



USER'S GUIDE

FOR MODELS KAPP42 AND KAPP84



Product registration

Register online at smarttech.com/registration.

If you register your SMART product, we'll notify you of new features and software upgrades.

Keep the following information available in case you need to contact SMART Support.

Serial number:	
Date of purchase:	

Trademark notice

DVIT, kapp, smarttech, the SMART logo and all SMART taglines are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. Apple, App Store, iPhone and iPad are trademarks of Apple Inc., registered in the U.S. and other countries. Android and Google Play are trademarks of Google Inc. The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License. The Bluetooth word mark is owned by the Bluetooth SIG, Inc. and any use of such marks by SMART Technologies ULC is under license. All other third-party product and company names may be trademarks of their respective owners.

Copyright notice

© 2015 SMART Technologies ULC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language in any form by any means without the prior written consent of SMART Technologies ULC. Information in this manual is subject to change without notice and does not represent a commitment on the part of SMART.

This product and/or use thereof covered by one or more of the following U.S. patents.

www.smarttech.com/patents

02/2015

Important information

MARNING

- Your SMART product includes instructions for installation on metal and wood stud walls and
 certain masonry wall types only. A SMART hardware kit is available for these types of
 installation (Part No. 1024563). In the event that you need to install your SMART product on
 reinforced concrete walls, walls with plaster lath finishing or other types of walls, refer to
 your local building authority for instructions, recommendations and safe work practices.
- Do not open or disassemble the SMART product. You risk electrical shock from the high voltage inside the casing. Opening the casing also voids your warranty.
- Ensure that any cables extending across the floor to your SMART product are properly bundled and marked to avoid a trip hazard.
- Ensure your installation complies with local building and electrical codes.
- Failure to follow the installation instructions shipped with your SMART product could result in personal injury and product damage which may not be covered by your warranty.
- To reduce the risk of fire or electric shock, do not expose the SMART product to rain or moisture.
- Use SMART supplied mounting hardware or hardware that is designed to properly support the weight of your product.
- Use the power cable provided with this product. If a power cable is not supplied with this product, please contact your supplier. Use only power cables that match the AC voltage of the power outlet and that comply with your country's safety standards.
- Do not place any heavy objects on the power cable. Damage to the cable could cause shock, fire or product damage which may not be covered by your warranty.



Contents

Important information	ii
Chapter 1: Welcome	1
About your SMART kapp 42" capture board About your SMART kapp 84" capture board About this guide Supported browsers	
Other documentation and resources	
Chapter 2: Using your capture board	
Writing on your capture board Connecting your mobile device to your capture board Sharing and saving your notes Accessing capture board diagnostic information	10
Chapter 3: Using a premium subscription	23
Upgrading to a premium subscription	24
Chapter 4: Maintaining your capture board	27
Cleaning your capture board Transporting your capture board Replacing the markers and eraser	29
Chapter 5: Troubleshooting your capture board	31
Resolving hardware issues using the indicator lights Resolving app issues	
Appendix A: Federal Communication Commission interference statement	35
Radiation Exposure Statement	35
Appendix B: Industry Canada statement	37
Radiation Exposure Statement Déclaration d'exposition aux radiations	
Appendix C: Hardware environmental compliance	39
Waste Electrical and Electronic Equipment (WEEE)	39



Chapter 1

Welcome

Abo	ut your SMART kapp 42" capture board	. 2
	Capture board	. 2
	Dry erase markers and eraser	. 2
	Mounting bracket and hardware	. 3
	SMART kapp app	3
Abo	ut your SMART kapp 84" capture board	. 3
	Capture board	_ 4
	Dry erase markers and eraser	. 4
	Mounting bracket and hardware	. 4
	SMART kapp app	4
Abo	ut this guide	5
	ported browsers	
	Mobile devices	. 5
	Android devices	. 5
	Apple devices	. 5
	Desktop	. 5
Othe	er documentation and resources	5
	Specifications	5
	Installation instructions	
	Tutorial and Help	. 6
	Training	6
	Frequently asked questions	6
	Support center and knowledge base	. 7

This chapter introduces you to your SMART kapp $^{\mathtt{m}}$ capture board and this guide.

About your SMART kapp 42" capture board

The SMART kapp 42" capture board enables you to collaborate with others in a simple but powerful way. Write and draw on the capture board like you would a regular dry erase board. You can then connect a Bluetooth®-enabled mobile device to the capture board by scanning a Quick Response (QR) code or by tapping the Near Field Communication (NFC) tag. When you first connect your mobile device, you're directed to the Apple App Store or Google Play™ store to download the SMART kapp app. After you download and install the app, you can use it to connect to your capture board and share content with others.

