

SMART Board® 4000 series Interactive flat panels

SETUP AND MAINTENANCE GUIDE

FOR MODELS SPNL-4055 AND SPNL-4065



Product registration

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

Register online at smarttech.com/registration.

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

Serial number:

Date of purchase:

Licenses

The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries

FCC warning

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 manufacturer's instructions, 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.

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

www.smarttech.com/patents

03/2015

Important information

WARNING

- Failure to follow the installation instructions shipped with the SMART product could result in personal injury and product damage which may not be covered by the warranty.
- Do not open or disassemble the SMART product. You risk electrical shock from the high voltage inside the casing. Opening the casing also voids the warranty.
- Do not stand (or allow children to stand) on a chair to touch the surface of the SMART product. Rather, mount the product at the appropriate height.
- To reduce the risk of fire or electric shock, do not expose the SMART product to rain or moisture.
- If the SMART product requires replacement parts, make sure the service technician uses replacement parts specified by SMART Technologies or parts with the same characteristics as the original.
- Ensure that any cables that cross the floor to the SMART product are properly bundled and marked to avoid a trip hazard.
- Use only extension cords and outlets that can fully accommodate this product's polarized plug.
- 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.
- If the glass is broken, do not touch the liquid crystal. To prevent injury, handle glass fragments with care when disposing of them.
- Use only VESA®-approved mounting hardware.
- Do not insert objects inside the cabinet ventilation holes, because they could touch dangerous voltage points and cause electric shock, fire or product damage which may not be covered by the warranty.
- 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 the warranty.

IMPORTANT INFORMATION

- Disconnect all the interactive flat panel's power cables from the wall outlet and seek assistance from qualified service personnel if any of the following occurs:
 - The power cable or plug is damaged
 - Liquid is spilled into the interactive flat panel
 - Objects fall into the interactive flat panel
 - The interactive flat panel is dropped
 - Structural damage, such as cracking, occurs
 - The interactive flat panel behaves unexpectedly when you follow operating instructions

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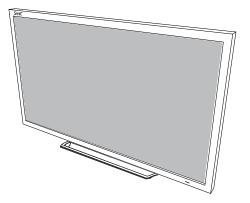
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This chapter describes the features of your SMART Board[®] 4000 series interactive flat panel and provides information about product parts and accessories.

SMART Board 4055 interactive flat panel feature highlights

Designed for classrooms, the SMART Board® 4055 interactive flat panel combines a premium touch experience with the power of SMART Notebook® collaborative learning software on a 55" (139.7 cm) display.

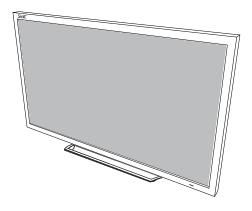


The high-definition LED display features low friction coated glass that enables fingers to glide smoothly over the surface, creating a natural touch experience. The interactive flat panel virtually eliminates glare and provides an optimal view from any angle in the classroom. It delivers an unparalleled viewing and writing experience and offers the best value for classrooms. With eight simultaneous touch points for Windows, multiple students can use gestures, like zoom, rotate and flip, at the same time.

SMART Board 4065 interactive flat panel feature highlights

Designed specifically for classrooms, the SMART Board® 4065 interactive flat panel combines a premium touch experience with the power of SMART Notebook® collaborative learning software on a 65" (164.5 cm) display.

The high-definition LED display features low-friction coated glass that lets fingers glide smoothly over the surface, creating a natural touch experience. The SMART Board 4065 interactive flat panel virtually eliminates glare and provides an optimal view from any angle in the classroom. It delivers an unparalleled viewing and writing experience, and offers the best value for classrooms. With eight simultaneous touch



points for Windows, multiple students can use gestures, like zoom, rotate and flip, at the same time.

Included accessories

The following accessories are included with your interactive flat panel:

Pen and pen tray

Two pens are included with your interactive flat panel.

Remote control

The remote control enables you to access the on-screen menus and to change the display and input settings.



Included cables

VGA - RGB video input



Power cable - AU/NZ, NA, UK and EU



USB cable - touch interface



Other documentation and resources

In addition to this guide, SMART provides a variety of resources for people who install, maintain and use interactive flat panels.

