

SMART Board Model MX Series User Guide

Jefferson College Information Technology

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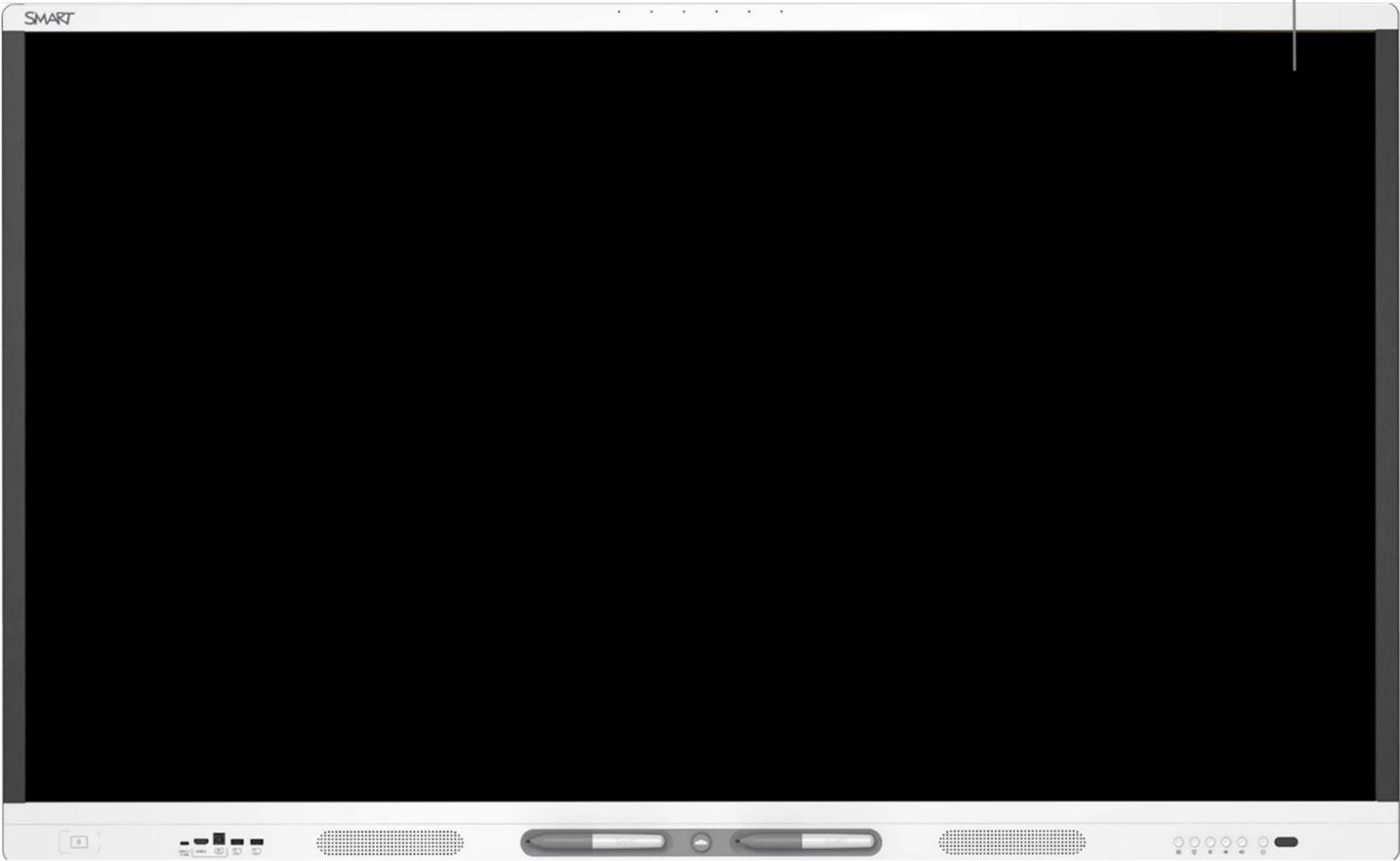
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1. Introduction

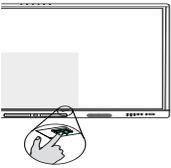
This guide provides detailed instructions for operating and troubleshooting the SMART Board Model MX Series interactive display. It covers the convenience panel, input selection, power management, and basic troubleshooting procedures to ensure optimal performance.

