

PLEASE THINK BEFORE YOU PRINT



SMART Sync™ 2011 classroom management software

Windows® operating systems

User's Guide

Extraordinary made simple™

SMART™

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With SMART Sync™ classroom management software, you can manage your classroom and communicate with your students without leaving your computer.

SMART Sync software enables you to observe and guide your students' computer activity using the customizable Thumbnails view, which displays real-time images of your students' computer desktops. In addition to viewing their desktops, you can capture snapshots of students' screens, take control of students' desktops, temporarily lock students' computers, remotely shut down students' computers and block access to the Internet and specific applications.

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You can also use SMART Sync software to communicate with your entire class, a group of students or an individual student. You can broadcast your desktop, conduct polls, send messages and files to students, receive replies, organize student collaboration and more.

If you're using SMART Sync software with a SMART Board™ interactive whiteboard, you can write notes using a pen tray pen and your students will see your notes on their desktops. If you're working at a computer, you can write notes using the tools in SMART Sync software.

Starting SMART Sync software

When you first start SMART Sync software, you create a teacher ID and a class. Students can then connect to the class (see *Connecting to students* on page 5).

Every class is unique. The only similarity between two classes may be the room in which they're taught. Everything else may be different, including the students and the seating plan.

Teachers and classes can be administered, which means they're centrally defined in a SMART School file (see *Connecting to SMART Sync Class List Server* on page 80), or non-administered, which means they're defined in your computer's installation of SMART Sync software.

- If you select a non-administered class when you start SMART Sync software, you can save changes to your class at any time.
- If you select an administered class, you can't save changes to the original file, but you can save it with a new name.

NOTE

(Administered) appears beside administered classes in the *Welcome to SMART Sync* dialog box.

LINKS

Online tutorials are available from the SMART Sync Teacher software menu (**Help > Tutorial**).

■ **To create a new teacher ID**

1. Double-click the **SMART Sync Teacher software 2011** icon on your desktop.
The SMART Sync software window and the *Welcome to SMART Sync* dialog box appear.
2. Type the teacher ID in the *Teacher* box.

i NOTE

The teacher ID can't contain the following characters: \ / : * ? < > | "

3. Click **OK**.
A message appears, asking if you want to create a new teacher ID.
4. Click **Yes**.
SMART Sync software displays the Thumbnails view and the *All Computers* tab.
5. Connect to students (see *Connecting to students* on page 5), and then save the class (see *Working with teacher IDs and classes* on page 8).

■ **To select an existing teacher ID**

1. Double-click the **SMART Sync Teacher software 2011** icon on your desktop.
The SMART Sync software window and the *Welcome to SMART Sync* dialog box appear.
2. Select a teacher ID from the *Teacher* drop-down list.
3. Select an existing class in the *Class* list.
OR
Select **New Class** in the *Class* list to create a new class.
4. Click **OK**.
SMART Sync software displays the Thumbnails view and the *All Computers* tab.
5. Connect to students (see *Connecting to students* on page 5).
6. If you created a new class in step 3, save it (see *Working with teacher IDs and classes* on page 8).

Understanding multiple operating system classrooms

A multiple operating system classroom includes both Windows and Mac users. You can connect a Mac student to a Windows teacher and a Windows student to a Mac teacher.

When a Mac student connects to a Windows teacher, the **SMART Sync Software Compatibility Mode** dialog box appears to inform you that some features of SMART Sync software will be disabled. You can disable this dialog box and enable it again if you change your mind.

TIP

If you don't want the **SMART Sync Software Compatibility Mode** dialog box to appear the next time you enter a multiple operating system classroom, select the **Don't show this message again** check box when the dialog box appears.

LINKS

For a list of feature limitations within multiple operating system classrooms, click the **More information** link in the **SMART Sync Software Compatibility Mode** dialog box or go to smarttech.com/kb/157515 to access the *SMART Sync 2011 comparison document*.

To disconnect all Mac students

1. Click **Thumbnails** .
The Thumbnails view appears.
2. Select **Connection > Disconnect All Mac Students**.
A message appears asking you for confirmation.
3. Click **Yes**.

To enable the SMART Sync Compatibility Mode dialog box

1. Select **Options > Preferences**.
2. Click the **General** tab.
3. Select the **Warn me when entering compatibility mode** check box.
4. Click **OK**.

Connecting to students

LINKS

SMART Sync 2011 software is a two-part installation. To download and install the student version of SMART Sync software to student computers, see *Installing SMART Sync Student software* in the *SMART Sync 2011 Quick Start Guide* (smarttech.com/kb/160489).

You or your system administrator can install SMART Sync Student software on students' computers in one of two modes:

| Mode | Description |
|---------|---|
| Visible | The user interface is visible to students. |
| Hidden | The user interface is hidden from students. |

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You or your system administrator can then select a connection option depending on the chosen mode:

| Connection option | Description | Visible mode | Hidden mode |
|---|--|--------------|-------------|
| Allows the student to select from a list of available teachers | Students must manually connect to the correct teacher ID.  TIP If teacher discovery is enabled, students can view the IDs of teachers currently logged on to SMART Sync Teacher software in a drop-down list (see page 80). | Yes | No |
| Automatically connects with this Teacher ID | Students automatically connect to a teacher ID. | Yes | Yes |
| Automatically connects with this hostname or IP address | Students automatically connect to a teacher through a host name or IP address. (Host names and IP addresses identify computers on a network.) | Yes | Yes |
| Uses this Class List Server hostname or IP address | You connect to your students based on the information in a SMART School file (see <i>Connecting to SMART Sync Class List Server</i> on page 80). You can allow assisted teacher discovery for students or use SMART Sync Class List Server to automatically connect students to a teacher (see <i>Connecting to SMART Sync Class List Server</i> on page 80). For information on creating and maintaining SMART School files, see smarttech.com/kb/160490 . | Yes | Yes |

NOTE

In Hidden mode, students can't ask questions, initiate chat, send files or complete other tasks requiring the SMART Sync Student software user interface.

Transferring students to your class

If you connect to students through SMART Sync Class List Server, you can transfer students connected to other teachers' classes to your class.

NOTE

This feature is only available if you use SMART Sync Class List Server and if at least one other teacher currently has a class running on SMART Sync Class List Server.

To transfer students to your class

1. Select **Connection > Get Missing Students from Other Teachers**.

The *SMART Sync – Class List Connection* dialog box appears. This dialog box shows all students connected to other teachers through SMART Sync Class List Server and the teachers they're connected to.

2. Select the check boxes of the students you want to transfer to your class.

TIP

You can select all students in the list by clicking **Select All**.

3. Click **Transfer**.

SMART Sync software transfers the selected students to your class.

Adding a student after a class has started

If you previously saved a class (see *Working with teacher IDs and classes* on the next page), you can add a student to your class after the class has started.

To add a student to your class

1. Select **Connection > Add Student**.

The *SMART Sync* dialog box appears.

2. Enter the computer host name or the ID of the student that you want to add to your class.
3. Click **OK**.

SMART Sync software adds the selected student to your class.

Working with teacher IDs and classes

You can change to a different teacher ID or select another class at any time. When you change to a different teacher ID or class, the customized profile for that teacher or class loads automatically.

If additional students join your class or if you reorganize your groups, you might want to save the current class.

■ To change the teacher ID or class

1. Select **File > Change Teacher or Class**.

The *Teacher and Class Selection* dialog box appears, displaying your current teacher ID.

2. Select the teacher ID you want from the list.

OR

Clear the current teacher ID and enter another one.

3. Select the class you want.

4. Click **OK**.

The SMART Sync software title bar changes to reflect the teacher ID and class.

Students connected to the previous teacher ID receive a message asking them if they want to switch to the new teacher ID. They must click **Yes** to connect to the new teacher ID.

■ To save a non-administered class

Select **File > Save Class**.

■ To save an administered class or to save a class with a new name

1. Select **File > Save Class As**.

A dialog box appears.

2. Type a new class name, and then click **Save**.

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Navigating the user interface

The SMART Sync software user interface consists of four components:

- Views
- Main toolbar and menu
- Group tabs
- Students list

Views

Each view contains a subset of the SMART Sync software features:

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| View | Description |
|---------------|--|
| Thumbnails | <p>When you start SMART Sync software, you see thumbnails (miniature images) of the connected students' desktops. These thumbnails change in real time (though slightly delayed) with every instance of student input. You can customize the appearance of the Thumbnails view by editing thumbnail names, changing thumbnail sizes and rearranging the thumbnails.</p> <p>In the Thumbnails view, you can:</p> <ul style="list-style-type: none">• Observe the class• Observe and take control of a student's desktop• Broadcast your desktop• Broadcast a student's desktop• Capture an image of a student's desktop• Share media files• Share a web page• Shut down, log off or restart a student's computer |
| Collaboration | <p>Using the Collaboration view, you can organize and monitor collaborative assignments. You can separate your class into groups of two or three, distribute an assignment for them to complete as a group and view their progress.</p> |
| Questions | <p>Using the Questions view, you can view, respond to and save your students' questions.</p> |
| Chat | <p>Using SMART Sync software, you can chat with your whole class, group or selected students. The Chat view displays all the chat messages, including messages between students.</p> <p>In the Chat view, you can also:</p> <ul style="list-style-type: none">• Control student chat• Save the current chat session as a text file• Clear the chat history |
| File Transfer | <p>Using the File Transfer view, you can send files to your class, and receive files from a group or selected students and . The view is divided into <i>Sent Files</i>, and <i>Received Files</i>.</p> <p>In the File Transfer view, you can also:</p> <ul style="list-style-type: none">• Cancel a file transfer• Open a sent file• Open a received file• Clear a file from the list |
| Applications | <p>Using the Applications view, you control which applications your students can use by creating application blocking rules. You can also remotely start and close applications on your students' computers.</p> |
| Internet | <p>Using the Internet view, you can block students from using specified websites and pages.</p> |

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i NOTE

In all views, you can lock student desktops, block Internet access, send announcements and conduct polls.

Main toolbar and menus

The main toolbar includes buttons for common tasks in SMART Sync 2011. Although you can access some buttons and menu options in any view, some buttons and menu options are specific to a particular view. For example, the **Shut Down** button appears only in the Thumbnails view.

When you select a view, the toolbar buttons and menu options change to the buttons and options appropriate for that view.

Group tabs

If you want to frequently interact with a selection of students from your entire class, create a group for those students. Each time you create a group, SMART Sync software creates a tab for the new group (see *Working with groups* on page 16).

Depending on your viewing options, the main tab is named either *All Computers* or *All Students*.

Students list

The students list appears on the right side of the interface when you're in the Questions, Chat, File Transfer or Applications view.

i NOTE

The Thumbnails and Collaboration views don't include the students list. You can get the same information from the students' thumbnails.

The students list includes:

- All the currently connected students (if you're viewing the *All Students* or *All Computers* tab).
- All the currently connected students in a group (if you're viewing a group's tab).

When you select one or more students in the students list, you can interact with the selected students using SMART Sync software features, including locking students' desktops, broadcasting, sending and receiving files, and more.

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The symbol next to each student's name indicates the student's status. The symbols below are organized in order of most important status (**Disconnected**) to least important status (**Connected**).

| Symbol | Status | Description |
|---|--------------------------|---|
|  | Disconnected | The student is disconnected. |
|  | Locked Out | The student is locked out. |
|  | Vote | The student has yet to respond to a vote. |
|  | Vote Yes | The student has responded affirmatively to a vote. |
|  | Vote No | The student has responded negatively to a vote. |
|  | Question | The student has asked a question. |
|  | Chat | The student has received a new chat message. |
|  | Application Block | The student is blocked from using one or more applications. |
|  | Internet Block | The student is blocked from using the Internet. |
|  | Connected | The student is connected. |

When more than one status applies to a student, only the most important symbol appears. For example, if a student is both connected and locked out, the **Locked Out** symbol displays beside the student's name.

