

I'm not a bot



If an issue persists, you can contact SMART Support for assistance or visit the SMART website to contact SMART Support. Contacting SMART Support from the website Contact SMART Support using one of the methods listed at Contact Support. Have the following information ready when you contact SMART Support: The hardware or software product that's experiencing the issue Hardware: Include the hardware model and serial number. (If you're using an interactive display with IQ, this includes the displays serial number and the IQ appliance serial number.) Software: Include the software version number and subscription product key. (If you're using an interactive display with IQ, this includes the IQ embedded software version number.) A clear, short description of the issue Description of the user action that causes the unexpected result The actions you've already taken to troubleshoot the issue The name of the on-site primary technical contact supporting the SMART product Other details you think could be helpful, such as the number of times the issue has occurred and whether the issue has arisen in more than one place After you gather the information, contact SMART Support. If a SMART Support agent asks you to run an ad-hoc session in SMART Remote Management to help with troubleshooting, you can generate a one-time-use ad-hoc token that allows a SMART Support agent to view and interact with a display. Read Running ad-hoc sessions. Page 2 Start SMART Board interactive whiteboards Previous models Looking for something else? Previous models SMART Chromebox SMART Hub SMART Hub Share copy and redistribute the material in any medium or format for any purpose, even commercially. Adapt remix, transform, and build upon the material for any purpose, even commercially. The licensor cannot revoke these freedoms as long as you follow the license terms. Attribution You must give appropriate credit, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use. ShareAlike If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original. No additional restrictions You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits. You do not have to comply with the license for elements of the material in the public domain or where your use is permitted by an applicable exception or limitation. No warranties are given. The license may not give you all of the permissions necessary for your intended use. For example, other rights such as publicity, privacy, or moral rights may limit how you use the material. www.smarttech.com/support Visit the SMART Technologies support site to view and download users guides, how-to and troubleshooting articles, software and more. Training Visit www.smarttech.com/trainingcenter for free training materials and information about our training services. Contacting SMART Technical Support SMART Technical Support welcomes your call. However, if you experience difficulty with your SMART product, you may want to contact your local reseller first. Your local reseller may be able to resolve the issue without delay. All SMART products include free online, telephone, fax and e-mail support. Online www.smarttech.com/contactsupport Telephone +1.403.228.5940 or Toll Free 1.866.518.6791 (Canada/U.S.) (Monday to Friday, 5 a.m. 6 p.m. Mountain Time) Fax +1.403.806.1256 E-mail support@smarttech.com General Inquiries Address SMART Technologies 1207 11 Ave SW, Suite 300 Calgary, AB T3C 0M5 CANADA Switchboard +1.403.245.0333 or Toll Free 1.888.42.SMART (Canada/U.S.) Fax +1.403.228.2500 E-mail info@smarttech.com Connect with a SMART sales representative. For support phone numbers or to submit a ticket online, please go to our Contact Support page.Contact SMART Support SMART Technologies ULCSuite 600, 214-11 Ave SW Calgary, AB T2R 0K1 CANADA Toll-Free +1.888.427.6278 +1.403.228.2500 Director & Officer: Matt Sudak Corporate #: 2013458811 VAT: NL812818817B01 Journalist and industry analyst inquiries only. pr@smarttech.com Hardware Other hardware Looking for something else? SMART Board displays Previous models Looking for something else? Inspire collaboration and engagement with technology that connects people and ideas. Our interactive displays and dynamic software help connect your most valuable resource - your people. Explore SMART solutions Were different from the rest. Learn how choosing SMART gives you the best in interactive technology and so much more. Explore our award-winning interactive technology, intentionally designed to meet your needs. Our industry-leading classroom technology changes how students and teachers engage and encourages truly collaborative learning. Discover learning solutions that supercharge student engagement, like our cutting-edge interactive displays and educational software. Experience the only display that lets multiple students interact at the same time without interfering with each others work. Explore SMART for Education Book a demo With SMART, team collaboration becomes more dynamic and energized than ever. Our workplace technology encourages everyone to share ideas, whether in the conference room or joining a meeting remotely. Our interactive displays and business software solutions empower high-performance teams and encourage dynamic problem-solving. Experience the modern meeting room with SMART. Explore SMART for Business Book a demo SMART's government technology offers the highest levels of security for teams to quickly and effectively respond to emerging situations with confidence. TAA-compliant and GSA-compliant, our govttech offerings keep confidential information safe while enabling important collaboration between global teams. Explore SMART for Government Book a demo Our award-winning student software gives teachers the tools to engage every single student in hands-on learning from any device. Packed with ready-to-use formative assessments, graphic organizers, and more, this is learning software that teachers and students love. Explore LumioView plan options "It's the support from SMART. You guys are one of the best vendors that we have when it comes to support. We can always count on you to be there for us. Easy to work with. You keep us informed on a regular basis. The information available to us online even is incredible. I mean, we don't have a vendor that even comes close with that level of support your library support is just whether it's your people or whether it's your lot online information. Bar none the best of all our vendors." President, C-IT, Jefferson County Schools Its true, we make products that take your collaboration and engagement to the next level. But were more than a stellar product. When you choose SMART, you get a partner committed to your success. Heres how. Your success is our end goal. We design products that encourage deeper engagement, interactivity, and collaboration. And we offer robust training and adoption support so that you get the most out of your products from day one and beyond. Our customers say it over and over again: there's no support like SMART support. Our partnership with our customers is our highest priority, and it shows through every step of the purchasing, adoption, training, and use journey. We're with you all the way to ensure you experience the full value of your SMART interactive displays and collaboration software. Our quality standards truly separate us from the pack. SMARTs upgrade and durability promise means that your interactive displays remain useful, relevant, and sustainable throughout their (very long) lifecycle. Industry-leading security and privacy guarantee peace of mind when it comes to sensitive or personal information. Here are some of the businesses, schools, districts, and governments that choose SMART year after year to fuel dynamic collaboration. Explore the products, opportunities, and one-of-a-kind features that make SMART the industry-leading choice for collaborative technology. Choose your path and start tailoring a SMART lineup to meet your teams needs. Your subscription to Lumio and SMART Notebook Plus comes with a certain number of seats. You can assign a user to one of the subscriptions seats by adding their SMART Account email address in your SMART Admin Portal. See Provisioning users to a subscription. If you havent found the information you need from this site or from our knowledge base, you can contact support for additional assistance. Before you do, download and complete the technical support check list. This check list includes information our support agents need for properly assessing and resolving any issues you're having with our products. How do I know which OPS module I have? Most modern SMART Board interactive displays include an accessory slot in which you can install an OPS module. SMART offers several OPS modules, and you can purchase and install OPS modules from third parties as long as they meet the requirements defined in the SMART Board interactive display documentation. Use the Find my OPS module wizard to identify your specific OPS module. SMART Podium Previous models Symposium Symposium Software Hardware The SMART cables and connectors hub includes basic information and best practices for connecting cables to SMART products, computers, and other devices. SMART cables and connectors hub Accessories Online services We provide technical support for all products with a valid warranty.

Smart support email. Smart tech support number. Smart technologies customer support. How do i contact smart support. Smart hotline. Smart tech hotline. Technical support hotline. Smart tech support.