1.1 Overview

The SMART Board Model MX Series is an interactive display designed for educational and professional environments. Below is a summary of its key components:

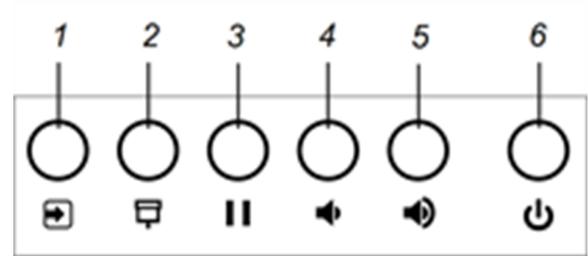


No.	Name
1	Screen
2	Front Panel Control
3	Speakers (×2)
4	Pen (×2)
5	Home Button
6	Front Connector Panel
O / I	Main Power Switch



1.2 Front Panel Control

The front control panel contains buttons for switching inputs, showing and hiding a screen shade, controlling the volume, freezing and unfreezing the screen, and turning the display on and off.



Note: Jefferson College Information Technology recommends adjusting volume levels from the instructor station, not the SMART Board.

No.	Name	Procedure
1	Input select	Press to switch inputs.
2	Screen Shade	<ul style="list-style-type: none">• Press  to hide screen contents behind a screen shade.• You can temporarily hide the contents of the screen behind a virtual screen shade by pressing the Screen Shade button on the front control panel or remote control.• To remove the screen shade and reveal the screen contents, press the Screen Shade button again.
3	Freeze	<ul style="list-style-type: none">• Press  to freeze and unfreeze the screen.• You can temporarily freeze the screen by pressing the Freeze button on the front control panel or remote control. This is particularly useful when you want to pause a video, an animation, or other moving images.• To unfreeze the screen, press the Freeze button again. <p>Note: Freezing the screen does not pause applications that are running on the connected computer. It simply freezes the display of those applications.</p>
4	Volume Decrease	Press to turn down the volume.
5	Volume Increase	Press to turn up the volume.
6	Power	<ul style="list-style-type: none">• Press  on the front control panel or remote control to wake the display.• Press  to return the display to a partial sleeping state. <p>Note: Touch is not available immediately after waking or turning on the display. Wait a few seconds, and then the display will respond to touch.</p>

