SMART Room System™ for Microsoft® Lync®

Setup and maintenance guide

For models SRS-LYNC-S, SRS-LYNC-M and SRS-LYNC-L
Product registration

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

Register online at smarttech.com/registration.

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.

Trademark notice
SMART Room System, SMART Board, DVIT, 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. Microsoft, Windows, Lync, Outlook, PowerPoint and Office 365 are either registered trademarks or trademarks of Microsoft Corporation in the U.S. and/or other countries. All other third-party product and company names may be trademarks of their respective owners.

Copyright notice
© 2013 SMART Technologies ULC. All rights reserved. No part of this publication may be reproduced, transmitted, transcibed, 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
12/2013
Important information

**IMPORTANT**

If you were directed to this guide from your room system’s quick start guide, proceed to Configuring your room system’s software on page 13.

**WARNING**

- 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.
- Ensure your installation complies with local building and electrical codes.
- 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.
- Do not stand (or allow children to stand) on a chair to touch the surface of your SMART product. Rather, mount the product at the appropriate height.
- To reduce the risk of fire or electric shock, do not expose your SMART product to rain or moisture.
- If your 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 extending across the floor to your SMART product are properly bundled and marked to avoid a trip hazard.
- 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 your 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 your warranty.
- Use only extension cords and outlets into which this product’s polarized plug can be fully inserted.
- 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.

• Do not move or mount the interactive flat panel by connecting rope or wire to its handles. Because the interactive flat panel is heavy, rope, wire or handle failure could lead to personal injury.

• Use SMART supplied mounting hardware or hardware that is designed to properly support the weight of your product.

• Disconnect all power cables for your interactive flat panel from the wall outlet and seek assistance from qualified service personnel when 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
## Contents

**Important information**  .................................................................  i

**Chapter 1: Welcome** ................................................................. 1
  - About your room system .................................................. 2
  - About this guide ......................................................... 6
  - Other documentation and resources ............................... 7

**Chapter 2: Preparing for your room system** ................................ 9

**Chapter 3: Installing your room system’s hardware** ....................... 11

**Chapter 4: Configuring your room system’s software** ....................... 13
  - Before configuring your room system’s software ............. 14
  - Turning on your room system for the first time ............... 14
  - Logging on and configuring the displays ....................... 19
  - Configuring SMART Settings ........................................... 21
  - Configuring Lync Room System software ...................... 24
  - Checking the status of the Lync Room System software product key 25
  - Testing your room system ............................................ 26

**Chapter 5: Using your room system** ............................................. 29
  - Scheduling meetings ..................................................... 29
  - Turning on your room system ........................................ 30
  - Starting meetings and whiteboard sessions .................... 31
  - Managing meetings using the console ............................ 32
  - Presenting content during meetings .............................. 34
  - Supporting users with special needs ............................. 36
  - Ending meetings ......................................................... 38

**Chapter 6: Maintaining your room system** ................................... 39
  - Recommended tools ...................................................... 40
  - Remotely monitoring your room system ......................... 40
  - Updating software and firmware ................................... 43
  - Turning off your room system ....................................... 44
  - Maintaining the interactive flat panels ......................... 45
  - Maintaining the console .............................................. 53
  - Maintaining the camera .............................................. 53
  - Maintaining the microphones ....................................... 54
  - Maintaining the speakers ............................................ 54
  - Checking your room system cable connections ............... 54
## CONTENTS

Checking your room system installation .......................................................... 54  
Removing and transporting your room system .............................................. 55  

**Chapter 7: Troubleshooting your room system** ............................................ 57  
  Resolving hardware issues ............................................................................ 57  
  Resolving software issues ............................................................................ 65  
  Testing your room system ............................................................................ 67  

**Appendix A: Using the Lync Admin Console and SMART Settings** ............... 69  
  Accessing the Lync Admin Console and SMART Settings ............................. 69  
  Lync Admin Console controls ..................................................................... 70  
  SMART Settings controls ............................................................................ 74  

**Appendix B: Using the interactive flat panel on-screen display menu** .......... 77  
  Accessing the on-screen display menu .......................................................... 77  
  Changing settings in the on-screen display menu ........................................ 78  
  Small and large room on-screen display menu ............................................ 79  
  Medium room on-screen display menu ....................................................... 85  

**Appendix C: Resetting the room system to factory defaults** ....................... 93  

**Appendix D: Hardware environmental compliance** .................................... 95  
  Waste Electrical and Electronic Equipment and Battery regulations (WEEE and Battery  
  Directives) .................................................................................................. 95  
  Batteries ..................................................................................................... 95  
  More information .......................................................................................... 95  

Index ............................................................................................................... 97
# Chapter 1

## Welcome

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About your room system</td>
<td>2</td>
</tr>
<tr>
<td>Features</td>
<td>2</td>
</tr>
<tr>
<td>Integration with Lync</td>
<td>2</td>
</tr>
<tr>
<td>Simple startup</td>
<td>2</td>
</tr>
<tr>
<td>Automatic sharing of video and audio</td>
<td>2</td>
</tr>
<tr>
<td>Collaboration</td>
<td>2</td>
</tr>
<tr>
<td>Presence detection</td>
<td>3</td>
</tr>
<tr>
<td>Components</td>
<td>3</td>
</tr>
<tr>
<td>SMART Board interactive flat panels</td>
<td>3</td>
</tr>
<tr>
<td>Lync appliance</td>
<td>4</td>
</tr>
<tr>
<td>Console</td>
<td>4</td>
</tr>
<tr>
<td>Camera</td>
<td>4</td>
</tr>
<tr>
<td>Table microphones and audio processor</td>
<td>4</td>
</tr>
<tr>
<td>Speakers</td>
<td>5</td>
</tr>
<tr>
<td>Video connection harness for guest laptops</td>
<td>5</td>
</tr>
<tr>
<td>Accessories</td>
<td>5</td>
</tr>
<tr>
<td>Wall stand kit</td>
<td>5</td>
</tr>
<tr>
<td>Additional table microphones</td>
<td>5</td>
</tr>
<tr>
<td>Comparing small, medium and large rooms</td>
<td>6</td>
</tr>
<tr>
<td>About this guide</td>
<td>6</td>
</tr>
<tr>
<td>Other documentation and resources</td>
<td>7</td>
</tr>
<tr>
<td>Specifications</td>
<td>7</td>
</tr>
<tr>
<td>Preparation information</td>
<td>7</td>
</tr>
<tr>
<td>Installation instructions</td>
<td>7</td>
</tr>
<tr>
<td>User documentation and training</td>
<td>8</td>
</tr>
<tr>
<td>Knowledge base</td>
<td>8</td>
</tr>
</tbody>
</table>

This chapter introduces you to your SMART Room Systems™ for Microsoft® Lync® and this guide.
About your room system
Your SMART Room System features one or two SMART Board® interactive flat panels, a Lync appliance, a tabletop console, a high-definition camera, microphones, speakers and a video connection harness for use with an optional guest laptop.

Using the installed Lync Room System software, you can start a meeting and connect with other individuals or meeting rooms with a single tap on the console or the interactive flat panels. You can write or draw on the interactive flat panels using the whiteboard feature, connect an optional guest laptop to share its screen and share files with connected individuals and meeting rooms in real time.

Features
Your room system includes the following features.

Integration with Lync
The SMART Room System integrates with your organization’s existing Lync infrastructure, enabling users to schedule meetings, remotely join meetings, and share Microsoft PowerPoint® files using the Lync client software already installed on their computers.

Simple startup
After the room system turns on, the console and the interactive flat panels show the meeting room’s schedule, including when the meeting room is booked and when it’s available. Users can start a scheduled meeting by pressing the meeting’s block in the schedule on either the console or the interactive flat panels. Lync Room System software enables users to connect to remote participants and shares video and audio.

Alternatively, users can start ad hoc meetings or whiteboard sessions with a single press of the console or interactive flat panels.

Automatic sharing of video and audio
When users start or join meetings, the room system shares video and audio automatically without requiring any manual setup on the users’ part. The room system’s high definition camera, microphones and speakers facilitate users’ communication during the meeting.

Collaboration
Using Lync Room System software’s whiteboard feature, users can write or draw notes on the interactive flat panels, automatically sharing with remote participants. Users can also write or draw over PowerPoint files attached to the scheduled meeting as well as connect their laptops to share the laptop screens.
Presence detection
Each interactive flat panel has two presence detection sensors on its frame that can detect people up to 16’ (5 m) away. When the sensors detect people in the meeting room, the room system turns on. When the sensors no longer detect people in the meeting room, the room system enters Standby mode.

Components
Your room system consists of the following major components:

<table>
<thead>
<tr>
<th>Part no.</th>
<th>Description</th>
<th>Small</th>
<th>Medium</th>
<th>Large</th>
</tr>
</thead>
<tbody>
<tr>
<td>SBID 8070i-G4</td>
<td>SMART Board 8070i-G4 interactive flat panel</td>
<td>⬤</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>SBID 8084i-G4</td>
<td>SMART Board 8084i-G4 interactive flat panel</td>
<td>○</td>
<td>⬤</td>
<td>○</td>
</tr>
<tr>
<td>SBID 8070i-G4 (×2)</td>
<td>SMART Board 8070i-G4 interactive flat panel (×2)</td>
<td>○</td>
<td>○</td>
<td>⬤</td>
</tr>
<tr>
<td>AM70-L</td>
<td>Lync appliance</td>
<td>⬤</td>
<td>⬤</td>
<td>⬤</td>
</tr>
<tr>
<td>CP311</td>
<td>Console</td>
<td>⬤</td>
<td>⬤</td>
<td>⬤</td>
</tr>
<tr>
<td>CAM301</td>
<td>Camera</td>
<td>⬤</td>
<td>⬤</td>
<td>⬤</td>
</tr>
<tr>
<td>MIC500</td>
<td>Table microphones</td>
<td>⬤</td>
<td>⬤</td>
<td>⬤</td>
</tr>
<tr>
<td>MIX500</td>
<td>Audio processor</td>
<td>⬤</td>
<td>⬤</td>
<td>⬤</td>
</tr>
<tr>
<td>CSR500</td>
<td>Speakers</td>
<td>⬤</td>
<td>⬤</td>
<td>⬤</td>
</tr>
<tr>
<td>1019403</td>
<td>Video connection harness for guest laptops</td>
<td>⬤</td>
<td>⬤</td>
<td>⬤</td>
</tr>
</tbody>
</table>

**NOTE**
Other, minor components are documented elsewhere in this guide.

**SMART Board interactive flat panels**
SMART Board interactive flat panels feature SMART’s proprietary DViT® (Digital Vision Touch) technology on a 16:9 LCD screen with e-LED backlight. DViT technology enables users to do the following:

- Interact with content by pressing it with their fingers
- Write digital ink on the digital whiteboard or on a shared PowerPoint file using their fingers or one of the provided pens
- Erase digital ink using their fists, their palms or the provided eraser
During a meeting, the interactive flat panels show video, shared PowerPoint files, and video input from optionally connected laptops. In addition, users can use the whiteboard feature to record notes and share them with others.

For information on which interactive flat panel model is included with your room system and the differences between these models, see Comparing small, medium and large rooms on page 6.

**Lync appliance**
The Lync appliance includes Lync Room System software as well as SMART Product Drivers. Lync Room System software enables users to start, join and facilitate meetings and connect with others through your organization’s Lync infrastructure. SMART Product Drivers enables the touch features of the interactive flat panels and the operation of the all components in the room system.

The Lync appliance is installed in a slot on the bottom of the interactive flat panel.

> **NOTE**
> In large rooms, the Lync appliance is installed on the left interactive flat panel.

**Console**
The console is the room system’s primary display. It enables users to access and control the features of Lync Room System software during their meetings.

The console is typically located on the meeting room table. Like the interactive flat panels, the console features a 16:9 LCD screen with touch technology, enabling users to interact with buttons and other controls by pressing them.

**Camera**
The high definition camera automatically captures room video during meetings. Users can temporarily stop the video or shutter the camera for privacy purposes.

In most meeting rooms, digital pan, tilt and zoom (DPTZ) and the camera’s 109° field of view ensure all meeting participants are captured regardless of where they are in the meeting room.

The camera is installed on the top of the interactive flat panel in small and medium rooms or between the interactive flat panels in large rooms.

**Table microphones and audio processor**
The table microphones automatically capture audio during meetings. Users can temporarily mute the microphones for privacy purposes.
CHAPTER 1

Welcome

Your room system comes with two table microphones. You can purchase additional table microphones (see Additional table microphones below).

Speakers
The speakers transmit audio from remote participants during a meeting. The room system’s audio-processing features eliminate echos and in-room audio feedback.

The speakers are installed on either side of the interactive flat panels.

Video connection harness for guest laptops
The video connection harness enables users to connect their laptops to the room system using either VGA or HDMI connectors. When a user connects his or her laptop, the laptop’s video output appears on an interactive flat panel and is shared with remote participants.

The video connection harness’s connectors are typically located on the meeting room table.

Accessories
Accessories for the SMART Room System include the wall stand kit and additional table microphones.

NOTE
For accessory part numbers and ordering information, refer to the specifications (see Specifications on page 7).

Wall stand kit
The wall stand kit includes a wall stand for each interactive flat panel in your room system and the cable raceway. The wall stand transfers some of the weight from the wall to the floor and is required for metal stud walls that can’t support the full weight of the interactive flat panel. The cable raceway covers cables running across the floor from the interactive flat panels to the meeting room table.

Additional table microphones
Your room system comes with two table microphones. You can purchase and connect up to three additional table microphones if needed for a total of up to five table microphones.
Comparing small, medium and large rooms

The SMART Room System comes in three sizes:

<table>
<thead>
<tr>
<th>Size</th>
<th>Small (SRS-LYNC-S)</th>
<th>Medium (SRS-LYNC-M)</th>
<th>Large (SRS-LYNC-L)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intended use</td>
<td>Small meeting rooms (approximately six people) 100 sq. ft. (10 m²)</td>
<td>Medium meeting rooms (approximately 12 people) 180 sq. ft. (20 m²)</td>
<td>Large meeting rooms (approximately 16 people) 300 sq. ft. (30 m²)</td>
</tr>
<tr>
<td>Display type</td>
<td>One SMART Board 8070i-G4 interactive flat panel</td>
<td>One SMART Board 8084i-G4 interactive flat panel</td>
<td>Two SMART Board 8070i-G4 interactive flat panels</td>
</tr>
<tr>
<td>Display size (diagonal)</td>
<td>70” (178 cm)</td>
<td>84” (213.4 cm)</td>
<td>2 × 70” (2 × 178 cm)</td>
</tr>
<tr>
<td>Optional wall stand kit</td>
<td>WSK-SINGLE</td>
<td>WSK-SINGLE</td>
<td>WSK-DUAL</td>
</tr>
</tbody>
</table>

**NOTE**

Other, minor differences between sizes are noted throughout this guide.

About this guide

This guide explains how to set up and maintain your room system. It includes the following information:

- How to install and configure your room system
- How to use your room system’s basic features
- How to maintain your room system for years of use
- How to troubleshoot issues with your room system
- How to remotely manage your room system
CHAPTER 1
Welcome

This guide is intended for individuals who are responsible for installing and maintaining room systems in their organizations. Other documentation and resources are available for individuals who use room systems.

Other documentation and resources
In addition to this guide, there are resources for individuals who install, maintain and use room systems.

Specifications
Your room system’s specifications define the product’s dimensions, weights, recommended operating and storage temperatures, power requirements and consumption and other important information for installation and maintenance.

<table>
<thead>
<tr>
<th>Document</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMART Room System for Lync for small rooms specifications</td>
<td>smarttech.com/kb/170449</td>
</tr>
<tr>
<td>SMART Room System for Lync for medium rooms specifications</td>
<td>smarttech.com/kb/170448</td>
</tr>
<tr>
<td>SMART Room System for Lync for large rooms specifications</td>
<td>smarttech.com/kb/170447</td>
</tr>
<tr>
<td>SMART Room System for Lync wall stand kit specifications</td>
<td>smarttech.com/kb/170526</td>
</tr>
</tbody>
</table>

Preparation information
Refer to the SMART Room System for Microsoft Lync installation and service preparedness checklists (knowledgebase.force.com/?q=000014425) for a comprehensive list of tools and items you need before you install your room system.

Refer to the Microsoft Lync Room System Deployment Guide (microsoft.com/download/confirmation.aspx?id=39274) for detailed information on provisioning the Lync room account in your organization’s Lync Server and Microsoft Exchange server.

Installation instructions
Your room system comes with a hardware selection guide that explains which mounting hardware to use for your room’s wall type, a quick start guide that explains how to install the room system hardware and a software configuration guide that explains how to configure the room system software. In addition, the optional wall stand and raceway include their own installation guides.
CHAPTER 1

Welcome

If you misplaced any of these installation instructions, you can download PDF versions.

<table>
<thead>
<tr>
<th>Document</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMART Room System for Lync hardware selection guide</td>
<td>smarttech.com/kb/170464</td>
</tr>
<tr>
<td>SMART Room System for Lync for small rooms quick start guide</td>
<td>smarttech.com/kb/170470</td>
</tr>
<tr>
<td>SMART Room System for Lync for medium rooms quick start guide</td>
<td>smarttech.com/kb/170467</td>
</tr>
<tr>
<td>SMART Room System for Lync for large rooms quick start guide</td>
<td>smarttech.com/kb/170468</td>
</tr>
<tr>
<td>SMART Room System for Lync software configuration guide</td>
<td>smarttech.com/kb/170608</td>
</tr>
<tr>
<td>SMART Room System for Lync wall stand installation guide</td>
<td>smarttech.com/kb/170466</td>
</tr>
<tr>
<td>SMART Room System for Lync cable raceway installation guide</td>
<td>smarttech.com/kb/170465</td>
</tr>
<tr>
<td>SMART Room System for Lync table microphone upgrade kit installation guide</td>
<td>smarttech.com/kb/170560</td>
</tr>
</tbody>
</table>

**NOTE**

The software configuration guide contains the same information as *Preparing for your room system* on page 9 and *Configuring your room system’s software* on page 13.

