

PLEASE THINK BEFORE YOU PRINT



# SMART Sync™ 2009

## User's Guide

Windows® Operating Systems

Extraordinary made simple™

**SMART**™

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# Chapter 1

## Getting Started

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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 lets you observe and control your students' computers using the Thumbnails view, which displays real-time images of your students' computer desktops. You can customize this view's appearance. In addition to viewing the desktops, you can

capture snapshots of students' screens, take control of students' desktops, temporarily lock students' computers, remotely shut down students' computers, block Internet access and block the use of specific applications.

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

If you're using SMART Sync 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.

## Starting SMART Sync

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

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, the seating plan and more.

Teachers and classes can be administered, which means they're centrally defined in a SMART School file (see *Setting the SMART School File Location* on page 82), or non-administered, which means they're defined in your computer's installation of SMART Sync.

- If you select a non-administered class when you start SMART Sync, 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.

**To create a new teacher ID**

1. Double-click the **SMART Sync Teacher 2009** icon on your desktop.  
The SMART Sync window and the *Welcome to SMART Sync* dialog box appear.
2. Type the teacher ID in the *Teacher* box.

**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 displays the Thumbnails view and the *All Computers* tab.
5. Connect to students (see *Connecting to Students* below), and then save the class (see *Working with Teacher IDs and Classes* on page 5).

**To select an existing teacher ID**

1. Double-click the **SMART Sync Teacher 2009** icon on your desktop.  
The SMART Sync window and the *Welcome to SMART Sync* dialog box appears.
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 displays the Thumbnails view and the *All Computers* tab.
5. Connect to students (see *Connecting to Students* below) and, if you created a new class in step 3, save it (see *Working with Teacher IDs and Classes* on page 5).

## Connecting to Students

You or your system administrator can install SMART Sync Student 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.

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

Connection Option	Description	Visible Mode	Hidden Mode
<b>Allow the student to select from a list of available teachers</b>	Students must manually connect to the correct teacher ID.	Yes	No
<b>Automatically connects with this Teacher ID</b>	Students automatically connect to a teacher ID.	Yes	Yes
<b>Automatically connects with this hostname or IP address</b>	Students automatically connect to a teacher through the host name or IP address. (Host names and IP addresses identify computers on a network.)	Yes	Yes
<b>Uses this Class List Server hostname or IP address</b>	You connect to your students based on the information in a SMART School file (see <i>Setting the SMART School File Location</i> on page 82).  For information on creating and maintaining SMART School files, see <a href="#">document 129773</a> .	Yes	Yes

#### NOTE

- If a student with a version of SMART Sync Student that is incompatible with your version of SMART Sync Teacher attempts to connect to your class, warning messages appear on the student's screen and your screen.
- In Hidden mode, students can't ask questions, initiate chat, send files or complete other tasks requiring the SMART Sync Student 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 one or more other teachers currently have 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 transfers the selected students to your class.

## Working with Teacher IDs and Classes

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

If additional students join your class or you reorganize your groups, you may 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 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**.
- 

## Navigating the User Interface

The SMART Sync user interface consists of views, menus and a toolbar. Each view contains a subset of SMART Sync's features. The menus and toolbar contain links to features and change depending on which view you're in.

### NOTE

In all views, you can lock student desktops (see page 24), block Internet access (see page 69), send an announcement (see page 34) and conduct a poll (see page 34).

## Thumbnails View

When you start SMART Sync, 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 (see *Working with Thumbnails* on page 11).

In the Thumbnails view, you can:

- Observe the class (see page 17)
- Observe and take control of a student's desktop (see page 19 and page 20)
- Broadcast your desktop (see page 30)
- Broadcast a student's desktop (see page 31)
- Capture an image of a student's desktop (see page 23)
- Share media files (see page 35)

- Share a web page (see page 38)
- Shut down, log off or restart a student's computer (see page 27)

### Collaboration View

Using the Collaboration view, you can organize and monitor collaborative assignments (see *Organizing Collaboration* on page 41). 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.

