

FAQ's SMT-Smart Mediatable

Please find useful information on the SMT in the service manual.
In addition to that, GREINER is providing a training video with explanations.

How can I react when the screen freezes?

- *Press the on/off button below the screen to switch off the system. With serious software errors please contact the GREINER Service team.*

The headphones do not play the sound as expected

- Please check whether the plug for the headphones is put in correctly

Does the SMT-System have a battery?

- No, the system is connected to the plug via cable. The PoE is another possibility to connect to the Internet. (Please see next point)

What is a PoE splitter and what purpose has it?

- PoE means "Power-Over-Ethernet", i.e. the SMT-System can be supplied with internet and power at the same time using a LAN cable. A LAN socket must be available on site. The advantage here is that there is only one cable running from the SMT-System to the wall. A nylon LAN cable can also be used here, which is stronger and more stable.

Connection to the smartphone does not work. Possible reasons?

- To do this, please follow the instructions in the operating manual and install the relevant app on your smartphone.
- Android devices can be operated and completely controlled via the touch field of the SMT-System (subject to changes by various smartphone manufacturers).
- iOS devices can only be mirrored, operation is via the smartphone.

Does the SMT-Board store data of the smartphone whilst mirroring?

- No, because it is only a transfer of the screen, no data is stored on the unit. The SMT-System also does not have a large amount of memory to store data, as the system is used temporarily and can always be reset to factory settings afterwards.

I cannot download apps - certain apps do not work?

- Make sure you are logged into the Google Play Store - here you can download all available apps that Android provides. Some apps are blocked due to licences or country-specific rules. The app manufacturers reserve the right to update the apps, which may mean that older versions of apps can no longer be used.

The time of the system does not match the real time, so I cannot open the browser?

- The SMT-System does not have a GPS transmitter, which means that the time may have to be set manually at the beginning. Follow the instructions on the screen.

iOS mirroring doesn't work - I can't find the share button on my smartphone

- Make sure that you have "Screen capture" displayed in the iOS interface in the control centre (swipe upwards) - then please follow the instructions shown.

What happens when I press "Clear All"?

- All data, downloaded apps and browsers and cache data are deleted. The SMT-System does not store any data.

Can I also use the SMT-System without WIFI?

- Without WIFI, but with PoE - important, there must be an internet connection to use the SMT-System.

The internet is too slow or the apps load at a slow internet speed?

- Make sure that your internet connection is stable and that there is enough power available (if you have several SMT systems, there should be enough internet power available).

Can I also use the SMT without registering via the Google Play Store?

- You can also use the SMT-System without the Google Play Store. However, only the existing apps on the user interface (pre-installed apps) can be used and only if these pre-installed apps were downloaded ONCE via the Google Play Store when the SMT-System was started for the first time. The browser button and the smartphone connection can also be used without the Google Play Store.

No connection to the internet?

- Make sure that the WIFI connection has been established or that the PoE splitter has access to the Internet via the LAN socket.

Can I place all objects on the surface of the SMT without hesitation?

- The SMT serves as a fully-fledged side table - nevertheless, we recommend placing a patient tray (e.g. GREINER patient tray) especially on the glass surface to avoid scratches or similar (ceramic cups, plates or glass bottles can cause these scratches). GREINER provides a suitable tray as an accessory and soon also protective foils.

What to do if the automatic WIFI page (splash page) does not open?

- Here you only have to manually enter the browser and call up any "www." page, then the window opens.

The screen does not react - what could be the reason?

- The screen can be locked by means of the "key lock". To do this, press the symbol with the lock on the control panel.

Can I set another language on the SMT-System?

- Yes, if you want to change the language on the SMT-System, please click on the "Language" button. Here you can choose from many different languages.

Can I also surf the Internet "normally" on the SMT-System?

- Yes, on the SMT's user interface there is the "Chrome button" with which you can access the internet browser and surf the internet.

Does the SMT have a camera?

- Yes, this can be used app-based, i.e. there is no separate button with which the camera can be opened. This is done exclusively via video or camera-capable apps (Skype, camera app).