User documentation and training

Lync Meeting Room software includes a tutorial that explains how to use the software. To open the tutorial, press the **Open Tutorial** button on the interactive flat panels.

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

Knowledge base

The Support center (smarttech.com/support) includes a knowledge base that you can refer to when performing maintenance on your room system or troubleshooting issues with your room system.
Chapter 2
Preparing for your room system

Several weeks before installing your room system’s hardware and configuring its software, complete the following tasks.

<table>
<thead>
<tr>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure you have all items documented in the SMART Room System for Microsoft Lync installation and service preparedness checklists (see Preparation information on page 7).</td>
</tr>
<tr>
<td>Ensure your organization has implemented Lync 2013 and the Lync infrastructure is functioning.</td>
</tr>
<tr>
<td>Download and follow the instructions in the Microsoft Lync Room System Deployment Guide (see Preparation information on page 7). This guide explains how to provision the Lync account in the Lync Server and the Microsoft Exchange server.</td>
</tr>
<tr>
<td>Use a test computer to confirm that the Lync account is functioning.</td>
</tr>
<tr>
<td>Determine if your Lync infrastructure includes a key management service (KMS) server and if the KMS server is configured to provide Lync 2013 product keys. A KMS server automatically provides a product key to the Lync Room System software. If your Lync infrastructure doesn’t include a KMS server, you can use the multiple activation key (MAK) provided by Microsoft during the configuration of the software.</td>
</tr>
</tbody>
</table>
Chapter 3

Installing your room system’s hardware

This chapter is intended for installers. Before they install the room system’s hardware, installers should read this chapter along with the hardware installation instructions (see *Installation instructions* on page 7) included with the room system.

⚠️ WARNING

Improper installation of your room system’s hardware can result in personal injury and product damage.

Before installing your room system’s hardware, do the following.

<table>
<thead>
<tr>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review the room temperature and humidity requirements in the room system’s specifications (see <em>Specifications</em> on page 7).</td>
</tr>
<tr>
<td>Save all product packaging so that it’s available if you need to transport the room system at a later date.</td>
</tr>
</tbody>
</table>

⚠️ NOTE

If the original packaging isn’t available, you can purchase new product packaging from your authorized SMART reseller ([smarttech.com/where](http://smarttech.com/where)).
**Task**

Ensure the wall can support the weight of the room system.

<table>
<thead>
<tr>
<th>Room</th>
<th>Weight (lb.)</th>
<th>Weight (kg)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small</td>
<td>271</td>
<td>123</td>
</tr>
<tr>
<td>Medium</td>
<td>312</td>
<td>141.6</td>
</tr>
<tr>
<td>Large</td>
<td>520</td>
<td>236</td>
</tr>
</tbody>
</table>

**NOTES**

- Refer to local building codes to confirm that the wall can support the above weights.
- Refer to the hardware selection guide for the recommended hardware for your wall type (see *Installation instructions* on page 7).

Choose an appropriate location for the room system:

- Do not install the room system in a location where a door or gate could hit it.
- Do not install the room system in an area where it will be subjected to strong vibrations or dust.
- Do not install the room system where the main power supply enters the building.
- Ensure adequate ventilation or provide air conditioning around the room system so that heat can flow away from the unit and the mounting equipment.
- If you mount the room system in a recessed area, leave at least 4" (10 cm) of space between the room system and the recessed walls to enable ventilation and cooling.

Install the room system so that its center aligns with the center of the meeting room table. This ensures the meeting room table appears in the center of the camera’s field of view.

Install the room system so that the interactive flat panels are the appropriate distance from the floor.

<table>
<thead>
<tr>
<th>Distance</th>
<th>Small room</th>
<th>Medium room</th>
<th>Large room</th>
</tr>
</thead>
<tbody>
<tr>
<td>From the floor to the bottom of the interactive flat panel</td>
<td>32&quot; (81.4 cm)</td>
<td>29 1/2&quot; (74.9 cm)</td>
<td>32&quot; (81.4 cm)</td>
</tr>
<tr>
<td>From the floor to the bottom of the active display area</td>
<td>38 1/8&quot; (97 cm)</td>
<td>35 3/8&quot; (89.9 cm)</td>
<td>38 1/8&quot; (97 cm)</td>
</tr>
</tbody>
</table>
Chapter 4

Configuring your room system’s software

Before configuring your room system’s software .......................................................... 14
Turning on your room system for the first time ............................................................ 14
  Turning on your room system .................................................................................. 14
  Configuring Lync Room System software first-run installation settings .................. 17
Logging on and configuring the displays ..................................................................... 19
Configuring SMART Settings ...................................................................................... 21
Configuring Lync Room System software .................................................................. 24
Checking the status of the Lync Room System software product key ......................... 25
Testing your room system ......................................................................................... 26

After completing the hardware installation, you must turn on the room system for the first time and then configure its software.

**IMPORTANT**

This chapter is intended for IT administrators responsible for configuring the room system’s software.
Before configuring your room system’s software

Before configuring your room system’s software, ensure the following prerequisites are in place:

<table>
<thead>
<tr>
<th>✓</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The steps in Preparing for your room system on page 9 have been completed.</td>
</tr>
<tr>
<td></td>
<td>You have the necessary information to connect the room system to the Lync Server, including the following:</td>
</tr>
<tr>
<td></td>
<td>• IP addresses for DNS servers (if not configured automatically from the network via DHCP)</td>
</tr>
<tr>
<td></td>
<td>• Administrator user name and password to be applied to the room system</td>
</tr>
<tr>
<td></td>
<td>• Lync appliance computer name for network presence</td>
</tr>
<tr>
<td></td>
<td>• Lync account name and password for the room system</td>
</tr>
<tr>
<td></td>
<td>• SIP URI address</td>
</tr>
<tr>
<td></td>
<td><strong>Tip</strong></td>
</tr>
<tr>
<td></td>
<td>You can record this information in the SMART Room System for Microsoft Lync software configuration guide for future reference.</td>
</tr>
<tr>
<td></td>
<td>A USB mouse and keyboard are connected to the Lync appliance for use during the software configuration.</td>
</tr>
</tbody>
</table>

Turning on your room system for the first time

Turning on your room system
The procedure for turning on your room system depends on whether you have a small, medium or large room system.

To turn on your small room system

1. Turn on the room system using the power switch on the bottom of the interactive flat panel.
2. Press the **Input Select** button on the interactive flat panel’s front control panel until the input source is **HDMI3/PC**.

   The Lync appliance starts and completes the first-run installation process. During this process, the Lync appliance restarts several times.

   **NOTE**
   This process takes time to complete. During this process, displays might not change content or might appear blank for several minutes.

3. Press **MENU** on the interactive flat panel’s remote control.

4. Press the down arrow until you select the **SETUP** menu, and then press **SET**.

5. Press the down arrow until you select **Lync® ROOM RESET**, and then press the right arrow.

   The on-screen display menu blinks briefly.

6. Press **MENU** until the on-screen display menu closes.

   **NOTE**
   Completing steps 3 to 6 configures the interactive flat panel’s USB-video mapping, audio settings, presence detection settings and other settings for use with the SMART Room System. In addition, completing the above steps disables the volume and input select controls on the interactive flat panel’s front control panel.

7. Continue to *Configuring Lync Room System software first-run installation settings* on page 17.

---

**To turn on your medium room system**

1. Turn on the room system using the power switch on the bottom of the interactive flat panel.

---
2. Press the **Input Select** button on the interactive flat panel’s front control panel until the input source is **HDMI3/PC**.

   The Lync appliance starts and completes the first-run installation process. During this process, the Lync appliance restarts several times.

   **NOTE**
   
   This process takes time to complete. During this process, displays might not change content or might appear blank for several minutes.

3. Press **MENU** on the interactive flat panel’s remote control.

4. Press the down arrow until you select the **OPTION** menu, and then press **OK**.

5. Press the down arrow until you select **Lync® Room Reset**, and then press **OK**.

6. Press the left arrow to select **Reset**, and then press **OK**.

   **NOTE**
   
   Completing steps 3 to 6 configures the interactive flat panel’s USB-video mapping, audio settings, presence detection settings and other settings for use with the SMART Room System. In addition, completing the above steps disables the volume and input select controls on the interactive flat panel’s front control panel.

7. Continue to **Configuring Lync Room System software first-run installation settings** on the next page.

**To turn on your large room system**

1. Turn on the right interactive flat panel using the power switch on its bottom connector panel.

2. Press the **Input Select** button on the right interactive flat panel’s front control panel until the input source is **HDMI3/PC**.

3. Turn on the left interactive flat panel using the power switch on its bottom connector panel.
4. Press the **Input Select** button on the left interactive flat panel’s front control panel until the input source is *HDMI3/PC*.

   The Lync appliance starts and completes the first-run installation process. During this process, the Lync appliance restarts several times.

   **NOTE**

   This process takes time to complete. During this process, displays might not change content or might appear blank for several minutes.

5. Press **MENU** on the left interactive flat panel’s remote control.

6. Press the down arrow until you select the **SETUP** menu, and then press **SET**.

7. Press the down arrow until you select *Lync® ROOM RESET*, and then press the right arrow.

   The on-screen display menu blinks briefly.

8. Press **MENU** or **EXIT** until the on-screen display menu closes.

9. Repeat steps 5 to 8 for the right interactive flat panel.

   **NOTE**

   Completing steps 5 to 9 configures the interactive flat panels’ USB-video mapping, audio settings, presence detection settings and other settings for use with the SMART Room System. In addition, completing the above steps disables the volume and input select controls on the interactive flat panels’ front control panels.

10. Continue to **Configuring Lync Room System software first-run installation settings** below.

### Configuring Lync Room System software first-run installation settings

**To configure Lync Room System software first-run installation settings**

1. Select your language, and then click **Next**.

2. Select your country or region, time and currency preference, and keyboard layout, and then click **Next**.
3. Type a user name for the administrator account and a computer name for the Lync appliance, and then click Next.

You must provide the administrator account’s user name and password whenever you change the room system’s configuration or troubleshoot issues. The administrator account is only for use with your SMART Room System and is not mapped or otherwise associated with user accounts on your network.

In most configurations, the administrator’s user name is “admin”.

**IMPORTANT**
- You must type a user name for the administrator account in the *Type a user name* box. Do not leave this box blank.
- Do not use “LyncRoom” for the administrator account’s user name because this user name is reserved.

4. Type a password for the administrator’s account and a hint for that password, and then click Next.

**IMPORTANT**
- You must type a password for the administrator account in the *Type a password* box. Do not leave this box blank.
- Do not use special characters in the password that require the use of the ALT key to type.
- If you forget the administrator account’s user name and password, you are unable to reset them without resetting the room system to the factory image and then configuring the software again.

Therefore, record the administrator account’s user name and password in the *SMART Room System for Microsoft Lync software configuration guide* or in another safe place.
5. Select your time zone, specify the current date and time, and then click **Next**.

**IMPORTANT**
You must specify the correct date and time. If the room system’s date and time are different than the Lync and Microsoft Exchange servers’ dates and times, the room system is unable to connect to the servers.

The Lync appliance restarts several times. When the basic configuration process is complete, a screen prompting for the administrator account’s password appears.

**NOTE**
After the Lync appliance shuts down and starts again for the first time, it might prompt you for a password or it might log in by itself. In either case the Lync appliance will shut down and start again.

6. Continue to the next procedure.

### Logging on and configuring the displays

**To log on and configure the displays**

1. Type the room system administrator account’s password, and then press ENTER.

   The SMART end user license agreement appears.

2. Read the SMART end user license agreement, and then click **Accept**.

   The *Conferencing Microphone Configuration* dialog box appears.

3. Select **Use the table microphone**, and then click **OK**.

   **IMPORTANT**
   You are unable to change this setting later, so ensure you select the correct option.

   The *First things first* dialog box and a dialog box prompting you to check the display settings appear.

4. In the *First things first* dialog box, select **Use recommended settings**, and then click **Accept**.

5. In the dialog box prompting you to check the display settings, click **OK**.

   Another dialog box appears, and Control Panel opens.
6. In Control Panel, configure the displays as follows:

<table>
<thead>
<tr>
<th>Display Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Left interactive flat panel</strong></td>
</tr>
<tr>
<td>1920 × 1080 (1080p)</td>
</tr>
</tbody>
</table>

**IMPORTANT**
- Align the top of all displays as shown in the above diagram.
- Set the console as the main display by clicking its thumbnail and then selecting **Make this my main display**.
- Position the console to the right of the interactive flat panels as shown in the above diagram.
- You are unable to change these settings later, so ensure you configure the displays correctly.

**TIP**

To determine which display is which, press **Identify**. Each display’s number appears briefly on the display.

7. In Control Panel, click **Apply** and then click **OK**.

8. In the dialog box, click **OK**.

   The Lync appliance restarts.

9. Type the room system administrator account’s password, and then press ENTER.

   The Microsoft end user license agreement appears.

10. Read the Microsoft end user license agreement, and then click **Accept**.

    The Lync Admin Console appears.

11. Continue to the next procedure.
CHAPTER 4
Configuring your room system’s software

Configuring SMART Settings

To configure SMART hardware

1. Click OEM Settings, and then click SMART Settings.
   SMART Settings appears.

2. Click SMART Room System Settings.

3. Define your organization’s business hours by doing the following:
   a. If your organization’s business day is 12 hours, select 12 Hour Setting, and then select the appropriate time frame in the drop-down list.
   OR
   If your organization’s business day is not 12 hours, select Custom Setting, and then select the start and end times for your organization’s business day.
   b. Select the days of the week your organization operates.

   NOTE
   Your room system enters power saving mode outside of the business hours you define in this screen.

4. Click SMART Hardware Settings.

5. Confirm that all components of your room system are listed on this screen. If a component isn’t listed, ensure the component is properly connected to the Lync appliance.

6. Continue to the next procedure.

To calibrate and orient touch on the interactive flat panels

1. If SMART Settings isn’t open from the previous procedure, click OEM Settings, and then click SMART Settings.
   SMART Settings appears.

2. Click Connection Wizard.
   The SMART Connection wizard appears. The wizard detects your room system’s SMART interactive products.

3. Select the first interactive flat panel in the list, and then click Next.

4. Select Product is being set up for the first time, and then click Next.
CHAPTER 4
Configuring your room system’s software

5. Click **Calibrate**.

The calibration screen appears on the console.

6. Move the calibration screen to the selected interactive flat panel by pressing the spacebar on the keyboard or the **Orient** button on the interactive flat panel’s color select module.

![Calibration Screen](image)

**NOTE**

If you’re configuring a large room system, you need to determine which interactive flat panel you selected in step 3. To do this, attempt to complete step 7 on the interactive flat panel you moved the calibration screen to. If the calibration screen doesn’t respond to touch on this interactive flat panel, move the calibration screen to the other interactive flat panel and then repeat step 7.

7. Calibrate the interactive flat panel following the on-screen instructions.

The orientation screen appears on the selected interactive flat panel.

![Orientation Screen](image)
CHAPTER 4
Configuring your room system’s software

8. Orient the interactive flat panel following the on-screen instructions.

NOTE
If you touch a target in either the calibration screen or the orientation screen but aren’t advanced to the next target, press the spacebar or the Orient button to move to the next interactive flat panel and try again.

9. Click Next, and then click Finish.

10. If you’re configuring a large room system, repeat steps 2 to 9 for the second interactive flat panel.

NOTE
You don’t need to calibrate or orient the console.

11. Continue to the next procedure.

To optimize the camera

1. If SMART Settings isn’t open from the previous procedure, click OEM Settings, and then click SMART Settings.

   SMART Settings appears.

2. Click SMART Hardware Settings.

3. Click the camera’s icon.

4. Click Preview.

   The Camera Configuration window opens.

5. Select the mains power line frequency for your country (50 Hz or 60 Hz), set the pan, tilt and zoom as appropriate for the meeting room’s size, and then click OK.

   NOTE
   Digital pan and tilt options are available only when the camera is zoomed in.

6. Click OK.

   SMART Settings closes.

7. Continue to the next procedure.
CHAPTER 4
Configuring your room system’s software

Configuring Lync Room System software

NOTE
The following procedure documents SMART’s recommended configuration of Lync Room System software for a typical Lync infrastructure setup. Refer to the Microsoft Lync Room System Deployment Guide for detailed deployment information (see Preparation information on page 7).