The SMART kapp 42" capture board product consists of the following components:

- Capture board
- Dry erase markers and eraser
- Mounting bracket and hardware
- SMART kapp app

Capture board

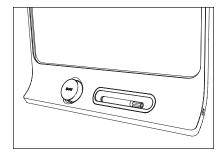
The capture board features SMART's proprietary DViT® (Digital Vision Touch) technology on a 42" (107 cm) writing surface. DViT technology captures the notes you make on the capture board using the dry erase markers and eraser. The capture board's Bluetooth 4.0 wireless technology (for Apple mobile devices) or Bluetooth 2.1 + EDR wireless technology (for Android™ mobile devices) then transfers your notes as a digital image to a connected mobile device. Alternatively, you can save your notes to a FAT-formatted USB drive by connecting it to the capture board's USB 2.0 Type-A receptacle. You can also use the capture board's standard 500 mA USB 2.0 Type-A receptacle to charge your smart phone.

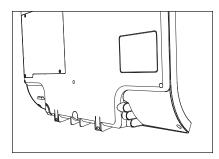


Dry erase markers and eraser

Your capture board comes with three dry erase markers and an eraser that are specially designed to work with the capture board.

The capture board includes holders for one marker and the eraser as well as a storage area (on the back of the capture board) for the other two markers.





Mounting bracket and hardware

You can mount your capture board on a wall using the supplied mounting bracket and hardware. Alternatively, you can mount the capture board using a standard VESA® 400 mm × 400 mm mounting bracket.

SMART kapp app

The SMART kapp app enables you to connect your Apple or Android mobile device to your capture board and then do the following:

- View notes you write on your capture board on your mobile device
- Share your notes with others
- Save your notes

About your SMART kapp 84" capture board

The SMART kapp 84" capture board enables you to collaborate with others in a simple but powerful way. Write and draw on the capture board like you would a regular dry erase board. Two people can draw at the same time. You can then connect a Bluetooth-enabled mobile device to the capture board by scanning a Quick Response (QR) code or by tapping the Near Field Communication (NFC) tag. When you first connect your mobile device, you're directed to the Apple App Store or Google Playstore to download the SMART kapp app. After you download and install the app, you can use it to connect to your capture board and share content with others.

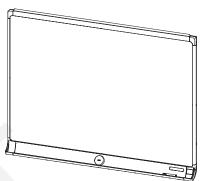
The SMART kapp 84" capture board product consists of the following components:

- Capture board
- Dry erase markers and eraser

- Mounting bracket and hardware
- SMART kapp app

Capture board

The capture board features SMART's proprietary DViT technology on a 84" (213 cm) writing surface. DViT technology captures the notes you make on the capture board using the dry erase markers and eraser. The capture board's Bluetooth 4.0 wireless technology (for Apple mobile devices) or Bluetooth 2.1 + EDR wireless technology (for Android mobile devices) then transfers your notes as a digital image to a connected mobile device. Alternatively, you can save your notes to a FAT-formatted USB drive by connecting it to the capture board's USB 2.0 Type-A receptacle. You can also use the capture board's standard 500 mA USB 2.0 Type-A receptacle to charge your smart phone.



Dry erase markers and eraser

Your capture board comes with six dry erase markers and an eraser that are specially designed to work with the capture board.

Mounting bracket and hardware

You can mount your capture board on a wall using the supplied mounting bracket and hardware. Alternatively, you can mount the capture board using a standard VESA 600 mm × 400 mm mounting bracket.

SMART kapp app

The SMART kapp app enables you to connect your Apple or Android mobile device to your capture board and then do the following:

- View notes you write on your capture board on your mobile device
- Share your notes with others
- Save your notes

About this guide

This guide explains how to use your capture board. It includes the following information:

- How to use your capture board and the SMART kapp app
- How to maintain your capture board for years of use
- How to troubleshoot issues with your capture board

This guide is intended for individuals who use and maintain capture boards. Other documentation and resources are available for individuals who install capture boards.

Supported browsers

Mobile devices

Android devices

Google Chrome[™] for Android 39.0.2171.93 or later

Apple devices

Safari 8 or later

Desktop

- Safari 8.0 or later
- Google Chrome 39.0.2171.95 or later
- Mozilla Firefox® 34.0.5 or later
- Internet Explorer® 10 or later

Other documentation and resources

SMART provides an extensive library of documentation and resources for your capture board.

Specifications

The SMART kapp 42" capture board specifications (smarttech.com/kb/170770) define the capture board's dimensions, weight, recommended operating and storage temperatures, power specifications and other important information.

