when creating a whiteboard that's saved in My SLS Files folder when signed in to your SMART Account on the display.
- After signing in and creating a new whiteboard, you couldn't create a workspace or handout.
- You can now play annotations with sound attachments.
- Ink no longer disappears when writing on a whiteboard that's been opened from My SLS Files.

Screen Share

- Improvements to Miracast connectivity.
 - AirPlay volume matches the iOS device's volume.
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Known issues

System software

- Home screen appears after a brief delay when the display starts.
 - The display occasionally shows the wrong time when the display wakes up. Disabling Automatic Date and Time in Settings may resolve the issue.
-

Embedded apps

Player

- The Player app closes unexpectedly when you open a SMART Notebook file that contains a SMART response[®] 2 question set that includes more than 10 images.

Screen Share

- On an iPad with iOS 12.4.5, the Screen Share app's audio is out-of-sync or absent.
 - Some devices may have trouble using Miracast to share their screen.
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TIPS

- Tap **Restart Home Screen** in the Screen Share.
 - Enable *Miracast Connection Handling* in Settings.
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- Devices that can't use h.264 cannot share their screen reliably.

kapp Whiteboard

When you are signed in to the display, kapp whiteboards and screenshots are saved in public Board files.

System software 3.6.9086 release notes


Release date	September 8, 2020
Resolved issues	
System software	<ul style="list-style-type: none"> • Wi-Fi was disabled after the display woke from standby. • Presence detection settings were not correct. • The display sometimes didn't respond to touch.
Embedded apps	<p>Player</p> <ul style="list-style-type: none"> • Performance improvements for measurement tools. • Default widgets couldn't be deleted. • Files that contained objects created using the infinite cloner didn't save correctly. • When files were saved locally in Board Files, students couldn't connect to the activity and play it on their own devices. • Audio files that had been uploaded from SMART Notebook desktop software to SMART Learning Suite Online or a SMART Account didn't play properly. • The letters at the bottom of the Making Words activity can now be duplicated with the infinite cloner. • Widgets in files that were saved in SLS Files didn't work. • Ready-made activities in that files that were saved in SLS Files didn't appear. <p>kapp Whiteboard</p> <p>After upgrading the display to iQ system software 3.6, starting a new kapp Whiteboard shortly after upgrading could result in a blank screen as the display finished the update.</p>
Known issues	
System software	Home screen appears after a brief delay when the display starts.
Embedded apps	<p>Player</p> <ul style="list-style-type: none"> • Measurement tools behave unexpectedly in files saved in the Files Library's SLS Files section. Use the measurement tools in files saved to Board Files in the Files Library. • After signing in and creating a new whiteboard, you can't create a workspace or handout. Close the file and open it again. • The Player app closes unexpectedly when you open a SMART Notebook file that contains a SMART response[®] 2 question set that includes more than 10 images. <p>Screen Share</p> <ul style="list-style-type: none"> • On an iPad with iOS 12.4.5, the Screen Share app's audio is out-of-synch or absent. • Devices that can't use h.264 cannot share their screen reliably. <p>kapp Whiteboard</p> <p>When you are signed in to the display, kapp whiteboards and screenshots are saved in public Board files.</p>

System software 3.6.9040 release notes

Release dateAugust 11, 2020

Highlights

System software

- Synchronize your SMART Learning Suite lesson files to the Files Library (education models only). This feature replaces the Share to Board feature in previous releases.
 - New security settings available:
 - Auto log off: automatically logs a user off after the specified time has elapsed.
 - Hide passwords: hide characters when typing a password in an app or website.
 - Disable access to USB drives connected to the display.
 - Draw over apps and video inputs by pressing the Freeze  button on the convenience panel. See [Freezing or hiding the screen of your SMART Board 6000S or 6000S Pro](#).
 - Users can change the HDMI version for HDMI inputs for compatibility with specific HDMI devices.
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Embedded apps

Player

- If you open a lesson file created in SMART Learning Suite Online (SLS Online) that contains a Workspace or Handout activity, you can deliver the activities at the display. .

Browser

The Browser has been updated to Chromium version 81.