Specifications

Your interactive flat panel's specifications list the product's dimensions, weight, recommended operating and storage temperatures, power requirements and consumption and other important information for installation and maintenance.

Model	Specifications
SPNL-4055	smarttech.com/kb/170809
SPNL-4065	smarttech.com/kb/170802

Installation instructions

The interactive flat panel comes with installation instructions. These installation instructions explain how to unpack, assemble and mount the interactive flat panel and how to connect it to computers and other devices. If you misplaced these installation instructions, you can download a PDF version from smarttech.com/kb/170799.

Training

The SMART training website (smarttech.com/training) includes an extensive library of training resources you can refer to when first learning to set up or use the interactive flat panel.

Knowledge base

The Support center (smarttech.com/support) includes a knowledge base that you can refer to while maintaining or troubleshooting your interactive flat panel.

Chapter 2 Mounting your interactive flat panel

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To mount your interactive flat panel on a wall, you require a team of professional installers.

This chapter is intended for installers. Installers should read this chapter along with the installation instructions included with the interactive flat panel before they mount the interactive flat panel.

A WARNING

Improper mounting of the interactive flat panel can result in personal injury and product damage.

Before mounting the interactive flat panel

Perform these tasks before mounting your interactive flat panel:

- Review the environmental requirements in the interactive flat panel's specifications (see *Specifications* on page 3).
- Save all product packaging so that it's available if you need to transport the interactive flat
 panel. If the original packaging isn't available, you can purchase new product packaging from
 your authorized SMART reseller (smarttech.com/where).
- Refer to local building codes to ensure the wall can support the weight of the interactive flat panel and mounting equipment.

Model	Weight (lb.)	Weight (kg)
SPNL-4055	116 lb 13 oz	53 kg
SPNL-4065	153 lb	69.4 kg

• Use a standard VESA mounting plate (not included) to mount the interactive flat panel on a wall.

Model	Mounting plate
SPNL-4055	600 mm × 400 mm
SPNL-4065	600 mm × 400 mm

• Use M8 screws to fasten the wall bracket.

Do not over-tighten the screws.

Model	Screw length	Fasten force
SPNL- 4055	25 mm where the total wall mount bracket and washer thickness is less than 7 mm.	97.36–177.01 in-lb. (11–20 N·m)
SPNL- 4065	30 mm where the total wall mount bracket and washer thickness is less than 7 mm.	97.36–177.01 in-lb. (11–20 N⋅m)

• Because the receptacles might not be easily accessible after the installers mount the interactive flat panel, consider connecting cables for power, computers and other devices while the interactive flat panel is still in its packaging (see *Connecting power and devices* on page 9).

Choosing a mounting location

Consider the following when you select a location for the interactive flat panel:

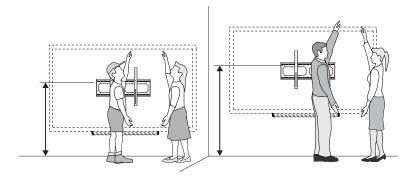
- The wall must be strong enough to support the interactive flat panel and the mounting equipment. The SMART Board 4065 interactive flat panel weighs 153 lb (69.4 kg) and the SMART Board 4055 interactive flat panel weighs 116 lb (53 kg).
- Select a wall with a flat, regular surface and sufficient clearance to accommodate your interactive flat panel. Mount the interactive flat panel in a location that's central to your audience's viewing direction.
- Choose a location for the interactive flat panel that's far from bright light sources, such as windows and strong overhead lighting. IR lighting can cause issues with the performance of the cameras and can lead to unintentional or missed touches.

For mobile or adjustable installation options, contact your authorized SMART reseller (smarttech.com/where).

Choosing a mounting height

Consider the general height of the user community when you choose the height for the interactive flat panel.

The flat panel height is based on the midpoint between the reach of the students and the teacher.



Connecting power and devices

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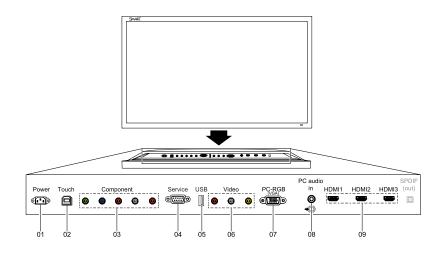
This chapter describes how to connect the interactive flat panel to power, computers and other devices.