### Questions View

Using the Questions view, you can view, respond to and save your students' questions (see *Answering Questions* on page 47).

### Chat View

Using SMART Sync, you can chat with your whole class, a specific group or selected students. The Chat view displays all the chat messages, including messages between students.

In the Chat view, you can:

- Chat with the entire class or selected groups (see page 51)
- Control student chat (see page 54)
- Save the current chat session as a text file (see page 53)
- Clear the chat history (see page 53)

### File Transfer View

Using the File Transfer view, you can send files to your class, a group or selected students (see page 57) and receive files from them (see page 58). The view is divided into *Sent Files*, which lists the files you've sent to students, and *Received Files*, which lists the files you've received from students.

In the File Transfer view, you can also:

- Cancel a file transfer (see page 57)
- Open a sent file (see page 57)
- Open a received file (see page 58)
- Clear a file from the list (see page 59)

## Applications View

Using the Applications view, you can block applications on your students' computers, giving you complete control over the applications your students can use (see *Creating and Using Application Blocking Rules* on page 61). You can also remotely start and close applications on your students' computers (see *Starting and Closing Applications* on page 67).

## Internet View

Using the Internet view, you can block students from using specified websites and pages (see *Controlling Access to the Internet* on page 69).

## Main Toolbar and Menus

Although you can access some buttons and menu options regardless of the current 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 interact with some students but not with the entire class, you can create groups. Each time you create a group, SMART Sync creates a tab for the new group (see *Working with Groups* on page 13).

Depending upon your viewing options, the main tab is named *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, Applications or Internet view.

### NOTE











The Thumbnails view and the Collaboration view 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 student list, you can interact with the selected students using SMART Sync features, including locking students' desktops, broadcasting, chatting, sending and receiving files, conducting polls and more.

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

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

When more than one status applies to a student, 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 SMART Sync's user interface following the instructions in this section.

### Showing or Hiding Toolbars

You can show or hide the toolbars to customize the SMART Sync 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 SMART Sync's selection method to suit your preferences. The two available methods are Standard and Sticky.

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 keys 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 rearrange, 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 rearrange 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 rearrange thumbnails in a customized order

1. Click **Thumbnails** .  
The Thumbnails view appears.
2. Click **All Computers** or **All Students** to rearrange the thumbnails for the class.  
OR  
Click a group's tab to rearrange the thumbnails for the group.
3. Make sure **View > Thumbnail Arrangement > Align to Grid** isn't selected, and then click and 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 rearrange thumbnails alphabetically

1. Click **Thumbnails** .  
The Thumbnails view appears.
2. Click **All Computers** or **All Students** to rearrange the thumbnails for the class.  
OR  
Click a group's tab to rearrange the thumbnails for the group.

3. Select **View > Thumbnail Arrangement > Alphabetical Ordering**.

The thumbnails are rearranged 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.
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're monitoring 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 interact with some students but not the entire class, you can create groups.

When you create a group, SMART Sync creates a tab for the 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, chat with the group, send a file to the group, conduct a poll of the group and more.

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 edit the members of existing groups and delete groups that you no longer need.

## 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.

**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**.

## 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.

**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 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**

Click a group's tab to interact with the group.

OR

Click the **All Computers** or **All Students** tab to interact with all students.

---

## Exiting SMART Sync

Before you exit SMART Sync, consider the following:

- If you exit while a file transfer is in progress, the file transfer is canceled.
- If you want to continue to use SMART Sync but you want to change to a different teacher ID, you don't need to exit SMART Sync.

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**To exit SMART Sync**

Select **File > Exit**.

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## Chapter 2

# Observing and Controlling 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 entire class using locks, shutdowns and more.