Customizing the user interface

You can customize the SMART Sync software user interface to suit your preferences by following the instructions in this section.

Showing or hiding toolbars

You can show or hide the toolbars to customize the SMART Sync software user interface.

■ To show or hide the main toolbar

Select **View > Toolbars > Main**.

■ To show or hide the Views icons

Select **View > Toolbars > View**.

Setting the selection method

You can change the SMART Sync software selection method to suit your preferences. The two available methods are Standard and Sticky.

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In Standard selection:

- If you click two items, you select only the second item.
- If you hold the CTRL key and click two items, you select both items.
- If you hold the SHIFT key and click two items, you select both items and every item between the two.

In Sticky selection:

- If you click two items, you select both items.
- If you click a selected item, you clear the selection.
- Holding the CTRL or SHIFT key has no effect.

TIP

If you're using a SMART Board interactive whiteboard, it's easier to select and clear selections using the Sticky selection method.

To set the selection method to Standard

Select **Options > Selection Types > Standard Selection**.

To set the selection method to Sticky

Select **Options > Selection Types > Sticky Selection**.

Working with thumbnails

You can arrange, resize and change the information of the thumbnails in the Thumbnails view.

Rearranging thumbnails

By default, the student thumbnails are arranged alphabetically in the Thumbnails view. However, you can arrange the thumbnails in any way you like. For example, you can rearrange them to reflect the room's seating plan for all students or groups.

To arrange thumbnails in a customized order

1. Click **Thumbnails** .
The Thumbnails view appears.

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2. If you want to arrange the thumbnails for the class, click **All Computers** or **All Students**.
If you want to arrange the thumbnails for a group, click the group's tab.
3. Make sure **View > Thumbnail Arrangement > Align to Grid** isn't selected, and then drag the thumbnails vertically or horizontally.

NOTE

If a new student joins the class or group, that student's thumbnail appears at the end of the thumbnail arrangement.

To arrange thumbnails alphabetically

1. Click **Thumbnails** .
The Thumbnails view appears.
2. If you want to arrange the thumbnails for the class, click **All Computers** or **All Students**.
If you want to arrange the thumbnails for the group, click a group's tab .
3. Select **View > Thumbnail Arrangement > Alphabetical Ordering**.

The thumbnails arrange in alphabetical order starting at the upper left corner.

NOTE

If a new student joins the class or group, that student's thumbnail appears in alphabetical order in the thumbnail arrangement.

Resizing thumbnails

There are advantages and disadvantages to increasing the size of the thumbnails. If you make them larger, it's easier to see details, but you have to scroll to view some of the thumbnails. If you make them smaller, you can view more of them without having to scroll, but it's difficult to see details.

To resize thumbnails

1. Click **Thumbnails** .
The Thumbnails view appears.

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2. Select **View > Thumbnail Size**, and then select one of the following options:
 - **Very Large** (two thumbnails wide)
 - **Large** (three thumbnails wide)
 - **Medium** (four thumbnails wide)
 - **Small** (five thumbnails wide)
 - **Very Small** (six thumbnails wide)
 - **Best Fit** (automatically adjusts the thumbnail display to the best arrangement)

Changing thumbnail information

When you monitor a class or group in the Thumbnails view, you can display the student's logon ID, student ID or name below each thumbnail.

The Collaboration view also displays this information.

To change thumbnail information

1. Click **Thumbnails** .
The Thumbnails view appears.
2. Select **View > Thumbnail Name/Description**.
3. Select **Logon ID**, **Student ID** or **Student Name**.

Working with groups

If you want to frequently interact with a selection of students from your class, create a group for those students.

When you create a group, SMART Sync software creates a tab for that group. Depending on your viewing options, the default group tab is named *All Computers* or *All Students*.



When you select a group's tab, you can interact with the members of that group. For example, you can lock the group's desktops, broadcast your desktop to the group or send a file to the group.

By creating groups, you can tailor specific actions to a certain section of the class. For example, you can create a group made up of students who are easily distracted, and then monitor the computer screens of that group.

You can also add members to or remove members from existing groups and delete groups that you no longer need.

Creating, editing and deleting groups

■ To create a group

1. Select **Edit > Add Group**.

The *New Group* dialog box appears.

2. Type a name for the group in the *Group name* box.
3. Optionally, select the **Allow students to join this group on their own** check box to allow students to join or leave this group.

i NOTE

If you don't select this check box, only you can add or remove students from the group.

4. Click **OK**.

The group appears as a new tab in the main SMART Sync software window.

■ To edit a group

1. Select the group's tab.
2. Select **Edit > Modify Group**.
The *Edit New Group* dialog box appears.
3. Optionally, change the name of the group in the *Name* box.
4. Optionally, add students to or remove them from the group:
 - To add a student, select the student's name in the *Students* list, and then click **Add**.
 - To remove a student, select the student's name in the *Group Members* list, and then click **Remove**.
5. Optionally, select the **Allow students to join this group on their own** check box to allow students to join or leave this group.

NOTE

If you don't select this check box, only you can add or remove students from the group.

6. Click **OK**.

■ To delete a group

1. Select the group's tab.
2. Select **Edit > Remove Group**.
A warning message appears.
3. Click **Yes**.

■ To interact with a group or all students

If you want to interact with a group, click the group's tab.

If you want to interact with all students, click the **All Computers** or **All Students** tab.

Changing the type of class

Depending on your viewing options, the default group tab is named *All Computers* or *All Students*. The *All Computers* group includes every computer in your lab and names the thumbnails using the computer name. The *All Students* group includes every student in your class and names the thumbnails using the student ID.

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■ To change from a lab to a class

Select **View > View Class As > Student Class List**.

■ To change from a class to a lab

Select **View > View Class As > Computer Lab**.

Exiting SMART Sync software

Before you exit SMART Sync software, consider the following:

- If you exit while a file transfer is in progress, the file transfer cancels.
- If you want to continue to use SMART Sync software with a different teacher ID, you don't need to exit SMART Sync software.
- All students will be disconnected from SMART Sync software, and all application blocking rules and Internet blocking rules will be disabled.

■ To exit SMART Sync software

Select **File > Exit**.

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Observing and guiding students

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You can view a window or full screen image of a student's desktop, take sole control of a student's desktop or share control with the student. You can also observe and control your class's computer activity using locks, shutdowns and more.

Observing the class

You can view images of your students' screens using the Thumbnails view and determine at a glance whether everyone is focused on the assigned task.

When you observe a class or group, you can:

- Capture images of students' desktops (see page 25)
- Lock students' desktops (see page 26)
- Broadcast your desktop (see page 32)
- Broadcast a student's desktop (see page 33)
- Send an announcement (see page 36)
- Conduct a poll (see page 36)
- Share media files (see page 37)
- Share web pages (see page 39)

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- Shut down, log off or restart students' computers (see page 28)
- View and answer students' questions (see page 47)
- Block student access to the Internet (see page 67)

To observe the class

The Thumbnails view displays the thumbnails of the class or the selected group.

The symbol in the top left corner of each thumbnail indicates the student's status. When more than one status applies to a student, the symbol with the greatest importance is displayed. For example, if a student is both blocked from using the Internet and locked out, the **Locked Out** symbol is displayed. The symbols below are organized in order of most important (**Locked Out**) to least important (**Active Application**).

| Symbol | Status | Description |
|---|---------------------------|--|
|  | Locked Out | The student is locked out. |
|  | Vote | The student has yet to respond to a vote. |
|  | Vote Yes | The student has responded affirmatively to a vote. |
|  | Vote No | The student has responded negatively to a vote. |
|  | Question | The student has asked a question. |
|  | Chat | The student has received a new chat message. |
|  | Application Block | The student is blocked from using one or more applications. |
|  | Internet Block | The student is blocked from using the Internet. |
| | Active Application | If none of the situations above are true, then the icon for the student's active application is displayed as a symbol. For example, if the student is using Microsoft® Word, then the Word icon is displayed. |

The Thumbnails view displays all thumbnails in a 4:3 ratio to make it easier for you to view and organize them. If necessary, this view also adds borders to the image to ensure the thumbnail isn't distorted by a change in ratio.

1. Click **Thumbnails** .
The Thumbnails view appears.
2. If you want to monitor all students, click **All Computers** or **All Students**.
If you want to monitor only students in a group, click the group's tab.

Observing a student's desktop

You can view a student's desktop in Window mode (the student's desktop appears in a resizable window, with the Thumbnails view open at the same time) or Full Screen mode (the student's desktop fills your screen). Window mode enables you to switch between the live image of your student's desktop and the other parts of the software.

When you monitor an individual student, you can also take control of the student's desktop, broadcast the student's desktop to the class, capture an image of the student's desktop and write notes over the student's desktop.

NOTE

If a student's computer disconnects from your computer while you're observing the student's desktop, "No Response" appears over the thumbnail. When the student's computer reconnects, the message disappears and you can resume observing the desktop.

TIP

If a student uses two monitors, you can view both displays. Either scroll to see an individual display or scale the displays to view them both in one window.

To view a student's desktop in Window mode

1. Click **Thumbnails** .
The Thumbnails view appears.
2. Double-click the student's thumbnail.
The student's desktop appears.
3. If the student's desktop appears in Full Screen mode, select **Menu > View in Window Mode**.

NOTE

While viewing the student's desktop in Window mode, you can:

- Click **Control**  to take control of the student's desktop (see page 22).
- Click **Broadcast**  to broadcast the student's desktop (see page 33).
- Click **Capture**  to capture an image of the student's desktop (see page 25).
- Click **Pen**  to write on the student's desktop (see page 24).

4. Click **Stop**  to stop viewing the student's desktop.

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Observing and guiding students

■ To view a student's desktop in Full Screen mode

1. Click **Thumbnails** .
The Thumbnails view appears.
2. Double-click the student's thumbnail.
The student's desktop appears.
3. If the student's desktop appears in Window mode, click **Full Screen** .

NOTE

While viewing the student's desktop in Full Screen mode, you can:

- Select **Menu > Control** to take control of the student's desktop (see page 22).
- Select **Menu > Broadcast** to broadcast the student's desktop (see page 33).
- Select **Menu > Capture** to capture an image of the student's desktop (see page 25).
- Click **Pen**  to write on the student's desktop (see page 24).

4. If you want to stop viewing the student's desktop, select **Menu > Stop Observing**.

If you want to continue viewing the student's desktop but in Window mode, select **Menu > View in Window Mode**.

Controlling a student's desktop

When you observe a student's desktop, you can take sole control or share control of the student's desktop. Any changes you make when you take sole control of the student's desktop are visible to the student in real time.

NOTE

If a student's computer disconnects from your computer while you're controlling the student's desktop, "No Response" appears over the thumbnail. When the student's computer reconnects, the message disappears and you can resume controlling the desktop.

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■ To control a student's desktop in Window mode

1. Click **Thumbnails** .

The Thumbnails view appears.

2. Select the student's thumbnail, and then click **Control** .

The student's desktop appears.

3. If the student's desktop appears in Full Screen mode, select **Menu > View in Window Mode**.

NOTE

While controlling the student's desktop in Window mode, you can:

- Click **Observe**  to stop controlling the student's desktop and continue viewing it (see page 21).
- Click **Broadcast**  to broadcast the student's desktop (see page 33).
- Click **Capture**  to capture an image of the student's desktop (see page 25).
- Click **Pen**  to write on the student's desktop (see page 24).