Connecting your interactive flat panel

The connector panel is at the bottom of the interactive flat panel.

NOTE

The power, PC-RGB (VGA) and USB cable are included with your interactive flat panel.



No.	Connector	Details
1	AC power	AC power pass-through
2	USB B receptacle	Computer to interactive flat panel touch interface
3	Video in	Component video receptacle
4	Service port	WARNING Do not use this connector. This service connector for the interactive flat panel must be used only by a qualified technician.
5	USB A	Media port (see Multi media mode)
6	Video in	Composite video receptacle
7	Video in	PC-RGB (VGA)

No.	Connector	Details
button to resolv	NT ckers or is not sized correctly, press the Aut ve the issue. Ensure that you use the resolution for best performance.	
8	Audio in	Stereo 3.5 mm connector (from computer)
9	Video in	HDMI®

Cable management

When you connect cables to the interactive flat panel from a computer and other peripheral devices, ensure that the cables aren't a trip hazard. Use channels and raceways to safely secure and hide cables. Contact your authorized SMART reseller for these accessories.

👉 IMPORTANT

Do not connect the power cable to a power outlet until you have connected all cables to the interactive flat panel.

Configuring touch and display settings for your interactive flat panel

- If you're using multiple displays or a laptop connected to the interactive flat panel, ensure that they are set up correctly (See Setting up multiple displays).
- Check the graphics card configuration (see Graphics card configuration).
- Check the panel settings (see Panel settings).
- Calibrate or clear previously set calibration data (see *Configuring touch and display settings for your interactive flat panel* above).

Graphics card configuration

If you're using an unsupported graphics card configuration, you may experience display problems or issues with touch accuracy. For example, you may experience issues if your graphics card scaling option is set to something other than full-screen.



If you're using an ATI video card, go to the ATI Catalyst Control panel's , **Flat Panel** menu, select **Pixel Format** and change it to RGB 4:4:4 timing.

Panel settings

Ensure that you set Screen Mode to 16:9 or Full, and that you select the correct input source.

To select input

Press **Input** on the interactive flat panel's side panel or remote control, and then use the arrows to select the correct input source.

To set Screen Mode

1. Press Menu on the remote control or on the side panel.

The on-screen display menu appears.

- 2. Press the up and down buttons and select **Setup**.
- 3. Press the right button on the remote control or VOL- to select Screen Mode.
- 4. Select 16:9 if not already selected.

Configuring your computer's screen resolution

When you connect a computer to the interactive flat panel, you may have to adjust the computer's screen resolution to achieve the best image quality and touch performance.

Recommended computer screen resolution

NOTE

SMART recommends using 1920×1080 or 1280×720 screen resolutions for best image quality and touch performance.

The table below lists the recommended computer screen resolutions for your interactive flat panel:

1920 × 1080 *	1280 × 768
1600 × 1200	1280 × 720 *
1280 × 1024	1024 × 768
1360 × 768	800 × 600
1280 × 960	640 × 480

The resolutions marked with an asterisk (*) are recommended for best image quality and touch performance.

Windows 7 and Windows 8 operating systems

To configure your computer's screen resolution

NOTE

This procedure varies depending on your version of the Windows operating system and your system preferences.

- 1. Right-click the desktop and then select Screen Resolution.
- 2. From the *Display* drop-down menu, select your interactive flat panel.
- 3. From the *Resolution* drop-down menu, select a screen resolution. See *Recommended computer screen resolution* on the previous page for more information.
- 4. Click OK.

Your computer applies the new screen resolution

Mac OS X operating system software

To configure your Mac computer's screen resolution

1. Select the Apple () menu > System Preferences.

The System Preferences dialog box appears.

- 2. Click Displays.
- 3. Select a screen resolution from the list. Refer to *Recommended computer screen resolution* on page 12 for more information.

Your computer applies the new screen resolution.

Setting up multiple displays

When you use your interactive flat panel with multiple displays (your computer has an additional monitor or a built-in display), you must ensure that your display settings are configured properly for your operating system.