To configure Lync Room System software

1. Click Lync Settings, and then set the following controls:

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Credentials</strong></td>
<td></td>
</tr>
<tr>
<td>• User Name</td>
<td>Type the Lync account’s full domain name in one of two formats depending on how your organization’s servers are configured (for example, yourdomain\room1 or <a href="mailto:room1@yourdomain.com">room1@yourdomain.com</a>).</td>
</tr>
<tr>
<td>• SIP URI</td>
<td>Type the Lync account’s SIP URI (for example, <a href="mailto:room1@yourdomain.com">room1@yourdomain.com</a>).</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE</strong></td>
</tr>
<tr>
<td></td>
<td>If the domain name used in the Lync account’s SIP URI is different from the domain name on the Lync Web Service certificate, see Adding trusted domains to your room system on page 65.</td>
</tr>
<tr>
<td>• Password</td>
<td>Type the Lync account’s password.</td>
</tr>
<tr>
<td><strong>Proxy Credentials</strong></td>
<td>Select Use Lync Account credentials.</td>
</tr>
<tr>
<td><strong>Configuration Modes</strong></td>
<td>If your organization maintains a mixed environment of Lync 2010 and Lync 2013 server pools, select Manual, and then type the address of the Lync 2013 server pool in the Internal Server Name box.</td>
</tr>
<tr>
<td><strong>Quality Control</strong></td>
<td>Optionally, enable the Customer Experience Program to assist with troubleshooting.</td>
</tr>
<tr>
<td><strong>Logging</strong></td>
<td>Optionally, select Full in the drop-down list, and then enable Windows® Event Logging to assist with troubleshooting.</td>
</tr>
</tbody>
</table>

TIP
You can record this information in the SMART Room System for Microsoft Lync software configuration guide for future reference.
2. Click **System Settings**, and then click **Network Connections**.
   The **Network Connections** window opens.

3. Right-click **Local Area Connection**, and then select **Properties**.
   The **Local Area Connection Properties** dialog box appears.

4. Select **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.
   The **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box appears.

5. Select **Obtain DNS server address automatically**.
   OR
   Select **Use the following DNS server addresses**, and then type your domain’s DNS server addresses in the **Preferred DNS server** and **Alternate DNS server** boxes.

6. Select **Validate settings upon exit**, and then click **OK**.

7. Close the **Local Area Connection Properties** dialog box, and any other open windows and dialog boxes.

8. Click **Password Renewal**, and then disable **Auto-Renew Password**.

9. Continue to the next procedure.

---

### Checking the status of the Lync Room System software product key

To check the status of Lync Room System software product key

1. Click **OEM Settings**, and then click **SRS Licensing Tool**.

2. Click **Check Status**.
   If your organization has a Lync Room System software product key distributed by a KMS server, the **Status** box indicates that the room system is licensed. Otherwise, the **Status** box indicates that the room system isn’t licensed.

**NOTE**
Depending on the KMS server’s settings, the KMS server might take several hours to allocate a product key to the room system.
3. If the room system is licensed, continue to the next procedure.

   OR

   If the room system isn't licensed, do one of the following:

   ○ Wait for the KMS server to allocate a product key to the room system, and then repeat steps 1 to 2.

   **NOTE**
   You can continue using the Lync Room System software during the trial period.

   ○ Type the MAK provided by Microsoft in the *MAK key* box, click *Activate Key*, and then continue to the next procedure.

---

### Testing your room system

#### To test your room system

1. Click *Lync Settings*.

2. Click *Make a Test Call*, and then follow the on-screen instructions to test call functions.

3. Click *Test Meet Now*, and then follow the on-screen instructions to test server connections and video functions.

#### TIPS

- If you’re unable to complete a test call or test meeting, you can verify the room system’s Lync account credentials by using them on a computer with Lync 2013 client software.

- If the audio is too loud or too quiet, adjust the audio settings in the *Lync Settings* tab.
4. Click **Apply & Restart**.

The Lync appliance restarts in meeting mode:

- When the room system connects to the Microsoft Exchange server, the meeting room’s calendar appears.
- When the room system connects to the Lync Server, the meeting room name and the *Meet Now* button appear below the calendar.

**NOTE**

If the Lync appliance starts in administrator mode, click **Apply & Restart** again to shut down and start the Lync appliance in meeting mode.

**TIPS**

- If the Lync appliance is unable to connect to the Lync Server, use a computer with Lync 2013 client software to verify the Lync account credentials.
- If the Lync appliance is unable to connect to the Microsoft Exchange server, use a computer with an Internet browser to log on to Microsoft Outlook® Web Access with the Lync account credentials. This enables you to verify that the Lync account can access the Microsoft Exchange calendar.
Chapter 5
Using your room system

Scheduling meetings ................................................................. 29
Turning on your room system .................................................. 30
Starting meetings and whiteboard sessions ............................... 31
Managing meetings using the console ...................................... 32
Presenting content during meetings ........................................... 34
  Presenting computer screens .................................................. 35
  Presenting files ........................................................................ 35
  Using the whiteboard feature ................................................. 36
Supporting users with special needs ......................................... 36
Ending meetings ................................................................. 38

This chapter provides an overview of how users can schedule and conduct a meeting using your SMART Room System and Lync Room System software.

Scheduling meetings
Using Microsoft Outlook on their personal computers, users can schedule Lync meetings and book the SMART Room System as a resource.

To schedule a new Lync meeting
1. Start Outlook, and then click Calendar.
2. Click Home, and then click New Lync Meeting.

NOTE
For users with older versions of Lync software, this button is labeled New Online Meeting.

A new Lync meeting opens.
3. Select a date and time for the meeting, type a subject and details, and then add participants and the room resource.
4. If appropriate, change the meeting options:
   a. Click **Meeting Options**.
      The *Lync Meeting Options* dialog box appears.
   b. Change the meeting options.

   ![NOTE](image)
   The controls in this dialog box vary depending on how your organization has configured
   Lync Server.

   c. Click **OK**.

5. Send the meeting invitation to the participants and resources.

**To convert an existing meeting to a Lync meeting**

1. Start Outlook, and then click **Calendar**.
2. Locate the meeting in the calendar, and then double-click it.
   The meeting opens.
3. Click **Appointment**, and then click **Lync Meeting**.

   ![NOTE](image)
   For users with older versions of Lync software, this button is labeled *Online Meeting*.

4. Add the room system as a resource.
5. Send the meeting update to the participants and resources.

**Turning on your room system**

Your room system’s interactive flat panels have two presence detection sensors on their frames that can detect people up to 16' (5 m) away when the room system is in Standby mode.

When the sensors detect motion in the room, the room system turns on. If presence detection is disabled, you can manually turn on the room system by pressing the **Power/Standby** button  in the front control panel of each interactive flat panel.
Starting meetings and whiteboard sessions

After the room system turns on, the interactive flat panels and the console show the room system’s schedule as a set of squares:

- When the room system is booked for a meeting, the meeting’s details and Join appear in the square.
- When the room system is available, Free appears in the square.

**NOTE**

If the room system’s schedule doesn’t appear or update correctly, there might be an issue with the connection between the Lync Room System software and Microsoft Exchange server (see Resolving software issues on page 65).

Users can join a scheduled meeting when the room system is booked, or they can create an ad hoc meeting or an ad hoc whiteboard session when the room system is available.

**To join a scheduled meeting**

1. Press the meeting’s square on either the interactive flat panels or the console.

**NOTE**

The schedule shows only the Lync meetings to which the room system has been added as a resource. If a meeting doesn’t appear as a square in the schedule, convert the meeting to a Lync meeting and add the room system to the meeting as a resource (see Scheduling meetings on page 29).

2. If the meeting is private, type the appropriate sign-in address, user name and password in the text boxes, and then click Join.

The console shows a set of tabs for managing the meeting (see Managing meetings using the console on the next page). The interactive flat panels show up to five connected participants’ videos in a gallery.

**To create an ad hoc meeting**

1. Press Meet Now on the console.

2. Add participants to the meeting.
3. Press **Start Meeting**.

The console shows a set of tabs for managing the meeting (see *Managing meetings using the console* below). The interactive flat panels show all connected participants’ videos in a gallery.

**TIP**

Alternatively, if the Lync infrastructure supports connecting through POTS, press **Dial Pad** and use the dial pad to call a person using the room system. To convert the audio call into a video meeting, press **Start Video** and then press **Invite More People**.

**To create an ad hoc whiteboard session**

1. Press **Start Whiteboard** on the console or on one of the interactive flat panels.
2. Write or draw digital ink (see *Using the whiteboard feature* on page 36).
3. Press **Email Whiteboard** when done to e-mail the whiteboard file.

**Managing meetings using the console**

The console enables users to manage the meeting and the room system features. The user who organized the meeting typically sits in front of and operates the console during the meeting.

During the meeting, users can show and use the following tabs on the console:

<table>
<thead>
<tr>
<th>Tab</th>
<th>Contents</th>
<th>Actions</th>
</tr>
</thead>
</table>
| Content  | The name of the participant who is currently presenting and the content uploaded to the meeting including PowerPoint files and whiteboard sessions | • Press a content item, and then click **Start Presenting** to present the item.  
• Press **Stop Presenting** when done. |
## Tab Contents

<table>
<thead>
<tr>
<th>Tab</th>
<th>Contents</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants</td>
<td>A list of all participants in the meeting</td>
<td>- Press a participant’s name and then select the appropriate option from the menu:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Mute and unmute the participant’s audio</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Pin the participant’s video to the gallery so that it’s always visible</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Lock or unlock the spotlight on the participant</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Remove the participant from the meeting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Press Invite More People to invite additional participants.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Press Mute Audience to mute all participants’ audio except for the participant who is currently presenting.</td>
</tr>
<tr>
<td>Display</td>
<td>Display options for the room system’s interactive flat panels</td>
<td>- In small and medium rooms, select from one of the following options:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Gallery &amp; Content to show the gallery and shared content</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Gallery to show only the gallery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Presentation to show only shared content</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Speaker to show only the presenting participant’s video</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Speaker &amp; Content to show the presenting participant’s video and shared content</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- In large rooms, select from one of the following options:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Gallery &amp; Content to show the gallery on one interactive flat panel and shared content on the other interactive flat panel</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Speaker to show the presenting participant’s video on one interactive flat panel and shared content on the other interactive flat panel</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Gallery View to show the gallery across both interactive flat panels</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Enable Preview to show the video from the room system camera.</td>
</tr>
</tbody>
</table>
### CHAPTER 5
Using your room system

<table>
<thead>
<tr>
<th>Tab</th>
<th>Contents</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM</td>
<td>Instant messages (IMs) shared during the meeting</td>
<td>Press the input field and then use the on-screen keyboard to type an IM. All participants in the meeting can see all IMs.</td>
</tr>
</tbody>
</table>

In addition to the tabs, the console contains a toolbar with the following buttons:

<table>
<thead>
<tr>
<th>Button</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stop Video</td>
<td>Stop the meeting room’s video.</td>
</tr>
<tr>
<td>Hold Call</td>
<td>Stop the meeting’s video and mute the audio.</td>
</tr>
<tr>
<td>Mute Room</td>
<td>Mute the meeting room’s microphones.</td>
</tr>
<tr>
<td>Speaker Off</td>
<td>Mute the meeting room’s speakers.</td>
</tr>
<tr>
<td>Room Volume</td>
<td>Move the slider to adjust the volume.</td>
</tr>
<tr>
<td>Dial Pad</td>
<td>Show a dial pad to use Lync Room System software’s phone features (if the Lync infrastructure supports a POTS bridge).</td>
</tr>
<tr>
<td>New Whiteboard</td>
<td>Create a new whiteboard file.</td>
</tr>
<tr>
<td>Email Whiteboard</td>
<td>E-mail the whiteboard file.</td>
</tr>
<tr>
<td>Leave Meeting</td>
<td>Disconnect the room system from the Lync meeting (see Ending meetings on page 38).</td>
</tr>
</tbody>
</table>

### Presenting content during meetings

During a meeting, users can present the following:

- Their computer screens
- Files
- A digital whiteboard

**NOTE**

Remote participants connecting to the meeting through some smart phones and other mobile devices are unable to view shared computer screens or whiteboard sessions due to limitations of the Lync client software for those devices.
Presenting computer screens

Users with laptops can connect the laptop harness’s HDMI cable or VGA cable to their laptops to present their laptops’ video outputs. If the console prompts the user to share the screen, the user should press Yes.

Alternatively, these users can join the Lync meeting from their laptops’ Lync client software. When prompted to confirm that they’re in the meeting room, these users should click Yes. Next, they should click Presentation in Lync software, and then select what they want to share.

**NOTE**

When remote participants join a meeting and are prompted to confirm that they’re in the meeting room, they should click No. They can then click Presentation in Lync software and select what they want to share.

Other participants attending the meeting in person see the user’s computer screen on one of the interactive flat panels. Remote participants also see the user’s computer screen in real time.

Presenting files

A user who joins the meeting from his or her computer can share files, including PowerPoint files.

To share a PowerPoint file, the user clicks Presentation in Lync software, and then selects PowerPoint. By default, other users can write or draw over the PowerPoint file but must click Content and then select Take Over as Presenter (on the console) or press the arrow buttons and then press Yes when prompted to take over as the presenter (on interactive flat panels) before doing so.

**NOTES**

- The user sharing the PowerPoint file must select PowerPoint and share the PowerPoint file (rather than the PowerPoint application) to enable other users to write or draw over the PowerPoint file.
- The user sharing the PowerPoint file can choose to prevent or allow other writers to write or draw over the file.

To write or draw digital ink over slides from the interactive flat panels, users can press the mode bar (up or down arrow), press Annotate, and then write or draw using their finger or one of the interactive flat panel pens.

Users can also press Enable Media to show any embedded videos in the PowerPoint files.
 CHAPTER 5

Using your room system

Using the whiteboard feature
To start a digital whiteboard during a meeting, users can press New Whiteboard on the interactive flat panels or the console. A new whiteboard session appears on one of the interactive flat panels. Users can use the interactive flat panel’s pens and eraser to write, draw and erase digital ink. Alternatively, they can use their fingers to write or draw digital ink and their fists or palms to erase it.

In addition to writing, drawing and erasing digital ink, users can move digital ink and other objects in the whiteboard file and create additional whiteboard files.

Remote participants see the whiteboard session in real time and can add their own digital ink notes to it as part of a collaborative effort.

At the end of the meeting, the users can press Email Whiteboard on the console to e-mail the whiteboard file.

TIP
If users haven’t started a meeting (see Starting meetings and whiteboard sessions on page 31) but still want to use the whiteboard feature, they can press Start Whiteboard on the interactive flat panels or the console.

Supporting users with special needs
Lync Room System software includes the following features to support users with special needs:

- High contrast themes
- Screen narrator
- Screen magnifier

NOTE
These features are available only in newer versions of Lync Room System software. You can download and install the latest version of Lync Room System software or configure your room system to download and install updates automatically in the Lync Admin Console (see Updating software and firmware on page 43).
CHAPTER 5
Using your room system

To apply a high contrast theme
1. Press **Options** on the console.
2. Press **Dark Theme** to apply a high contrast theme with light text and graphics on a dark background.

   OR

   Press **Light Theme** to apply a high contrast theme with dark text and graphics on a light background.

Lync Room System software appears in the selected theme.

**NOTE**
To return to the default them, press **Options** on the console, and then press **Default Theme**.

To use the screen narrator
1. Ensure the speakers are properly connected and working.
2. Press **Options** on the console, and then press **Start Narrator**.
   
   The Microsoft Narrator dialog box appears.
3. Set the controls in the Microsoft Narrator dialog box.

   **TIP**
   For more information on the controls in the Microsoft Narrator dialog box, press **Quick Help**.
4. Use the screen narrator to read text on the screen.

To use the screen magnifier
1. Press **Options** on the console, and then press **Start Magnifier**.
   
   The Magnifier toolbar appears.
2. Set the controls in the Magnifier toolbar.

   **TIP**
   For more information on the controls in the Magnifier toolbar, press **Help**.
3. Use the screen magnifier to magnify text and graphics on the screen.
Ending meetings

At the end of the meeting, users can press **Leave Meeting** on the console to disconnect the room system from the Lync meeting. The Lync meeting ends when all participants have left.
Chapter 6

Maintaining your room system

Recommended tools ................................................................. 40
Remotely monitoring your room system ...................................... 40
    Installing the Lync Room System Administrative Web Portal .......... 41
    Using the Lync Room System Administrative Web Portal ............... 41
Updating software and firmware ................................................. 43
Turning off your room system ................................................... 44
Maintaining the interactive flat panels ....................................... 45
    Calibrating the interactive flat panels ...................................... 45
    Orienting the interactive flat panels ....................................... 47
    Cleaning the screens ......................................................... 49
    Cleaning the presence detection sensors .................................. 49
    Cleaning the camera windows and reflective tape ....................... 50
    Maintaining ventilation ..................................................... 50
    Preventing condensation .................................................... 51
    Replacing a pen nib .......................................................... 51
    Using the kickstands to access connectors ............................... 52
Maintaining the console ......................................................... 53
Maintaining the camera .......................................................... 53
Maintaining the microphones ................................................... 54
Maintaining the speakers ....................................................... 54
Checking your room system cable connections ............................. 54
Checking your room system installation ...................................... 54
Removing and transporting your room system .............................. 55

Your room system is designed to require no, or only minimal, cleaning and other maintenance.