4. Click **Stop**  to stop controlling the student's desktop.

■ To control a student's desktop in Full Screen mode

1. Click **Thumbnails** .

The Thumbnails view appears.

2. Select the student's thumbnail, and then click **Control** .

The student's desktop appears.

3. If the student's desktop appears in Window mode, click **Full Screen** .

NOTE

While controlling the student's desktop in Full Screen mode, you can:

- Select **Menu > Observe** to stop controlling the student's desktop and continue viewing it (see page 21).
- Select **Menu > Broadcast** to broadcast the student's desktop (see page 33).
- Select **Menu > Capture** to capture an image of the student's desktop (see page 25).
- Click **Pen**  to write on the student's desktop (see page 24).

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4. If you want to stop controlling the student's desktop, select **Menu > Stop Controlling**.

If you want to continue controlling the student's desktop in Window mode, select **Menu > View in Window Mode**.

Writing over a desktop

When you observe or control a student's desktop, you can write over that student's desktop. Your notes are visible only on that student's desktop.

- If you're working on a SMART Board interactive whiteboard, you can write notes using a pen tray pen and change the appearance of the digital ink using the options in Floating Tools.
- If you're working at your computer, you can write notes using the My Desktop toolbar and change the digital ink's width, color and transparency in the SMART Sync software preferences.

The digital ink is temporary and the underlying application is unaffected by your notes. If you want to save your notes, capture the screen before you clear the digital ink.

■ To write over a student's desktop using an interactive whiteboard

1. Observe or take control of a student's desktop (see *Observing a student's desktop* on page 21 or *Controlling a student's desktop* on page 22).
2. Pick up a pen tray pen and write on the interactive whiteboard.
3. Put the pen tray pen back in its slot when you're finished.

When you next make contact with the interactive whiteboard, your notes disappear.

■ To write over a student's desktop using the My Desktop toolbar

1. Observe or take control of a student's desktop (see *Observing a student's desktop* on page 21 or *Controlling a student's desktop* on page 22).
2. Click **Pen** .
3. Click and drag your mouse across your desktop to write in digital ink.
4. Click **Select**  when you're finished.

Your notes disappear.

Capturing an image of a student's desktop

When you observe a student, you can capture an image of the student's desktop and save it as a graphics file for your records.

■ To capture an image of a student's desktop

1. Click **Thumbnails** .

The Thumbnails view appears.

2. Select the thumbnail of the student whose desktop you want to capture.

3. Click **Capture** .

The *Save As* dialog box appears.

4. Type a new name for the file in the *File name* box if you don't want to use the default file name.

NOTE

The default file name contains the student's name followed by the date and the time of the screen capture.

5. Select a new graphics file type in the *Save as type* drop-down list if you don't want to use the default graphics file type.

NOTE

The default graphics file type is JPEG.

6. Browse to the folder where you want to save the file if you don't want to save it in the default folder.

NOTE

The default folder is My Documents in the Windows® XP and Windows 7 operating systems or Documents in the Windows Vista® operating systems and Windows 7 operating systems.

7. Click **Save**.

■ To view the screen capture

1. Browse to the folder where you saved the graphics file.
2. Double-click the graphics file.

Locking student desktops

You can get the attention of your class, a group or an individual student by temporarily locking their mouse devices, keyboards and desktops and presenting them with a simple message.

The default message is “Eyes to the front, please.” However, you can customize this message (see *Setting the lock-out message* on page 84).

When you lock student desktops, you don’t delete any work. When you remove the lock, the student desktop views and control are completely restored.

NOTE

If a student’s computer disconnects from your computer while the student’s desktop is locked, “No Response” appears over the thumbnail. When the student’s computer reconnects, the message disappears and the student’s desktop is locked again.

To lock student desktops

1. Click **Thumbnails** .

The Thumbnails view appears.

2. If you want to lock all students’ desktops, click **All Computers** or **All Students**.

If you want to lock the desktops of students in a group, click the group’s tab.

If you want to lock one student’s desktop, select the student’s thumbnail.

3. Click **Lock** .

A lock symbol appears over the locked desktops in the Thumbnails view. Lock symbols also appear in locked students’ thumbnails.

The lock-out message appears on the selected students’ desktops.

NOTE

To remove the lock, click **Lock** .

Disconnecting students

At the end of a class, some students might leave without disconnecting from SMART Sync software. You can remotely disconnect a student, and you can also control the student’s ability to disconnect. For example, you can prevent students from logging out or avoiding your surveillance.

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Disconnecting students

Remotely disconnect students in the Thumbnails view.

To disconnect a student

1. Click **Thumbnails** .
The Thumbnails view appears.
2. Select the thumbnail of the student you want to disconnect.
3. Select **Connection > Disconnect Students**.
A message appears asking you for confirmation.
4. Click **Yes**.

SMART Sync software disconnects the student's computer from SMART Sync Teacher software and a *No Response* message appears over the student's thumbnail.

NOTES

- If you connected to students using a class list, you can also disconnect a student, reconnect a student or remove the thumbnail.
 - To disconnect a student, right-click his or her thumbnail, and then select **Disconnect**.
 - To reconnect a student, right-click his or her thumbnail, and then select **Reconnect**.
 - To remove a thumbnail from the Thumbnails view, right-click the thumbnail, and then select **Remove**. This doesn't remove the student from a group or the class, but does help to tidy the view.
- Depending on how the class was created, you might be able to refresh the screen by either selecting **View > Refresh** or pressing F5.

To disconnect all Mac students

1. Click **Thumbnails** .
The Thumbnails view appears.
2. Select **Connection > Disconnect All Mac Students**.
A message appears asking you for confirmation.

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3. Click **Yes**.

SMART Sync software disconnects all Mac students' computers.

Controlling student disconnection

You can control a student's ability to disconnect. For example, you can prevent students from logging out or avoiding your surveillance.

If you disabled student disconnection and a student clicks the **SMART Sync** icon in the notification area, the student:

- Can't select **Exit**
- Can select **Connect**, but can't connect to a different teacher in the *Connect to Teacher* dialog box

To disable student disconnection

Select **Options > Allow Students to Disconnect**.

To enable student disconnection

Select **Options > Allow Students to Disconnect**.

When a student disconnects from SMART Sync software, a *No Response* message appears over the student's thumbnail.

NOTE

If you or a system administrator disabled the exit option when configuring SMART Sync Student software, students are unable to exit the program even if you enable student disconnection in SMART Sync Teacher software.

Shutting down and logging off student computers

At the end of the day, some students might log off and shut down their computers, and others might leave applications running. You can remotely shut down, log off or restart the computers of your entire class, a group or a selected student.

CAUTION

Shutting down, logging off or restarting a computer can result in the loss of unsaved data. Advise students to save their work before you perform any of these actions.

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■ To shut down, log off or restart student computers

1. Click **Thumbnails** .

The Thumbnails view appears.

2. If you want to shut down, log off or restart all students' computers, click **All Computers** or **All Students**.

If you want to shut down, log off or restart the computers of students in a group, click the group's tab.

If you want to shut down, log off or restart one student's computer, select the student's thumbnail.

3. Click **Shut Down** .

The *Shut Down Students* dialog box appears.

4. Select one of the following from the drop-down list:
 - Shut down
 - Log off
 - Restart
5. Click **OK**.

Chapter 3

Broadcasting and communicating

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SMART Sync software makes it easy for you to interact with your students. Whether you need to communicate with the entire class, a group or an individual student, you can use a variety of methods:

- Broadcasting your desktop
- Broadcasting a student's desktop
- Passing control of a broadcast to a student
- Writing notes over a student's desktop
- Sending an announcement
- Conducting a poll
- Sharing media
- Sharing a web page

Broadcasting

You can broadcast your desktop to the entire class or to a group. You can also broadcast a student's desktop or give control of the broadcast to a student.

NOTE

If you want to broadcast video or media files, disable the mirror driver in the advanced preferences (see *Setting the advanced preferences* on page 92) or click the **Show Media** button (see *Sharing media* on page 37).

Broadcasting your desktop

You can broadcast your desktop to the entire class or to selected students in either Full Screen or Window mode. In Full Screen mode, your broadcast fills the students' screens, and they can't view or use other applications during the broadcast. In Window mode, your desktop appears in a window on the students' desktops and they can switch between this window and other applications.

To broadcast your desktop

1. Click **Thumbnails** .

The Thumbnails view appears.

2. If you want to broadcast to the entire class, click **All Computers** or **All Students** and ensure no students' thumbnails are selected.

If you want to broadcast to a group, click the group's tab and ensure no students' thumbnails are selected.

If you want to broadcast to selected students, select students' thumbnails.

NOTE

You must select more than one student's thumbnail.

3. Click **Broadcast** .

A message appears asking if you want to broadcast your desktop.

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4. Click **Yes**.

Your desktop appears on the selected students' desktops. The *My Desktop* toolbar appears on your computer.

NOTES

- Your desktop is surrounded by a blue border during the broadcast.
- If you're broadcasting from a SMART Board interactive whiteboard, you can write using a pen tray pen and your notes appear on the students' desktops. You can also write over the students' desktops using the My Desktop toolbar (see *Writing over a broadcast* on page 35).

5. Select **Menu > Stop Broadcasting** when you're finished.

Broadcasting a student's desktop

You can broadcast a student's desktop to the entire class or to a group. You can also take control of the student's mouse and keyboard, share control with the student or let the student keep control.

You can broadcast in either Full Screen or Window mode. In Full Screen mode, your broadcast fills the students' screens, and they can't view or use other applications during the broadcast. In Window mode, the broadcast appears in a window on the students' desktops and they can switch between this window and other applications.

To broadcast a student's desktop

1. Click **Thumbnails** .

The Thumbnails view appears.

2. Select the thumbnail of the student whose desktop you want to broadcast.

3. Click **Broadcast** .

A message appears asking if you want to broadcast the selected desktop.

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Broadcasting and communicating

4. Click **Yes**.

The student's desktop appears on your computer and the other students' computers.

NOTES

- The student's desktop is surrounded by a blue border during the broadcast.
- While broadcasting the student's desktop, you can:
 - Click **Observe**  to stop the broadcast and continue viewing the student's desktop (see page 21).
 - Click **Control**  to stop the broadcast and take control of the student's desktop (see page 22).
 - Click **Capture**  to capture an image of the student's desktop (see page 25).
 - Click **Pen**  to write on the student's desktop (see page 35).

5. Click **Stop**  when you're finished.

Giving control to a student during a broadcast

You can give temporary control of the broadcast desktop to a student.

To give control to a student during a broadcast

1. Broadcast your desktop or a student's desktop (see *Broadcasting your desktop* on page 32 or *Broadcasting a student's desktop* on the previous page).

The desktop appears on the students' monitors and the *My Desktop* toolbar appears on your desktop.

2. Select **Menu > Pass the Chalk**.

The *Pass the Chalk to* dialog box appears. The alphabetical list of students includes every student who's receiving your broadcast.

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3. Select a student, type a message, and then click **Pass the Chalk**.

Your message appears on the student's screen. When the student clicks **OK**, he or she has control of the broadcast desktop. The desktop's border changes from blue to red.

NOTES

- If you give control to one of your students, you can still use your mouse and keyboard. If both you and the student use the mouse or keyboard at the same time, your actions take precedence over the student's.
- If you broadcast the desktop of a student whose computer uses Windows Vista operating system, the student always shares control, regardless of your broadcast preferences.

4. Select **Menu > End Pass the Chalk** to regain sole control of the broadcast desktop.
5. Select **Menu > Stop Broadcasting** when you're finished.