Windows XP operating system

Ensure that:

• Your computer's display is mirrored

OR

• The interactive flat panel is the primary display

Windows 7 or 8 operating system

To set up the interactive flat panel as your touch screen

NOTES

- Ensure that the display resolution has been set to recommended settings before calibration.
- Calibration may not be required. See *Calibrating your interactive flat panel* on page 31 for more information.
- 1. Click Start > Control Panel > Tablet PC Settings.

The Tablet PC Settings dialog box appears.

2. In the *Display* tab, select your interactive flat panel from the display drop-down menu.

3. Click Setup.

Identify pen or touch input screens dialog box appears.

4. Click Touch input.

A message appears on the interactive flat panel: "Touch this screen to identify it as the touchscreen."

- 5. If necessary, press Enter until the message appears on your touch screen.
- 6. Tap your touchscreen two or three times until the text changes.
- 7. Press Enter to skip any remaining screens until the window closes.

NOTE

Do not touch any further touch screens as the correct association between the selected display and touch screen will be lost.

8. Click OK.

👉 IMPORTANT

If you have difficulty with the above procedure, set up your interactive flat panel as the primary monitor (or main display) and try again. You can switch your main display back to its original setting after you have successfully identified the interactive flat panel as the touch screen.

Mac OS X operating system software

When you use your interactive flat panel in a multiple display environment (that is, your computer has an additional monitor or a built-in display), you must ensure that the display settings are configured properly for the operating system.

To extend the desktop

- 1. Make sure the additional display is properly connected and turned on.
- 2. From the Apple menu, choose System Preferences.
- 3. From the View menu, choose Displays.
- 4. Click the Arrangement tab.
- 5. Clear the Mirror Displays check box.

To mirror the desktop

- 1. Make sure the additional display is properly connected and turned on.
- 2. From the Apple menu, choose System Preferences.
- 3. From the **View** menu, choose (**É**).
- 4. Click the Arrangement tab.
- 5. Select Mirror Displays.

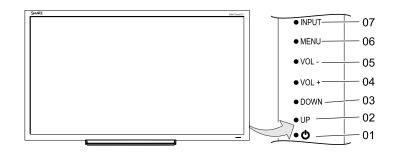
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This chapter describes the basic operation and setup of your interactive flat panel.

Using the control panel

Use the control panel on your interactive flat panel to access the on-screen display menu and adjust settings.



No.	Button	Details
1	Power	Turn the interactive flat panel on or turn off
2	UP	Move the highlighted area up to select items in the on- screen display menu
3	DOWN	Move the highlighted area down to select items in the on-screen display menu
4	VOL +	Move the highlighted area left to select items in the on- screen display menu, increase the audio output level or increase a value
5	VOL -	Move the highlighted area right to select items in the on- screen display menu, decrease the audio output level or decrease a value
6	MENU	Display the on-screen display menu
7	INPUT	Select a video input for the interactive flat panel

Using the remote control

Use the remote control to access on-screen menus and to change the interactive flat panel's settings.



No.	Button	Details
1	PC	Selects the VGA input
2	HDMI	Select the HDMI input
3	[Number buttons]	Press buttons on the number pad to change channels
4	VOL +/-	Increase or decrease the audio output level
5	[Up and down buttons]	Select a menu option in the on-screen display menu
6	MENU	Display the on-screen display menu

No.	Button	Details
7	[Left and right buttons]	 Select an option in the on-screen display menu Use the right button to increase a value Use the left button to decrease a value
8	INFO	Display the current video source
9	STILL	Turn still picture mode on or off
10	AUTO	Automatically adjusts the VGA video input
		This automatically adjusts the image to match the settings the display adapter is sending. In most cases, this will solve touch issues. You can adjust the display settings of the interactive flat panel if needed.
11	[Media buttons]	For use in Multi Media mode
12	S.MODE	Switch between stereo and mono sound
13	P.MODE	Switch between color modes
14	EXIT	Close the on-screen display menu
15	INPUT	Switch video inputs
16	MUTE	Mute the sound
17	CH +/-	Change channels
18	P.SIZE	Select the video aspect ratio
19	SLEEP	Set the sleep timer
20	VIDEO	Select the RCA input
21	Power	Turns the interactive flat panel on or off
22	Multi Media button	Display the Multi Media mode

On-screen display menu

You can access the on-screen display (OSD) menu by pressing **MENU** on the side panel of your interactive flat panel or on the remote control. To exit the OSD menu, press **MENU** on the interactive flat panel's side panel, or press **EXIT** on the remote control.