The SMART kapp 84" capture board specifications (smarttech.com/kb/170868) define the capture board's dimensions, weight, recommended operating and storage temperatures, power specifications and other important information.

Installation instructions

Your capture board comes with installation instructions that explain how to mount the capture board using the supplied mounting bracket and hardware.

If you misplaced the installation instructions for the SMART kapp 42" capature board, you can download them from smarttech.com/kb/170768.

If you misplaced the installation instructions for the SMART kapp 84" capature board, you can download them from smarttech.com/kb/170870.

Tutorial and Help

When you first start the SMART kapp app on your mobile device, a tutorial opens. This tutorial explains how to connect your mobile device to your capture board and share and save your notes (see *Installing the app and starting it for the first time* on page 12).

You can view the tutorial subsequent times. You can also view troubleshooting and support information in the Help.



For Android devices, you can open the tutorial by pressing **Menu** > **Settings** on the app home screen and then pressing **Tutorial**.



For Apple devices, you can open the tutorial by pressing **Settings** on the app home screen and then pressing **Tutorial**.

Training

The SMART training website (smarttech.com/trainingforbusiness) includes an extensive library of training resources you can refer to when learning how to use your capture board.

Frequently asked questions

For answers to common questions about the capture board, see *SMART kapp capture board frequently asked questions* (smarttech.com/kb/170793).

Support center and knowledge base

The Support center (smarttech.com/support) includes documentation and a knowledge base that you can refer to when performing maintenance on your capture board or troubleshooting issues with your capture board.



Chapter 2

Using your capture board

Writing on your capture board	
Connecting your mobile device to your capture board	10
About QR codes and NFC	11
Installing the app and starting it for the first time	12
Connecting your mobile device using the app	13
Viewing notes on your mobile device	14
Disconnecting your mobile device	15
Sharing and saving your notes	16
Sharing your notes	16
Saving snapshots of your notes using the app	17
Saving snapshots	17
Viewing and changing the order of snapshots	18
Exporting snapshots	19
Deleting snapshots	20
Saving snapshots of your notes to a USB drive	21
Accessing capture board diagnostic information	21

This chapter explains how to use your capture board. Using your capture board involves three high-level steps:

Step	Description	Reference
	Writing on your capture board	Page 10
	Connecting your mobile device to your capture board	Page 10

Step	Description	Reference
	Sharing and saving your notes	Page 16

Writing on your capture board

You can write and erase notes on your capture board like you do on a traditional dry erase board.

- Use the markers provided with your capture board to write or draw.
- Use the eraser provided with your capture board to erase notes.
- Ensure your hands, arms and any loose clothing don't touch your capture board's surface as you write or erase notes.



For information on replacing the capture board's markers and eraser, see *Replacing the markers and eraser* on page 29.

Connecting your mobile device to your capture board

Before you can share the notes you have written on your capture board with others, you need to connect your mobile device to the capture board.

You can connect the following types of mobile devices to your capture board:

Device type	Requirements	Connection options
Apple	 iOS 7.1 or later operating system software 50 MB of storage iPhone 4S or later Third generation iPad or later First generation iPad mini or later Fifth generation iPod touch or later 	Scan the capture board's unique QR code

Device type	Requirements	Connection options
Android	 Android 4.1 (Jelly Bean) or later operating system 	Scan the capture board's unique QR code
	 50 MB of storage (internal or SD card) 	• Tap the capture board's NFC tag
	 1024 MB of RAM 	
	• 720p or better screen resolution	
	 Bluetooth 2.1 + EDR¹ 	
	 NFC (recommended) 	
	 3 megapixel or better rear-facing camera (recommended) 	



NOTE

Most of the SMART kapp app's features are identical across iOS operating system software and Android operating systems. However, some features are available for only one of these operating systems. The remainder of the user's guide highlights these features with the following icons:





iOS operating system software

Android operating systems

When you first connect a mobile device, you're prompted to install an app. You can then use the app to share notes you have written on your capture board with others.

About QR codes and NFC

As noted in the previous section, you can connect your mobile device to your capture board by scanning the capture board's QR code or by tapping the capture board's NFC tag.

• A QR code is a type of bar code. If your mobile device has a rear-facing camera and a QR code scanning app, you can scan QR codes like the one on your capture board. Your mobile device then executes the QR codes' commands. Typically, QR codes' commands display messages or open web pages.



¹Compatible with Bluetooth 3.0 and dual-mode Bluetooth 4.0



• NFC is a wireless technology that enables you to connect your mobile device and another device, such as your capture board, by holding your mobile device a short distance from (or "tapping") the other device.



NOTE

Currently, you are unable to connect the capture board to an iPhone 6 using the mobile device's NFC support.