Writing over a broadcast

If you write over your desktop, during a broadcast and the digital ink displays on the desktops of everyone receiving your broadcast. This is a good way to direct your students' attention and make helpful notes for them.

- If you're working on a SMART Board interactive whiteboard, you can write notes using a pen tray pen and change the appearance of the digital ink using the options in Floating Tools.
- If you're working at your computer, you can write notes using the My Desktop toolbar and change the digital ink's width, color and transparency in the SMART Sync software preferences.

To write over a broadcast using an interactive whiteboard

1. Broadcast your desktop or a student's desktop (see *Broadcasting your desktop* on page 32 or *Broadcasting a student's desktop* on page 33).
2. Pick up a pen tray pen and write on the interactive whiteboard.
3. Put the pen tray pen back in its slot when you're finished.

When you next make contact with the interactive whiteboard, your notes disappear.

To write over a broadcast using the My Desktop toolbar

1. Broadcast your desktop or a student's desktop (see *Broadcasting your desktop* on page 32 or *Broadcasting a student's desktop* on page 33).
2. Click **Pen** .

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Broadcasting and communicating

3. Click and drag your mouse across your desktop to write in digital ink.
4. Click **Select**  when you're finished.
Your notes disappear.

Sending an announcement

You can send an announcement to your whole class or a specific group.

NOTE

Alternatively, you can chat with your whole class or a specific group (see *Chatting* on page 51).

To send an announcement

1. If you want to send the announcement to the entire class, click **All Computers** or **All Students**.

If you want to send the announcement to students in a group, click the group's tab.

If you want to send the announcement to selected students, select those students' names in the students list.

2. Click **Announce** .
The *Announce* dialog box appears.
3. Type a message in the *Announcement* box, and then click **OK**.
Your message appears on the students' screens.

Conducting a poll

You can send a yes/no question to your class or a group for them to vote on. SMART Sync software tallies the responses and displays the result of the vote at the bottom of the window.

To conduct a poll

1. If you want to conduct a poll of all students, click **All Computers** or **All Students**.
If you want to conduct a poll of only students in a group, click the group's tab.
2. Click **Vote** .
The *Vote* dialog box appears.
3. Type your question.

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4. Click **OK**.

A *Quick Response for Vote* dialog box appears on each student's computer. Students select **Yes** or **No**, and then click **Submit**.

A response symbol appears over each thumbnail in the Thumbnails view. The three response symbols are as follows:

-  Student has yet to respond
-  Student voted Yes
-  Student voted No

NOTE

The same symbols appear beside the students' names in the students list.

The result of the poll appears at the bottom of SMART Sync Teacher software.

5. Click **Vote** , and then click **Yes** to clear the votes when you're finished.

Sharing media

You can play media files on your computer and broadcast them to the entire class, a group, or an individual student.

NOTES

- If you want to share media files, disable the mirror driver (see *Setting the advanced preferences* on page 92).
- If you want to share a Windows Media® (.wmv) file with a student, the student's computer must have Windows Media Player 7 or later and DirectX® technology 9.0 or later.

Sharing a media file

To share a media file

1. Click **Thumbnails** .

The Thumbnails view appears.

2. If you want to share the media file with the entire class, click **All Computers** or **All Students**.

If you want to share the media file with students in a group, click the group's tab.

3. Click **Show Media** .

The *Send Media File* dialog box appears.

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4. Browse to and select the media file you want to share, and then click **Send**.

The *Sending Media* dialog box appears. This dialog box displays the estimated time it will take to send the file to the selected students. When all students have received the media file, it starts playing automatically.

NOTE

All of the media file controls, such as the **Play** and **Stop** buttons, are disabled until all the students have received the file.

TIP

If you decide that you don't want to play the media file, click **Cancel**. When the message appears asking for confirmation, click **Yes**.

5. Click **Play** .

The media file plays.

NOTE

You can pause or stop the media file as well as change the display mode while it's playing (see below).

6. If you want to leave the media window open and play a different media file, select **File > Open**.
If you want to close the media window, select **File > Exit**.

Playing the media file

While playing the media file, you can do the following:

- Click **Pause**  to pause the media file.
- Click **Stop**  to stop the media file.

NOTE

If you click **Stop** and then click **Play**, the media file restarts from the beginning.

- Select **View > 50%**, **View > 100%** or **View > 200%** to change the size of the media window.

- Click **Full Screen**  to display the media file in Full Screen mode.

 **TIPS**

- If you want to prevent students from using other applications while you broadcast the media file, display it in Full Screen mode.
- When you play the media file in Full Screen mode, the *Playing Media* toolbar appears. You can use this toolbar to play , pause  and stop  the file as well as return to Window mode .

When you click one of the above buttons or menu options, the action affects the display on both your computer and your students' computers.

Sharing a web page

You can remotely start Internet Explorer® Internet browser and open a specific web page on the desktops of your whole class, a group or selected students.

You can also launch a web page on your students' computers using the SMART Sync software toolbar in Internet Explorer.

 **NOTE**

Using this method, you automatically display the web page on all your students' desktops. You can't display it only for a group or selected students.

To share a web page

1. Click **Thumbnails** .

The Thumbnails view appears.

2. If you want to share the web page with all students, click **All Computers** or **All Students**.

If you want to share the web page with only students in a group, click the group's tab.

If you want to share the web page with selected students, select those students' thumbnails.

3. Click **Send Web** .

The *Internet Share Web Address* dialog box appears.

4. Type the web page's address in the box.

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5. Click **Send WWW**.

Internet Explorer starts and opens the web page on both your desktop and the desktops of the selected students.

■ To share a web page using the SMART Sync software toolbar

1. Open Internet Explorer.
2. Browse to the web page you want to display to your students.
3. If you haven't done so already, select **View > Toolbar > SMART Sync** to display the SMART Sync software toolbar.
4. Click **Send to Students** .

Chapter 4

Organizing collaboration

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Using SMART Sync software, you can separate your class into groups of two or three students, distribute an assignment for them to complete collaboratively and monitor their progress. After they complete the task individually, the students in each group can compare their answers, agree upon their collective response and then send it to you for review.

Starting collaborative assignments

You can distribute an assignment to your class for them to complete in groups of two or three.

■ To start collaborative assignments

1. Click **Collaboration** .
The Collaboration view appears.
2. Select **Two students per group** or **Three students per group** to set the size of the groups.
3. Click **Browse**.
The *Open* dialog box appears.
4. Browse to and select the collaborative assignment file, and then click **Open**.
5. For each document you want to include with the assignment as a resource file, click **Add**, browse to and select the file, and then click **Open**.

NOTE

If you want to remove a previously included resource file, select the file and click **Remove**.

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Organizing collaboration

6. If you want to allow students to chat using SMART Sync while they're working on the assignment, select the **Allow students to chat** check box .

If you want to prevent student chat, clear the **Allow students to chat** check box.

7. Click **Start** .

The Collaboration sidebar appears on the right side of each student's desktop. This sidebar enables the student to open the assignment, open the additional resource documents, view work completed by other group members and send the group's final response back to you.

TIP

You can monitor the progress of each group (see *Monitoring collaborative assignments* on page 44).

After all the groups complete the assignment, the *Collaboration Complete* screen appears and enables you to view the assignments (see *Viewing completed assignments* on page 45).

Completing collaborative assignments

After your students receive the collaborative assignment, they can complete the task individually, compare answers with other students in their group, agree upon their collective response and then send it to you for review.

The *Collaboration* sidebar appears on the right side of each student's desktop. This sidebar enables the student to open resource documents, view the status of their group members' work, view work completed by other group members, and submit a final group response.

NOTE

If students have SMART Notebook™ SE (Student Edition) collaborative learning software on their computers, all collaborative files open in new tabs in SMART Notebook SE software and students' work is saved to their binders automatically.

One student per group is responsible for submitting the group's final response. SMART Sync software selects this student randomly.

NOTE

The following procedure must be completed by the students on their computers. It is provided here to allow you to respond to any students who are unsure of how to proceed.

■ **To complete collaborative assignments**

1. Read the instructions in the *Collaboration Individual Work* window, and then click **OK**.

The assignment appears in the appropriate application and the *Collaboration* sidebar appears on the right side of the screen.

2. Complete the assignment.



TIP

To view a resource file while completing the assignment, click its name below *Resources* in the *Collaboration* sidebar.

3. Click **Hand In** in the *Collaboration* sidebar.
4. Click **Yes** to confirm that you want to hand in your assignment.

The collaboration sidebar displays the status of your group members' work:

- If a student hasn't completed the work, the *Collaboration* sidebar displays **Work not handed in** below the student's name. If you hover your mouse over a thumbnail, a larger view of the student's screen appears. If you double-click a thumbnail, a full screen view of the student's screen appears.
- If a student has completed the work, the *Collaboration* sidebar displays **Work handed in** below the student's name. If all the students in the group have submitted their assignment, you can click **Work handed in** to display that student's work.

When all the students in your group have handed in their assignments, the *Collaboration Group Work* window appears with instructions for how to proceed.

5. Read the instructions, and then click **OK**.

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6. If you aren't responsible for submitting the group's final response, you can see the group leader's screen. Work with your group until your group leader has completed an answer on behalf of the group. When you're happy with his or her answer, select the **Ready to hand in** check box in the *Collaboration* sidebar.

OR

If you are responsible for submitting the group's final response, the other members of your group can see your screen. Work with your group until you complete an answer. When a group member is happy with your answer, **Ready to hand in** appears below his or her name in the *Collaboration* sidebar. When all group members are happy with your answer, click **Hand In** in the *Collaboration* sidebar. You're unable to click **Hand In** until every member of your group agrees to it. Click **Yes** to confirm.

The *Collaboration Complete* window appears, confirming that you've submitted your assignment.

7. Click **OK**.

Monitoring collaborative assignments

After your students receive the collaborative assignment, you can monitor their progress.

■ To monitor collaborative assignments

1. Click **Collaboration** .

The Collaboration view appears.

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Organizing collaboration

2. Click **All Computers** or **All Students** to monitor the class.

OR

Click a group's tab to monitor the group.

The Collaboration view displays the thumbnails of the class or the selected group. This view also lists the assignment document and resource files you distributed with the collaborative assignment.

NOTES

- You can customize the view's appearance by resizing the thumbnails (see *Resizing thumbnails* on page 14).
- When a student completes the task individually and submits it to the other members of the group, a link to this file appears below that student's thumbnail. To view this file, click the link.
- When a group sends you their final collaborative response, the **Group Work** status changes from **Incomplete** to the file name. Click the file name to open and view the completed file.
- If all students in a group disconnect from the class, SMART Sync Teacher software is unable to select a group leader, an error occurs while transferring files to the group or an unknown error occurs and an appropriate message appears in the group's section of the Collaboration view.
- After all the groups complete the assignment, the *Collaboration Complete* screen appears and enables you to view the assignments (see *Viewing completed assignments* below).

Viewing completed assignments

After all the groups complete the collaboration assignment, the *Collaboration Complete* screen appears. This screen displays the location of the completed assignments and provides links to these locations.

If you don't want to wait for all the groups to complete the assignment, you can click **Stop**  to stop the collaborative assignment.

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Organizing collaboration

- **To view a group's collaborative response**

Click the appropriate link below *Session deliverables are located in*.

- **To return to the default Collaboration view screen**

Click **Set up collaboration work details**.

Chapter 5

Answering questions

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If SMART Sync Student software is installed in Visible mode, students can send questions to you and you can respond to each question.

Viewing and answering questions

When students ask questions through SMART Sync Student software, a **Question**  symbol and the number of currently unanswered questions appear in the bottom right corner of SMART Sync Teacher software.