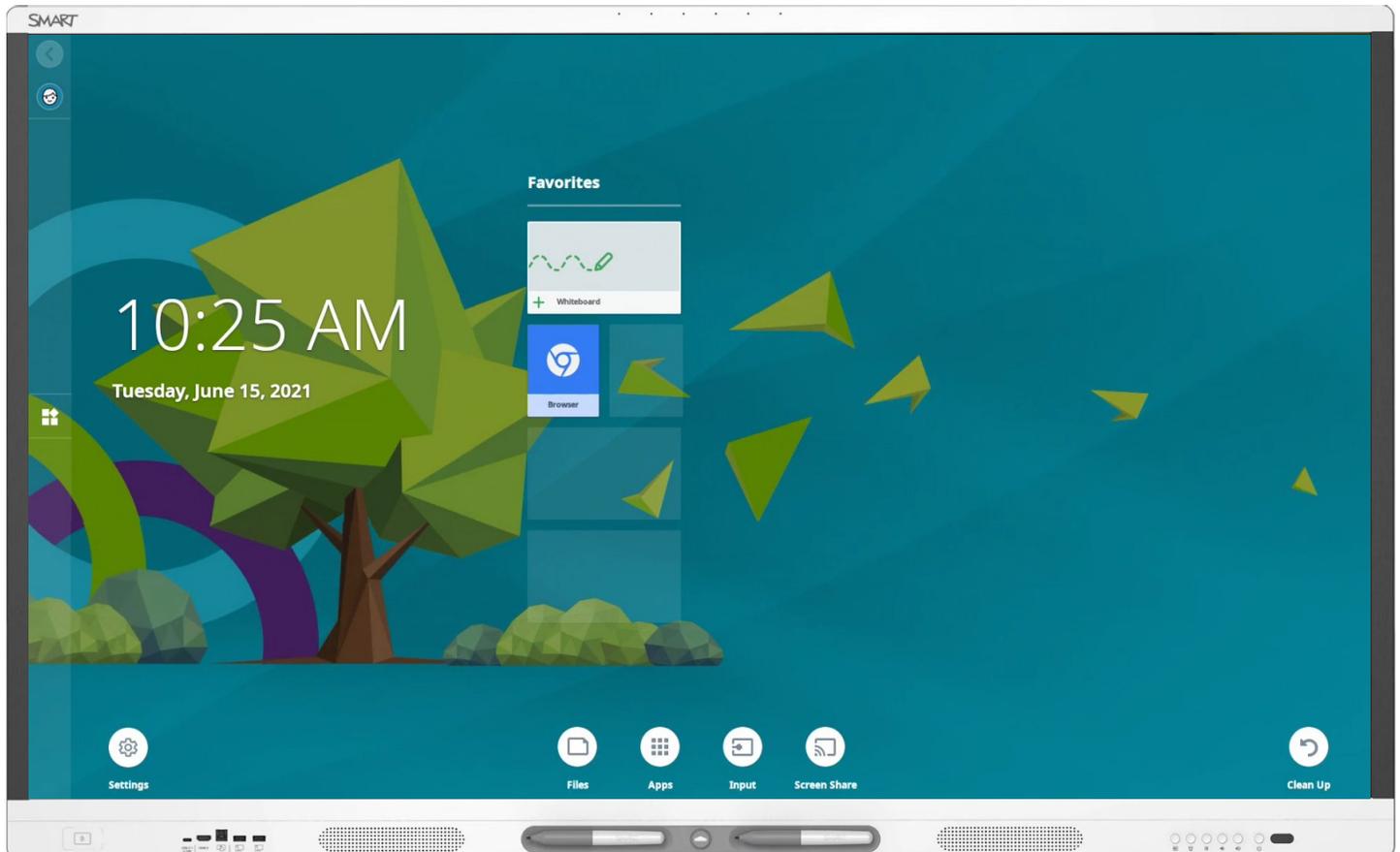
1.3 Home Button

The Input screen shows connected devices and allows you to switch among inputs. You can return to the Home screen or the Input screen at any time by following the instructions below:

To show the Home screen or the Input screen

- Tap the **Home** button  below the screen.
- Press the **Home** button  on the remote control.

1.4 IQ 3 Enabled Smartboards



1.4.1 Input Selection

Switch inputs on the display to view any connected computers.

Note: The following procedure will vary slightly depending on the display you're using.

To switch inputs, perform one of the following:

- On the Home screen, tap **Input**  to view thumbnails of all the input options.
- Press the **Input** button  on the front control panel (or the remote control if your display has one).

The input screen shows previews of the devices that are connected to the display:

- A gray thumbnail indicates no device is connected to an input.
 - A black thumbnail indicates a device is connected to an input but is in Sleep mode.
 - A thumbnail showing a preview screen indicates an active device is connected to an input.
 - A thumbnail with **Touch enabled**  indicates a USB cable is connected between the display and device and touch control is available.
- Tap an input to show on the display.

1.4.2 Power Management

- To wake the display, press the **Power** button  on the front control panel or remote control.
- To return the display to a partial sleeping state, press the **Power** button  on the front control panel or remote control.

To turn the display off:

1. Press the **Power** button  on the front control panel or the remote control for five seconds. A slider appears on the screen.
2. Move the slider to the right.
3. Flick the switch beside the AC power inlet to the OFF (O) position.

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

To turn the display back on:

1. Flick the switch beside the AC power inlet to the ON (I) position.
2. Press the **Power** button  on the front control panel or the remote control.

Restarting the display: Press and hold the **Power** button  on the front control panel or the remote control for 10 seconds.