Refer to your mobile device's documentation for the location of its NFC radio. When connecting your mobile device to the capture board, you might need to move the mobile device back and forth until its NFC radio detects the capture board's NFC tag.

Installing the app and starting it for the first time

The SMART kapp app enables you to connect your mobile device to your capture board, view notes you write on your capture board on your mobile device and share and save your notes. You can install the app on your mobile device by scanning your capture board's QR code or by tapping its NFC tag.







- a. Start the QR code scanning app on your mobile device, and then hold your mobile device's rear-facing camera over your capture board's QR code to scan it.
- b. Enable NFC in your mobile device's settings (if it isn't already enabled), and then hold your mobile device near your capture board's NFC tag .

The Apple App Store or Google Play opens.

2. Download and install the app.

To start the app for the first time

1. Start the SMART kapp app on your mobile device.

The app tutorial appears.



2. Use the swipe gestures to progress through the screens of the tutorial.



Previous screen

Next screen

<<<<<

3. Press **Close** when you have completed the tutorial.

The app home screen appears.



If you want to view the tutorial again, press **Settings** ② on the app home screen and then press Tutorial.

Connecting your mobile device using the app

After you install the SMART kapp app, you can use it to connect your mobile device to your capture board by QR code or by NFC.



Some Android mobile devices require you to accept a pairing request to connect to the capture board. Swipe down on the screen to access the notification drawer and accept the pairing request.



To connect your mobile device by QR code

1. Start the SMART kapp app on your mobile device.



2. Hold your mobile device's rear-facing camera still over your capture board's QR code so that the QR code appears in the center of the app screen.

The app connects your mobile device to your capture board.



NOTE

If the app doesn't connect your mobile device to your capture board, move your mobile device closer to or further away from the capture board so that the app can capture the QR code.



To connect your mobile device by NFC

- 1. Enable NFC in your mobile device's settings (if it isn't already enabled).

The SMART kapp app starts and connects your mobile device to your capture board.

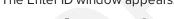




To connect your mobile device by Board ID

- 1. Locate the capture board's 10-character ID. It's located by the QR code.
- 2. Start the SMART kapp app on your mobile device.
- 3. Tap Settings 3 > Advanced > Connect Manually.

The Enter ID window appears.



Tap Menu > Settings 😌 > Advanced > Connect Manually.

The Enter ID window appears.

- 4. Enter the Board ID into the field.
- 5. Tap **Go**.
- 6. The app connects your mobile device to your capture board.

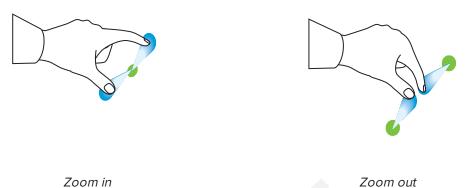
Viewing notes on your mobile device

When your mobile device and capture board are connected, you can view the notes you've written on your capture board on your mobile device. As you write or erase notes, the changes appear on your mobile device automatically.





By default, your mobile device displays your capture board's entire writing surface. You can zoom in, zoom out and pan using gestures:





NOTE

As you zoom in or out, grid lines appear on the writing surface to indicate the level of magnification.

Disconnecting your mobile device

Your mobile device disconnects from your capture board automatically in the following situations:

- You close the app.
- The app closes automatically after a period of non-use.
- Your capture board is outside of your mobile device's Bluetooth communication range, which is approximately 33' (10 m).

To manually disconnect your mobile device:

- In the SMART kapp app, press Close X at the top left corner on your mobile device OR
- Hold **Bluetooth** * on your capture board until it turns solid red.



NOTE

When you connect an Android mobile device to your capture board, an icon appears in the notification area. This icon indicates when the mobile device is connected to your capture board:





Connected

Disconnected

Sharing and saving your notes

Unlike a traditional whiteboard, your capture board enables you to share your notes with others and save them for later reference. Specifically, you can do the following:

- Share your notes with others as you write them on your capture board
- Save snapshots of your notes using the app
- Save snapshots of your notes to a USB drive





Sharing your notes

After you connect your mobile device to your capture board, you can use the SMART kapp app to invite up to five others to view your notes on their mobile devices or computers. When others receive your invitation to view your notes, they press or click a link to view your notes in their Internet browsers; they don't need to install additional software or otherwise configure their mobile devices or computers.

As you make changes to your notes, others see these changes in real time. They can also zoom in or out, and save, view and export snapshots.



NOTE

You can share your notes only as long as the SMART kapp app is running on your mobile device and your mobile device is connected to your capture board. However, you can export saved snapshots of notes without connecting your mobile device to your capture board (see Sharing your notes above).