If your room system requires cleaning or other maintenance or if your organization mandates periodic cleaning or other maintenance of its IT infrastructure, follow the instructions in this chapter.
**Recommended tools**
The following are recommended tools that professional, trained installers and IT specialists should have available for maintenance and troubleshooting purposes:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Recommended tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware service</td>
<td>- Paper and pencil</td>
</tr>
<tr>
<td></td>
<td>- Ladder</td>
</tr>
<tr>
<td></td>
<td>- Tape measure</td>
</tr>
<tr>
<td></td>
<td>- Set of screwdrivers, including flat blade, Phillips No. 1 and Phillips No. 2</td>
</tr>
<tr>
<td></td>
<td>- Flashlight</td>
</tr>
<tr>
<td></td>
<td>- Nylon cable ties</td>
</tr>
<tr>
<td></td>
<td>- Cable tie cutter</td>
</tr>
<tr>
<td>Hardware isolation testing</td>
<td>- 16’ 5” (5 m) USB cable</td>
</tr>
<tr>
<td></td>
<td>- 16’ 5” (5 m) USB cable with mini-B connector</td>
</tr>
<tr>
<td></td>
<td>- 16’ 5” (5 m) active USB extension cable</td>
</tr>
<tr>
<td></td>
<td>- 20’ 8” (6.3 m) HDMI cable</td>
</tr>
<tr>
<td></td>
<td>- Functional spare Lync appliance</td>
</tr>
<tr>
<td></td>
<td>- Functional spare console and power supply</td>
</tr>
<tr>
<td></td>
<td>- Functional spare camera kit</td>
</tr>
<tr>
<td></td>
<td>- Functional spare microphone and audio processor kit, including cables</td>
</tr>
<tr>
<td></td>
<td>- Functional spare speaker kit, including cables</td>
</tr>
<tr>
<td>IT access</td>
<td>- IT administrator with knowledge of your organization’s Lync infrastructure</td>
</tr>
<tr>
<td></td>
<td>- SMART Board interactive flat panel remote control</td>
</tr>
<tr>
<td></td>
<td>- USB keyboard and mouse</td>
</tr>
<tr>
<td></td>
<td>- Laptop that has Outlook and Lync client software and that is connected to your organization’s Lync infrastructure</td>
</tr>
<tr>
<td></td>
<td>- Internet access for documentation and other resources (see Other documentation and resources on page 7)</td>
</tr>
<tr>
<td></td>
<td>- Alternative audio source, such as a portable music player</td>
</tr>
</tbody>
</table>

**Remotely monitoring your room system**
Using the Lync Room System Administrative Web Portal, you can remotely collect diagnostic information to monitor the health of your SMART Room System.
CHAPTER 6
Maintaining your room system

NOTE
In addition to remotely monitoring your room system using the Lync Room System Administrative Web Portal, you can remotely manage it using Lync Infrastructure Environment Administrator tools such as System Center Operations Manager (SCOM). For more information, see microsoft.com/download/details.aspx?id=29256.

Installing the Lync Room System Administrative Web Portal

To install the Lync Room System Administrative Web Portal
2. Follow the instructions in technet.microsoft.com/en-us/library/dn436324.aspx to configure your environment for the Lync Room System Administrative Web Portal and then install the Lync Room System Administrative Web Portal.

Using the Lync Room System Administrative Web Portal
Once you have installed the Lync Room System Administrative Web Portal, you can use it to do the following:
- Set a room system’s password, room tag and audio volumes
- View a room system’s information and health status
- Save a room system’s diagnostic log
- Restart a room system

To log on to the Lync Room System Administrative Web Portal
1. Open your Internet browser.
2. Go to the following address:
   https://[Computer]/lrs
   Where [Computer] is the address of the computer you installed the Lync Room System Administrative Web Portal on.
3. Type your user name and password in the appropriate boxes.
4. Click Sign in.
   The Lync Room System Admin Portal page appears. The table on this page contains important information for all room systems on your organization’s network.
CHAP TER 6
Maintaining your room system

To set a room system’s password, room tag and audio volumes

1. Log on to the Lync Room System Administrative Web Portal (see To log on to the Lync Room System Administrative Web Portal on the previous page).

2. Click the room system’s Room Name link.

3. Click Settings.

4. Set the following controls:

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credentials</td>
<td></td>
</tr>
<tr>
<td>• Password</td>
<td>Type the room system’s password, and then click Set.</td>
</tr>
<tr>
<td>• Show password</td>
<td>Select the check box to show the password.</td>
</tr>
<tr>
<td>Room Tag</td>
<td></td>
</tr>
<tr>
<td>• Tag</td>
<td>Type the room system’s tag, and then click Update.</td>
</tr>
<tr>
<td>Audio</td>
<td></td>
</tr>
<tr>
<td>• Default Speaker Volume</td>
<td>Move the slider to the right to increase the default speaker volume or move the slider to the left to decrease the default speaker volume, and then click Set Default Volumes.</td>
</tr>
<tr>
<td>• Default Microphone Volume</td>
<td>Move the slider to the right to increase the default microphone volume or move the slider to the left to decrease the default microphone volume, and then click Set Default Volumes.</td>
</tr>
<tr>
<td>• Default Ringer Volume</td>
<td>Move the slider to the right to increase the default ringer volume or move the slider to the left to decrease the default ringer volume, and then click Set Default Volumes.</td>
</tr>
</tbody>
</table>

5. Click Sign out when done.

To view a room system’s information and health status

1. Log on to the Lync Room System Administrative Web Portal (see To log on to the Lync Room System Administrative Web Portal on the previous page).

2. Click the room system’s Room Name link.

3. Click Details.

A page showing the room system’s information, including its name, hardware components and software versions, appears.
4. Click **Health**.
   
   A page showing the room system’s health status, including the status of its network connection and audio and video devices, appears.

5. Click **Sign out** when done.

### To save a room system’s diagnostic logs

1. Log on to the Lync Room System Administrative Web Portal (see **To log on to the Lync Room System Administrative Web Portal** on page 41).

2. Click the room system’s **Room Name** link.

3. Click **Logging**.

4. Type the path where you want to save the diagnostics logs in the **Save to** box, and then click **Save Logs**.

5. Click **Sign out** when done.

### To restart a room system

1. Log on to the Lync Room System Administrative Web Portal (see **To log on to the Lync Room System Administrative Web Portal** on page 41).

2. Click the room system’s **Room Name** link.

3. Click **Logging**.

4. Press **Restart Console** to restart the console.
   
   OR
   
   Press **Restart PC** to restart the Lync appliance.

5. Click **Sign out** when done.

### Updating software and firmware

At a scheduled time each night, your room system checks for updates to its software and firmware from Windows Update. It then installs any updates and restarts.

You can also manually check for updates.
To manually check for updates

1. On the console, press **Options**, and then press **Settings**.
   
   The *Enter your credentials* screen appears.

2. Type the room system administrator account’s user name and password in the text boxes, and then press **Authenticate**.
   
   The room system restarts.

3. Type the room system administrator account’s password, and then press **ENTER**.
   
   The Lync Admin Console appears.

4. Press **Web Updates**.

5. Press **Check Updates and Install**.
   
   Lync Room System software checks for and installs any updates.

6. Press **Apply & Restart**.

Turning off your room system

For some maintenance procedures, you need to turn off your room system.

To turn off your room system

1. On the console, press **Options**, and then press **Restart**.

2. When the screens are blank or when the SMART logo appears, use the power switches on the bottoms of the interactive flat panels to turn off the room system.

   **Small room**  
   **Medium room**  
   **Large room (×2)**
Maintaining the interactive flat panels
Complete the following tasks on a regular basis to maintain your room system’s interactive flat panels:

- Calibrate and orient the interactive flat panels as necessary
- Clean the screen
- Clean the presence detection sensors
- Clean the camera windows and reflective tape
- Maintain ventilation
- Prevent condensation
- Replace pen nibs as necessary

Calibrating the interactive flat panels
Digital cameras in the corners of the interactive flat panels track the position of the pens, eraser and your finger on the screens, and then send the information to SMART Product Drivers, which interprets this information as mouse clicks, digital ink or ink removal in the appropriate location. Calibration determines the position and angles of the cameras to accurately identify the location of touches on the interactive flat panels.

Typically, you need to calibrate the interactive flat panels during initial configuration only (see Configuring SMART Settings on page 21). However, you might need to calibrate the interactive flat panels after initial configuration in the following situations:

- Digital ink disappears as users write or draw.
- The environment lighting changes.

**IMPORTANT**
- To calibrate the interactive flat panels, you need the room system administrator account’s user name and password.
- If an error message appears while you are calibrating the interactive flat panels, contact your SMART reseller or SMART Support (smarttech.com/contactsupport).

To calibrate an interactive flat panel
1. On the console, press Options, and then press Settings.

   The Enter your credentials screen appears.
2. Type the room system administrator account’s user name and password in the text boxes, and then press **Authenticate**.
   The room system restarts.
3. Type the room system administrator account’s password, and then press **ENTER**.
   The Lync Admin Console appears.
4. Press **OEM Settings**, and then press **SMART Settings**.
   SMART Settings appears.
5. Press **SMART Hardware Settings**.
6. Press the icon of the interactive flat panel you want to calibrate.
7. Select **Advanced Settings** from the drop-down list.
8. Press **Calibrate**.
   The calibration screen appears. This can take a few moments.

**NOTE**

If the calibration screen doesn’t appear on the selected interactive flat panel, move it to the selected interactive flat panel by pressing the spacebar on the keyboard or the **Orient** button on the interactive flat panel’s color select module.
CHAPTER 6
Maintaining your room system

9. Press the red target with the tip of an interactive flat panel pen. Hold the tip at the center of the target until the target turns green, and then lift the pen.

The target moves to the next location.

**IMPORTANT**
Hold the pen perpendicular to the screen.

**NOTE**
You can calibrate a target again by pressing the Keyboard button or the Right-click button on the interactive flat panel’s color select module.

10. Continue pressing targets until the calibration is complete.

A message appears stating that the calibration was successful, and then the orientation screen appears.

11. Orient the interactive flat panel (see Orienting the interactive flat panels below).

12. On the console, press OK.

   SMART Settings closes.


   The room system restarts.

Orienting the interactive flat panels
Typically, you need to orient the interactive flat panels during initial configuration only (see Configuring SMART Settings on page 21). However, you might need to orient the interactive flat panels again if the location of users’ touch is misinterpreted (a pointer appears a distance from the actual contact or on a different display than the one being touched).

**IMPORTANT**
To orient the interactive flat panels, you need the room system administrator account’s user name and password. You’re unable to orient the interactive flat panels in meeting mode.

To orient an interactive flat panel
1. On the console, press Options, and then press Settings.

   The Enter your credentials screen appears.
2. Type the room system administrator account’s user name and password in the text boxes, and then press Authenticate.

   The room system restarts.

3. Type the room system administrator account’s password, and then press ENTER.

   The Lync Admin Console appears.

4. Press the Orient button on the interactive flat panel’s color select module.

   The orientation screen appears.

5. Use an interactive flat panel pen to press the red targets as they appear. Hold the tip of the pen at the center of each target, and then lift the pen.

   The target moves to the next orientation point.

   IMPORTANT
   Hold the pen perpendicular to the screen.

6. Continue until you’ve pressed all the targets.

   The orientation window closes.

7. On the console, press Apply & Restart.

   The room system restarts.

8. If this doesn’t correct inaccurate touch control, calibrate the interactive flat panel (see Calibrating the interactive flat panels on page 45).
Cleaning the screens
Follow these instructions to clean the interactive flat panels’ screens without damaging their anti-glare coating or other product components.

⚠️ CAUTION
- Do not use permanent or dry-erase markers on the screens. If dry-erase markers are used on the screens, remove the ink as soon as possible with a lint-free, non-abrasive cloth.
- Do not rub the screens with a dense or rough material.
- Do not apply pressure to the screens.
- Do not use cleaning solution or glass cleaner on the screens, because they can deteriorate or discolor the screens.
- Avoid touching the reflective tape between the screens and the bezel, and ensure that this strip stays dry. Damage to this strip affects touch interactivity.

To clean the screens
1. Turn off your room system (see Turning off your room system on page 44), and then disconnect the power sources for the interactive flat panels.
2. Wipe the screens with a lint-free, non-abrasive cloth.

Cleaning the presence detection sensors
Each interactive flat panel has two presence detection sensors on its frame. The sensors should be inspected annually for dust and should be cleaned if any obvious dust buildup has occurred.

⚠️ CAUTION
Do not use compressed air, water, chemical agents or cleaning agents to clean the sensors.

To clean the presence detection sensors
1. Turn off your room system (see Turning off your room system on page 44), and then disconnect the power sources for the interactive flat panels.
2. Gently wipe the sensors using a clean lint-free cloth.
Cleaning the camera windows and reflective tape

The DViT technology in the interactive flat panels uses four cameras in the corners of the frames and the reflective material between the screens and the bezels. Excessive dust buildup on the camera windows or reflective tape can impair touch performance.

These areas should be inspected annually for dust and should be cleaned if any obvious dust buildup has occurred.

⚠️ **CAUTION**
- Do not use compressed air to clean the camera windows or borders.
- Do not use water, chemicals or cleaning agents.
- Applying too much pressure when cleaning the tape or cameras can damage the tape and cameras and cause performance issues or errors.

**To clean the camera windows and reflective tape**

1. Turn off your room system (see Turning off your room system on page 44), and then disconnect the power sources for the interactive flat panels.
2. Using a clean lint-free cloth, gently wipe the camera windows in the top corners and the reflective tape along the top of the interactive flat panel screens.
3. Gently wipe the reflective tape along the sides of the interactive flat panel screens.
4. Gently wipe the camera windows in the bottom corners and the reflective strip across the bottom of the interactive flat panel screens.

Maintaining ventilation

The interactive flat panels require ventilation to enable the cooling fans to function. Dust buildup in the ventilation holes compromises cooling and leads to product failure.

- Clean accessible ventilation holes monthly with a dry cloth.
- Use a vacuum cleaner with a narrow hose-end attachment to clear the back ventilation holes annually.

⚠️ **CAUTION**
Avoid setting up or using your room system in an area with excessive levels of dust, humidity or smoke.
Preventing condensation
The interactive flat panel screens contain layers of glass that can collect condensation, especially in the following conditions:

- Temperature extremes with high humidity
- Rapid changes in humidity, which can occur when you operate the room system near water, such as a sink, pool, kettle or air conditioner ventilator
- Direct exposure to sunlight

To evaporate condensation from the interactive flat panels
1. Remove the humidity source from the room system, if possible.
2. Adjust the room temperature to normal operating ranges.
3. Turn on the room system for 2–3 hours.
4. If the screen condensation doesn't evaporate, contact your SMART reseller or SMART Support (smarttech.com/contactsupport).

Replacing a pen nib
To prevent damage to your interactive flat panels’ anti-glare coating, replace a pen nib if it becomes worn. Replacement pen nibs are included with your room system, and you can purchase additional replacements from your authorized SMART reseller (smarttech.com/where) or the SMART Parts Store (parts.smarttech.com).

To replace a pen nib
1. Grasp the worn nib on the pen with a pair of pliers, and then pull and twist the nib loose.
2. Press the replacement nib into the pen.
Using the kickstands to access connectors
For some maintenance and troubleshooting procedures, you might need to access the interactive flat panels’ connectors. You can use the kickstands to access these connectors.

**To deploy the kickstands**

1. Release the kickstand locks by pulling them down.

2. Pull the bottom of the interactive flat panel away from the wall.
3. Deploy the kickstands by pushing them up and toward the wall.

**NOTE**
When you’ve completed your maintenance or troubleshooting and no longer need access to the connectors, push the kickstands down, push the locks up and then place the interactive flat panel back in its original position.
CHAPTER 6
Maintaining your room system

Maintaining the console
Follow these instructions to clean the console’s screen without damaging its anti-glare coating or other product components.

⚠️ CAUTION
- Do not rub the screen with a dense or rough material.
- Do not apply excessive pressure to the screen.
- Do not use cleaning solution or glass cleaner on the screen, because they can deteriorate or discolor the screen.

To clean the screen
1. Turn off your room system (see Turning off your room system on page 44), and then disconnect the power source for the console.
2. Wipe the screen with a lint-free, non-abrasive cloth to remove finger prints and minor buildup.
   OR
   Apply a laptop screen cleaning solution to a lint-free, non-abrasive cloth, and then wipe the screen with the cloth to remove more significant buildup.

⚠️ CAUTION
Do not apply the laptop screen cleaning solution or other liquids directly to the screen.

Maintaining the camera

⚠️ CAUTION
Do not directly contact the camera lens, even to clean it. Directly contacting the camera lens can scratch or otherwise damage it, negatively impacting the camera’s performance.

You need to clean the camera lens only if there is visible accumulation of dust. Use a canister of inert gas or a blower bulb to blow the dust off of the lens. Don’t blow off dust with your mouth because this can deposit droplets of saliva on the camera lens.
CHAPTER 6
Maintaining your room system

Maintaining the microphones
Follow these instructions to clean the microphones.

- **To clean the microphones**
  1. Turn off your room system (see *Turning off your room system* on page 44).
  2. Wipe the microphones with a lint-free, non-abrasive cloth.

Maintaining the speakers
Follow these instructions to clean the speakers.

- **To clean the speakers**
  1. Turn off your room system (see *Turning off your room system* on page 44).
  2. Wipe the speakers with a lint-free, non-abrasive cloth.

Checking your room system cable connections
Inspect your room system’s cables on a regular basis to ensure they are securely connected. Using cable strain relief ensures cables remain securely connected and prevents technical issues associated with disconnected cables.

Checking your room system installation
Inspect your room system’s hardware installation frequently to ensure that it remains secure.

- Check the mounting location for signs of damage or weakness that can occur over time.
- Check for loose screws, gaps, distortions or other issues that could occur with the mounting apparatus.

If you find an issue, refer to a professional installer.

Inspect your room system’s software installation by making a test call (see *Testing your room system* on page 67).
Removing and transporting your room system

⚠️ WARNING
Only professional, trained installers should remove your room system.

