

## Frequently asked questions

# SMART kapp

The SMART kapp® capture board enables you to collaborate with others in a simple but powerful way. The following are frequently asked questions about the capture board.



### NOTE

For more information about the capture board, see the *SMART kapp capture board user's guide* ([smarttech.com/kb/170769](http://smarttech.com/kb/170769)).

## General

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

The following devices and operating systems are compatible with the app:

Device type	Requirements
Apple	<ul style="list-style-type: none"><li>• iOS 7.1 or later operating system software</li><li>• 50 MB of storage</li><li>• iPhone 4S or later</li><li>• Third generation iPad or later</li><li>• First generation iPad mini or later</li><li>• Fifth generation iPod touch or later</li></ul>
Android	<ul style="list-style-type: none"><li>• Android 4.4.4 (KitKat) or later operating system</li><li>• 50 MB of storage (internal or SD card)</li><li>• 1024 MB of RAM</li><li>• 720p or better screen resolution</li><li>• Bluetooth 2.1 + EDR</li><li>• NFC (recommended)</li><li>• 3 megapixel or better rear-facing camera (recommended)</li></ul>

**Where can I find purchasing information for the capture board?**

Visit [smartkapp.com/store](https://smartkapp.com/store) for complete information on price, availability and where to buy a capture board.

**Where can I find more information about the capture board?**

Visit [smartkapp.com/support](https://smartkapp.com/support) to find additional information such as product specifications, install guides and user's guides.

**Is the capture board mobile? Can I move it between locations?**

You can install a SMART kapp capture board in most environments and make it mobile by mounting it on a compatible mobile floor stand. This enables you to move the capture board between rooms in a building. For information about where to purchase compatible mobile stands for a SMART kapp 42" capture board, see the *SMART kapp 42" third-party stand guide* ([smarttech.com/kb/170847](https://smarttech.com/kb/170847)). For a SMART kapp 84" capture board, you can use the SYZ84-K Mobile Display Stand available from AVF (Audio Visual Furniture) ([www.video-furn.com/stands-SYZ84.html](http://www.video-furn.com/stands-SYZ84.html)).

**Are there any third-party stands I can use to mount my capture board?**

You can use a VESA®-compatible stand to mount the SMART kapp 42" capture board. For more information about compatible third-party stands, see the *SMART kapp 42" third-party stand guide* ([smarttech.com/kb/170847](https://smarttech.com/kb/170847)). If you have a SMART kapp 84" capture board, you can use the SYZ84-K Mobile Display Stand available from AVF (Audio Visual Furniture) ([www.video-furn.com/stands-SYZ84.html](http://www.video-furn.com/stands-SYZ84.html)).

**How many dry erase markers does the capture board come with, and can I buy additional markers as replacements?**

The SMART kapp 42" capture board comes with three dry erase markers and the SMART kapp 84" capture board comes with six dry erase markers. You can use virtually any dry erase marker as a replacement.

**Can I write on the capture board with any dry erase marker?**

You can use virtually any dry erase marker with the capture board.

**Where can I buy replacement parts for the capture board?**

Replacement markers, power supply, mounting hardware and erasers can be purchased from the Store for SMART Parts (see [smarttech.com/Support/PartsStore](https://smarttech.com/Support/PartsStore)).

**What languages does SMART kapp support?**

Currently, SMART kapp supports the following languages:

- English
- German
- French
- Spanish

**In what file formats can I save my snapshots?**

You can save your snapshots in JPEG or PDF format in the SMART kapp app, and in PDF format on a USB drive.

**What is the typical file size of a snapshot?**

Snapshots are small files that are typically less than 30 KB in size.

**How many users can join a sharing session?**

With the Starter version of the SMART kapp app, up to five users can join a share session. If you upgrade to Plus, then you can have six or more users join a sharing session. For more information about the difference between the Starter and Plus SMART kapp app versions, visit [smarkapp.com/app](https://smarkapp.com/app).

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

Visit [smarkapp.com/app](https://smarkapp.com/app) for more information about upgrading to Plus.

**Can I purchase SMART kapp app Plus with a Purchase Order (PO)?**

At this point in time, Plus cannot be purchased through a PO. Currently, the only way to upgrade to Plus is through the App Store or Google Play™ using a credit card. Visit [smarkapp.com/app](https://smarkapp.com/app) for more information about upgrading to Plus.

**I hear that SMART kapp iQ™ has multi-way inking. Do the SMART kapp capture boards also support this feature?**

SMART kapp 42" and 84" capture boards don't support multi-way inking. Unlike SMART kapp iQ capture boards, these capture boards are not interactive display panels and do not use digital ink so they are unable to display what remote participants contribute to a sharing session.

## Connecting

### **Do I need an Internet connection to use the capture board?**

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

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

The capture board is designed to easily connect to a mobile device. Simply scan the capture board's QR code (iOS or Android™ mobile devices ) or tap the NFC tag (Android mobile devices only) to initiate a Bluetooth® connection.



#### **NOTE**

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

### **Can I connect a computer to the capture board?**

The capture board is designed to connect directly to the SMART kapp app through Bluetooth using an iOS or Android mobile device. After you capture snapshots on a mobile device or on a USB drive, you can transfer the snapshots to a computer.

### **Can I connect a SMART interactive display to a capture board?**

You can view a share session from a capture board on a SMART Board® interactive whiteboard, a SMART Board interactive flat panel or another SMART interactive display by opening the share session in an Internet browser.

### **Can I connect multiple capture boards together?**

The capture board is designed to connect with only a mobile device. Capture boards cannot be connected to each other.

## Security

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

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

**What prevents someone from intercepting content from my executive's capture board?**

When a user connects to a capture board, a connection light turns on to indicate that a device is connected. Only one mobile device can connect to a capture board at a time. The capture board uses encrypted protocols to communicate over Bluetooth (in addition to what Bluetooth, itself, provides), which helps to eliminate the risk of data interception in the air.

**After I erase ink on the capture board, can anyone else connect a mobile device and access my content?**

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



### NOTE

For more details about SMART kapp's security features, see *SMART kapp capture board security information guide* ([smarkkapp.com/kb/170892](http://smarkkapp.com/kb/170892)).

## Contact Support

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

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[smarkkapp.com/support](http://smarkkapp.com/support)

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