To share your notes

- 1. Connect your mobile device to your capture board (see Connecting your mobile device using the app on page 13).
- 2. Press Invite 0 > Send Link.
- 3. Select the app you want to use to send the invitation.
- 4. Use the selected app to send the invitation.

Saving snapshots of your notes using the app

As you write notes on your capture board, you might want to save snapshots on occasion to capture how your notes change during your note-taking session.

After you save snapshots, you can do the following:

- View the snapshots
- Change the order of the snapshots (Apple mobile devices only)
- Share the snapshots as JPEG or PDF files to share with others
- Delete the snapshots

Saving snapshots

To save a snapshot

- 1. Connect your mobile device to your capture board (see Connecting your mobile device using the app on page 13).
- 2. Press Capture on your capture board.

Press Capture o in the app.

The app saves a snapshot of your notes.



The *Library* button in the bottom-right corner of the screen indicates how many snapshots have been saved in the current session.

Viewing and changing the order of snapshots

To view snapshots in the current session

- 1. Save one or more snapshots in the current session (see *Saving snapshots* on the previous page).
- 2. Press **Library** .

The session's snapshot library appears.

3. Press a snapshot's thumbnail image to view it.



TIP

You can use the zoom in, zoom out and pan gestures when viewing the snapshot (see *Viewing notes on your mobile device* on page 14).

To view snapshots in previous sessions

1. If you're currently in a session, press Close \times .

The session ends, and the app home screen appears.

2. Press **Library** .

The Library screen appears.

3. Press a session's row to view the snapshots saved for that session.

The session's snapshot library appears.

4. Press a snapshot's thumbnail image to view it.



TIP

You can use the zoom in, zoom out and pan gestures when viewing the snapshot (see *Viewing notes on your mobile device* on page 14).



To change the order of snapshots in previous sessions

1. If you're currently in a session, press Close \times .

The session ends, and the app home screen appears.

2. Press Library .

The Library screen appears.

3. Press a session's row to view the snapshots saved for that session.

The session's snapshot gallery appears.

4. Drag a snapshot's thumbnail to change its order.

Exporting snapshots

To export a snapshot

- 1. View the snapshot you want to export (see *Viewing and changing the order of snapshots* on the previous page).
- 2. If you're using an Apple mobile device, press **Export** (1), and then select **Save to Camera Roll** or **Share as PDF**.

OR

If you're using an Android mobile device, **Export** $^{\infty}$, and then select **Share as Image** or **Share** as **PDF**.

- 3. Select the app you want to use to share the snapshot.
- 4. Use the selected app to share the snapshot.

To export all snapshots saved in the current session

- 1. Save one or more snapshots in the current session (see Saving snapshots on page 17).
- 2. If you're using an Apple mobile device, press **Export** , and then select **Save to Camera Roll** or **Share as PDF**.

OR

If you're using an Android mobile device, **Export**, and then select **Share as Image** or **Share** as **PDF**.

- 3. Select the app you want to use to export the snapshots.
- 4. Use the selected app to export the snapshots.

To export all snapshots saved in a previous session

1. If you're currently in a session, press $\mathsf{Close}^{\mathsf{X}}$.

The session ends, and the app home screen appears.

2. Press Library .

The *Library* screen appears.

3. Press a session's row to view the snapshots saved for that session.

The session's snapshot gallery appears.

4. If you're using an Apple mobile device, press **Export** ...

OR

If you're using an Android mobile device, press **Menu**, and then select **Share as PDF**.

- 5. Select the app you want to use to export the snapshots.
- 6. Use the selected app to export the snapshots.

Deleting snapshots

To delete a snapshot from a previous session

1. If you're currently in a session, press Close \times , and then press Disconnect.

The session ends, and the app home screen appears.

2. Press Library .

The Library screen appears.

3. Press the session containing the snapshot you want to delete.

The session's snapshot gallery appears.

- 4. Press the snapshot you want to delete.
- 5. Press **Delete** $\widehat{\mathbb{Q}}$, and then press **OK**.

To delete a previous session of snapshots

1. If you're currently in a session, press $\mathbf{Close} \mathbf{X}$, and then press $\mathbf{Disconnect}$.

The session ends, and the app home screen appears.

2. Press Library .

The Library screen appears.

3. If you're using an Apple mobile device, press Edit.

OR

If you're using an Android mobile device, press **Menu**, and then select **Select**.

- 4. Select the session you want to delete.
- 5. Press **Delete** , and then press **OK**.

Saving snapshots of your notes to a USB drive

If you don't have access to a mobile device or would prefer to save snapshots of your notes using another means, you can save PDF snapshots to a FAT-formatted USB drive.