1.5 IQ 4 Enabled Smartboards



1.5.1 Enhanced Home Screen

Action	Procedure
Open whiteboard	Tap Whiteboard  to start a new whiteboard.
Go back	Tap Back  to return to the previous screen you were looking at. You can go back more than once. But when you reach the home screen, you can't go back any further.
Go to home screen	Return to this screen anytime by tapping Home. 
View open apps / switch between open apps / split screen	Tap Recents  to view a list of recently opened apps and enable split screen mode. Swipe and tap the app you want to switch to, or swipe up to close the app.
Select input	Tap Inputs  to view any connected computers.
Use SMART Tools	Tap SMART Tools to access tools to increase student engagement.

1.5.2 Input Selection

View the available inputs in one of the following ways:

- Tap **Input**  on the Home screen.
- Press **Input**  on the front control panel.
- Press **Input**  on the remote control.

The input selection menu appears.

Tap the input you want to switch to. A green dot indicates that the input has a signal.

General



• ANDROID



• HDMI 1



• HDMI 2



• HDMI 3



• HDMI 4



• VGA



• TYPE C 1



• TYPE C 2



1.5.3 Power Management

- To wake the display, press the **Power** button  on the front control panel or remote control.
- To return the display to a partial sleeping state, press the **Power** button  on the front control panel or remote control.

To turn the display off:

1. Press the **Power** button  on the front control panel or the remote control for five seconds. The power menu appears.
2. Tap **Power off**.
3. Flick the switch beside the AC power inlet to the OFF (O) position.

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

To turn the display back on:

1. Flick the switch beside the AC power inlet to the ON (I) position.
2. Press the **Power** button  on the front control panel or the remote control.

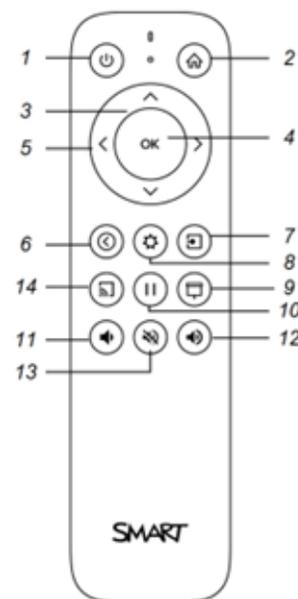
Restarting the display:

1. Press and hold the **Power** button  on the front control panel or the remote control for five seconds. The power menu appears.
2. Tap **Restart**.

1.6 Remote Control

The remote control can be used to perform functions such as powering the display, switching inputs, and controlling the screen shade and freeze features, as described in the convenience panel section.

Note: If the IR remote intermittently stops responding, new batteries may be needed. There may also be reflective surfaces interfering with the IR signal. Adjust the remote position and try again.



No.	Name	Procedure
1	Power	<ul style="list-style-type: none"> • Press to wake the display or put it into an energy-saving mode. • IQ 3: Press and hold for five seconds to turn off the display. • IQ 4: Press and hold for five seconds to open the power menu, from which you can turn off or restart the display.
2	Home	Press to show the Home screen or Input screen, displaying thumbnails of connected computers.
3, 5	Arrows for Menu	Press to navigate through menu options (up, down, left, right).
4	OK	Press to select or confirm the highlighted menu option.
6	Back	Press to return to the previous menu or screen.
7	Input	Press to cycle through input sources (e.g., HDMI1, HDMI2) displayed on the Input screen.
8	Settings	Press to open the settings menu for display configuration.
9	Screen Shade	<ul style="list-style-type: none"> • Press to hide screen contents behind a virtual screen shade. • Press again to remove the screen shade and reveal the screen contents.
10	Freeze Frame	<ul style="list-style-type: none"> • Press to freeze or unfreeze the screen. • Useful for pausing videos, animations, or other moving images. • Does not pause applications running on the connected computer.
11, 12	Volume	Press to increase or decrease the volume.
13	Mute	Press to mute or unmute the audio.

Note: Jefferson College Information Technology recommends adjusting volume levels from the instructor station, not the SMART Board.