Resolved issues

System software

- Improved erasing with eraser.
 - Improved support for UVC webcams.
 - Improved support for managing files in the Files Library.
 - Installed certificates can now be viewed in the View Certificates section in Settings.
 - CA certificates weren't saved when connecting to an EAP Wi-Fi access point.
 - The display no longer connects to the wrong NTP servers and synchronizes date and time settings incorrectly.
 - On-screen keyboard now works correctly for Danish, Latvian, Slovak, Slovenian, and Turkish when typing characters with an accent.
 - Advanced options for Ethernet no longer appear when an Ethernet cable isn't connected.
 - When playing audio files very loudly, the audio no longer drops out occasionally.
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Embedded apps

Player

- Creative pen with images now appear correctly.
- Support for interactive activities has been improved.
- Widgets no longer disappear from lessons occasionally.

Screen Share

- When sharing a screen using AirPlay, the image is no longer cropped.
- A computer using Miracast to share its screen can now connect even when the Require Permissions setting is enabled..

Browser

A transparent window no longer appears instead of the full-screen image.

Known issues

System software

Home screen appears after a brief delay when the display starts.

Embedded apps

Player

- Measurement tools behave unexpectedly in files saved in the Files Library's SLS Files section. Use the measurement tools in files saved to Board Files in the Files Library.
- After signing in and creating a new whiteboard, you can't create a workspace or handout. Close the file and open it again.
- The Player app closes unexpectedly when you open a SMART Notebook file that contains a SMART response[®] 2 question set that includes more than 10 images.

Screen Share

- On an iPad with iOS 12.4.5, the Screen Share app's audio is out-of-synch or absent.
- Devices that can't use h.264 cannot share their screen reliably.

Browser

- Some videos won't play in full screen due to codec incompatibility.
If possible, use the theatre mode on the video streaming site or download the video and play the video in a media player app.

kapp Whiteboard

- After upgrading the display to iQ system software 3.6, starting a new kapp Whiteboard within minutes after upgrading might result in a blank screen as the display finishes the update. Close and open the kapp Whiteboard again to continue.
- When you are signed in to the display, kapp whiteboards and screenshots are saved in public Board files.

System software 3.5.9051 release notes**Release date**

March 19, 2020

Highlights

System software	<ul style="list-style-type: none"> • Picture quality settings and improvements • Downloaded files can be saved in the Files Library. • If the appropriate app is installed, the display can open a file. • SMART's app store is available and includes teacher guides, Google apps, and Microsoft apps. • Added Czech, Danish, Dutch, English (UK), Estonian, Finnish, Greek, Hungarian, Latvian, Lithuanian, Polish, Romanian, Slovak, Slovenian, Turkish, and Welsh language support.
Embedded apps	<p>Player:</p> <ul style="list-style-type: none"> • Ready-made activities are available to add to a page. • You can search for videos using Bing. <p>Browser:</p> <p>Browser can download and save files in the Files Library</p> <p>Screen Share:</p> <ul style="list-style-type: none"> • SMART Screen Share app for iOS and Android devices can connect to the display using a QR code on the display's screen. • Windows and Mac computers can be controlled using the SMART Screen Share app.
Resolved issues	
System software	<ul style="list-style-type: none"> • Selecting and deleting all files didn't delete all files. • Disabling the Library for the kapp Whiteboard disabled the Library for all signed-in users. All kapp Whiteboards would have eventually been deleted too.
Embedded apps	<p>Player:</p> <ul style="list-style-type: none"> • Customizations to the dice widget in a SMART Notebook file created on a computer wouldn't appear on the display. • If more space was added to a page, any content on the page might have been unreadable when the SMART Notebook file was exported as a PDF. • When presenting a SMART Notebook file on the display, the ink in the SMART Notebook file might not have been saved if the mobile device was no longer connected to a network. <p>Screen Share:</p> <ul style="list-style-type: none"> • Audio was absent when using the SMART Screen Share app on a Mac computer with macOS 10.15. • After a device using Miracast stopped sharing its screen, Screen Share closed unexpectedly. • The display might not automatically disconnect from the Wi-Fi network when a device using Miracast shared its screen. • When both Ethernet and Wi-Fi were enabled on the display, the Screen Share app showed the connection information for the Wi-Fi connection. • Samsung mobile devices should have used the Google™ Home app to share content. • Text appeared blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device.