## Observing the Class

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

When you're observing a class or group you can:

- Lock student desktops (see page 24)
- Block student access to the Internet (see page 69)
- Conduct a poll (see page 34)
- View and answer your students' questions (see page 47)
- Broadcast your desktop (see page 30)

- Share media files (see page 35)
- Shut down, log off or restart student computers (see page 27)

### To observe the class

1. Click **Thumbnails** .

The Thumbnails view appears.









2. Click **All Computers** or **All Students** to monitor all students.

OR

Click a group's tab to monitor only students in the group.

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 appear below in order of most important (**Locked Out**) to least important (**Active Application**).

Symbol	Status	Description
	<b>Locked Out</b>	The student is locked out.
	<b>Vote</b>	The student has yet to respond to a vote.
	<b>Vote Yes</b>	The student has responded affirmatively to a vote.
	<b>Vote No</b>	The student has responded negatively to a vote.
	<b>Question</b>	The student asked a question.
	<b>Chat</b>	The student received a new chat message.
	<b>Application Block</b>	The student is blocked from using one or more applications.
	<b>Internet Block</b>	The student is blocked from using the Internet.
	<b>Active Application</b>	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 Microsoft 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 the thumbnails. If necessary, this view also adds borders to the image to ensure the thumbnail isn't distorted by a change in ratio.

## 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 lets you switch between the live image of your student's desktop and the other parts of SMART Sync, such as the Chat, Quiz and File Transfer views.

When you're monitoring 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.

### TIP






If a student uses dual 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 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 20).
  - Click **Broadcast**  to broadcast the student's desktop (see page 31).
  - Click **Capture**  to capture an image of the student's desktop (see page 23).
  - Click **Pen**  to write on the student's desktop (see page 22).
3. Click **Stop**  to stop viewing the student's desktop.

### 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 in Window mode.
3. Click **Full Screen** .  
The student's desktop appears in Full Screen mode with a toolbar.

#### **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 20).
  - Select **Menu > Broadcast** to broadcast the student's desktop (see page 31).
  - Select **Menu > Capture** to capture an image of the student's desktop (see page 23).
  - Click **Pen**  to write on the student's desktop (see page 22).
4. Select **Menu > Stop Observing** to stop viewing the student's desktop.
- OR
- Select **Menu > View in Window Mode** to continue viewing the student's desktop, but in Window mode.

## Controlling a Student's Desktop






When you're observing a student, 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.

### 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 in Window mode.

#### NOTE

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

- Click **Observe**  to stop controlling the student's desktop but continue viewing it (see page 19).
  - Click **Broadcast**  to broadcast the student's desktop (see page 31).
  - Click **Capture**  to capture an image of the student's desktop (see page 23).
  - Click **Pen**  to write on the student's desktop (see page 22).
3. 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 in Window mode.

3. Click **Full Screen** .

The student's desktop appears in Full Screen mode with a toolbar.

#### NOTE

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

- Select **Menu > Observe** to stop controlling the student's desktop, but to continue viewing it (see page 19).
  - Select **Menu > Broadcast** to broadcast the student's desktop (see page 31).
  - Select **Menu > Capture** to capture an image of the student's desktop (see page 23).
  - Click **Pen**  to write on the student's desktop (see page 22).
4. Select **Menu > Stop Controlling** to stop controlling the student's desktop.

OR

Select **Menu > View in Window Mode** to continue controlling the student's desktop, but in Window mode.

## Writing Over a Desktop

If you're observing or controlling 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. You can 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 toolbar. You can change the digital ink's width, color and transparency in SMART Sync's 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 a SMART Board

1. Observe or take control of a student's desktop (see *Observing a Student's Desktop* on page 19 or *Controlling a Student's Desktop* on page 20).
2. Pick up a pen tray pen and write on the interactive whiteboard.

- 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 toolbar

- Observe or take control of a student's desktop (see *Observing a Student's Desktop* on page 19 or *Controlling a Student's Desktop* on page 20).
- Click **Pen** .
- Click and drag your mouse across your desktop to write in digital ink.
- Click **Select**  when you're finished.  
Your notes disappear.