To save a snapshot

- 1. Connect the USB drive to the USB 2.0 Type-A receptacle on the side of your capture board.
- 2. Press **Capture** or **USB** on your capture board.

The capture board saves a snapshot of your notes to the USB drive.

3. Disconnect the USB drive from your capture board when you're done saving snapshots.

Accessing capture board diagnostic information

The SMART kapp app provides the following information about the last capture board you connected your mobile device to that might be useful when contacting SMART for support.

- The date when you last connected to the capture board
- · Capture board ID
- Dimensions
- Serial number
- Model number
- Firmware version

To access diagnostic information

Tap Settings ② > Advanced > Diagnostic Information.

The diagnostic information appears.





Tap Menu > Settings > Advanced > Diagnostic Information.

The diagnostic information appears.

Chapter 3

Using a premium subscription

Upgrading to a premium subscription	23
Setting premium subscription sharing preferences	24
Link	24
Security	24
Actions	25
Cancelling your premium subscription	25
Cancelling your subscription in the App Store	25
Cancelling your subscription in Google Play store	26

When you upgrade to a premium subscription, you can:

- Share your session with up to 250 viewers
- Protect your sharing session with a password
- Assign a static link to your session and share the static link before a meeting starts.
- Share snapshots as watermark-free PDFs and images



Upgrading to a premium subscription

To upgrade to a premium subscription

1. In the SMART kapp app for Android, press **Menu** and then **Settings** ②.

In the SMART kapp app for iOS, press **Settings** ②.

The Settings screen appears.

2. Press Go Premium.

The Go Premium screen appears.

3. Press Monthly \$1.99 or Yearly \$19.99.



NOTE

Prices might vary by region.

If using iOS, enter your password for the App Store.

If using Android, enter your password for Google Play store.

You receive an email receipt with details of your purchase.

Setting premium subscription sharing preferences

In Settings, you can set premium subscription sharing preferences.

Link

You can select a static link or a dynamic link.

- A static link provides a permanent link to sharing sessions. You can send the link before meetings start to simplify meeting startup.
- A dynamic link provides a new link for each sharing session.

Security

Protect your sharing sessions with a password.

To use a password

- 1. The Enter Password dialog box appears.
- 2. Select the Require a Password check box.
- 3. Enter up to 32 characters for a password.
- 4. Press OK.

To turn off the password

- 1. The Enter Password dialog box appears.
- 2. Clear the Require a Password check box.
- 3. Press OK.

Actions

If you've selected Static Link, the option to send the link appears.

To send the link

- 1. Select Static Link.
- Press Send Link.

The Send Link dialog box appears.

3. Select a method to send the link.

Cancelling your premium subscription

IMPORTANT

- · Uninstalling the app does not automatically stop the subscription. You must cancel your subscription to end your subscription. If you uninstall the app without cancelling your subscription, you will still be charged.
- · Cancelling a subscription doesn't retroctively refund subscription payments and previously charged subscription payments are unable to be pro-rated on the cancellation date. For example, if you buy a one-year subscription on January 1 and cancel it on July 1, you'll have access to the premium features of SMART kapp until December 31. On the following January 1, however, you aren't charged the subscription fee.

Cancelling your subscription in the App Store



To cancel your subscription using your computer, see support.apple.com/en-ca/HT202039.

To cancel your subscription

- 1. From the Home screen, tap **App Store**.
- 2. Tap Featured.
- 3. Scroll to the bottom and tap Apple ID. If you're not signed in, enter your password.
- 4. Tap View Apple ID. If prompted, enter your password.
- 5. On the Account Settings screen, scroll down and tap Manage App Subscriptions.

- 6. Tap the **SMART kapp** app, then tap the subscription category.
- 7. To cancel your subscription, tap to turn ${\bf Auto-Renewal}$ off .



Cancelling your subscription in Google Play store

- To cancel your subscription
 - 1. Go to wallet.google.com and sign in.
 - 2. Click More > Subscriptions > Cancel subscription.

Chapter 4

Maintaining your capture board

Cleaning your capture board	27
Cleaning your capture board	28
Cleaning the reflective bezels and corner sensors	28
Cleaning your eraser	29
Transporting your capture board	29
Replacing the markers and eraser	29

This chapter explains how to maintain your capture board for years of use.