⚠️ CAUTION
- Save your original packaging so that you can repack your room system with as much of the original packaging as possible. 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 (smarttech.com/where).
- Transporting your room system without correct packaging voids your warranty and could lead to product damage.
Chapter 7
Troubleshooting your room system

Resolving hardware issues ................................................................. 57
  Locating serial numbers ................................................................. 58
  Locating power and status lights .................................................... 59
  Resolving issues with the interactive flat panels .................................. 60
  Resolving issues with the console .................................................. 62
  Resolving issues with the camera ................................................... 63
  Resolving issues with the microphones .......................................... 63
  Resolving issues with the speakers ............................................... 64
  Resolving issues with connected laptops ....................................... 64
Resolving software issues ................................................................. 65
  Adding trusted domains to your room system .................................... 65
  Resolving issues with the calendar ................................................ 66
  Resolving issues with shared PowerPoint files ................................... 66
  Improving the restart time ............................................................ 67
Testing your room system ................................................................. 67

This chapter provides you with the information necessary to solve simple issues that can occur with your room system’s hardware and software.

For additional troubleshooting information, refer to the SMART knowledge base (see Knowledge base on page 8).

Resolving hardware issues
This section explains how to resolve common issues with your room system’s hardware. If issues persist or aren’t covered, contact your SMART reseller or SMART Support (smarttech.com/contactsupport).
### Locating serial numbers
Each of the major components of your room system has a serial number.

<table>
<thead>
<tr>
<th>Component</th>
<th>Serial number location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interactive flat panel</td>
<td>Back of the interactive flat panel in the top-right corner</td>
</tr>
<tr>
<td><strong>NOTES</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• When requesting technical support, provide SMART Support with the left interactive flat panel’s serial number.</td>
</tr>
<tr>
<td></td>
<td>• You can also access the interactive flat panel’s serial number from the on-screen display menu (see page 82 for small and large rooms or page 92 for medium rooms).</td>
</tr>
<tr>
<td>Lync appliance</td>
<td>Wide side of the Lync appliance</td>
</tr>
<tr>
<td>Console</td>
<td>Bottom of the console</td>
</tr>
<tr>
<td>Camera</td>
<td>Top of the camera beside the service light</td>
</tr>
<tr>
<td>Table microphones</td>
<td>Bottom of each microphone</td>
</tr>
<tr>
<td>Audio processor</td>
<td>Narrow side of the audio processor</td>
</tr>
<tr>
<td>Speakers</td>
<td>Back of each speaker</td>
</tr>
</tbody>
</table>

It’s good practice to record these serial numbers in a safe place. You can use the *SMART Room System for Microsoft Lync software configuration guide* for this purpose.
Locating power and status lights

Your room system’s components have power and status lights, which you can use when resolving common issues with the room system.

<table>
<thead>
<tr>
<th>No.</th>
<th>Component</th>
<th>Light</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Interactive flat panel</td>
<td>Power</td>
</tr>
<tr>
<td>2</td>
<td>Interactive flat panel</td>
<td>Touch system status</td>
</tr>
<tr>
<td>3</td>
<td>Console</td>
<td>Power and status</td>
</tr>
<tr>
<td>4</td>
<td>Camera</td>
<td>Video capture</td>
</tr>
<tr>
<td>5</td>
<td>Camera</td>
<td>Service</td>
</tr>
<tr>
<td>6</td>
<td>Microphones</td>
<td>Microphone</td>
</tr>
<tr>
<td>7</td>
<td>Speakers</td>
<td>Power</td>
</tr>
</tbody>
</table>

**NOTE**
The Lync appliance includes power, hard drive activity and network connection lights (not shown).
## Resolving issues with the interactive flat panels

Use the following table to resolve issues with your room system’s interactive flat panels.

<table>
<thead>
<tr>
<th>Lights</th>
<th>Interactive flat panel status</th>
<th>Issues</th>
<th>Solutions</th>
</tr>
</thead>
</table>
| Power: Off  
Touch system: Off | Not receiving power | The interactive flat panels should be receiving power but aren’t. | Ensure that the interactive flat panels are connected to the mains power supply and that the power switches are turned on. |
| Power: Solid red  
Touch system: Off | Off | The interactive flat panels are off. | Press the Power/Standby buttons on the front control panels of the interactive flat panels to turn them on. |
| Power: Solid amber  
Touch system: Off | Standby mode | The interactive flat panel doesn’t turn on when you enter the room. | • Enable presence detection (see page 75).  
• Reduce the room temperature to increase the difference between the ambient temperature and human body temperature.  
• Move closer to the interactive flat panels or make bigger motions.  
• Remove any glass, acrylic or other material between you and the presence detection sensors. |
|  |  | The interactive flat panels are turning on after they’ve been turned off. |  |
|  |  | The interactive flat panels are turning on when people aren’t present. | • Increase the re-enable time, which is the time between when you exit the room and when the presence detection sensors start detecting motion again.  
• Close any blinds or shades to prevent sunlight from hitting the presence detection sensors.  
• Remove sources of major temperature fluctuation (humidifier emission, air conditioning, heating system).  
• Close any blinds or shades to prevent sunlight from hitting the presence detection sensors. |
| Power: Solid green  
Touch system: Flashing amber (quickly) | Turning on | The status light continues flashing amber (quickly) for more than one minute. | Using the interactive flat panel’s power switch, turn off the interactive flat panel, wait a few minutes and then turn the interactive flat panel back on. |
| Power: Solid green  
Touch system: Flashing amber (slowly) | Updating firmware | The status light continues flashing amber (slowly) for more than five minutes. | Using the interactive flat panel’s power switch, turn off the interactive flat panel, wait a few minutes and then turn the interactive flat panel back on. |
# Troubleshooting your room system

<table>
<thead>
<tr>
<th>Lights</th>
<th>Interactive flat panel status</th>
<th>Issues</th>
<th>Solutions</th>
</tr>
</thead>
</table>
| Power: Solid green | On with no touch control | There's no touch control. | • Use SMART Board Diagnostics, which is available from SMART Settings (see page 69), to troubleshoot the issue.  
• Ensure that the USB cable is connected as shown in the installation instructions (see page 7). |
| Touch system: Flashing or solid green | | | |
| Power: Solid green | On with touch control | The display is blank. | • Press INPUT on the interactive flat panel's remote control until you select HDMI3/PC.  
• Ensure that the HDMI cable is connected as shown in the installation instructions (see page 7). |
| Touch system: Solid green | | | |
| The image is unstable or unfocused. | Secure the HDMI cable at both connection points. | | |
| The image is too light, too dark or has poor quality issues. | Press AUTO SETUP (small and large rooms) or AUTO (medium rooms) on the interactive flat panel's remote control to automatically configure the video settings. | | |
| There is a persistent image on the screen. | Turn off the interactive flat panel and leave it turned off for as long as the image was on the screen. | | |
| When you touch the interactive flat panel, the touch point is in the wrong location. | • You aren’t touching the screen at right angles (see smarttech.com/kb/131299).  
• Orient the interactive flat panel (see page 47). | | |
| An area of the screen doesn’t respond to your touch. OR When you draw digital ink, the lines are broken. | • Ensure nothing is taped to the screen.  
• Remove obstructions from the reflective tape channel.  
• Use consistent pressure while drawing digital ink.  
• Close blinds or shades or dim light sources.  
• Calibrate your interactive flat panel (see page 45). | | |
| You try to erase with the eraser, but you draw more digital ink. You don’t see a flashing light on the color select module. | Increase the initial contact area of your eraser. | | |
**CHAPTER 7**

Troubleshooting your room system

### Lights Interactive flat panel status Issues Solutions

You’re trying to draw digital ink, but you’re erasing digital ink.  
- Lift other fingers and the palm of your hand from the interactive flat panel while you write because the interactive flat panel is interpreting them as an eraser.  
- Use a smaller pointer, such as the pen.

Your room system isn’t turning off when people have left the room.  
- Enable presence detection (see page 75).

Your room system is turning off when people are present.  
- Increase the time before the interactive flat panel automatically turns off.

### Resolving issues with the console

Use the following table to resolve issues with your room system’s console.

<table>
<thead>
<tr>
<th>Power light</th>
<th>Console status</th>
<th>Issues</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Not receiving power</td>
<td>The console should be receiving power but isn’t.</td>
<td>Ensure that the console is connected to the power supply as shown in the installation instructions (see page 7).</td>
</tr>
<tr>
<td>Solid amber</td>
<td>Receiving power but not connected to the Lync appliance</td>
<td>There’s an issue with the Lync appliance or the interactive flat panels.</td>
<td>Refer to the troubleshooting table on page 60.</td>
</tr>
<tr>
<td>Solid green</td>
<td>Receiving power and connected to the Lync appliance</td>
<td>The screen is blank.</td>
<td>Ensure that the HDMI cable is connected as shown in the installation instructions (see page 7).</td>
</tr>
</tbody>
</table>

- The console screen appears on the interactive flat panel rather than on the console.  
  - Follow the instructions on page 19 to correctly configure the room system software.  
  - Ensure that the cable from the HDMI1 receptacle on the Lync appliance is connected to the console.

- There’s no touch control.  
  - Use SMART Board Diagnostics, which is available from SMART Settings (see page 69), to troubleshoot the issue.  
  - Ensure that the USB cable is connected as shown in the installation instructions (see page 7). |
# Resolving issues with the camera

Use the following table to resolve issues with your room system’s camera.

<table>
<thead>
<tr>
<th>Lights</th>
<th>Camera status</th>
<th>Issues</th>
<th>Solutions</th>
</tr>
</thead>
</table>
| Video capture: Off  
Service: Off | Not receiving power | The camera should be receiving power but isn’t. | Ensure that the camera is connected as shown in the installation instructions (see page 7) and that the room system is turned on. |
| Video capture: Off  
Service light: Flashing amber | Updating firmware | The service light continues flashing amber for more than five minutes. | Temporarily disconnect the power cable from the camera and then connect it again after a few seconds. |
| Video capture: Off  
Service light: Flashing red | Hardware error | The camera’s video output doesn’t appear. | Temporarily disconnect the power cable from the camera and then connect it again after a few seconds. |
| Video capture: Off  
Service light: Solid red | Hardware error (the USB cable isn’t properly connected) | The camera’s video output doesn’t appear. | Ensure the USB cable from the camera is connected to the Lync appliance. |
| Video capture: Red  
Service light: Green | On but not capturing video | The camera’s video output doesn’t appear even though it should. | Perform a room system test (see page 67). |
| Video capture: Green  
Service light: Green | On and capturing video | The camera’s video output doesn’t appear. | Open the privacy shutter. (The privacy shutter is marked with a red spot to indicate when it’s closed.)  
The video quality is poor. | Perform a room system test (see page 67). |

# Resolving issues with the microphones

Use the following table to resolve issues with your room system’s microphones.

<table>
<thead>
<tr>
<th>Microphone light</th>
<th>Microphone status</th>
<th>Issues</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Not receiving power</td>
<td>The microphones should be receiving power but aren’t.</td>
<td>Ensure that the microphones are connected as shown in the installation instructions (see page 7) and that the room system is turned on.</td>
</tr>
<tr>
<td>Red</td>
<td>On but muted</td>
<td>Remote participants are unable to hear room participants.</td>
<td>Unmute the microphones in Lync Room System software (or press the microphone button on the table microphones).</td>
</tr>
<tr>
<td>Green</td>
<td>On and not muted</td>
<td>Remote participants are still unable to hear room participants.</td>
<td>Perform a room system test (see page 67).</td>
</tr>
</tbody>
</table>
## Resolving issues with the speakers

Use the following table to resolve issues with your room system’s speakers.

<table>
<thead>
<tr>
<th>Power light</th>
<th>Speaker status</th>
<th>Issues</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Not receiving power</td>
<td>The speakers should be receiving power but aren’t.</td>
<td>Ensure that the speakers are connected as shown in the installation instructions (see page 7) and that the room system is turned on.</td>
</tr>
</tbody>
</table>
| On          | On             | You’re unable to hear sound. | • Unmute the audio in Lync Room System software.  
              |                |        | • Turn up the volume in Lync Room System software.  
              |                |        | • For small rooms without the table microphone upgrade kit, ensure the audio input is set to HDMI3/PC ANALOG (see page 81). For small rooms with the table microphone upgrade kit, ensure the audio input is set to IN2 (see page 81). For medium rooms, ensure the AUDIO2 input is set to HDMI3/PC (see page 88). For large rooms, ensure the audio input is set to IN2 (see page 81). |

| You can hear sound, but it’s quiet. | Using the console, turn up the volume in Lync Room System software settings. | |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------ |
| You can hear sound, but it’s distorted, or there’s feedback. | One or more of the remote participants’ audio systems is causing the distortion or feedback. Mute individual remote participants until you identify the remote participants with problematic audio systems. Ask those remote participants to troubleshoot their audio systems. | |

## Resolving issues with connected laptops

If video input from a connected laptop isn’t appearing on the interactive flat panels, do the following:

- Ensure the HDMI cable or the VGA cable from the video connection harness is properly connected to the laptop.
- Ensure the video connection harness is properly connected to the room system.
- Ensure the laptop’s external display connector is enabled.

**NOTE**
Depending on the laptop, the external display connector might be enabled automatically or you might need to press a key on the keyboard. See the laptop’s documentation for instructions.

- If the console prompts you to share your screen with everyone in the meeting, press Yes.

## Resolving software issues
This section explains how to resolve common issues with your room system’s software. If issues persist or aren’t covered, contact Microsoft for support.

### Adding trusted domains to your room system
If the domain name used in the Lync account’s SIP URI is different from the domain name on the Lync Web Service certificate, your room system might not connect to the Lync Server. When this occurs, a dialog box might appear asking if you want to trust the certificate, but this dialog box disappears quickly thereafter.

In this situation, you need to add the domain name specified in the **Subject Name** and **Common Name** fields of the Lync Web Service certificate to the room system.

**CAUTION**
Use caution when you open the Windows registry editor. If you incorrectly modify the Windows registry, you can damage the Lync appliance’s operating system.

### To add a trusted domain to your room system
1. On the console, press **Options**, and then press **Settings**.
   - The **Enter your credentials** screen appears.
2. Type the room system administrator account’s user name and password in the text boxes, and then press **Authenticate**.
   - The room system restarts.
3. Type the room system administrator account’s password, and then press **ENTER**.
   - The Lync Admin Console appears.
4. Connect a mouse and keyboard to the Lync appliance.
5. Press **System Settings**, and then press **Network Connections**.
   Control Panel appears.

6. Type `regedit` in the address bar.
   The Registry Editor window appears.

7. In the left pane, browse to and open `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Office\15.0\Lync`.

8. In the right pane, right-click and select **New > String Value**.
   A new string appears.

9. Type `TrustModelData`, and then press ENTER.

10. Right-click the string you created in steps 8 and 9, and then select **Modify**.
    The Edit String dialog box appears.

11. Type the domain name specified in the **Subject Name** and **Common Name** fields of the Lync Web Service certificate in the **Value data** box, and then press **OK**.

12. Close the Registry Editor window.

13. Disconnect the mouse and keyboard.

14. Click **Apply & Restart**.
    The room system restarts.

**Resolving issues with the calendar**

If the Lync Room System software calendar doesn’t appear on the console and interactive flat panels, or if it indicates that the room is free for 24 hours when you know that it has been booked for meetings, there is an issue with the connection between the room system and your organization’s Microsoft Exchange server. For assistance with these and other network issues, contact your organization’s network administrator.

**Resolving issues with shared PowerPoint files**

Users can share PowerPoint files using the room system (see **Presenting files** on page 35). If participants are unable to write or draw digital ink over a PowerPoint file, ensure the user is sharing the PowerPoint file (and not the screen, part of the screen or the PowerPoint application) and that permissions are set so that either the presenter or everyone can write or draw digital ink over the file.
CHAPTER 7
Troubleshooting your room system

Improving the restart time
If you find the room system takes a long time to restart when you are modifying settings, you can remove unused Microsoft language packs to improve the restart time. For more information, see Improving the start-up and restart time on a SMART Room System for Microsoft Lync (knowledgebase.force.com/?q=000014391).

Testing your room system
If your particular issue wasn’t covered in the previous sections or if the solutions in the previous sections didn’t resolve your issue, you can test your room system.

NOTE
To complete a room system test, you need the room system administrator account’s user name and password.

To complete a room system test
1. On the console, press Options, and then press Settings.
   The Enter your credentials screen appears.
2. Type the room system administrator account’s user name and password in the text boxes, and then press Authenticate.
   The room system restarts.
3. Type the room system administrator account’s password, and then press ENTER.
   The Lync Admin Console appears.
5. Press Make a Test Call, and then follow the on-screen instructions to test call functions.
   OR
   Press Test Meet Now, and then follow the on-screen instructions to test server connections and video functions.
6. Press Apply & Restart.
   The room system restarts.
Appendix A

Using the Lync Admin Console and SMART Settings

You can access the Lync Admin Console and SMART Settings using the console.

**NOTE**
To access the Lync Admin Console and SMART Settings, you need the room system administrator account’s user name and password.

Accessing the Lync Admin Console and SMART Settings

To access the Lync Admin Console and SMART Settings

1. On the console, press **Options**, and then press **Settings**.
   
   The **Enter your credentials** screen appears.

2. Type the room system administrator account’s user name and password in the text boxes, and then press **Authenticate**.
   
   The room system restarts.

3. Type the room system administrator account’s password, and then press ENTER.
   
   The Lync Admin Console appears.

4. Make changes (see **Lync Admin Console controls** on the next page).
5. If you want to make changes to SMART Settings, press **OEM Settings**, press **SMART Settings**, make changes (see **SMART Settings controls** on page 74), and then press OK.