Picture settings

Option	Value	Function
Picture Mode	Custom Standard Mild Vivid	Sets the picture mode
Brightness	0-100	Sets the overall brightness of the image and background
Contrast	0-100	Sets the brightness of the image in relation to the background
Tint	0-100	Sets the tint of the screen
Color	0-100	Sets the image color intensity
Sharpness	0-100	Sets the image sharpness
Color Temp	Normal Warm Cold	Sets the color temperature

Sound

Option	Value	Function
Surround	[N/A]	Turns the surround sound on or off
Sound Mode	Music Standard User News Movie	Sets the audio mode
Auto Volume	[N/A]	Turns the automatic volume adjustment on or off

Setup settings

Option	Value	Function
Menu Language	[Languages]	Sets the on-screen display menu's language
Menu Trans.	[N/A]	Sets the on-screen display menu's transparency
Screen Mode	16:9 4:3 Zoom1 Zoom2 Full	Sets the image size
Reset	[N/A]	Resets all Setup options
Software Update	[N/A]	NOTE Software updates should be performed only by a system administrator. Please contact your authorized SMART reseller if you require further assistance.

Time settings

Option	Value	Function
Time mode	Automatic Manual	Sets the time mode
Time	[N/A]	Sets the time manually
Sleep Time	[N/A]	Sets the sleep timer
On Timer	[N/A]	Turns on the On Time function
On Time	[N/A]	Sets a time when the interactive flat panel turns on
Volume	0-100	Sets the volume when the interactive flat panel turns on
Off Timer	[N/A]	Turns on the Off Time function
Off Time	[N/A]	Sets a time when the interactive flat panel turns off

Multi Media mode

You can play video files, view images and listen to music stored on a USB drive. Use the remote control to pause, fast-forward and rewind videos.

Compatible file formats

The interactive flat panel can play the following file types.

Video	
Category	Code
MPEG1	MPEG1
MPEG2	MPEG2
MPEG4	AVC
	MPEG-4 Visual
	DivX5
	DivX4
	DivX3
	XviD
	MS-MEG4 V3
	WMV3
MJPEG	M-JPEG

Audio

- AC-3
- AAC
- MP3
- PCM

Images

- JPEG
- BMP
- PNG
- GIF
- TIFF

To access content on a USB drive

- 1. Turn on the interactive flat panel.
- 2. On the remote control, press the **Multi Media** button.

- 3. Connect a USB drive to the USB A receptacle on the bottom connector panel. See *Connecting your interactive flat panel* on page 9.
- 4. Using the remote control, select a file.
- 5. Press the **Play** button on the remote control to play or view the file.

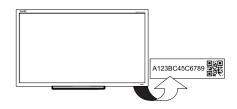
Chapter 5 Troubleshooting your interactive flat panel

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systems	26
Resolving image issues	29

This chapter provides information necessary for solveing simple issues that occur with your interactive flat panel. If issues persist, or aren't covered in this chapter, contact SMART Support (smarttech.com/support) or your authorized SMART reseller (smarttech.com/where).

Locating the serial number

If you contact SMART Support, you might be asked to provide the interactive flat panel's serial number. The serial number is located under the front right bezel.



Resolving common touch control and resolution issues with Windows and Mac operating systems

Problem	Cause	Solution
Resolution and/or touch inaccuracies NOTE The recommend ed resolutions for the interactive flat panel are: • 1920 × 1080 and • 1280 × 720 See Recommend ed computer screen resolution in this guide for more information	The display's resolution is not set to the recommended setting.	Press the Auto Press the Auto button on the remote control. This adjusts the image to match the settings the display adapter is sending. In most cases this will help or solve touch issues. You can manually adjust display settings if needed. See Configuring your computer's screen resolution.
and settings.		
The interactive flat panel doesn't turn on.	The interactive flat panel isn't connected to a power source.	Connect your interactive flat panel to a power outlet.
	The interactive flat panel is in Sleep mode.	Press the Power button on the menu control panel or on the remote control.