Cleaning your capture board

With proper care, your capture board will provide years of trouble-free service. Follow these tips to keep the capture board clean:

CAUTION

- Disconnect your capture board from power before cleaning it.
- Do not spray cleaner directly onto the capture board's writing surface, reflective bezel or corner sensors.
- SMART recommends that you clean your capture board monthly to ensure optimal performance.
- Do not allow excess cleaner to flow onto the bezel's reflective surfaces.
- Remove any dry erase ink residue from the bezel's reflective surfaces.
- Do not use compressed air to clean the camera windows or bezels.
- The digital cameras located in the bezel are protected from dust and dirt by windows. In
 extremely dusty environments, spray a household, alcohol-free glass cleaner, such as
 Windex® cleaner, on a cotton swab and rub it gently on the windows. Do not use
 compressed air to clean the cameras, and do not apply too much pressure because doing
 so could damage the reflective surfaces or the cameras.

Cleaning your capture board

CAUTION

- Disconnect your capture board from power before cleaning it.
- Do not spray cleaner directly onto the capture board's writing surface, perimeter reflective tape or sensors.

Ink left on the capture board's writing surface for a long period of time might be harder to clean off. To remove dry erase ink residue, follow the instructions below.

To clean your capture board

1. Spray a small amount of water or cleaner onto a clean lint-free cloth or paper towel.

IMPORTANT

Acceptable cleaners include water, dry eraser cleaners, Windex glass cleaner and isopropyl alcohol.

2. Clean the capture board's surface.

Cleaning the reflective bezels and corner sensors

CAUTION

Disconnect your capture board from power before cleaning it.

TIP

SMART recommends cleaning the corner sensors last in case the previous cleaning instructions leave debris on the sensors.

The capture board uses digital sensors and reflective tape on the perimeter of the writing surface to digitally capture your writing. Excessive buildup of dust or dry erase residue on the reflective tape surface and sensors can impair performance. The bottom reflective bezel and corner sensors are most likely to collect excessive dust and dry erase ink residue over time.

To clean the reflective bezels and corner sensors—Method 1

Carefully vacuum the areas where you notice a buildup of excessive dust and dry erase residue.

To clean the reflective bezels and corner sensors—Method 2

1. Spray a small amount of water or cleaner onto a clean lint-free cloth or paper towel.

IMPORTANT

- Acceptable cleaners include water, Windex glass cleaner and isopropyl alcohol.
- Starting at the corners, wipe inwards to avoid wiping dry erase residue and dust onto the corner sensors
- 2. Using a clean, moistened lint-free cloth, gently wipe the corner sensors at the bottom of the capture board. Ensure the bezel and corner sensors are free of dust and residue.

Cleaning your eraser

The eraser can be used to erase ink from the capture board surface. Over time, the eraser felt collects dry erase ink residue and becomes less effective at erasing.

To clean the eraser felt

- 1. Rinse the eraser felt under cold running tap water.
- 2. While wearing gloves, apply a mild soap or detergent and rub the eraser felt with your fingers.
- 3. Rinse the eraser felt thoroughly under cold running tap water
- 4. Remove excess water by pressing the felt against a towel or paper towel.
- 5. Allow the eraser felt to air dry completely.

Transporting your capture board

Save your original packaging to repack your capture board if needed. This packaging was designed with optimal shock and vibration protection. If your original packaging isn't available, you can purchase the same packaging directly from your authorized SMART reseller.



CAUTION

Transport your capture board only in original or replaced packaging. Transporting your capture board without correct packaging voids your warranty and could lead to product damage.

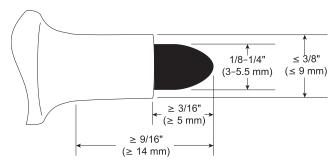
Replacing the markers and eraser

Your SMART kapp 42" capture board comes with three dry erase markers and one eraser.

Your SMART kapp 84" capture board comes with six dry erase markers and one eraser.

MAINTAINING YOUR CAPTURE BOARD

If you misplace the markers or if they run dry, you can replace them with third-party dry erase markers. The barrel of third-party dry erase markers can be any length and diameter, but the tip and nib must be within the following dimensions:



For best results, SMART recommends these third-party replacement markers:

- BIC® Magic Marker® dry erase liquid markers, fine tip
- Expo® low odor fine tip dry erase markers
- Staples® Remarx™ dry erase markers, bullet tip
- Melissa & Doug® dry erase markers

CAUTION

The following pens are not recommended for use with the capture board.

- BIC Great Erase Grip® dry erase markers
- Board Dudes®
- Liqui-Mark®
- Quartet®

If you misplace the eraser, you can purchase a replacement from the Store for SMART Parts (see smarttech.com/Support/PartsStore).

Chapter 5

Troubleshooting your capture board

Resolving hardware issues using the indicator lights	31
Resolving app issues	33

This chapter explains how to troubleshoot common issues with your capture board and the SMART kapp app.