## Capturing an Image of a Student's Desktop

When you're observing 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

- Click **Thumbnails** .  
The Thumbnails view appears.
- Select the thumbnail of the student whose desktop you want to capture.
- Click **Capture** .  
The *Save As* dialog box appears.
- 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.

- 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 Files (.jpg, .jpeg)**.

- 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 system.

- Click **Save**.

#### To view the screen capture


- Browse to the folder where you saved the graphics file.
- 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 83)

When you lock students' computers, you don't delete any of their work. When you remove the lock, the students' desktop views and control are completely restored.

#### To lock student desktops


- Click **Thumbnails** .  
The Thumbnails view appears.
- Click **All Computers** or **All Students** to lock all students' desktops.  
OR  
Click a group's tab to lock only the desktops of students in the group.  
OR  
Select a student's thumbnail to lock only the desktop of that student.

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. If you don't change the message, the message is "Eyes to the front, please."

 **NOTE**

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

---

## Disconnecting Students

At the end of a class, some students may leave without disconnecting from SMART Sync. 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.

### Disconnecting Students

You 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 disconnects the student's computer from SMART Sync Teacher 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 upon how the class was created, you may be able to refresh the screen by selecting **View > Refresh**, or by pressing F5.

## 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 a student clicks the **SMART Sync** icon in the notification area and you've removed the ability to disconnect, 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, a **No Response** message appears over the student's thumbnail.



## Shutting Down, Logging Off and Restarting Students' Computers

Students may leave their computers in a variety of states at the end of the day. Some students may log off and shut down, and others may leave their 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.

#### To shut down students' computers

1. Click **Thumbnails** .  
The Thumbnails view appears.
2. Click **All Computers** or **All Students** to shut down, log off or restart all students' computers.  
  
OR  
  
Click a group's tab to shut down, log off or restart the computers of only students in the group.  
  
OR  
  
Select a student's thumbnail to shut down, log off or restart the computer of only that student.
3. Click **Shut Down** .  
The *Shut Down Students* dialog box appears.
4. Select **Shut down** from the drop-down list.
5. Click **OK**.

#### To log off students' computers

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


2. Click **All Computers** or **All Students** to shut down, log off or restart all students' computers.

OR

Click a group's tab to shut down, log off or restart the computers of only students in the group.


OR

Select a student's thumbnail to shut down, log off or restart the computer of only that student.

3. Click **Shut Down** .
 

The *Shut Down Students* dialog box appears.
4. Select **Log off** from the drop-down list.
5. Click **OK**.

### To restart students' computers


1. Click **Thumbnails** .
 

The Thumbnails view appears.
2. Click **All Computers** or **All Students** to shut down, log off or restart all students' computers.
 

OR

Click a group's tab to shut down, log off or restart the computers of only students in the group.

OR

Select a student's thumbnail to shut down, log off or restart the computer of only that student.
3. Click **Shut Down** .
 

The *Shut Down Students* dialog box appears.
4. Select **Restart** from the drop-down list.
5. Click **OK**.

## Chapter 3

# Broadcasting and Communicating

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SMART Sync 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:

- Broadcast your desktop
- Broadcast a student's desktop
- Pass control of a broadcast to a student
- Write notes over a student's desktop
- Conduct a poll
- Share media
- Share 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 90) or use the Show Media option (see *Sharing Media* on page 35).

### Broadcasting Your Desktop


You can broadcast your desktop to the entire class or select 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. Click **All Computers** or **All Students** to broadcast to all students.  
OR  
Click a group's tab to broadcast to only students in the group.  
OR  
Select students' thumbnails to broadcast to only those students.
3. Click **Broadcast** .  
A message appears, asking if you want to broadcast your desktop.

4. Click **Yes**.

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

 **NOTES**

- Your desktop is surrounded by a blue border for the duration of 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 33).



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 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, your desktop 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 to broadcast the selected desktop.