View and answer questions in the Questions view.

■ To view and answer a student's question

1. Click **Questions** .
The Questions view appears.
2. Select a question, and then click **Answer** .
3. Type your reply in the **Message** box.

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Answering questions

4. If you want to send your response to the student who sent you the question, click **Send** .

If you want to send your response to the entire class, click **Send to All** .

Your response appears in the *History* area of the Questions view and in the *Teacher* tab of the students' *SMART Sync Student software Chat* dialog box.

NOTE

Students can reply to your response, and you can continue to send messages to students by typing text in the **Message** box and pressing ENTER.

5. Click **Finished**  when you're finished.

NOTE

Students can still view your responses, but if they want to communicate with you further, they must create new questions.

Deleting a question

You can delete a student's question whether you answer it or not.

To delete a specific question

1. Click **Questions** .
The Questions view appears.
2. Select the question, and then click **Delete** .

To delete all questions

1. Click **Questions** .
The Questions view appears.
2. Click **Delete All Questions** .

Saving the question history

Students' questions and your responses appear in the *History* area of the Questions view. You can save the history as a text file.

CHAPTER 5

Answering questions

■ To save the question history

1. Click **Questions** .
The Questions view appears.
2. Click **Save** .
The Save As dialog box appears.
3. Browse to the folder where you want to save the file.
4. Type a name for the file in the *File name* box.
5. Click **Save**.

Clearing the question history

You can remove previous questions and responses by clearing the history.

■ To clear the question history

1. Click **Questions** .
The Questions view appears.
2. Click **Clear History** .
A message appears asking you for confirmation.
3. Click **Yes**.

Chapter 6

Chatting

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SMART Sync software allows you to chat with your whole class or a specific group. By restricting your comments to a group, you don't distract students with messages that don't apply to them. You can also send a private message to selected students.

You can view all chat messages, including the ones between students, in the *History* area of the Chat view. Students can view messages sent to the entire class as well as messages sent to the groups they're members of.

Chatting with students

You can chat with students in the Chat view in SMART Sync Teacher software.

NOTE

If SMART Sync Student software is in Hidden mode, students can't initiate chat even if you allow it. However, they can respond to chat if you initiate it.

TIP

Use the SMART Sync software announcement feature instead of the chat feature to send a message to selected students (see *Sending an announcement* on page 36).

To chat with students

1. Click **Chat** .
- The Chat view appears.

2. If you want to chat with all students, click **All Computers** or **All Students**.

If you want to chat with only students in a group, click the group's tab.

3. Type a message in the *Message* box, and then click **Send**.

Your message appears in the *History* area of the Chat view and in the equivalent tab of the students' *SMART Sync Student software Chat* dialog box.

i **NOTES**

- Each student's *SMART Sync Student software Chat* dialog box has a tab for every group the student is a member of.
- Students can't view the chat history of groups they're not members of.
- If your students haven't opened their *SMART Sync Student software Chat* dialog boxes, tell them to double-click the **SMART Sync** icon in the notification area, and then click **Chat**.

4. Enable student chat (see *Enabling and disabling student chat* on page 54).

i **NOTE**

If you don't enable student chat, students can't reply to your message.

When a student creates a new message in the *SMART Sync Student software Chat* dialog box, the message appears in SMART Sync Teacher software in the *History* area of the Chat view. If the student sends a message to a specific group, the message appears in SMART Sync Teacher software on the equivalent group tab.

5. Continue to add new messages and view your students' replies.
6. Disable student chat when you're finished (see *Enabling and disabling student chat* on page 54).

Saving the chat history

During your chat, you can save the chat history as a text file.

i **NOTE**

Only teachers can save the chat history.

💡 **TIP**

You can also copy the chat history by selecting text and pressing CTRL+C.

■ **To save the chat history**

1. Click **Chat** .
The Chat view appears.
2. Click the tab of the group whose chat history you want to view and save.
3. Click **Save** .
The Save As dialog box appears.
4. Browse to the folder where you want to save the file.
5. Type a name in the *File name* box.
6. Click **Save**.

Clearing the chat history

You can clear chat history for the current group tab.

■ **To clear the chat history**

1. Click **Chat** .
The Chat view appears.
2. If you want to clear the chat history for all students, click **All Computers** or **All Students**.
If you want to clear the chat history for the students in a group, click the group's tab.
3. Click **Clear** .
A message appears asking for confirmation.
4. Click **Yes**.

Enabling and disabling student chat

You can allow students in either the whole class or a group to chat with each other, even when you're not contributing to the messages.

TIP

You can enable student chat for one group and disable it for another.

NOTE

If SMART Sync Student software is in Hidden mode, students can't initiate chat even if you allow it. However, they can respond to chat if you initiate it.

To enable student chat

1. Click **Chat**  .
The Chat view appears.
2. If you want to enable chat for all students, click **All Computers** or **All Students**.
If you want to enable chat for students in a group, click the group's tab.
3. Select the **Allow Students to Chat** check box.

To disable student chat

1. Click **Chat**  .
The Chat view appears.
2. If you want to disable chat for all students, click **All Computers** or **All Students**.
If you want to disable chat for students in a group, click the group's tab.
3. Clear the **Allow Students to Chat** check box.

NOTE

If you disable student chat, your students can still view the chat history, but can't add new messages. To prevent students from viewing the chat history, clear it (see *Clearing the chat history* on the previous page).

Chapter 7

Sending and receiving files

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You can easily send files to your class using SMART Sync software and, if SMART Sync Student software is installed on your students' computers in Visible mode, they can send files to you. The File Transfer view lists all of the files you send and receive.

i NOTE

- In a multiple operating system classroom, if you're transferring files from one operating system to another, characters in file names that aren't supported by the receiving operating system will automatically be converted for compatibility.
- If you send a file to one student, the file transfers very quickly. However, if you send a file to many students at once, the transfer takes longer and students won't necessarily receive the file at the same time. Transfer speed is affected by:
 - The variability of the student computers (for example, a mix of slow and fast computers)
 - The amount of network traffic
 - The speed of the network

Sending files to students

You can use SMART Sync software to send files to students.

■ To send a file

1. Click **File Transfer** .

The File Transfer view appears.

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Sending and receiving files

2. If you want to send the file to all students, click **All Computers** or **All Students**.

If you want to send the file to students in a group, click the group's tab.

If you want to send the file to selected students, select those students' names in the students list.

3. Click **Send File** .

The *Send File* dialog box appears.

4. Browse to and select the file you want to send, and then click **Send**.

When the file transfer begins, the file name appears in the *Sent Files* list. When the transfer is complete, the file's status changes from the percentage transferred to *Complete*.

NOTES

- If you want to cancel a file transfer that's in progress, select the file in the *Sent Files* list, and then click **Cancel** . No portion of the file is transferred and the file is removed from the *Sent Files* list.
- If a student disconnects while a file transfer is in progress, SMART Sync software sends the file to the student after he or she reconnects.

To open a sent file

1. Click **File Transfer** .

The File Transfer view appears.

2. If you sent the file to all students, click **All Computers** or **All Students**.

If you sent the file to students in a group, click the group's tab.

3. Select the file.

4. Click **Open File** .

Receiving files from a student

You can use SMART Sync software to receive files from students.

IMPORTANT

To allow students to send files, you or a system administrator must enable this option in SMART Sync Student software.

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Sending and receiving files

■ To check for sent files from students

1. Click **File Transfer** .

The File Transfer view appears.

2. If you want to check for files sent by all students, click **All Computers** or **All Students**.

If you want to check for files sent by students in a group, click the group's tab.

NOTE

If you close SMART Sync software while a file transfer is in progress, the transfer is canceled.

■ To open a file

1. Click **File Transfer** .

The File Transfer view appears.

2. Select the file you want to open.

3. Click **Open File** .

Clearing files from the file list

You can clear an individual file or all files from the File Transfer view.

NOTE

When you clear files from the File Transfer view, you don't delete the files.

■ To clear a file from the file list

1. Click **File Transfer** .

The File Transfer view appears.

2. Select the file you want to clear.

CAUTION

A confirmation message does not appear. Ensure you have selected the correct file before you perform the next step.

3. Click **Clear** .

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Sending and receiving files

■ To clear all files

1. Click **File Transfer** .
The File Transfer view appears.
2. Click **All Computers** or **All Students**.
3. Ensure no files are selected in the file list.
4. Click **Clear** .
A message appears asking for confirmation.
5. Click **Yes**.

Chapter 8

Controlling access to applications

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You can block your students' access to specific applications using customized application blocking rules. In addition, you can start and close applications on students' computers from your computer.

Creating and using application blocking rules

You can set up an application blocking rule as either:

- A list of restricted applications (which blocks students from opening any application on the list)
- A list of approved applications (which blocks students from opening any application that isn't on the list)

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Controlling access to applications

SMART Sync software comes with six application blocking rules:

| Name | Description |
|---|--|
| Block Internet Explorer | Blocks the Internet browser |
| Block Windows Games | Blocks Windows games, such as Solitaire |
| Block Windows Media Player | Blocks Windows Media Player |
| Block All Except Internet Browser | Blocks all applications except the Internet browser |
| Block All Except Microsoft Office | Blocks all applications except the Microsoft Office applications (Word, Excel®, PowerPoint® and so on) |
| Block All Except SMART Notebook SE software | Blocks all applications except SMART Notebook SE software (This rule is useful if you're using SMART Sync software as part of SMART Classroom Suite™ interactive learning software.) |

Creating application blocking rules

You can create application blocking rules in SMART Sync Teacher software. Alternatively, you can load rules created by other teachers (see *Sharing application blocking rules* on page 62) or use rules created by an administrator or teacher in SMART Administrator Tools - Classlist Manager.

In a multiple operating system classroom, you can define applications as Windows or Mac specific.

To create a rule

1. Click **Applications** .
The Applications view appears.
2. Click **Add New** .
The *New Application Blocking Rule* dialog box appears.
3. Type a name for the rule in the *Enter Block Rule Name* box.
4. If you want to allow all applications except those you include in the rule, select **Block the following applications**.

If you want to block all applications except those you include in the rule, select **Block all except the following applications**.

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Controlling access to applications

5. Select an application you want to add to the rule in the *List of Applications*, and then click **Add**.

NOTES

- If you accidentally added an application to the rule, you can remove it by selecting it and then clicking **Remove**.
- An application must be installed on your computer to appear in the *List of Applications*. The exception to this rule is SMART Notebook SE software, which doesn't need to be installed on your computer to appear in this list.
- If you want to add an application to the rule that isn't included in the *List of Applications*, click **Browse**, browse to and select the application, and then click **Open**. Select the application from the *List of Applications*, and then click **Add**.
- If you want to add an application to the rule that's neither included in the list of applications nor installed on your computer, follow the steps below:

Click **New App**. Select the **Windows** or **Mac** option to define the application. Type the product name and the file name, and then click **Icon Browse....** Browse to the desired icon file and click **Open**. Click **OK**. Select the application from the *List of Applications*, and then click **Add**.

6. Repeat step 5 for each application you want to add to the rule.
7. Click **OK**.

To edit a rule

1. Click **Applications** .
The Applications view appears.
2. Select the rule.
3. Click **Edit** .
The *Edit Application Block Rule* dialog box appears.
4. Edit the rule's name in the *Enter Block Rule Name* box.
5. If you want to allow all applications except those you include in the rule, select **Block the following applications**.

If you want to block all applications except those you include in the rule, select **Block all except the following applications**.

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Controlling access to applications

6. If you want to add an application, select an application you want to add to the rule in the *List of Applications*, and then click **Add**.