2. Troubleshooting

This section addresses common issues with the SMART Board Model 6000 Series.

2.1 Unresponsive SMART Board

If the SMART Board freezes or becomes unresponsive:

- Locate the main power switch behind the SMART Board (refer to the Overview section).
- Unplug the board from the wall power or flip the main power switch and wait for 5-15 seconds before flipping the switch or plugging it back in to reboot.

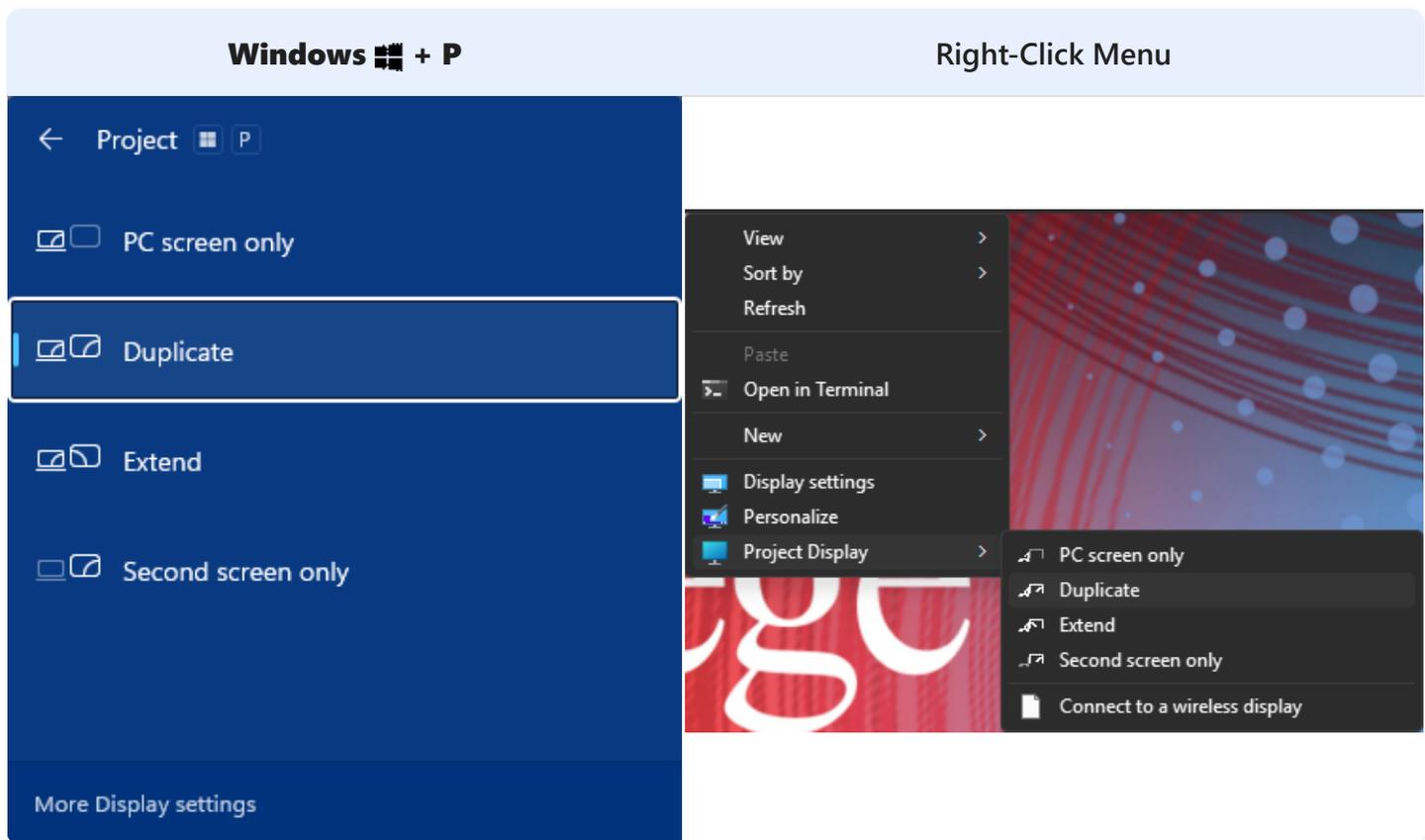
2.2 Video Issues

If the display is on but nothing appears on the screen:

- Ensure the instructor station is powered on and not in Standby mode.
- Press the Home button to open the Home screen and verify the screen is functional.
- Restart or power cycle both the display and the instructor station.