4. Click **Yes**.

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

**NOTE**

- The student's desktop is surrounded by a blue border for the duration of the broadcast.
- While broadcasting the student's desktop, you can:
  - Click **Observe**  to stop the broadcast, but continue to view the student's desktop (see page 19).
  - Click **Control**  to stop the broadcast and take control of the student's desktop (see page 20).
  - Click **Capture**  to capture an image of the student's desktop (see page 23).
  - Click **Pen**  to write on the student's desktop (see page 33).

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

## Giving Control to a Student During a Broadcast

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

### To give control to a student during a broadcast

1. Broadcast your desktop or a student's desktop (see *Broadcasting Your Desktop* on page 30 or *Broadcasting a Student's Desktop* on 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.

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 your desktop. The desktop's border changes from blue to red.

**NOTE**

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. In addition, if you broadcast a student's computer and the student's computer is running the Windows Vista operating system, the student whose display is being broadcasted always shares control, regardless of your broadcast preferences.

4. Select **Menu > End Pass the Chalk**.
5. Select **Menu > Stop Broadcasting**.

## Writing Over a Broadcast

During a broadcast, you can write over your desktop and the digital ink is displayed 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. You can change the appearance of the digital ink using the options in Floating Tools.
- If you're working at your desktop, you can write notes using the *My Desktop* toolbar. You can change the digital ink's width, color and transparency in SMART Sync's preferences.

### To write over a broadcast using a SMART Board

1. Broadcast your desktop or a student's desktop (see *Broadcasting Your Desktop* on page 30 or *Broadcasting a Student's Desktop* on page 31).
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 30 or *Broadcasting a Student's Desktop* on page 31).
2. Click **Pen**  on the *My Desktop* toolbar.
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

SMART Sync allows you to chat with your whole class or a specific group (see *Chatting* on page 51). However, if you want to send a message to several students only, you can send an announcement that is only visible to the selected students.

### To send an announcement

1. Click **All Computers** or **All Students** to send the announcement to all students.  
OR  
Click a group's tab to send the announcement to only students in the group.  
OR  
Select students' names in the students list to send the announcement to only those students.
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 tallies the responses and displays the result of the vote at the bottom of the window.

### To conduct a poll

1. Click **All Computers** or **All Students** to conduct a poll of all students.

OR

Click a group's tab to conduct a poll of only students in the group.

2. Click **Vote** .




The *Vote* dialog box appears.

3. Type the question.

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 of SMART Sync Teacher. 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.

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.

#### **IMPORTANT**

Do not share media and send files at the same time.



**NOTES**

- If you want to share media files, disable the mirror driver (see *Setting the Advanced Preferences* on page 90).
- 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® 9.0 or later.

## Sharing a Media File

---

### To share a media file

1. Click **Thumbnails** .  
The Thumbnails view appears.
2. Click **All Computers** or **All Students** to share media with all students.  
OR  
Click a group's tab to share media with only students in the group.
3. Click **Show Media** .  
The *Send Media File* dialog box appears.
4. Browse to and select the media file you want to play, and then click **Send**.  
The *Sending Media* dialog box appears. This dialog box displays the estimated time it will take to send this 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 you don't want to play the media file (for example, if the estimated time is too long or you decide to play a different media file), click **Cancel**. When the message appears asking for confirmation, click **Yes**.

5. Click **Play** .

The media file plays.

**NOTE**

While playing the media file, you can pause or stop as well as change the display mode (see below).

6. Select **File > Open** to leave the media window open and play a different media file.

OR

Select **File > Exit** to close the media window.

## Playing the Media File

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

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


**NOTE**

If you click **Pause** and then click **Play**, the media file restarts from the point at which you paused it.





- 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 during the broadcast of the media file, display the media file 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 the 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 toolbar in Internet Explorer.