If you want to remove an application, select an application you want to remove from the rule, and then click **Remove**.

NOTES

- An application must be installed on your computer to appear in the *List of Applications*. The exception to this rule is SMART Notebook SE software, which doesn't need to be installed on your computer to appear in this list.
- An application must be installed on your computer to appear in the *List of Applications*. The exception to this rule is SMART Notebook SE software, which doesn't need to be installed on your computer to appear in this list.
- An application must be installed on your computer to appear in the *List of Applications*. The exception to this rule is SMART Notebook SE software, which doesn't need to be installed on your computer to appear in this list.

7. Repeat step 6 for each application you want to add to or remove from the rule.
8. Click **OK**.

To delete a rule

1. Click **Applications** .
The Applications view appears.
2. Select the rule.
3. Click **Delete** .
A message appears asking you to confirm the deletion.
4. Click **Yes**.

Sharing application blocking rules

You can save application blocking rules to SMART Sync Rule files and share those files with other teachers. The other teachers can then load the SMART Sync Rule file to use your rules in their copies of SMART Sync Teacher software. You can also load SMART Sync Rule files from other teachers to use their rules.

To save your rules as a SYNCRULES file

1. Click **Applications** .
The Application view appears.

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Controlling access to applications

2. Select **Actions > Save Rules**.

The *Save As* dialog box appears.

3. Browse to the location where you want to save the file.
4. Type a name for the file in the *File name* box.
5. Click **Save**.

■ To load a SYNCRULES file

1. Click **Applications** .

The Application view appears.

2. Select **Actions > Load Rules**.

The *Open* dialog box appears.

3. Browse to and select the SYNCRULES file.
4. Click **Open**.

Activating and deactivating application blocking rules

After you create or load an application blocking rule, you can activate it to control students' access to applications.

■ To activate a rule

CAUTION

If you activate a rule with a list of restricted applications, a message appears asking for confirmation. Click **Block Applications**. If one of the selected students is running a restricted application, the application closes automatically and any unsaved work is lost. Advise students to save their work before you complete this step. If one of the students tries to open a blocked application, a message appears, advising the student that the application is restricted.

IMPORTANT

If you activate a rule with a list of approved applications, the rule activates without asking for confirmation. If one of the selected students is already running a blocked application, the application does not close. If one of the students tries to open a blocked application, a message appears, advising the student that the application is restricted.

1. Click **Applications** .

The Applications view appears.

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Controlling access to applications

2. If you want to activate the rule for all students, click **All Computers** or **All Students**.

If you want to activate the rule for students in a group, click the group's tab.

3. Select the rule's check box.

The *Application Block*  symbol appears beside the selected students in the students list.

■ To deactivate a rule

1. Click **Applications** .

The Applications view appears.

2. If you want to deactivate the rule for all students, click **All Computers** or **All Students**.

If you want to deactivate the rule for students in a group, click the group's tab.

3. Clear the rule's check box.

Starting and closing applications

With SMART Sync software, you can remotely start or close applications on your students' computers.

Starting an application on students' computers

You can remotely start an application on every student's computer. For example, you can start an application on every student's computer before class starts, so everyone sits down to that application.

TIP

If SMART Classroom Suite™ interactive learning software is installed on your students' computers, you can start SMART Notebook SE software even if it isn't installed on your computer.

■ To start an application on students' computers

1. Click **Applications** .

The Applications view appears.

2. If you want to start an application for all students, click **All Computers** or **All Students**.

If you want to start an application for students in a group, click the group's tab.

3. Click **Launch** .

The *Launch Applications* dialog box appears.

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Controlling access to applications

4. Select an application, and then click **Launch**.

IMPORTANT

With the exception of SMART Notebook SE software, an application must be installed on your computer to appear in the *Launch Applications* dialog box.

The application starts on the selected students' computers.

- If the application starts successfully on all the selected students' computers, a message appears indicating that the application launched successfully.
- If the application isn't installed on a selected student's computer, a message appears indicating that the application failed to launch on that student's computer.

TIP

To select multiple applications, press the **CTRL** key and then select the application.

5. Repeat step 4 for each application you want to start on the students' computers.
6. Click **OK**.

Closing an application on students' computers

You can remotely close applications on your students' computers.

CAUTION

If you remotely close a student's application, the application closes immediately and any unsaved work is lost. Advise students to save their work before you complete the following procedure.

TIP

If SMART Classroom Suite software is installed on your students' computers, you can close SMART Notebook SE software even if it isn't installed on your computer.

To close an application on students' computers

1. Click **Applications** .
The Applications view appears.
2. If you want to close an application for all students, click **All Computers** or **All Students**.
If you want to close an application for students in a group, click the group's tab.
3. Click **Close** .
The *Close application remotely* dialog box appears.

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Controlling access to applications

4. Select an application, and then click **Close**.



IMPORTANT

With the exception of SMART Notebook SE software, an application must be installed on your computer to appear in the *Close application remotely* dialog box.

The application closes on the selected students' computers.

- If the application closes successfully on all the selected students' computers, a message appears indicating that the application closed successfully.
- If the application isn't open on a selected student's computer, a message appears indicating that the application failed to close on that student's computer.



TIP

To select multiple applications, press the **CTRL** key and then select the application.

5. Repeat step 4 for each application you want to close on the students' computers.
6. Click **OK**.

Chapter 9

Controlling access to the Internet

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You can control students' access to the Internet either by blocking access to the entire Internet or by allowing or blocking access to specific web pages through Internet blocking rules.

Blocking Internet access

You can block your students' access to the entire Internet.

■ To block Internet access

1. If you want to apply the block to all students, click **All Computers** or **All Students**.
If you want to apply the block to students in a group, click the group's tab.
2. Click **Internet Block** .

■ To remove the block

Click **Internet Block** .

Creating and using Internet blocking rules

If you don't want to block your students' access to the entire Internet, you can still block their access to specific web pages using Internet blocking rules. Each Internet blocking rule consists of either:

- A list of restricted web pages (which blocks students from opening any web page on the list)
- OR

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Controlling access to the Internet

- A list of approved web pages (which blocks students from opening any web page that's not on the list).

NOTE

In a multiple operating system classroom, you can only block a Mac student's access to the entire Internet. You can't set rules to block specific web pages.

Creating Internet blocking rules

You can create Internet blocking rules in SMART Sync Teacher software. Alternatively, you can load rules created by other teachers (see *Sharing Internet blocking rules* on the next page) or use rules created by an administrator or teacher in SMART Administrator Tools - Classlist Manager.

To create a rule

1. Click **Internet** .

The Internet view appears.

2. Click **Add New** .

The *Internet Blocking Rule* dialog box appears.

3. Type a name for the rule in the *Rule name* box.

4. If you want to allow all websites except those you include in the rule, select **Block the following websites**.

If you want to block all websites except those you include in the rule, select **Block everything except the following websites**.

5. Click **Add**, type the address of a website you want to add to the rule in the *Website* box, and then click **OK**.

TIP

If you accidentally added a website to the rule, you can remove it by selecting it and then clicking **Remove**.

6. Repeat step 5 for each website you want to add to the rule.

7. Click **OK**.

To edit a rule

1. Click **Internet** .

The Internet view appears.

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Controlling access to the Internet

2. Select the rule.
3. Click **Edit** .
The *Internet Blocking Rule* dialog box appears.
4. Edit the rule's name in the *Rule name* box.
5. If you want to allow all websites except those you include in the rule, select **Block the following websites**.

If you want to block all websites except those you include in the rule, select **Block everything except the following websites**.

6. If you want to add a website, click **Add**, type the address of a website you want to add to the rule in the *Website* box, and then click **OK**.
If you want to remove a website, select a website you want to remove from the rule, and then click **Remove**.
7. Repeat step 6 for each website you want to add to or remove from the rule.
8. Click **OK**.

■ To delete a rule

1. Click **Internet** .
The Internet view appears.
2. Select the rule.
3. Click **Delete** .

Sharing Internet blocking rules

You can save Internet blocking rules to SMART Sync Rule files and share those files with other teachers. The other teachers can then load the SMART Sync Rule file to use your rules in their copies of SMART Sync Teacher software. Similarly, you can load SMART Sync Rule files from other teachers to use their rules.

■ To save your rules as a SYNCRULES file

1. Click **Internet** .
The Internet view appears.
2. Select **Actions > Save Rules**.
The Save As dialog box appears.

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Controlling access to the Internet

3. Browse to the location where you want to save the file.
4. Type a name for the file in the *File name* box.
5. Click **Save**.

■ To load a SYNCRULES file

1. Click **Internet** .
The Internet view appears.
2. Select **Actions > Load Rules**.
The *Open* dialog box appears.
3. Browse to and select the SYNCRULES file.
4. Click **Open**.

Activating and deactivating Internet blocking rules

After creating or loading an Internet blocking rule, you can activate it to control students' access to the Internet.

■ To activate a rule

1. Click **Internet** .
The Internet view appears.
2. If you want to activate the rule for all students, click **All Computers** or **All Students**.
If you want to activate the rule for students in a group, click the group's tab.
3. Select the rule's check box.
The *Internet Block*  symbol appears beside the selected students in the students list.

■ To deactivate a rule

1. Click **Internet** .
The Internet view appears.
2. If you want to deactivate the rule for all students, click **All Computers** or **All Students** .
If you want to deactivate the rule for students in a group, click the group's tab.
3. Clear the rule's check box.

Chapter 10

Working with other teachers and teacher aides

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As the teacher, you can use SMART Sync software to monitor, communicate with and control your class. You can also allow colleagues limited access to SMART Sync software so that they can monitor your class. SMART Sync software refers to these additional teachers as teacher aides. They can access the thumbnail view and monitor the whole class, a group or an individual student. However, teacher aides can monitor your class only if you permit it. You have total control over who can access your class.

At any time, you can view which teacher aides have joined your class. You can also disconnect a teacher aide from your class.

Controlling teacher aides

You can allow up to five teacher aides at a time.

Teacher aides can monitor classes, groups and students, but they can't use the more advanced features of SMART Sync software, such as taking control of a student's desktop, locking out students, blocking applications and Internet access, and so on.

Allowing teacher aides

If you think you might accept a join request from a teacher aide, select **Options > Allow Teacher Aides**. This activates the teacher aides feature, but you can still prevent specific teacher aides from joining your class by declining their requests to join.

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Working with other teachers and teacher aides

If you don't want any teacher aides to join your class, clear **Options > Allow Teacher Aides**. If teacher aides try to join your class while your settings don't allow teacher aides, they receive a message advising them they can't join your class.

Responding to a teacher aide's request to join

If a teacher aide tries to join your class and your **Allow Teacher Aides** option is selected, the *Teacher Aide Join Request* dialog box appears.

- To allow the teacher aide to join your class, click **Allow**. The Thumbnails view for your class appears on the teacher aide's screen.
- To prevent the teacher aide from joining your class, click **Decline**. If you decline a teacher aide's join request, he or she receives a message advising that the request was declined.

You can view which teacher aides have joined your class and, if you want, disconnect a teacher aide from your class (see *Disconnecting teacher aides* below).

Disconnecting teacher aides

You can view which teacher aides have joined your class and disconnect a teacher aide.

■ To disconnect a teacher aide

1. Select **Connection > View Connected Teacher's Aide**.
The *View Teacher Aides* dialog box appears.
2. Select the teacher aide and click **Disconnect**.
3. Click **OK**.

Joining a class as a teacher aide

You can join another teacher's class as a teacher aide and monitor the desktops of all the students, of a group or of an individual student in that teacher's class.