If a "No Signal" or "Initializing" message appears:

- Confirm the instructor station is connected to the selected input (e.g., HDMI1).
- Press **Windows**  + **P** and select "Duplicate" to mirror the instructor station's display.



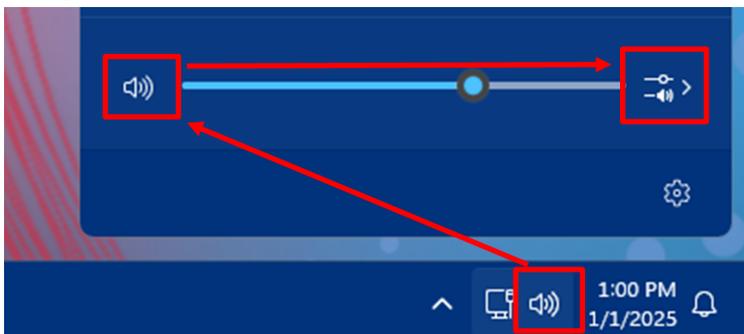
2.3 Audio Issues

If no sound is coming from the speakers:

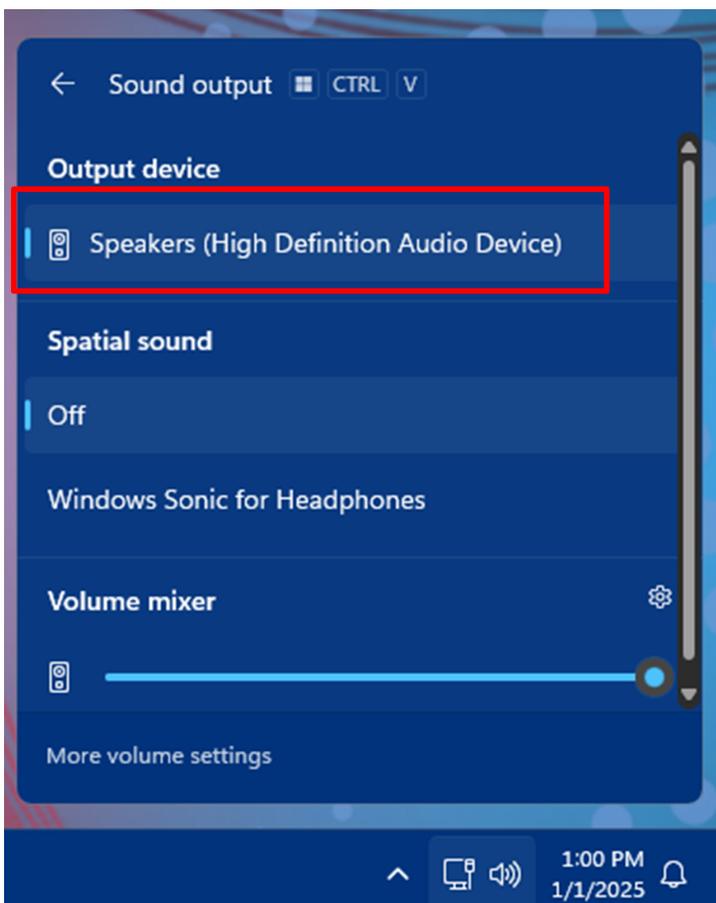
- Adjust the volume on the instructor station.
- Ensure the instructor station is not muted:
 - Left-click the sound icon in the task tray.



- Verify the sound output level and ensure it is not muted.



- Check the sound output options:
 - Select "Speakers" for computer audio or desk sound system.
 - Select "SBID" or "SPNL" for the SMART Board's built-in speakers.



Note: Instructor station configurations may vary depending on equipment and room layout.