### NOTE

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

#### To share a web page

1. Click **Thumbnails** .  
The Thumbnails view appears.
2. Click **All Computers** or **All Students** to share the web page with all students.  
OR  
Click a group's tab to share the web page with only students in the group.  
OR  
Select students' thumbnails to share the web page with only those students.
3. Click **Send Web** .  
The *Internet Share Web Address* dialog box appears.
4. Type the web page's address in the box.
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 toolbar**

- 
1. Open Internet Explorer Internet browser.
  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 toolbar.
  4. Click **Send to Students** .
-



# Chapter 4

## Organizing Collaboration

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Using SMART Sync, 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 group's collective response and then send this 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 additional 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**.

6. Select the **Allow students to chat** check box to allow students to chat using SMART Sync while they're working on the assignment.

OR

Clear the **Allow students to chat** check box to prevent student chat.

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 group's collective response and then send this 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 1.6 or later on their computers, all collaborative files open in new tabs in SMART Notebook SE and students' work is saved to their binders automatically.

Each group includes one student responsible for submitting the group's final response. SMART Sync selects this student randomly.

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. The Collaboration sidebar also 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 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 every student in your group has handed in their assignments, the *Collaboration Group Work* window appears with instructions on what you need to do.

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

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 can't 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.

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 12).
- 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. You can click the file name to open and view the completed file.
- If all students in a group disconnect from the class, SMART Sync Teacher is unable to select a group leader, an error occurs while transferring files to the group or an unknown error occurs, 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.

**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 was 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, a **Question**  symbol and the number of currently unanswered questions appear in the bottom right corner of SMART Sync Teacher.


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.

- Click **Send**  to send your response to the student who sent you the question.  
OR

Click **Send to All**  to send your response to the entire class.


Your response appears in the *History* area of the Questions view.

Your response also appears on the *Teacher* tab in the students' *SMART Sync Student Chat* dialog box.

 **NOTE**

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

- 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 without Answering

You can delete a student's question without answering it.

### To delete a specific question

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



### To delete all questions

- Click **Questions**  .  
The Questions view appears.
- Click **Delete All Questions** .

## Saving the Question History

The students' questions and your responses appear in the *History* area of the Questions view. You can save the history as a text (.txt) file.

**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 also 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 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.


**NOTE**

If SMART Sync Student 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 SMART Sync's announcement feature instead of the chat feature to send a message to selected students (see *Sending an Announcement* on page 34).

#### To chat with students

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

2. Click **All Computers** or **All Students** to chat with all students.

OR

Click a group's tab to chat with only students in the group.

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

Your message appears in the *History* area of the Chat view.

Your message also appears in the equivalent tab of the students' *SMART Sync Student Chat* dialog box.

#### **NOTES**

- Each student's *SMART Sync Student Chat* dialog box has a tab for every group the student is a member of.
- Students can't view a group's chat history if they're not in that group.
- If your students haven't opened their *SMART Sync Student 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).

#### **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 Chat* dialog box, the message appears in SMART Sync Teacher 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 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.



### 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 group's tab with the 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. Click **All Computers** or **All Students** to clear the chat history for all students.  
OR  
Click a group's tab to clear the chat history for only the students in that group.

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 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. Click **All Computers** or **All Students** to enable chat for all students.
 

OR

Click a group's tab to enable chat for only students in the group.
3. Select the **Allow Students to Chat** check box.

#### To disable student chat

1. Click **Chat** .
 

The Chat view appears.
2. Click **All Computers** or **All Students** to disable chat for all students.
 

OR

Click a group's tab to disable chat for only students in the group.

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 page 53).

---



## Chapter 7

# Sending and Receiving Files

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---

You can easily send files to your class using SMART Sync and, if SMART Sync was 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 or receive.

### NOTE

If you send a file to one student, the file transfer goes 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 other network traffic
- The speed of the network

### IMPORTANT


Do not share media and send files at the same time.

## Sending Files to Students

You can use SMART Sync to send files to students.

---

### To send a file

1. Click **File Transfer** .
- The File Transfer view appears.

- Click **All Computers** or **All Students** to send the file to all students.

OR

Click a group's tab to send the file to only students in the group.