Problem	Cause	Solution
Touch isn't working as expected.	The USB cable between the computer and the interactive flat panel could be loose.	Check all cable connections.
	The interactive flat panel may need to be turned off and then turned on.	Turn the interactive flat panel off and then turn it on.
	Bright lights are interfering with the interactive flat panel.	Close blinds or shades or dim all halogen lights and LEDs.
	Your interactive flat panel isn't calibrated properly.	Your interactive flat panel may need to be re-calibrated. See <i>Calibrating</i> <i>your interactive flat</i> <i>panel</i> on page 31 for more information.
		IMPORTANT The interactive flat panels are pre-calibrated and oriented at the factory. Calibration should be performed only by an administrator.

Problem	Cause	Solution
	Pen and touch setting may not be selected.	 For Windows operating systems, open Control Panel Pen and Touch. Select the Touch tab. Select the Touch tab. Ensure that the following options are selected: Use your finger as an input device and Enable multi-touch gestures and inking. Click Apply and/or OK.
	The required drivers for Windows operating system were not installed.	Ensure that Windows automatically installed the required device drivers. The interactive flat panel and AFO TCM10X- 700 HID should be listed under Windows Devices and Printers .
	If you're using multiple displays, the pen and touch settings may be incorrect.	See Setting up multiple displays.

Resolving image issues

Problem	Causes	Solution
When the video source is HDMI, the image and audio are low quality.	The cable between the HDMI source and the interactive flat panel could be loose.	Check all cable connections.
	The HDMI cable could be too long.	Ensure that the length of HDMI cable doesn't exceed 9' (3 m).
The image is poor quality and/or doesn't fit on the screen.	The computer's screen resolution is incorrect.	See Configuring your computer's screen resolution on page 12 to select the correct screen resolution.

Appendix A Calibrating your interactive flat panel

If your SMART Board interactive flat panel has an inaccurate touch or the touch is not working, you may need to calibrate it. Follow the instructions below to calibrate your SMART Board interactive flat panel.

IMPORTANT

- The SMART Board interactive flat panel is factory calibrated. We recommend that you resolve touch inaccuracy through configuration before calibration (see *Configuring touch and display settings for your interactive flat panel* on page 11).
- Calibration should only be performed by an administrator.

Calibrating your interactive flat panel with Windows 7 or 8

When you calibrate the IFP for the first time in Windows 7, the screen uses 16 reference points. Initial calibration applies to all users of the interactive flat panel. Later calibrations use only 4 points and apply only to your user account (see http://windows.microsoft.com/en-ca/windows7/getting-more-out-of-your-tablet-pc).

To calibrate your interactive flat panel

1. Open Control Panel > Tablet and PC Settings.

NOTE

If you're using multiple monitors, ensure that you have identified the interactive flat panel as the touch screen with Windows 7 and Windows 8 operation systems (see step *Setting up multiple displays* on page 14).

- 2. Ensure that the **Display** tab is visible. Select the interactive flat panel from the display drop down menu.
- 3. Click Calibrate.

4. Tap each crosshair as they appear.

NOTE

It may take several attempts to register your tap.

5. Click OK on the Tablet and PC settings page to save the changes.

NOTE

If you make a mistake (such as tapping somewhere other than the crosshair), repeat the procedure.

TIP

To clear your calibration data, click Reset.

Calibrating your interactive flat panel with Mac operating system software

Before you calibrate your interactive flat panel, ensure that you have installed the required drivers. See smarttech.com/E70and40xxSoftware for product drivers and software.

To calibrate your interactive flat panel

1. Press the Notebook icon and select SMART settings.

The SMART Settings dialog box appears.

2. In the Tasks area, press Orient/Align the SMART product.

The orientation screen appears.

3. If the orientation screen appears on your computer, click Next.

OR

If the orientation screen appears on your interactive flat panel, press the cross.

- 4. Press and hold the cross until a circle appears around the cross and the circle turns dark blue.
- 5. Press and hold each cross as it appears.

👉 IMPORTANT

If you're using multiple displays, the orient screen automatically moves to the next display. If this other display is not an interactive flat panel, touch screen press ESC. If you accidentally touch the flat panel while the orient screen is on this display, you will have to repeat the procedure above.

Appendix B 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

Remote contains 2 AAA batteries. Recycle or dispose of batteries properly.

More information

See smarttech.com/compliance for more information.

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