As a teacher aide, you can access the Thumbnails view and monitor students. However, you can't use the more advanced features of SMART Sync software, such as taking control of a student's desktop, locking out students, blocking applications, and so on.

To join a class as a teacher aide, you must request and receive permission from the teacher. If the teacher hasn't selected the *Allow Teacher Aides* option (see *Controlling teacher aides* on the previous page), a message appears that advises you that you can't join this class.

NOTE

You must install SMART Sync software on your computer to observe a class as a teacher aide. However, you don't require an additional license for this installation.

You can leave a class at any time.

To join a class as a teacher aide

1. Select **Connection > Teacher's Aide > Join a class**.

The *Join a Teacher's Class* dialog box appears.

2. Select one of the following:
 - Select the **Teacher ID** for the class you want to join.
 - Select the **Connect via host name or IP address** box, type the host name or IP address, and then click **Join**.

The *Teacher Aide Join Request* dialog box appears on the teacher's desktop. This dialog box informs the teacher that you want to join his or her class and gives the teacher the option to accept or decline your request.

If the teacher declines, a message appears that advises you that your request was declined.

If the teacher accepts, you join the class as a teacher aide. The Thumbnails view for the class appears on your desktop.

NOTES

- If the teacher allows you access to his or her class, he or she can disconnect you from the class.
- You might not be able to view the class if the teacher has set an authentication password for the class.

To leave a class

Select **Connection > Teacher's Aide > Disconnect from class**.

Chapter 11

Configuring SMART Sync Class List Server

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SMART Sync Class List Server is a Windows service that connects SMART Sync Teacher software and SMART Sync Student software installations in your school.

IMPORTANT

SMART Sync Class List Server is not supported in a multiple operating system classroom.

In most situations, you don't need to make any changes to SMART Sync Class List Server after installation. However, in some situations, you might need to do the following:

- Stop and restart SMART Sync Class List Server.
- Change the SMART Sync Class List Server port number.

NOTE

These procedures might vary depending on your version of Windows operating system and your system preferences.

Changing the SMART Sync Class List Server port number

The default port number of SMART Sync Class List Server is 46200. You can change the port number if necessary.

■ To change the port number

1. Stop SMART Sync Class List Server (see *Stopping SMART Sync Class List Server* below).
2. Open a Command Prompt window.
3. Navigate to the folder containing the SMART Sync Class List Server executable file.

i NOTE

In most installations, this folder is **%PROGRAMFILES%\SMART Technologies\SMART Sync 2011**.

4. Type the following command:

```
SMARTSyncClassListServer.exe -u
```

5. Press ENTER.

The SMART Sync Class List Server service uninstalls.

6. Type the following command:

```
SMARTSyncClassListServer.exe -i [Port number]
```

7. Press ENTER.

The SMART Sync Class List Server service reinstalls with the new port number.

8. Restart SMART Sync Class List Server (see *Restarting SMART Sync Class List Server* on the next page).

Stopping and restarting SMART Sync Class List Server

SMART Sync Class List Server starts automatically after you install it and each time you turn on the computer. You can manually stop and then restart SMART Sync Class List Server if necessary.

Stopping SMART Sync Class List Server

You can stop SMART Sync Class List Server from either a command prompt or the services window.

■ **To stop the service from a command prompt**

1. Open a Command Prompt window.
2. Navigate to the folder containing the SMART Sync Class List Server executable file.

i **NOTE**

In most installations, this folder is **%PROGRAMFILES%\SMART Technologies\SMART Sync 2011**.

3. Type the following command:

```
SMARTSyncClassListServer.exe -stop
```

4. Press ENTER.

SMART Sync Class List Server stops.

■ **To stop the service from the Services window**

1. Open Control Panel.
 2. Double-click **Administrative Tools**.
 3. Double-click **Services**.
- The *Services* window appears.
4. Scroll to and select **SMART Sync Class List Server**.
 5. Click **Stop**.

SMART Sync Class List Server stops.

Restarting SMART Sync Class List Server

You can restart SMART Sync Class List Server from either a command prompt or the services window.

■ To restart the service from a command prompt

1. Open a Command Prompt window.
2. Navigate to the folder containing the SMART Sync Class List Server executable file.

NOTE

In most installations, this folder is **%PROGRAMFILES%\SMART Technologies\SMART Sync 2011**.

3. Type the following command:

```
SMARTSyncClassListServer.exe -start
```

4. Press ENTER.

SMART Sync Class List Server starts.

■ To restart the service from the Services window

1. Open Control Panel.
 2. Switch to **Classic** view if necessary, and then double-click **Administrative Tools**.
 3. Double-click **Services**.
- The *Services* window appears.
4. Scroll to and select **SMART Sync Class List Server**.
 5. Click **Start**.

SMART Sync Class List Server starts.

Chapter 12

Configuring SMART Sync Teacher software

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You can customize the following features for the current teacher:

- Language
- SMART Sync Class List Server connection
- Lock-out message
- Optimization preferences
- Control preferences
- Broadcast preferences
- Digital ink appearance
- File transfer preferences
- User authentication password

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Configuring SMART Sync Teacher software

- Advanced preferences (including thumbnail frame rate, multicast, unicast, screen capture and network adapter settings)
- Logging

Connecting to SMART Sync Class List Server

If you or your system administrator installed SMART Sync Class List Server as documented in the *SMART Sync 2011 System Administrator's Guide* (smarttech.com/kb/160490), you can connect SMART Sync Teacher software to it to do one of the following:

- Maintain information about your school's students, teachers, classes and computer labs, as well as rules you can apply to block student access to applications and websites, in a central location that's accessible to multiple teachers in your school.
- Allow students to connect to you by selecting your ID from a drop-down list in SMART Sync Student software when you're logged on to SMART Sync Teacher software. (This feature is referred to as "teacher discovery.")

NOTES

- If you use SMART Sync Class List Server for the first option, you or your system administrator must install SMART Administrator Tools - Classlist Manager and create a SMART School file. If you use SMART Sync Class List Server for the second option, you don't need to complete these additional steps.
- If multicasting is enabled on your school's network, teacher discovery is available by default. You don't need to use SMART Sync Class List Server to allow teacher discovery in this situation.

To use SMART Sync Class List Server for assisted teacher discovery

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **General** tab.
3. Select the **Use a Class List Server to connect to students** check box.

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Configuring SMART Sync Teacher software

4. Type the SMART Sync Class List Server host name or IP address (including the port number) in the text box.

NOTE

Your system administrator can provide you with the host name or IP address. The default port number for SMART Sync Class List Server is 46200. However, your system administrator can change it (see *Changing the SMART Sync Class List Server port number* on page 75).

5. Click **OK**.

To use SMART Sync Class List Server for administered class lists

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **General** tab.
3. Select the **Use a SMART School file to administer class lists** check box.
4. Click **Browse**.

The *Open* dialog box appears.

5. Browse to and select the SMART School file.

NOTE

Your system administrator can provide you with the path to the SMART School file.

6. Click **Open**.

The dialog box closes, and the path to the SMART School file appears in the *School File Location* box.

7. Click **OK**.
8. Close and restart SMART Sync Teacher software.

The next time you start SMART Sync Teacher software, the *Welcome to SMART Sync – Teacher and Class Selection* dialog box includes teachers and classes from the SMART School file.

NOTE

(Administered) appears beside classes from the SMART School file in the *Welcome to SMART Sync – Teacher and Class Selection* dialog box.

■ To use SMART Sync Class List Server to automatically connect students to a teacher

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **General** tab.
3. Select the **Use a Class List Server to connect to students** check box.
4. Type the SMART Sync Class List Server host name or IP address (including the port number) in the text box.

i NOTE

Your system administrator can provide you with the host name or IP address. The default port number for SMART Sync Class List Server is 46200. However, your system administrator can change it (see *Changing the SMART Sync Class List Server port number* on page 75).

5. Select the **Use a SMART School file to administer class lists** check box.
6. Click **Browse**.
The dialog box appears.
7. Browse to and select the SMART School file.

i NOTE

Your system administrator can provide you with the path to the SMART School file.

8. Click **Open**.
The **Open** dialog box closes, and the path to the SMART School file appears in the *School File Location* box.
9. Click **OK**.
10. Close and restart SMART Sync Teacher software.

The next time you start SMART Sync Teacher software, the *Welcome to SMART Sync - Teacher and Class Selection* dialog box includes teachers and classes from the SMART School file.

i NOTE

(Administered) appears beside classes from the SMART School file in the *Welcome to SMART Sync - Teacher and Class Selection* dialog box.

Setting the language

The SMART Language Setup utility enables you to set the language for a specific SMART program or all SMART programs installed on your computer.

■ To set the language

Select **Options > Language Setup**.

The *Language Setup* dialog box appears.

3. Select **All Listed Applications** in the first drop-down list to set the language for all programs.

OR

Select a program in the first drop-down list to set the language for only that program.

4. Select the appropriate language in the second drop-down list.

NOTES

- If  appears beside your selected language, the language is installed on your computer.
- If  appears beside your selected language, the SMART Language Setup utility downloads the language from the website after you click **OK** in step 6.
- By default, the SMART Language Setup utility uses Internet Explorer Internet browser's settings to connect to the Internet. However, you can use different settings by completing the steps under *To set the connection options* on the next page.

TIP

To display the languages in their native names (for example, *Deutsch* for German), select the **Show native names** check box.

5. If you want to use different languages for handwriting recognition and spell checking, select languages in the *Handwriting* and *Spell check* drop-down lists.

NOTE

If *AUTO* appears in the drop-down list, the SMART Language Setup selects your chosen language if available or a similar language if otherwise. If neither option is available, SMART Language Setup select the current language.

6. If you want to use a different keyboard layout, select a layout in the *Keyboard* drop-down list.



IMPORTANT

The keyboard layout you select in the *Keyboard* drop-down list applies to both the on-screen keyboard and the keyboard connected to your computer when you use SMART Notebook software.

In some situations, you might want to select a layout that is different from the layout of the keyboard connected to your computer (for example, to teach a second language). In these situations, the on-screen keyboard works correctly, but the keyboard connected to your computer might not.

For best results, ensure the layout you select is identical to the layout of the keyboard connected to your computer. For example, if an English (U.S.) keyboard is connected to your computer, select **English (United States)** in this drop-down list.

For information on keyboard layouts, see <http://msdn.microsoft.com/en-us/goglobal/bb964651>.

7. Click **OK**.

To set the connection options

Select **Options > Language Setup**.

The *Language Setup* dialog box appears.

3. Click **Connection Options**.

The *Connection Options* dialog box appears.

4. Select **Use Internet Explorer settings**.

OR

Select **Use other proxy**, and then type the host, user name and password in the appropriate boxes.

4. Click **OK**.

Setting the lock-out message

You can get your students' attention by locking students' desktops and presenting them with a simple message (see *Locking student desktops* on page 26). The default message is "Eyes to the front, please", but you can change this message.

■ To set the lock-out message

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Lock Screen** tab.
3. Type a message in the *Lock-out message* box.
4. Click the button next to *Text*, select a color, and then click **OK** to change the text color.
5. Click the button next to *Background*, select a color, and then click **OK** to change the background color.
6. Click **OK**.

■ To restore the default lock-out message

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Lock Screen** tab.
3. Click **Defaults**.
4. Click **OK**.