OR

Select students' names in the students list to send the file to only those students.


- Click **Send File** .

The *Send File* dialog box appears.

- 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 *Files Sent* list. When the transfer is complete, the 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 *Files Sent* list, and then click **Cancel** . No portion of the file is transferred and the file is removed from the *Files Sent* list.
- If you or a student closes SMART Sync while a file transfer is in progress, the transfer is canceled.

#### To open a sent file

- Click **File Transfer** .

The File Transfer view appears.

- Click **All Computers** or **All Students** if you sent the file to all students.

OR

Click a group's tab if you sent the file to only students in the group.


- Select the file.

- Click **Open File** .

## Receiving Files from a Student

You can use SMART Sync to receive files from students.

**To check for sent files  
from students**

1. Click **File Transfer** .  
The File Transfer view appears.
2. Click **All Computers** or **All Students** to check for files sent by all students.



OR

Click a group's tab to check for files sent by only students in the group.

**NOTE**

If you close SMART Sync 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 a file from the File Transfer view, you're not deleting the file.

**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** .

**To clear all files (both sent  
and received)**

- 
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 application blocking rules 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's not on the list)



SMART Sync comes with six application blocking rules:

Name	Description
Block Internet Explorer	Blocks the web browser
Block Windows Games	Blocks Windows games, such as Solitaire
Block Windows Media Player	Blocks Window Media Player
Block All Except Internet Browser	Blocks all applications except the web 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	Blocks all applications except SMART Notebook SE (This rule is useful if you're using SMART Sync as part of SMART Classroom Suite®.)

## Creating Application Blocking Rules

You can create application blocking rules in SMART Sync Teacher. Alternatively, you can load rules created by other teachers (see *Sharing Application Blocking Rules* on page 64) or use rules created by an administrator or teacher in SMART Sync Administrator Tool.

### 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. Click **Block the following applications** to allow all applications except those you include in the rule.

OR

Click **Block all except the following applications** to block all applications except those you include in the rule.



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

 **TIPS**

- If you added an application to the rule by accident, 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, 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's not 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, click **New App**. Type the product name and the file name, and then 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. Click **Block the following applications** to allow all applications except those you include in the rule.

OR

Click **Block all except the following applications** to block all applications except those you include in the rule.

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

OR

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





#### TIPS

- An application must be installed on your computer to appear in the *List of Applications*. The exception to this rule is SMART Notebook SE, 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's not 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, click **New App**. Type the product name and the file name, and then click **OK**. Select the application from the *List of Applications*, and then click **Add**.

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

**To save your rules as a  
SYNCRULES file**

1. Click **Application** .  
The Application view appears.
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 **Application** .  
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 creating or loading an application blocking rule, you can activate it to control students' access to applications.

**To activate a rule**

1. Click **Applications** .  
The Applications view appears.
2. Click **All Computers** or **All Students** to activate the rule for all students.  
OR  
Click a group's tab to activate the rule for only students in the group.
3. Select the rule.

4. Click **Apply** .

 **CAUTION**

- If you activate a rule that blocks specific applications and allows all others, 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.
- If you activate a rule that allows specific applications and blocks all others, 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.

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. Click **All Computers** or **All Students** to deactivate the rule for all students.

OR

Click a group's tab to deactivate the rule for only students in the group.

OR

Select students' names in the students list to deactivate the rule for only those students.

3. Select the rule.
4. Click **Apply** .

## Starting and Closing Applications

With SMART Sync Teacher, you can remotely start or close an application on every student's computer with the click of a button.

### 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 the same program.

#### To start an application on students' computers

1. Click **Applications** .

The Applications view appears.

2. Click **All Computers** or **All Students** to start an application for all students.

OR

Click a group's tab to start an application for only students in the group.

3. Click **Launch** .

The *Launch Applications* dialog box appears.

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

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. Click **OK** to clear the message.
- 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. Click **OK** to clear the message.

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 an application on every student's computer.