6. If you want to apply your changes, press **Apply & Restart**.

   OR

   If you don’t want to apply your changes, press **Undo & Restart**.

   The Lync appliance restarts in meeting mode.

---

**Lync Admin Console controls**

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lync Settings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Credentials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• User Name</td>
<td>Type the Lync account’s full domain name in one of two formats depending on how your organization’s servers are configured (for example, <code>yourdomain\room1</code> or <code>room1@yourdomain.com</code>).</td>
<td>You can record this information in the <strong>SMART Room System for Microsoft Lync software configuration guide</strong>.</td>
</tr>
</tbody>
</table>
| • SIP URI             | Type the Lync account’s SIP URI (for example, `room1@yourdomain.com`). | You can record this information in the **SMART Room System for Microsoft Lync software configuration guide**. 

   If the domain name used in the Lync account’s SIP URI is different from the domain name on the Lync Web Service certificate, see **Adding trusted domains to your room system** on page 65. |
| • Password            | Type the Lync account’s password.              | You can record this information in the **SMART Room System for Microsoft Lync software configuration guide**. |
| Proxy Credentials     |                                                |                                                                               |
| • None                | Select to not specify credentials for proxy authentication. | SMART recommends that you use the Lync account credentials for proxy authentication. |
| • User Lync Account credentials | Select to use the Lync account credentials you provided in the Credentials section for proxy authentication. | |
| • Other credentials   | Select to use other credentials for proxy authentication. 

   Type the user name in the *User name* box and the password in the *Password* box. |
## Appendix A

Using the Lync Admin Console and SMART Settings

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Configuration Modes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Automatic</td>
<td>Select if your organization’s autodiscover DNS records are set to automatically link to the Lync 2013 server pool.</td>
<td></td>
</tr>
<tr>
<td>• Manual</td>
<td>Select if your organization’s autodiscover DNS records aren’t set to automatically link to the Lync 2013 server pool, such as when your organization maintains a mixed environment of Lync 2010 and Lync 2013 server pools. Type the address of the Lync 2013 server pool in the <em>Internal Server Name</em> box.</td>
<td></td>
</tr>
<tr>
<td><strong>Audio</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Default Speaker Volume</td>
<td>Move the slider to the right to increase the default speaker volume. OR Move the slider to the left to decrease the default speaker volume.</td>
<td></td>
</tr>
<tr>
<td>• Default Microphone Volume</td>
<td>Move the slider to the right to increase the default microphone volume. OR Move the slider to the left to decrease the default microphone volume.</td>
<td></td>
</tr>
<tr>
<td>• Default Ringer Volume</td>
<td>Move the slider to the right to increase the default ringer volume. OR Move the slider to the left to decrease the default ringer volume.</td>
<td></td>
</tr>
<tr>
<td>• Make a Test Call</td>
<td>Press to test the room system’s call functions. See <em>Testing your room system</em> on page 67.</td>
<td></td>
</tr>
<tr>
<td>• Test Meet Now</td>
<td>Press to test the room system’s server connections and video functions. See <em>Testing your room system</em> on page 67.</td>
<td></td>
</tr>
<tr>
<td><strong>Quality Control</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sign up for the Customer Experience Program</td>
<td>Turn on to allow Microsoft to collect information about configuration, commonly used features and issues to improve future releases of Lync Room System software. OR Turn off to not allow Microsoft to collect this information. SMART recommends that you allow Microsoft to collect information.</td>
<td></td>
</tr>
</tbody>
</table>
## A P P E N D I X A

Using the Lync Admin Console and SMART Settings

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Help our support team help you</td>
<td>Select Off to disable logging.</td>
<td>SMART recommends that you enable full logging.</td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td>Review the Privacy supplement for Microsoft Lync before changing this setting.</td>
</tr>
<tr>
<td></td>
<td>Select Light to enable recording of summary information and gathering information about specific errors.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Select Full to enable recording of detailed information.</td>
<td></td>
</tr>
<tr>
<td>• Also turn on Windows Event Logging...</td>
<td>Turn On to enable Windows Event Logging.</td>
<td>SMART recommends that you enable Windows Event Logging.</td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td>Review the Privacy supplement for Microsoft Lync before changing this setting.</td>
</tr>
<tr>
<td></td>
<td>Turn Off to disable Windows Event Logging.</td>
<td></td>
</tr>
<tr>
<td>System Settings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitor Layout</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Display content on the left screen</td>
<td>Turn On to display content users share with others on the left interactive flat panel.</td>
<td>This control is available only for large room systems.</td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Turn Off to not display content users share with others on the left interactive flat panel.</td>
<td></td>
</tr>
<tr>
<td>• Tutorial Slide Show</td>
<td>Turn On to enable the tutorial. Users can view the tutorial on the interactive flat panels to learn how to use the room system.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Turn Off to disable the tutorial.</td>
<td></td>
</tr>
<tr>
<td>Control Panel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• System Properties</td>
<td>Press to open the System Properties dialog box.</td>
<td>In the System Properties dialog box, you can view and manage the Lync appliance’s system properties, including the computer name and network ID.</td>
</tr>
<tr>
<td>• User Settings</td>
<td>Press to open the User Accounts dialog box.</td>
<td>In the User Accounts dialog box, you can view and manage the user and administrator accounts you created during the initial configuration of your room system’s software.</td>
</tr>
<tr>
<td>• Certificate Manager</td>
<td>Press to open the Certificates window.</td>
<td>In the Certificates window, you can view and manage certificates, which the Lync appliance uses to verify the identity of a person or device, authenticate a service, or encrypt files.</td>
</tr>
<tr>
<td>• Event Viewer</td>
<td>Press to open the Event Viewer window.</td>
<td>In the Event Viewer window, you can view and manage the Lync appliance’s event logs.</td>
</tr>
</tbody>
</table>
## Appendix A

### Using the Lync Admin Console and SMART Settings

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Settings</td>
<td>Press to open the Internet Properties dialog box.</td>
<td>In the Internet Properties dialog box, you can set Internet-related options, including Internet security zones and privacy preferences.</td>
</tr>
<tr>
<td>Network Connections</td>
<td>Press to open the Network Connections window.</td>
<td>In the Network Connections window, you can view the status of the Lync appliance’s network connection and set network options, including the DNS server address (see Configuring Lync Room System software on page 24).</td>
</tr>
<tr>
<td>Windows Firewall</td>
<td>Press to open the Windows Firewall window.</td>
<td>In the Windows Firewall window, you can view the status of and configure Windows Firewall on the Lync appliance.</td>
</tr>
<tr>
<td>Date and Time</td>
<td>Press to open the Date and Time dialog box.</td>
<td>In the Date and Time dialog box, you can set the date, time and time zone.</td>
</tr>
<tr>
<td>Region and Languages</td>
<td>Press to open the Region and Language dialog box.</td>
<td>In the Region and Language dialog box, you can set region and language options, including date and time formats, keyboard layouts and display languages.</td>
</tr>
</tbody>
</table>

### Web Updates

- **Lync Room System Version**
  Indicates the current version of Lync Room System software installed on the room system.

- **Microsoft Updates**
  - Download from Microsoft Update server
    Select to download Microsoft updates from the Microsoft Update server.
  - Download from WSUS server
    Select to download Microsoft updates from your organization’s Windows Server Update Services (WSUS) server. Type the URL of the WSUS server in the text box.

- **OEM Updates**
  - Download from OEM server
    Select to download SMART updates from the SMART server. SMART recommends that you download updates from its server.
  - Download from internal server
    Select to download SMART updates from an internal server. Type the URL of the internal server in the text box.

- **Update Frequency**
  - Automatic updates
    Select to download and install updates automatically as they become available. OR Clear to download and install updates manually.
## Appendix A
Using the Lync Admin Console and SMART Settings

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Check Updates and Install</td>
<td>Press to manually check for and install any updates.</td>
<td>See Updating software and firmware on page 43.</td>
</tr>
<tr>
<td>• Daily Maintenance Time</td>
<td>Select the time of day you want to run maintenance checks.</td>
<td>Select a time outside of regular business hours.</td>
</tr>
<tr>
<td>• Factory Reset</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Reset the Device to Factory Image</td>
<td>Press to reset the room system to factory defaults.</td>
<td>See Resetting the room system to factory defaults on page 93.</td>
</tr>
<tr>
<td><strong>Password Renewal</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Auto-Renew Password</td>
<td>Turn <strong>On</strong> to enable automatic renewing of the Lync account password, and then type the number of days between renewals in the <strong>Renewal Frequency in Days</strong> box. OR Turn <strong>Off</strong> to disable automatic renewing of the Lync account password.</td>
<td>SMART recommends that you disable automatic renewing of the Lync account password.</td>
</tr>
<tr>
<td>• Account Type</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• On-Premise</td>
<td>Select if your organization uses an on-premise Lync Server.</td>
<td></td>
</tr>
<tr>
<td>• Office 365</td>
<td>Select if your organization uses an Office 365™-hosted Lync Server, and then type the connection point in the <strong>Office 365 Connection Point</strong> box.</td>
<td></td>
</tr>
<tr>
<td><strong>OEM Settings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• SMART Settings</td>
<td>Press to open SMART Settings.</td>
<td>See SMART Settings controls below.</td>
</tr>
<tr>
<td>• SRS Licensing Tool</td>
<td>Press to check the status of your room system's product key and provide a MAK key if your Lync infrastructure doesn't include a KMS server.</td>
<td>See Checking the status of the Lync Room System software product key on page 25.</td>
</tr>
</tbody>
</table>

### SMART Settings controls

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SMART Room System Settings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Business Hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 12-Hour Setting</td>
<td>Select if your organization’s business day is 12 hours, and then select the appropriate time frame in the drop-down list.</td>
<td>Your room system enters power saving mode outside of the business hours you define on this page.</td>
</tr>
<tr>
<td>• Custom Setting</td>
<td>Select if your organization’s business day isn’t 12 hours, and then select the start and end times for your organization’s business day.</td>
<td></td>
</tr>
<tr>
<td>• Business Days</td>
<td>Select the days of the week your organization operates.</td>
<td></td>
</tr>
</tbody>
</table>
### APPENDIX A
Using the Lync Admin Console and SMART Settings

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SMART Hardware Settings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ SMART Board</td>
<td></td>
<td>In large room systems, there are two SMART Board pages under SMART Hardware Settings (one for each interactive flat panel).</td>
</tr>
<tr>
<td>‣ Orient</td>
<td>Press to orient the interactive flat panel.</td>
<td>See Orienting the interactive flat panels on page 47.</td>
</tr>
<tr>
<td>‣ Orientation/Alignment Settings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ Quick (4 Points)</td>
<td>Select to use four alignment points.</td>
<td>The Quick orientation is suitable for most purposes. You can perform a Quick orientation to re-orient the interactive flat panel with minimal interruption.</td>
</tr>
<tr>
<td>‣ Standard (9 Points)</td>
<td>Select to use nine alignment points.</td>
<td>The Standard orientation provides a slightly higher level of accuracy.</td>
</tr>
<tr>
<td>‣ Wide (12 Points)</td>
<td>Select to use 12 alignment points.</td>
<td>The Wide orientation is suitable for wide-screen interactive flat panels.</td>
</tr>
<tr>
<td>‣ Fine (20 Points)</td>
<td>Select to use 20 alignment points.</td>
<td></td>
</tr>
<tr>
<td>‣ Defaults</td>
<td>Press to return orientation settings to their defaults.</td>
<td></td>
</tr>
<tr>
<td>‣ Advanced Settings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ Calibrate</td>
<td>Select to calibrate the interactive flat panel.</td>
<td>See Calibrating the interactive flat panels on page 45.</td>
</tr>
<tr>
<td>‣ Proximity Settings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ Turn on the proximity feature</td>
<td>Select to enable presence detection.</td>
<td>If you change these options in SMART Settings, the changes appear in the interactive flat panel's on-screen display menu (see PROXIMITY CONTROL on page 82 for small and large rooms or Proximity Control on page 90 for medium rooms). However, if you change these options in the on-screen display menu, the changes don't appear in SMART Settings.</td>
</tr>
<tr>
<td>‣ Minimum sleep</td>
<td>Type how long the interactive flat panel waits before detecting motion again (in minutes).</td>
<td></td>
</tr>
<tr>
<td>‣ Defaults</td>
<td>Press to return presence detection settings to their defaults.</td>
<td></td>
</tr>
<tr>
<td>‣ Hardware Info &amp; Settings</td>
<td>Select to view information about the interactive flat panel, including its serial number and firmware and software versions.</td>
<td></td>
</tr>
<tr>
<td>‣ SMART Camera</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ Preview</td>
<td>Press to view a preview image from the camera, select the mains power line frequency for your country (50 Hz or 60 Hz) and set the pan, tilt and zoom as appropriate for the meeting room’s size.</td>
<td>See To optimize the camera on page 23.</td>
</tr>
</tbody>
</table>
## Using the Lync Admin Console and SMART Settings

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>‣ Hardware Info &amp; Settings</td>
<td>Select to view information about the camera, including its serial number.</td>
<td></td>
</tr>
<tr>
<td>‣ Additional Information</td>
<td>Press to view additional information about the camera.</td>
<td></td>
</tr>
<tr>
<td>‣ Console for Room System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ Calibrate</td>
<td>Press to calibrate the console.</td>
<td></td>
</tr>
<tr>
<td>‣ Hardware Info &amp; Settings</td>
<td>Select to view information about the console, including its serial number.</td>
<td></td>
</tr>
<tr>
<td>‣ Audio Conferencing System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ Hardware Info &amp; Settings</td>
<td>Select to view information about the audio system, including its serial number.</td>
<td></td>
</tr>
<tr>
<td>‣ Additional Information</td>
<td>Press to view additional information about the audio system.</td>
<td></td>
</tr>
<tr>
<td><strong>About Software and Product Support</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ Contact Support</td>
<td>Press to view contact information for SMART Support.</td>
<td></td>
</tr>
<tr>
<td>‣ About This Software</td>
<td>Press to view version and legal information for the SMART software installed on the Lync appliance.</td>
<td></td>
</tr>
<tr>
<td>‣ Tools</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ Diagnostics</td>
<td>Press to run SMART Board Diagnostics.</td>
<td>You should only run SMART Board Diagnostics in consultation with SMART Support.</td>
</tr>
<tr>
<td><strong>Tasks</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ Orient/Align the SMART Product</td>
<td>Press to orient the interactive flat panels.</td>
<td>See Orienting the interactive flat panels on page 47.</td>
</tr>
<tr>
<td>‣ Connection Wizard</td>
<td>Press to run the connection wizard to connect, calibrate and orient the interactive flat panels.</td>
<td>See To calibrate and orient touch on the interactive flat panels on page 21.</td>
</tr>
</tbody>
</table>
Appendix B

Using the interactive flat panel on-screen display menu

Accessing the on-screen display menu ................................................................. 77
Changing settings in the on-screen display menu .............................................. 78
Small and large room on-screen display menu ............................................... 79
Medium room on-screen display menu ............................................................ 85

You can access the on-screen display menu using either the remote control or the menu control panel.

Accessing the on-screen display menu
You can access the on-screen display menu using the remote control or the menu control panel located on the bottom of the interactive flat panel.

The remote control requires two 1.5V AAA batteries.

⚠️ WARNING
To reduce the risk associated with leaking batteries:

- use only AAA type batteries
- do not mix used and new batteries
- orient the battery’s plus (+) and minus (-) terminals according to the markings found on the remote control
- do not leave the batteries in the remote control for an extended period
- do not heat, disassemble, short or recharge the batteries, or expose them to fire or high temperature
- avoid eye and skin contact if batteries have leaked
APPENDIX B
Using the interactive flat panel on-screen display menu

- dispose of exhausted batteries and product components in accordance with applicable regulations

To replace batteries in the remote control
1. Press the tab on the underside of the remote control, and then open the cover.
2. Remove the existing batteries.
3. Insert two new 1.5V AAA batteries in the remote control.
4. Replace the cover.