Known issues

- System software
- When copying a file that currently has the same file name as a file on a USB drive, the old file is not replaced on the USB drive. Rename the file on the display and then copy it to the USB drive.
 - Home screen appears after a brief delay when the display starts.
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Embedded apps

Player:

- The following SMART Notebook file content is not supported by SMART Notebook Player:
 - Flash® widgets
 - GeoGebra
 - Lesson Activity toolkit
 - 3D objects
 - SMART blocks
 - Concept mapping
- The Player app closes unexpectedly when you open a SMART Notebook file that contains SMART response® 2 question set that has more than 10 images in it.

Screen Share

- The Screen Share app on iPad with iOS 12.4.5 causes out-of-synch audio or no audio. Upgrade the iPad's operating system to the latest iOS version.
- Devices that can't use h.264 cannot share their screen reliably.

System software 3.4.9124 release notes

Release date

February 12, 2020

Highlights

- System software
- Undo object deletion
 - New yellow and orange ink options for the pen
 - General improvements for math tools
 - Added a setting for the Home button's brightness
 - Added a setting for the display's touch sensitivity
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Resolved issues

System software

- When the SMART OPS PC modules is selected, touch is available.
 - Image from a device connected to the VGA connector is no longer shifted.
 - Hiding the screen with the Screen Shade no longer closes third-party apps.
 - Improved picture quality.
 - When a connected computer's screen was frozen, you couldn't write or draw on the display's screen.
 - Pressing the Home button didn't remove the screen shade.
 - Audio is muted when drawing on a screenshot.
 - The display immediately switched to the default input after it was selected in settings instead of the next time the display was turned on.
 - When a user was signed in, thumbnails in the Input app didn't appear.
-

Embedded apps

Player:

- Ink thickness changed when the page was extended.
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Known issues

System software

- User can't sign in if a PIN or password was set up when installing network certificates.
 - When a user is signed in, the display can't install a network certificate to authenticate devices connected to a wireless network. Sign out and try installing the network certificate again.
 - Selecting and deleting all files doesn't delete all files. Try to delete the files again.
 - Disabling the Library for the kapp Whiteboard disables the Library for all signed-in users. All kapp Whiteboards will eventually be deleted too.
 - Home screen appears after a brief delay when the display starts.
-

Embedded apps

Player:

- When you're signed in, you can't use the SMART Notebook Player app on your mobile device to control the lesson on the display
- Customizations to the dice widget in a SMART Notebook file created on a computer won't appear on the display.
- SMART Notebook Player closes unexpectedly when you open a corrupted SMART Notebook file.
- If more space is added to a page, any content on the page may be unreadable when the SMART Notebook file is exported as a PDF.
- When presenting a SMART Notebook file on the display, the ink in the SMART Notebook file might not be saved if the mobile device is no longer connected to a network.
- The following SMART Notebook file content is not supported by SMART Notebook Player:
 - Flash® widgets
 - GeoGebra
 - Lesson Activity toolkit
 - 3D objects
 - SMART blocks
 - Concept mapping
- The Player app closes unexpectedly when you open a SMART Notebook file that contains SMART response® 2 question set that has more than 10 images in it.

Browser:

- Videos with Widevine DRM encoded with h.264/AVC codecs can't be played.

Screen Share:

- The display shows a black screen when sharing content from an Apple TV. Connect the Apple TV to the display using an HDMI cable.
- Audio is absent when using the SMART Screen Share app on a Mac computer with macOS 10.15, there is no audio. Install the audio driver from within **SMART Screen Share > Install Audio Driver** menu option within the app.
- The display might not automatically disconnect from the Wi-Fi network when a device using Miracast shares its screen. Tap **Restart Screen Share** in the Screen Share lobby.
- When both Ethernet and Wi-Fi are enabled on the display, the Screen Share app shows the connection information for the Wi-Fi connection.
- Samsung mobile devices should use the Google™ Home app to share content.
- Text may appear blurry when using Google Cast in the Chrome browser or Cast from a Chromebook or a mobile device.
- Devices that can't use h.264 cannot share their screen reliably.

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smarttech.com/contactsupport

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