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Smart Ink MX255-V5

Smart MX255-V5 Interactive Display with IQ User Manual

Model: MX255-V5

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation of your Smart MX255-V5 Interactive Display with IQ. Please read this manual thoroughly before using the product and retain it for future reference. The Smart MX255-V5 is designed to enhance engagement and streamline operations in educational and professional environments through its advanced interactive features and integrated IQ system.



Figure 1: Front view of the Smart MX255-V5 Interactive Display. This image shows the display screen and its sleek bezel, highlighting its modern design suitable for various environments.

2. SAFETY INFORMATION

Observe the following safety precautions to prevent damage to the product and ensure user safety:

- **Power Supply:** Use only the specified power adapter and ensure the power outlet meets the display's requirements.
- **Ventilation:** Do not block ventilation openings. Ensure adequate space around the display for proper airflow.
- **Placement:** Place the display on a stable, level surface or mount it securely according to installation instructions. Avoid direct sunlight, heat sources, and excessive moisture.
- **Cleaning:** Disconnect power before cleaning. Use a soft, dry cloth. Do not use liquid or aerosol cleaners directly on the screen.
- **Servicing:** Do not attempt to service this product yourself. Refer all servicing to qualified service personnel.

3. PACKAGE CONTENTS

Verify that all items are present in the package:

- Smart MX255-V5 Interactive Display
- Power Cable
- USB-C Cable
- HDMI Cable
- Interactive Pens (2)
- Remote Control
- Wall Mount Bracket (optional, may be sold separately)
- Quick Start Guide

4. SETUP

1. **Unpacking:** Carefully remove the display from its packaging. It is recommended to have at least two people for safe handling due to its size and weight.
2. **Mounting/Placement:**
 - **Wall Mount:** If wall-mounting, follow the instructions provided with your wall mount kit. Ensure the wall structure can support the display's weight (103 pounds).
 - **Stand Placement:** If using a mobile stand, ensure it is stable and locked in place before placing the display.
3. **Connecting Power:** Connect the power cable to the display's power input and then to a grounded electrical outlet.
4. **Connecting Peripherals:**
 - **Computer (Optional):** Connect your computer to the display using an HDMI cable for video and a USB-C cable for touch functionality and data transfer.
 - **Network:** Connect to your network via Wi-Fi 6E or an Ethernet cable for internet access and IQ system features.
5. **Initial Power On:** Press the power button on the display or remote control. Follow the on-screen prompts for initial setup, including language selection and network configuration.

5. OPERATING INSTRUCTIONS

5.1. Basic Operation

- **Power On/Off:** Press the power button on the display or remote.
- **Input Source Selection:** Use the remote or on-screen menu to switch between connected devices (e.g., HDMI, USB-C, internal IQ system).
- **Volume Control:** Adjust audio volume using the remote control.

5.2. Interactive Features (IQ System)

The integrated IQ system provides a seamless interactive experience:

- **Touch Interaction:** The display supports up to 40 points of touch, allowing multiple users to interact simultaneously using fingers or interactive pens.
- **SMART Notebook:** Access and create interactive lessons and presentations directly on the display.

- **SMART Ink:** Write and draw over any application, website, or video with digital ink.
- **SMART Mirror:** Wirelessly share content from your personal devices to the display.
- **NFC and QR Code Sign-in:** Quickly log in to your personalized IQ experience using NFC tags or QR codes.

6. FEATURES

The Smart MX255-V5 Interactive Display offers a range of advanced features:

- **4K UHD User Interface:** Experience crystal-clear visuals with a high-resolution display.
- **Integrated Mic Array:** Built-in microphones for enhanced audio capture during presentations or video calls.
- **2 x 20W Speakers:** Powerful integrated speakers for clear audio output.
- **Zero Bonded Glass:** Provides a precise and responsive touch experience with reduced parallax.
- **Dual USB-C 3.2 (65W, 15W):** Versatile connectivity for power delivery, data, and video.
- **WiFi 6E and Hotspot Support:** High-speed wireless connectivity and the ability to create a Wi-Fi hotspot.
- **Bluetooth 5.2:** Connect wireless peripherals and accessories.
- **Ambient Light Sensor:** Automatically adjusts display brightness for optimal viewing and energy efficiency.
- **ENERGY STAR & Ecodesign Compliance:** Designed for energy efficiency and environmental responsibility.

7. SPECIFICATIONS

Feature	Specification
Model Number	MX255-V5, Mx055-v5
Product Dimensions	3.78 x 32.2 x 51.22 inches
Item Weight	103 pounds
Screen Size	25 Inches (Standing screen display size)
Resolution	3840 x 2160 (4K UHD 2160p)
Aspect Ratio	16:9
Screen Surface Description	Glossy
Total USB Ports	2 (Dual USB C 3.2)
Manufacturer	SMART
Date First Available	August 27, 2024

8. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your interactive display.

- **Cleaning the Screen:**
 - Turn off and unplug the display before cleaning.
 - Use a soft, lint-free cloth, slightly dampened with water or a non-abrasive, screen-safe cleaner.
 - Do not spray liquids directly onto the screen.

- **Cleaning the Casing:** Use a soft, dry cloth to wipe the exterior surfaces.
- **Software Updates:** Regularly check for and install software updates for the IQ system to ensure optimal performance and security.

9. TROUBLESHOOTING

If you encounter issues with your Smart MX255-V5, refer to the following common problems and solutions:

Problem	Possible Solution
No power	Ensure the power cable is securely connected to both the display and a working electrical outlet. Check the power indicator light.
No image on screen	Verify the correct input source is selected. Check HDMI/USB-C cable connections to the computer/device. Ensure the computer/device is powered on.
Touch functionality not working	Ensure the USB-C cable (if connecting to a computer) is properly connected. Restart the display and the connected computer. Calibrate the touch screen if available in settings.
Poor Wi-Fi connection	Check your Wi-Fi router and signal strength. Move the display closer to the router or consider a wired Ethernet connection.
Audio issues	Check the volume settings on both the display and any connected devices. Ensure cables are properly connected if using external audio.

10. WARRANTY AND SUPPORT

The Smart MX255-V5 Interactive Display is covered by the SMART Assure warranty, ensuring reliable performance and support.

- **Warranty Information:** For detailed terms and conditions of the SMART Assure warranty, please refer to the documentation included with your product or visit the official Smart Ink support website.
- **Technical Support:** If you require technical assistance or have questions not covered in this manual, please contact Smart Ink customer support. Contact information can typically be found on the manufacturer's website or in your product's quick start guide.
- **Online Resources:** Visit the [Smart Ink Store](#) for additional product information and resources.