Changing settings in the on-screen display menu

To change settings in the on-screen display menu
1. Press the MENU button on the remote control or the menu control panel.
   The on-screen display menu appears.
2. Press the up and down arrows to select a menu, and then press SET or OK.
3. Press the up and down arrows to select a menu option.
4. Press the left and right arrows to change the menu option's setting.
   OR
   Press the right arrow to open the menu option's submenu. (Repeat steps 3 and 4 to change settings in the submenu.)
5. Press MENU until the on-screen menu closes.
# Small and large room on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PICTURE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• PICTURE MODE</td>
<td>STANDARD CINEMA/sRGB</td>
<td>Sets the picture mode</td>
<td>Select <strong>USER</strong> to customize brightness, contrast, sharpness and other <strong>PICTURE</strong> options.</td>
</tr>
<tr>
<td></td>
<td>SPORT</td>
<td></td>
<td>Select <strong>AMBIENT</strong> to set brightness based on the illuminance level of the room and to customize all other <strong>PICTURE</strong> options.</td>
</tr>
<tr>
<td></td>
<td>GAME</td>
<td></td>
<td>Select one of this option’s other values to set brightness, contrast, sharpness and other <strong>PICTURE</strong> options to default values.</td>
</tr>
<tr>
<td></td>
<td>USER</td>
<td></td>
<td>Alternatively, you can press the <strong>PICTURE MODE</strong> button on the remote control.</td>
</tr>
<tr>
<td></td>
<td>AMBIENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DYNAMIC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• BRIGHTNESS</td>
<td>0–100</td>
<td>Sets the overall brightness of the image and background</td>
<td>You can modify this option only if you select <strong>USER</strong> in <strong>PICTURE MODE</strong>.</td>
</tr>
<tr>
<td>• CONTRAST</td>
<td>0–100</td>
<td>Sets the brightness of the image in relation to the background</td>
<td>You can modify this option only if you select <strong>USER</strong> or <strong>AMBIENT</strong> in <strong>PICTURE MODE</strong>.</td>
</tr>
<tr>
<td>• SHARPNESS</td>
<td>0–100</td>
<td>Sets the image sharpness</td>
<td>You can modify this option only if you select <strong>USER</strong> or <strong>AMBIENT</strong> in <strong>PICTURE MODE</strong>.</td>
</tr>
<tr>
<td>• BLACK LEVEL</td>
<td>0–100</td>
<td>Sets the level of brightness in the darkest parts of the image</td>
<td>You can modify this option only if you select <strong>USER</strong> or <strong>AMBIENT</strong> in <strong>PICTURE MODE</strong>.</td>
</tr>
<tr>
<td>• TINT</td>
<td>0–100</td>
<td>Sets the image tint</td>
<td>You can modify this option only if you select <strong>USER</strong> or <strong>AMBIENT</strong> in <strong>PICTURE MODE</strong>.</td>
</tr>
<tr>
<td>• COLOR</td>
<td>0–100</td>
<td>Sets the image color depth</td>
<td>You can modify this option only if you select <strong>USER</strong> or <strong>AMBIENT</strong> in <strong>PICTURE MODE</strong>.</td>
</tr>
<tr>
<td>• COLOR TEMPERATURE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• COLOR TEMPERATURE</td>
<td>NORMAL</td>
<td>Sets the color temperature</td>
<td>Select <strong>USER</strong> to customize the amount of red, green and blue in the image.</td>
</tr>
<tr>
<td></td>
<td>WARM</td>
<td></td>
<td>Select one of this option’s other values to set the amount of red, green and blue in the image to default values.</td>
</tr>
<tr>
<td></td>
<td>USER</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>COOL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• RED</td>
<td>0–100</td>
<td>Sets the amount of red in the image</td>
<td>You can modify this option only if you select <strong>USER</strong> in <strong>COLOR TEMPERATURE</strong>.</td>
</tr>
<tr>
<td>Option</td>
<td>Values</td>
<td>Function</td>
<td>Notes (if any)</td>
</tr>
<tr>
<td>--------------</td>
<td>--------</td>
<td>-------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>GREEN</td>
<td>0–100</td>
<td>Sets the amount of green in the image</td>
<td>You can modify this option only if you select USER in COLOR TEMPERATURE.</td>
</tr>
<tr>
<td>BLUE</td>
<td>0–100</td>
<td>Sets the amount of blue in the image</td>
<td>You can modify this option only if you select USER in COLOR TEMPERATURE.</td>
</tr>
<tr>
<td>AMBIENT</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| IN BRIGHT    | 1–100  | Sets the image brightness for brightly lit rooms | You can modify this option only if you select AMBIENT in PICTURE MODE.  
The value of this menu option can't be less than the value of IN DARK. |
| IN DARK      | 0–99   | Sets the image brightness for dimly lit rooms   | You can modify this option only if you select AMBIENT in PICTURE MODE.  
The value of this menu option can't be more than the value of IN BRIGHT.               |
| IN BRIGHT LUX| 100–1000| Sets the illuminance level for brightly lit rooms (in lux) | You can modify this option only if you select AMBIENT in PICTURE MODE.  
The value of this menu option can't be less than the value of IN DARK LUX.          |
| IN DARK LUX  | 50–950 | Shows the illuminance level for dimly lit rooms (in lux) | You can modify this option only if you select AMBIENT in PICTURE MODE.  
The value of this menu option can't be more than the value of IN BRIGHT LUX.        |
| SENSING LUX  | [N/A]  | Displays the current illuminance level of the room (in lux) | This option only provides information. You're unable to modify it.                                                                        |
| NOISE REDUCTION | ON      | Enables or disables image noise reduction       | You can modify this option only if the currently selected video input is S-Video or component video.                                           |
|              | OFF    |                                                 |                                                                                                                                             |
| PICTURE RESET| [N/A]  | Resets all options in the PICTURE menu to their default values |                                                                                                                                             |
| ADJUST       |        |                                                 |                                                                                                                                             |
| AUDIO        |        |                                                 |                                                                                                                                             |
| BALANCE      | L50–R50| Balances the left and right volume              | This option isn't applicable to the SMART Room System. Don't change it from its default value.                                             |
## APPENDIX B

Using the interactive flat panel on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• TREBLE</td>
<td>L50–R50</td>
<td>Sets the high frequency sound</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td>• BASS</td>
<td>L50–R50</td>
<td>Sets the low frequency sound</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td>• LINE OUT</td>
<td>FIXED VARIABLE</td>
<td>Sets the audio line out</td>
<td>Don’t change this option from its default value.</td>
</tr>
<tr>
<td>• HDMI3/PC LINE OUT</td>
<td>FIXED VARIABLE</td>
<td>Sets the audio line out for the room computer (HDMI3/PC)</td>
<td>Don’t change this option from its default value.</td>
</tr>
<tr>
<td>• AUDIO INPUT</td>
<td>DPORT USB IN1 IN2 IN3 HDMI3/PC ANALOG HDMI3/PC DIGITAL</td>
<td>Sets the audio input source</td>
<td>Alternatively, you can press the AUDIO INPUT button on the remote control. This option should be set to IN2 for the SMART Room System.</td>
</tr>
<tr>
<td>• LEFT SPEAKER</td>
<td>ON OFF</td>
<td>Enables or disables the left speaker</td>
<td>Don’t change this option from its default value.</td>
</tr>
<tr>
<td>• RIGHT SPEAKER</td>
<td>ON OFF</td>
<td>Enables or disables the right speaker</td>
<td>Don’t change this option from its default value.</td>
</tr>
<tr>
<td>• AUDIO RESET</td>
<td>[N/A]</td>
<td>Resets all options in the AUDIO menu to their default values</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
</tbody>
</table>

### OSD

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• LANGUAGE</td>
<td>[Languages]</td>
<td>Sets the on-screen display menu’s language</td>
<td></td>
</tr>
<tr>
<td>• OSD TURN OFF</td>
<td>5–240</td>
<td>Sets the time of inactivity before the on-screen display menu turns off (in seconds)</td>
<td></td>
</tr>
<tr>
<td>• OSD H-POSITION</td>
<td>0–100</td>
<td>Sets the horizontal position of the on-screen display menu</td>
<td></td>
</tr>
<tr>
<td>• OSD V-POSITION</td>
<td>0–100</td>
<td>Sets the vertical position of the on-screen display menu</td>
<td></td>
</tr>
<tr>
<td>• INFORMATION OSD</td>
<td>3–10 OFF</td>
<td>Specifies how long the information menu displays when a user changes the video input or presses the DISPLAY button on the remote control</td>
<td></td>
</tr>
</tbody>
</table>
### Using the interactive flat panel on-screen display menu

#### Option

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONITOR INFO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• MODEL NAME</td>
<td>[N/A]</td>
<td>Shows the interactive flat panel’s model</td>
<td>This option only provides information. You’re unable to modify it.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>number</td>
<td></td>
</tr>
<tr>
<td>• SERIAL NUMBER</td>
<td>[N/A]</td>
<td>Shows the interactive flat panel’s serial</td>
<td>This option only provides information. You’re unable to modify it.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>number</td>
<td></td>
</tr>
<tr>
<td>OSD TRANSPARENCY</td>
<td>TYPE1</td>
<td>Sets the on-screen display menu transparency</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TYPE2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>OFF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OSD RESET</td>
<td>[N/A]</td>
<td>Resets all options in the OSD menu to their</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>default values</td>
<td></td>
</tr>
</tbody>
</table>

#### SETUP

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• POWER SAVE</td>
<td>ON</td>
<td>Enables or disables Power Save mode</td>
<td>Don’t change this option from its default value.</td>
</tr>
<tr>
<td></td>
<td>OFF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• STANDBY MODE</td>
<td>STANDBY</td>
<td>Sets the Standby mode to reduce power consumption</td>
<td>Don’t change this option from its default value.</td>
</tr>
<tr>
<td></td>
<td>ECO</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>STANDBY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• DDC CI</td>
<td>ENABLE</td>
<td>Enables or disables two-way communication and control</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>DISABLE</td>
<td>of the interactive flat panel</td>
<td></td>
</tr>
<tr>
<td>• SCAN MODE</td>
<td>UNDER SCAN</td>
<td>Sets the scanning mode</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>OVER SCAN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• FBC CONTROL</td>
<td>ENABLE</td>
<td>Enables or disables the front control panel</td>
<td>Don’t change this option from its default value.</td>
</tr>
<tr>
<td></td>
<td>DISABLE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• MONITOR ID</td>
<td>1–100</td>
<td>Sets the interactive flat panel’s ID</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
</tbody>
</table>

#### PROXIMITY CONTROL

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• PROXIMITY</td>
<td>ENABLE</td>
<td>Enables or disables presence detection</td>
<td>You can modify this option only if you select STANDBY in STANDBY MODE. If you change this option in SMART Settings (see page 74), the change appears in the on-screen display menu. However, if you change this option in the on-screen display menu, the change doesn’t appear in SMART Settings.</td>
</tr>
<tr>
<td></td>
<td>DISABLE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Appendix B: Using the Interactive Flat Panel On-Screen Display Menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>RE-ENABLE TIME</td>
<td>1–10</td>
<td>Sets how long the interactive flat panel waits before detecting motion again (in minutes)</td>
<td>You can modify this option only if you select ENABLE in PROXIMITY. If you change this option in SMART Settings (see page 74), the change appears in the on-screen display menu. However, if you change this option in the on-screen display menu, the change doesn't appear in SMART Settings.</td>
</tr>
<tr>
<td>AUTO POWER OFF</td>
<td>15–240</td>
<td>Sets when the interactive flat panel automatically turns off (in minutes)</td>
<td>You can modify this option only if you select ENABLE in PROXIMITY.</td>
</tr>
<tr>
<td>BRIGHTNESS</td>
<td>0–100</td>
<td>Sets the brightness of the welcome screen</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td>CEC</td>
<td>ENABLE DISABLE</td>
<td>Enables or disables Consumer Electronics Control (CEC) support on HDMI inputs</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td>HEAT STATUS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FAN1</td>
<td>[N/A]</td>
<td>Shows the status of the first fan</td>
<td>This option only provides information. You're unable to modify it.</td>
</tr>
<tr>
<td>FAN2</td>
<td>[N/A]</td>
<td>Shows the status of the second fan</td>
<td>This option only provides information. You're unable to modify it.</td>
</tr>
<tr>
<td>SENSOR1</td>
<td>[N/A]</td>
<td>Shows the temperature reading from the first sensor</td>
<td>This option only provides information. You're unable to modify it.</td>
</tr>
<tr>
<td>SENSOR2</td>
<td>[N/A]</td>
<td>Shows the temperature reading from the second sensor</td>
<td>This option only provides information. You're unable to modify it.</td>
</tr>
<tr>
<td>FAN CONTROL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COOLING FAN</td>
<td>ON AUTO</td>
<td>Sets the fan to run continuously (ON) or only when the sensor temperature is greater than optimal sensor temperature (AUTO)</td>
<td></td>
</tr>
<tr>
<td>FAN SPEED</td>
<td>LOW</td>
<td>Sets the speed of the fan</td>
<td></td>
</tr>
<tr>
<td>SENSOR1</td>
<td>35–55</td>
<td>Sets the optimal temperatures for the first sensor (in degrees Celsius)</td>
<td></td>
</tr>
</tbody>
</table>
## APPENDIX B
Using the interactive flat panel on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• SENSOR2</td>
<td>35–55</td>
<td>Sets the optimal temperatures for the second sensor (in degrees Celsius)</td>
<td></td>
</tr>
<tr>
<td>▷ USB SETTING</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• USB1</td>
<td>VGA1</td>
<td>Sets the video input for the USB1 receptacle, or disables the receptacle</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>VGA2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DVI</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI3/PC</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DISABLE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• USB2</td>
<td>VGA1</td>
<td>Sets the video input for the USB2 receptacle, or disables the receptacle</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>VGA2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DVI</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI3/PC</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DISABLE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• SETUP RESET</td>
<td>[N/A]</td>
<td>Resets all options in the SETUP menu to their default values</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td>• Lync® ROOM RESET</td>
<td>[N/A]</td>
<td>Resets options in all menus to their default values (for SMART Room Systems)</td>
<td>You use this option when you first configure the SMART Room System (see Turning on your room system for the first time on page 14).</td>
</tr>
<tr>
<td>• FACTORY RESET</td>
<td>[N/A]</td>
<td>Resets options in all menus to their default values</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
</tbody>
</table>
## Medium room on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PICTURE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Picture Mode</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Picture Mode</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• In Bright</td>
<td>1–100</td>
<td>Sets the image brightness for brightly lit rooms</td>
<td>You can modify this option only if you select Ambient in Picture Mode. The value of this menu option can't be less than the value of In Dark.</td>
</tr>
<tr>
<td>• In Dark</td>
<td>0–99</td>
<td>Sets the image brightness for dimly lit rooms</td>
<td>You can modify this option only if you select Ambient in Picture Mode. The value of this menu option can't be more than the value of In Bright.</td>
</tr>
<tr>
<td>• Light Threshold</td>
<td>[Number]</td>
<td>Sets the light threshold</td>
<td>You can modify this option only if you select Ambient in Picture Mode.</td>
</tr>
<tr>
<td>• Sensing Lux</td>
<td>[N/A]</td>
<td>Shows the current illuminance level of the room (in lux)</td>
<td>This option only provides information. You're unable to modify it.</td>
</tr>
<tr>
<td>• Backlight</td>
<td>0–100</td>
<td>Sets the backlight level of the image</td>
<td></td>
</tr>
<tr>
<td>• Contrast</td>
<td>0–100</td>
<td>Sets the brightness of the image in relation to the background</td>
<td>Alternatively, you can press the BRIGHTNESS buttons on the remote control.</td>
</tr>
<tr>
<td>• Brightness</td>
<td>0–100</td>
<td>Sets the overall brightness of the image and background</td>
<td></td>
</tr>
<tr>
<td>• Sharpness</td>
<td>0–50</td>
<td>Sets the image sharpness</td>
<td></td>
</tr>
<tr>
<td>• Saturation</td>
<td>0–100</td>
<td>Sets the image saturation</td>
<td></td>
</tr>
<tr>
<td>• Tint</td>
<td>R50–G50</td>
<td>Sets the image tint</td>
<td></td>
</tr>
<tr>
<td>• Color Temp.</td>
<td>W50–C50</td>
<td>Sets the image color temperature</td>
<td></td>
</tr>
</tbody>
</table>
## APPENDIX B

Using the interactive flat panel on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advanced Control</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Dynamic Contrast</td>
<td>Low, Medium, High, Off</td>
<td>Sets the dynamic contrast</td>
<td></td>
</tr>
<tr>
<td>• Dynamic Color</td>
<td>Low, High, Off</td>
<td>Sets the dynamic color</td>
<td></td>
</tr>
<tr>
<td>• Clear White</td>
<td>Low, High, Off</td>
<td>Sets the clear white color</td>
<td></td>
</tr>
<tr>
<td><strong>Preferred color</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Skin Color</td>
<td>-5–5</td>
<td>Sets the preferred color value for skin in the image</td>
<td></td>
</tr>
<tr>
<td>• Grass Color</td>
<td>-5–5</td>
<td>Sets the preferred color value for grass in the image</td>
<td></td>
</tr>
<tr>
<td>• Sky Color</td>
<td>-5–5</td>
<td>Sets the preferred color value for sky in the image</td>
<td></td>
</tr>
<tr>
<td>• Super Resolution</td>
<td>On, Off</td>
<td>Enables or disables super resolution</td>
<td></td>
</tr>
<tr>
<td>• Gamma</td>
<td>Low, Medium, High</td>
<td>Sets the gamma</td>
<td></td>
</tr>
<tr>
<td><strong>Picture Option</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Noise Reduction</td>
<td>Low, Medium, High, Off</td>
<td>Sets image noise reduction</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td>• MPEG Noise Reduction</td>
<td>Low, Medium, High, Off</td>
<td>Sets MPEG image noise reduction</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td>• Black Level</td>
<td>High, Low</td>
<td>Sets the level of brightness in the darkest parts of the image</td>
<td></td>
</tr>
<tr>
<td>• LED Local Dimming</td>
<td>Low, Medium, High</td>
<td>Sets the level of LED local dimming to reduce brightness in the darkest parts of the image</td>
<td></td>
</tr>
</tbody>
</table>
## APPENDIX B
Using the interactive flat panel on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TruMotion</td>
<td>Smooth, Clear, Clear Plus, User, Off</td>
<td>Sets TruMotion</td>
<td></td>
</tr>
<tr>
<td>TruMotion</td>
<td>0–10</td>
<td>Reduces image juddering</td>
<td>You can modify this option only if you select User in TruMotion.</td>
</tr>
<tr>
<td>De-Judder</td>
<td>0–10</td>
<td>Reduces image blurring</td>
<td>You can modify this option only if you select User in TruMotion.</td>
</tr>
<tr>
<td>Picture Reset</td>
<td>Yes, No</td>
<td>Resets all options in the Picture Mode menu to their default values</td>
<td></td>
</tr>
<tr>
<td>Aspect Ratio</td>
<td>16:9, Just Scan, Set By Program, 4:3, Zoom, Cinema, Zoom 1</td>
<td>Sets the aspect ratio</td>
<td>Don't change this option from its default value.</td>
</tr>
<tr>
<td>Picture Wizard II</td>
<td>[N/A]</td>
<td>Starts Picture Wizard II, which you can use to adjust the picture quality of the original image</td>
<td>This option only provides information. You're unable to modify it.</td>
</tr>
<tr>
<td>Screen</td>
<td>[N/A]</td>
<td>Shows the current input type</td>
<td></td>
</tr>
</tbody>
</table>