Resolving hardware issues using the indicator lights

Your SMART kapp 42" capture board includes four indicator lights in the bottom-right corner. Your SMART kapp 84" capture board includes four indicator lights on the pen ledge. When you first connect your capture board to a power source, the indicator lights turn on and off in the following order until the capture board is ready for use:

- Status
- Bluetooth
- USB
- Capture

TROUBLESHOOTING YOUR CAPTURE BOARD

When the capture board is ready for use, you can refer to these indicator lights to identify the status of the capture board and diagnose common issues.

Light	Situation	Troubleshooting (if required)	
Status			
Off	Your capture board isn't receiving power.	Ensure the capture board is connected to a power supply and is receiving power. If the Status light is still off, contact SMART Support for assistance.	
On	Your capture board is receiving power and is working properly.		
Flashing (after startup)	Your capture board is receiving power but isn't working properly.	 Write on the capture board using only compatible markers (see Replacing the markers and eraser on page 29). Ensure there are no obstructions (including markers) in the bezel. Clean the writing surface and bezel (see page 27). If the Status light continues to flash, contact SMART Support for assistance. 	
* Bluetooth			
Off	Your capture board isn't connected to a mobile device. Your capture board was previously connected to a mobile device but the SMART kapp app on the mobile device isn't running or your capture board is outside of the mobile device's Bluetooth communication range.	If you previously connected the mobile device, ensure the SMART kapp app is running and the capture board is within the mobile device's Bluetooth communication range.	
Flashing	Your capture board is connecting to a mobile device.		
On	Your capture board is connected to a mobile device.	·	
Flashing red	Your capture board is disconnecting from the mobile device.		
Solid red	Your capture board has disconnected from the mobile device.		
⊗ USB			
Off	Your capture board isn't connected to a USB drive. Your capture board doesn't recognize the connected device as a USB drive.	Connect only USB drives to the USB receptacle.	
Flashing	Your capture board is connecting to a USB drive. Your capture board is saving a snapshot of your notes to the connected USB drive.		

Light	Situation	Troubleshooting (if required)
On	Your capture board is connected to a USB drive.	
Flashing red	Your capture board is unable to save snapshots of your notes to the connected USB drive because the USB drive is full, is not FAT formatted or there's another problem with it.	Disconnect the USB drive, and then connect a different USB drive (see <i>Saving snapshots of your notes to a USB drive</i> on page 21).
Capture		
Off	Your capture board isn't connected to a USB drive or a mobile device.	
Flashing	Your capture board is saving a snapshot of your notes to the connected mobile device.	
On	Your capture board is connected to a USB drive or a mobile device.	

Resolving app issues

The following are issues that you might encounter while using the SMART kapp app.

Situation	Troubleshooting
You're unable to connect your mobile device to the capture board.	Ensure there are no other mobile devices connected to the capture board. (You can connect only one mobile device to the capture board at a time.)
You're unable to connect your mobile device using the QR code.	 Ensure your rear-facing camera is working and Bluetooth is enabled. Ensure the QR code is clean and fully visible.
	Position your mobile device so that your capture board's QR code appears in the center of the SMART kapp app screen.
You're unable to connect your mobile device using NFC.	 Ensure your mobile device supports NFC. Ensure NFC and Bluetooth are enabled in your mobile device's settings. Position your mobile device as close as possible to the NFC tag on your capture board when connecting.

Situation	Troubleshooting
When you write on the capture board, your writing doesn't appear in the SMART kapp app, or extra lines or other visual noise appear in the SMART kapp app.	 Ensure the capture board's cameras and bezel are clean (see Cleaning your capture board on page 27).
	Ensure there aren't any objects in the bezel.
	 Ensure your hands, arms or loose clothing aren't coming in contact with the capture board as you write.
	 Write on the capture board using only compatible markers (see Replacing the markers and eraser on page 29).
	Keep your capture board away from bright light sources such as direct sunlight and incandescent lighting.
There's another issue not documented in this guide.	Contact SMART Support for assistance.

Appendix A

Federal Communication Commission interference statement

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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- · Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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 20cm between the radiator and your body.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.



Appendix B

Industry Canada statement

This device complies with RSS-210 of the Industry 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.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet 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.

Radiation Exposure Statement

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements IC 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.



Appendix C

Hardware environmental compliance

SMART Technologies supports global efforts to ensure that electronic equipment is manufactured, sold and disposed of in a safe and environmentally friendly manner.

Waste Electrical and Electronic Equipment (WEEE)

Electrical and electronic equipment 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.

More information

See smarttech.com/compliance for more information.







smartkapp.com

smarttech.com/kb/170769