Setting the optimization preferences

When you observe, control or broadcast a student's desktop, SMART Sync software displays the student's desktop on your screen at a specific image quality and frame rate for optimal network performance. You can adjust the image quality and frame rate for your network:

| Level | Description |
|------------------------|---|
| Far left (recommended) | Decreases frame rate to 4 seconds per frame (if needed) without affecting image quality |
| Left | Decreases frame rate, and then decreases image quality |
| Center | Decreases frame rate and image quality evenly |
| Right | Decreases image quality, and then decreases frame rate |
| Far right | Decreases image quality to 50% (if needed) without affecting frame rate |

Alternatively, you can choose to display the student's desktop as the highest possible image quality and frame rate.

■ **To adjust the optimal image quality and frame rate**

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Optimization** tab.
3. Select the **Optimize network performance during Observe, Control, and Broadcast** check box.
4. If you want to increase image quality while reducing the frame rate, move the slider left.
If you want to decrease image quality while increasing the frame rate, move the slider right.
5. Click **OK**.

■ **To use the highest possible image quality and frame rate**

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Optimization** tab.
3. Clear the **Optimize network performance during Observe, Control, and Broadcast** check box.
4. Click **OK**.

■ **To restore the default optimization preferences**

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Optimization** tab.
3. Click **Defaults**.
4. Click **OK**.

Setting the control preferences

By default, you have sole control of the student's desktop, but you can choose to share control with the student. If you share control, both you and the student can control the student's desktop. However, if both of you are trying to control the desktop at the same time, your actions take precedence over the student's.

i NOTES

- If you change the control preferences while you're controlling a student's desktop, the change takes effect immediately. For example, if you have sole control of a student's desktop and you change the setting to **Shared**, you immediately share control of the student's desktop with the student.
- If you take control of a student's computer and it's running Windows Vista operating system, the student always shares controls regardless of how you set the control preferences. When both you and the student try to control the computer, the student's actions take precedence.

■ To share control of a student's desktop

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Control** tab.
3. Select **Shared**.
4. Click **OK**.

■ To have sole control of a student's desktop

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Control** tab.
3. Select **Teacher-only**.
4. Click **OK**.

■ To restore the default control preferences

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Control** tab.
3. Click **Defaults**.
4. Click **OK**.

Setting broadcast preferences

You can determine how your desktop appears on students' screens and who controls the mouse and keyboard of a student's desktop during a broadcast.

■ To set broadcast preferences

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Broadcast** tab.
3. If you want to broadcast your desktop in Full Screen mode by default, select **Full Screen**.

If you want to broadcast your desktop in Window mode by default, select **Window**.

TIP

Full screen mode is best if you don't want students to view other applications while you broadcast your desktop.

4. Select the **Zoom the window to best fit** check box to resize the broadcast desktop to best fit students' screens.
5. Click **OK**.

■ To set broadcast preferences

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Broadcast** tab.

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3. If you want exclusive control of the mouse or keyboard during the broadcast, select **Teacher-only**.

If you want the student to have exclusive control of the mouse or keyboard during the broadcast, select **Student-only**.

If you want to share control of the mouse and keyboard during the broadcast, select **Shared**. (Your actions take precedence over the student's.)

NOTE

If you broadcast a student's computer and it's running Windows Vista operating system, the student always shares control regardless of how you set the broadcast preferences. When both you and the student try to control the computer, the student's actions take precedence.

4. Click **OK**.

To restore the default broadcast preferences

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Broadcast** tab.
3. Click **Defaults**.
4. Click **OK**.

Setting the digital ink's appearance

You can change the width, color and transparency of the digital ink.

NOTE

If you're working on a SMART Board interactive whiteboard, you can write notes using a pen tray pen and change the appearance of the digital ink using the options in SMART Notebook software.

To set the digital ink's appearance

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Annotation Pen** tab.
3. Type a width value between 1 and 32 pixels in the *Width* box.
4. Click the **Color** box, select a color, and then click **OK**.

5. Select the **Highlighter** check box to make the digital ink more transparent.
6. Click **OK**.

■ **To restore the default digital ink preferences**

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Annotation Pen** tab.
3. Click **Defaults**.
4. Click **OK**.

Setting the file transfer preferences

You can set preferences to customize the behavior of sent and received files. You can use preferences to:

- Open sent files automatically
- Change the file location of received files
- Change the organization of received files

■ **To set the file transfer preferences**

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **File Transfer** tab.
3. If you want the files that you send to open automatically, select the **Automatically open files on students' computers** check box. Otherwise, clear this check box.
4. If you want to change the default file location of received files, select **Custom folder**. Click **Browse**, navigate to and select the folder you want, and then click **OK**.
5. If you want to organize received files by date, select the **Organize the stored files by their submission date** check box.
6. Click **OK**.

■ **To restore the default file transfer preferences**

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.

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Configuring SMART Sync Teacher software

2. Click the **File Transfer** tab.
3. Click **Defaults**.
4. Click **OK**.

Setting a user authentication password

You can enable password protection on the connections between the teacher and the students. To enable password protection:

- On the teacher's computer, set the password using the SMART Sync Teacher software preferences.
- On the student's computer, set the password using the SMART Sync Student Configuration Tool (see smarttech.com/kb/160490).

If you set a password on a student's computer, the student can connect only to a teacher who has the same password.

NOTE

If a student has no password, the student can connect to any teacher.

To create a user authentication password on the teacher's computer

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Security** tab.
3. Select the **Use password** check box.
The *Create Password* dialog box appears.
4. Type the password.
5. Type the password again to confirm it.
6. Click **OK**.

To change a user authentication password on the teacher's computer

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Security** tab.

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3. Select the **Use password** check box.
The *Change Password* dialog box appears.
4. Type the old password.
5. Type the new password.
6. Type the new password again to confirm it.
7. Click **OK**.

■ To remove a user authentication password on the teacher's computer

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Security** tab.
3. Clear the **Use password** check box.
The *Change Password* dialog box appears.
4. Type the old password.
5. Click **OK**.

Setting the advanced preferences

In the *Advanced* tab of the *Preference* dialog box, you can set advanced preferences and select network adapters.

Setting the advanced preferences

You can set advanced preferences such as the thumbnail frame rate, multicast, unicast and screen capture settings.



IMPORTANT

Do not change the advanced preferences unless you are instructed to by SMART Support or you are familiar with these settings.

■ To set the thumbnail frame rate

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Advanced** tab.

3. Type your preferred thumbnail frame rate in the *Thumbnail frame rate* box.

NOTES

- The default thumbnail frame rate is 5,000 milliseconds per frame.
- Increasing this value improves performance but results in a slower thumbnail frame rate.

To set network preferences

By default, SMART Sync software multicast packets are sent with a TTL value of 1, which prevents them from being forwarded beyond a single subnetwork. Multicast datagrams with a TTL of greater than 1 can deliver to more than one subnetwork (if there's at least one multicast router attached to the first-hop subnetwork).

Typical TTL thresholds are:

| TTL Threshold | Scope |
|---------------|-----------------------------------|
| 1 | Restricted to the same subnetwork |
| 15 | Restricted to the same site |
| 63 | Restricted to the same region |
| 127 | Worldwide |
| 191 | Worldwide; limited bandwidth |
| 255 | Unrestricted scope |

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Advanced** tab.

3. Select one of the following values from the *Transport mode* drop-down list:
 - **Automatic** to allow SMART Sync software to select the best transport mode for your network
 - **Unicast** to use unicasting as the transport mode
 - **Multicast** to use IP multicasting as the transport mode

NOTE

SMART recommends the **Automatic** option.

TIP

To view the currently used transport mode, select **Help > About SMART Sync software** and open the **Description** tab.

4. Optionally, type a TTL value for IP multicasting in the *Multicast TTL* box.
5. Optionally, type the millisecond-per-chunk for TCP traffic in the *TCP delay* box.
6. Optionally, type the size of chunks in kilobytes for TCP traffic in the *TCP chunk size* box.

IMPORTANT

Increasing the chunk size while reducing the milliseconds per chunk increases the rate that SMART Sync software attempts to send TCP traffic. If you are having trouble with Collaboration file transfer or the Observe function, consider increasing the milliseconds per chunk to improve reliability (at the cost of performance). However, the default values in the TCP delay and TCP chunk size boxes are sufficient for most network conditions and you should only change them with the guidance of SMART Support.

To set screen capture preferences

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.
2. Click the **Advanced** tab.
3. Optionally, select the **Use Redraw Hooks DLL** check box. This option improves SMART Sync software screen capture performance.
4. Optionally, select the **User Mirror Driver** check box if you're running SMART Sync Teacher software on a Windows XP operating system. This option improves SMART Sync software screen capture performance.

IMPORTANT

If you experience capture problems, clear the **Use Mirror Driver** check box, as it is not suitable for all systems. If you continue to experience capture problems, clear the **Use Redraw Hooks DLL** check box, as this option does not work well with some special applications. Disabling these options increases the time required to capture screen images but does not affect any other aspect of SMART Sync software.

5. Optionally, select the **Use Graphics Processing Unit (GPU) Capture** check box if you're running SMART Sync Teacher software on Windows Vista or Windows 7 operating system. This option improves SMART Sync software screen capture performance and supports 3D applications.
6. Optionally, select the **Hide desktop background** check box. If you select this option, the desktop background isn't included when you observe, control or broadcast a student's desktop.
7. Optionally, select the **Hide window content while dragging and resizing** check box.
8. Click **OK**.

To restore the default advanced preferences

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Advanced** tab.
3. Click **Defaults**.
4. Click **OK**.

Selecting network adapters

If your computer has multiple network adapters, SMART Sync software uses the network adapter selected by the operating system. However, you can specify the order in which the operating system tries using the network adapters. If your computer has more than one network adapter, the **Choose Network Adapter** button appears in the *Advanced* tab of the *Preferences* dialog box.

To allow the operating system to select the network adapter

1. Select **Options > Preferences**.
The *Preferences* dialog box appears.
2. Click the **Advanced** tab.

3. Click **Choose Network Adapter**.

The *Preferences: Network Adapter Selection* dialog box appears.

4. Select **Use the default order of network adapters**, and then click **OK**.

■ To specify the selection order of the available network adapters

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Advanced** tab.

3. Click **Choose Network Adapter**.

The *Preferences: Network Adapter Selection* dialog box appears.

4. Select **Use the network adapters in the order specified below**.

5. Select a network adapter, and then click the up and down arrows to change its position in the list.

6. Repeat step 5 for the other network adapters until they're listed in the order in which you would like your computer to try them, with your preferred choice listed first.

7. Click **OK**.

NOTE

You can also specify a selection order for a student computer's network adapters, either when you install SMART Sync software on the student's computer or if you reconfigure the installation options.

8. Click **OK**.

Setting the logging preferences

You can control the generation of system logs. SMART Support uses these logs to review software processes. These logs are helpful in tracking unexpected behavior. By default, logging is turned off so that it doesn't affect the speed and efficiency of your computer.

IMPORTANT

Activate logging only if you are advised to by SMART Support as it might affect the performance of your computer.

Appendix A

Sending feedback to SMART

When you start SMART Sync 2011 software for the first time, a dialog box could appear asking whether you want to join the SMART Customer Experience Program. If you choose to join the program, SMART Sync 2011 software sends information to SMART that helps us improve the software for future releases. After starting SMART Sync 2011 software for the first time, you can enable or disable this feature through the *Help* menu.

You can also send feature request e-mails to SMART.

■ To enable the Customer Experience Program tracking feature

Select **Help > Customer Experience Program > Feedback tracking ON**.

■ To disable the Customer Experience Program tracking feature

Select **Help > Customer Experience Program > Feedback tracking OFF**.

■ To send a feature request e-mail

1. Select **Help > Customer Experience Program > Submit feature request**.

A new e-mail message appears in your default e-mail program.

2. Type your request in the new e-mail message, and then click **Send**.

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