### SOUND

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sound Mode</td>
<td>Standard, User Setting</td>
<td>Sets the sound mode</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td>Virtual Surround</td>
<td>On, Off</td>
<td>Enables or disables virtual surround sound</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td>Clear Voice II</td>
<td>On, Off</td>
<td>Enables or disables the Clear Voice II feature</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td>AV Sync.</td>
<td>On, Off</td>
<td>Enables or disables audio-visual synchronization</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td>Speaker</td>
<td>-5–15</td>
<td>Sets the speaker level for audio-visual synchronization</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
</tbody>
</table>
# Appendix B

Using the interactive flat panel on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bypass</strong></td>
<td>[N/A]</td>
<td>Enables or disables speaker bypass</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td><strong>Sound Setting</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Balance</strong></td>
<td>L50–R50</td>
<td>Balances the left and right volume</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td><strong>Speaker</strong></td>
<td>Internal</td>
<td>Enables the internal speakers (see Components on page 3), enables the external speakers or disables audio altogether</td>
<td>Don't change this option from its default value.</td>
</tr>
<tr>
<td><strong>Line Output</strong></td>
<td>Fixed</td>
<td>Sets the audio line out</td>
<td>Don't change this option from its default value.</td>
</tr>
<tr>
<td><strong>HDMI3/PC Line Output</strong></td>
<td>Variable</td>
<td>Sets the audio line out for the room computer (HDMI3/PC)</td>
<td>Don't change this option from its default value.</td>
</tr>
<tr>
<td><strong>Audio Input</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Audio In 1</strong></td>
<td>HDMI3/PC</td>
<td>Specifies a video input to map to AUDIO1 or disables AUDIO1</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>HDMI1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DPORT</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DVI-D</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>VGA</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Component</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Composite</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Disable</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Audio In 2</strong></td>
<td>HDMI3/PC</td>
<td>Specifies a video input to map to AUDIO2 or disables AUDIO2</td>
<td>This option should be set to HDMI3/PC for the SMART Room System.</td>
</tr>
<tr>
<td></td>
<td>HDMI1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DPORT</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DVI-D</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>VGA</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Component</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Composite</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Disable</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Audio In 3</strong></td>
<td>HDMI3/PC</td>
<td>Specifies a video input to map to AUDIO3 or disables AUDIO3</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>HDMI1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDMI2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DPORT</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DVI-D</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>VGA</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Component</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Composite</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Disable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Option Values

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>* USB Audio</td>
<td>HDMI3/PC, HDMI1, HDMI2, DPORT, DVI-D, VGA, Component, Composite, Disable</td>
<td>Specifies a video input to map to the USB audio input or disables the USB audio input</td>
<td>This option isn't applicable to the SMART Room System. Don't change it from its default value.</td>
</tr>
<tr>
<td>* HDMI3/PC</td>
<td>Analog, Digital</td>
<td>Specifies whether the HDMI3/PC audio input is analog or digital</td>
<td>This option should be set to Analog for the SMART Room System.</td>
</tr>
</tbody>
</table>

### TIME

- **Date**
  - 1–31
  - Specifies the current date

- **Month**
  - Jan.–Dec.
  - Specifies the current month

- **Year**
  - 2010–2040
  - Specifies the current year

- **Hour**
  - 00–23
  - Specifies the current hour

- **Minute**
  - 00–59
  - Specifies the current minute

- **Off Time**
  - [N/A]
  - Enables you to schedule times when the interactive flat panel turns off automatically
  - This option isn't applicable to the SMART Room System. Don't change it from its default value.

- **On Time**
  - [N/A]
  - Enables you to schedule times when the interactive flat panel turns on automatically
  - This option isn't applicable to the SMART Room System. Don't change it from its default value.

- **Sleep Timer**
  - 10–240
  - Off
  - Specifies the amount of inactivity (in minutes) before the interactive flat panel turns off, or disables the sleep timer feature
  - This option isn't applicable to the SMART Room System. Don't change it from its default value.

### OPTION

- **Language**
  - [Languages]
  - Sets the on-screen display menu's language

- **ISM Method**
  - Normal, Color Wash
  - Sets the method for image stickiness minimization (ISM)
  - ISM prevents static images that appear in the same location for long periods of time from causing screen burn-in.

- **Key Lock**
  - On
  - Off
  - Enables or disables key lock
### Using the interactive flat panel on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fall Over</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Mode</td>
<td>Off</td>
<td>Specifies the fail over mode</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>Auto</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DPM Select</strong></td>
<td>On</td>
<td>Enables or disables DPM Select</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DivX® VOD</strong></td>
<td>Registration</td>
<td>Registers DivX video-on-demand (VOD)</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>Deregistration</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Initial Setting</strong></td>
<td>Yes</td>
<td>Resets options in all menus to their default values</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Set ID</strong></td>
<td>1–255</td>
<td>Sets the interactive flat panel’s ID</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td><strong>Standby Mode</strong></td>
<td>Standby</td>
<td>Sets the Standby mode to reduce power consumption</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td><strong>Proximity Control</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Proximity Control</td>
<td>On</td>
<td>Enables or disables presence detection</td>
<td>If you change this option in SMART Settings (see page 74), the change appears in the on-screen display menu. However, if you change this option in the on-screen display menu, the change doesn’t appear in SMART Settings.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Re-enable Time</strong></td>
<td>1–10</td>
<td>Sets how long the interactive flat panel waits before detecting motion again (in minutes)</td>
<td>If you change this option in SMART Settings (see page 74), the change appears in the on-screen display menu. However, if you change this option in the on-screen display menu, the change doesn’t appear in SMART Settings.</td>
</tr>
<tr>
<td><strong>Auto Power Off</strong></td>
<td>15–240</td>
<td>Sets when the interactive flat panel automatically turns off (in minutes)</td>
<td></td>
</tr>
<tr>
<td><strong>Welcome OSD</strong></td>
<td>Enabled</td>
<td>Enables or disables the welcome screen</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td></td>
<td>Disable</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Welcome Timeout</strong></td>
<td>5–30</td>
<td>Sets how long the welcome screen appears (in seconds)</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
</tbody>
</table>
### Using the interactive flat panel on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ready State Brightness</strong></td>
<td>0–100</td>
<td>Sets the brightness of the welcome screen</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td><strong>USB Setting</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>USB 1</strong></td>
<td>HDMI1, HDMI2, HDMI3/PC, DVI-D, DPORT, VGA, Disable</td>
<td>Sets the video input for the USB1 receptacle, or disables the receptacle</td>
<td>Don’t change this option from its default value.</td>
</tr>
<tr>
<td><strong>USB 2</strong></td>
<td>HDMI1, HDMI2, HDMI3/PC, DVI-D, DPORT, VGA, Disable</td>
<td>Sets the video input for the USB2 receptacle, or disables the receptacle</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td><strong>USB 3</strong></td>
<td>HDMI1, HDMI2, HDMI3/PC, DVI-D, DPORT, VGA, Disable</td>
<td>Sets the video input for the USB3 receptacle, or disables the receptacle</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td><strong>Lync® Room Reset</strong></td>
<td>Reset, Cancel</td>
<td>Resets options in all menus to their default values (for SMART Room Systems)</td>
<td>You use this option when you first configure the SMART Room System (see <em>Turning on your room system for the first time</em> on page 14).</td>
</tr>
<tr>
<td><strong>CEC</strong></td>
<td>Enabled, Disable</td>
<td>Enables or disables Consumer Electronics Control (CEC) support on HDMI inputs</td>
<td>This option isn’t applicable to the SMART Room System. Don’t change it from its default value.</td>
</tr>
<tr>
<td><strong>FBC Control</strong></td>
<td>On, Off</td>
<td>Enables or disables the front control panel</td>
<td>Don’t change this option from its default value.</td>
</tr>
<tr>
<td><strong>SUPPORT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Model/Type</strong></td>
<td>[N/A]</td>
<td>Shows the interactive flat panel’s model number</td>
<td>This option only provides information. You’re unable to modify it.</td>
</tr>
<tr>
<td><strong>Software Version</strong></td>
<td>[N/A]</td>
<td>Shows the interactive flat panel’s firmware version number</td>
<td>This option only provides information. You’re unable to modify it.</td>
</tr>
</tbody>
</table>
Using the interactive flat panel on-screen display menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Values</th>
<th>Function</th>
<th>Notes (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Serial Number</td>
<td>[N/A]</td>
<td>Shows the interactive flat panel's serial number</td>
<td>This option only provides information. You're unable to modify it.</td>
</tr>
<tr>
<td>• Customer Service Center</td>
<td>[N/A]</td>
<td>Provides information on how to contact SMART Support</td>
<td>This option only provides information. You're unable to modify it.</td>
</tr>
</tbody>
</table>
Appendix C

Resetting the room system to factory defaults

This appendix explains how to reset the room system to factory defaults.

In most situations, you should reset the room system from the Settings screen. However, if the room system is in an unrecoverable state or the Settings screen is otherwise not accessible, you can reset the room system from the BIOS.

To reset the room system from the Settings screen

1. On the console, press Options, and then press Settings.
   
   The Enter your credentials screen appears.

2. Type the room system administrator account’s user name and password in the text boxes, and then press Authenticate.
   
   The room system restarts.

3. Type the room system administrator account’s password, and then press ENTER.
   
   The Lync Admin Console appears.

4. Press Web Updates.

5. Press Reset the Device to Factory Image.
   
   The room system restarts, and the software is reset to factory defaults.

6. Complete the procedure in Configuring your room system’s software on page 13.

To reset the room system from the BIOS

1. Turn off your room system (see Turning off your room system on page 44).

2. Connect a USB keyboard to the Lync appliance.
APPENDIX C
Resetting the room system to factory defaults

3. Turn on the room system using the power switch located on the bottom of the interactive flat panel.

![Small room](image1) ![Medium room](image2) ![Large room (×2)](image3)

**NOTE**
In large room installations, turn on both interactive flat panels.

4. Press the DELETE key.

   The Lync appliance enters BIOS mode.

5. Browse to the **Advanced** tab

6. Select **Recovery Function**, and then press ENTER.

7. Set **Image Recovery** to **Enabled**.

8. Press ESC.

9. Browse to the **Save & Exit** tab.

10. Select **Save Changes and Exit**, and then select **Yes**.

    The room system restarts, and the software is reset to factory defaults.

11. Complete the procedure in *Configuring your room system’s software* on page 13.
Appendix D

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
The remote control contains 1.5V AAA batteries. Recycle or dispose of batteries properly.

More information
See smarttech.com/compliance for more information.
Index

A

accessibility 36
accessories 5
ad hoc meetings 31
Administrative Web Portal  See Lync Room
System Administrative Web Portal
administrator accounts 18
air conditioning 12, 51
ambient lighting 80
annotations 35
audio
  configuring 76, 80, 87
  maintaining 54
  sharing 2
  troubleshooting 63-64
audio processor 4
calibration 21, 45, 47, 75, See also orientation
calls
  converting to meetings 32
  making test 26, 67
cameras
  about 4
  cleaning 53
  optimizing 23, 75
  troubleshooting 63
certificates 72
chemicals 50
cleaning
cameras 53
  interactive flat panel cameras and reflective tape channels 50
  interactive flat panel screens 49
microphones 54
presence detection sensors 49
speakers 54
collaboration 2
color temperature 79, 85
computers  See laptops
condensation 51
connectors, accessing 52
consoles
  about 4
  cleaning 53
  configuring 20
  managing meeeetings with 32
  troubleshooting 62
  viewing information and settings 76
contrast 79, 85
countries 17, 73
credentials  See passwords
Customer Experience Program 24, 71

B

backlight 85
batteries 77, 95
black level 79, 86
brightness 79, 85
business hours 21, 74

c
cable raceways 5
cable ties 40
cables
  using cable strain relief with 54
  using to isolate hardware issues 40
calendar
testing 26, 66
  using to join meetings 31

contraceptive

contrast

countries

credentials

Customer Experience Program

97  smarttech.com/kb/170450
D

date and time 19, 73
diagnostic logs 43
dial pad 32, 34
digital ink 35
digital pan, tilt and zoom 4
displays
  consoles See consoles
  interactive flat panels See interactive flat panels
documentation 7
domains 65
doors 12
drawing 35
dry-erase markers 49
dust 12, 50, 53
DViT technology 3

E

e-mail 36
event logs 72
Exchange See Microsoft Exchange

F

factory defaults 74, 93
field of view 4
firewall 73
firmware updates 43
flashlights 40

G

gallery of participants 33
gates 12
glass cleaner 49, 53
guest laptops See laptops

H

hardware installation 11, 54
hardware isolation testing 40
hardware removal 55
HDMI 5, 64
health status 42
high contrast themes 37
humidity 50-51

I

ink 35
installation instructions 7, 11, 54
instant messaging 34
interactive flat panels
  about 3
  configuring 14, 20, 75
  maintaining 45
  troubleshooting 60
  using the on-screen display menu 77
Internet settings 73

K

keyboards
  on-screen 34
  physical 14
keys See product keys
kickstands 52
KMS servers 9, 25
knowledge base 8

L

ladders 40
languages 17, 73, 81
laptops 5, 35, 64
large rooms 6
licenses See product keys
lights 59
I N D E X

loaction for installing your room system 12
local building codes 12
logging 24, 43, 72
Lync 2010 24, 71
Lync appliances 4, 13
Lync infrastructure 2, 9
Lync Room System Administrative Web Portal 40
Lync Room System software
  about 2
  configuring 24
  product key for 25
  troubleshooting 65
  using 29
Lync Web Service certificate 65

M

magnifier  See screen magnifier
MAKs 9, 25
markers 49
media, enabling in PowerPoint files 35
medium rooms 6
meetings
  converting existing meetings to Lync meetings 30
  ending 38
  managing with the console 32
  presenting content during 32
  scheduling 29
  starting 31
microphones
  about 4
  cleaning 54
  connecting additional 5
  muting 34
  setting default volume for 42, 71
  troubleshooting 63
Microsoft Exchange
  preparing for your room system 9
  testing access to 26
Microsoft Lync appliances  See Lync appliances
Microsoft Lync infrastructure  See Lync infrastructure
Microsoft Lync Room System software  See Lync Room System software
Microsoft Office 365 74
Microsoft Outlook 29
Microsoft PowerPoint 2, 35, 66
Microsoft updates 73
mouse 14
mute 34

N

narrator  See screen narrator
network requirements 9
nylon cable ties 40

O

Office 365  See Microsoft Office 365
on-screen display menu 77
on-screen keyboard 34
orientation 21, 45, 47, 75, See also calibration
Outlook  See Microsoft Outlook

P

packaging 55
participants, meeting 33
passwords 18, 24, 42, 70, 74
pens, replacing nibs for 51
permanent markers 49
phone features 32, 34
power 12
power lights 59
power saving mode 21
prerequisites 9, 14
presence detection sensors 75
  about 3
  cleaning 49
  configuring 82
troubleshooting 60
  turning on the room system with 30
privacy 4
product keys 25
proxy authentication 24, 70

Q
quality control 24, 71

R
recessed areas 12
recovery 93
regions 17, 73
remote control 77
remote monitoring and management 40
ringer 42, 71
room systems
  about 2
  accessories for 5
  comparing 6
  components of 3
  features of 2
  installing hardware 11, 54
  maintaining 39
  preparing for 9
  resetting 93
  restarting remotely 43
  testing 26, 67
  troubleshooting 57
  turning off 44
  turning on 14, 30
  updating software and firmware for 43
  using 29
  viewing information and health status of 42
room tags  See tags

S
SCOM 41
screen magnifier 37
screen narrator 37
screens
  consoles  See consoles
  interactive flat panels  See interactive flat panels
  screw drivers 40
  serial numbers 58, 75
  sharpness 79, 85
  shutters, camera 4
  SIP URIs 24, 65
  small rooms 6
  SMART Board interactive flat panels  See interactive flat panels
  SMART Room Systems  See room systems
  SMART Settings 21, 74
  SMART updates 73
  smoke 50
  software configuration 13
  software updates 43
  speakers
    about 5
    cleaning 54
    muting 34
    setting default volume for 42, 71
    troubleshooting 64
  special needs 36
  specifications 7
  startup 2, 31
  status lights 59
  strain relief, cable 54
  sunlight 51
  support
    Microsoft 65
    SMART 8

tags 42
tape measures 40
test calls 26, 67, 71
themes 37
time  See date and time
time zones 19
INDEX

tint 79, 85
tools, recommended 40
touch panels  See interactive flat panels
training 8
transportation 55
troubleshooting 57
trusted domains 65
tutorial 8, 72

U

updates 73
user names 18, 24, 70

V

vacuum cleaners 50
ventilation 12, 50
VGA 5, 64
vibration 12, 55
video connection harness 5
videos 2, 4, 33, See also cameras
volume 26, 34, 64, 71

W

wall stand kits 5
water 50
Web Portal  See Lync Room System
    Administrative Web Portal
Web Service certificate 65
web updates 73
WEEE and Battery Directives 95
whiteboard feature 2, 36
Windows Firewall 73
Windows Server Update Services server 73
writing 35