

Frequently asked questions

SMART kapp iQ

You can use the SMART kapp iQ™ capture board to collaborate with others in a simple but powerful way. This document answers a number of frequently asked questions about the capture board.



NOTE

For more information about the capture board, see the *SMART kapp iQ capture board user's guide* (smarttech.com/kb/170812).

General

Which mobile devices and operating systems are compatible with the SMART kapp app?

You can use the SMART kapp app on the following devices and operating systems:

Device type	Requirements
Apple	<ul style="list-style-type: none">• 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
Android	<ul style="list-style-type: none">• Android 4.4.4 (KitKat) or later operating system• 50 MB of storage (internal or SD card)• 1024 MB of RAM• 720p or better screen resolution• Bluetooth 2.1 + EDR• 3 megapixel or better rear-facing camera (recommended)

Is the capture board mobile? Can I move it?

You can install a SMART kapp iQ capture board in most environments and make it mobile by mounting it on a SMART Mobile Stand (smarttech.com/kb/131862). This enables you to move the capture board more easily.

How many pens are included with the capture board, and can I buy replacement pens?

The SMART kapp iQ capture board comes with a black pen and a red pen. You can purchase replacement pens from the Store for SMART Parts (see smarttech.com/Support/PartsStore).

What languages does the SMART kapp app support?

Currently, the SMART kapp app supports the following languages:

- English
- German
- French
- Spanish

In what file formats can I save snapshots?

The SMART kapp app can save snapshots as JPEG or PDF files.

What is the typical file size of a snapshot?

Snapshots are small files, typically less than 30 KB.

How many users can join a session?

Up to five users can join a session. If you upgrade to a premium subscription, your session can include up to 250 users.

With the Starter version of the SMART kapp app, up to five users can join a share session. If you upgrade to the Plus version, six or more users can join a sharing session. For more information about the differences between the Starter and plus versions of the SMART kapp app, visit smarkkapp.com/app.

Where can I find information about upgrading to SMART kapp app Plus?

Visit smarkkapp.com/app for more information about upgrading to Plus.

Can I purchase SMART kapp app Plus with a purchase order (PO)?

At this time, Plus cannot be purchased through a PO. Currently, the only way to upgrade to Plus is through the App Store or Google Play™ using a credit card. Visit smarkkapp.com/app for more information about upgrading to Plus.

Where can I find purchasing information for the capture board?

Visit smarkkapp.com/store for complete information on price, availability and where to buy a capture board.

Connecting

Does the capture board require an Internet connection?

The capture board doesn't require access to the Internet (wired or wireless). The mobile device that connects to the capture board requires Wi-Fi® or a mobile data plan to share a capture board session and to share snapshots to the Evernote® service or other cloud services.

How do I connect my mobile device to the capture board?

It's easy to connect your mobile device to the capture board. Just scan the capture board's QR code to initiate a Bluetooth® connection.

Can I connect a computer to the capture board?

The capture board connects directly to the SMART kapp app on an iOS or Android mobile device. After you capture snapshots on a mobile device, you can transfer the snapshots to a computer.

Can I connect multiple capture boards?

If another user is viewing your session in the SMART kapp app on a mobile device, he or she can connect to another SMART kapp IQ capture board and view and interact with the session on the capture board.

Can other users write and erase notes in my session?

When you share a SMART kapp IQ capture board session with other users, the other users can write and erase notes in your session from the SMART kapp app, the SMART kapp browser-based viewer or, as noted above, from another SMART kapp IQ capture board.

Security

The capture board saves data to a cloud-based service. Isn't the cloud a scary place where people can steal data?

SMART helps protect your sensitive information in the kappboard.com cloud service by using only encrypted communication protocols (HTTPS) and removes it as soon as you stop sharing. These measures are in addition to industry-standard security best practices.

What prevents someone from intercepting content from a capture board?

When a user connects to a capture board, a connection icon indicates that a device is connected. Only one mobile device can connect to a capture board at a time. The capture board uses only encrypted protocols to communicate over Bluetooth (in addition to what Bluetooth itself provides), effectively reducing the risk of data interception in the air.

After I erase ink on the capture board, can someone connect a mobile device and see information I've already erased?

When you erase ink on the capture board's surface, the ink is permanently removed from the capture board's memory. Only the remaining ink that's visible on the capture board is synchronized with connected mobile devices.



NOTE

For more details about SMART kapp's security features, see onlinehelp.smarttech.com/kappsecurity.

Contact Support

Have a question that's not listed here? Visit smarkkapp.com/support and fill out the support form located at the bottom of the page to get assistance.

smarkkapp.com
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