### ▲ 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 completing the following procedure.

### To close an application on students' computers

1. Click **Applications** .  
The Applications view appears.
2. Click **All Computers** or **All Students** to close an application for all students.  
OR  
Click a group's tab to close an application for only students in the group.
3. Click **Close** .  
The *Close application remotely* dialog box appears.
4. Select an application, and then click **Close**.  
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. Click **OK** to clear the message.
  - 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. Click **OK** to clear the message.
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.

#### NOTE

When a blocked student starts Internet Explorer Internet browser, a message appears indicating that access to the Internet is restricted. When a blocked student starts any other Internet browser, the pointer displays as an hourglass, and a connection timed out message may appear.

#### To block Internet access

1. Click **All Computers** or **All Students** to apply the block to all students.  
OR  
Click a group's tab to apply the block to only students in the group.
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 your students' 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
- A list of approved web pages (which blocks students from opening any web page that's not on the list).



### NOTE

SMART Sync comes with a default Internet blocking rule that allows you to block all web pages.

## Creating Internet Blocking Rules

You can create Internet blocking rules in SMART Sync Teacher. Alternatively, you can load rules created by other teachers (see *Sharing Internet Blocking Rules* on page 72) or use rules created by an administrator or teacher in SMART Sync Administrator Tool.

### 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. Click **Block the following websites** to allow all websites except those you include in the rule.

OR

Click **Block everything except the following websites** to block all websites except those you include in the rule.



- Click **Add**, type the address of a website you want to add to the rule in the *Website* box (for example, **www.example.com**), and then click **OK**.

**TIP**

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

- Repeat step 5 for each website you want to add to the rule.
- Click **OK**.

**To edit a rule**

- Click **Internet** .  
The Internet view appears.
- Select the rule.
- Click **Edit** .  
The *Internet Blocking Rule* dialog box appears.
- Edit the rule's name in the *Rule name* box.
- Click **Block the following websites** to allow all websites except those you include in the rule.

OR

Click **Block everything except the following websites** to block all websites except those you include in the rule.



- Click **Add**, type the address of a website you want to add to the rule in the *Website* box (for example, **www.example.com**), and then click **OK**.

OR

Select a website you want to remove from the rule, and then click **Remove**.

- Repeat step 6 for each website you want to add to or remove from the rule.
- Click **OK**.


**To delete a rule**

- Click **Internet** .  
The Internet view appears.
- Select the rule.
- Click **Delete** .


## Sharing Internet Blocking Rules

You can save Internet blocking rules in SYNCRULES files and share those files with other teachers. The other teachers can then load the SYNCRULES file to use your rules in their copies of SMART Sync Teacher. Similarly, you can load SYNCRULES 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.
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. Click **All Computers** or **All Students** to activate the rule for all students.  
OR  
Click a group's tab to activate the rule for only students in the group.

3. Select the rule.
4. Click **Apply** .

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. Click **All Computers** or **All Students** to deactivate the rule for all students.

OR

Click a group's tab to deactivate the rule for only students in the group.

OR

Select students' names in the students list to deactivate the rule for only those students.

3. Select the rule.
  4. Click **Apply** .
-



## Chapter 10

# Working with Other Teachers and Teacher Aides

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---

As the teacher, you can use SMART Sync to monitor, communicate with and control your class. You can also allow colleagues limited access to SMART Sync so that they can monitor your class. SMART Sync 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 withdraw a teacher aide's access to 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, 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 request to join (see *Responding to a Teacher Aide's Request to Join* on next page).

If you don't want any teacher aides to join your class, clear **Options > Allow Teacher Aides**. If a teacher aide tries to join your class while your settings don't allow teacher aides, the teacher aide receives 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 (see *Allowing Teacher Aides* on previous page), 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, the teacher aide receives a message advising them 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 allow colleagues limited access to SMART Sync so they can monitor your class. SMART Sync refers to these additional teachers as teacher aides. However, teacher aides can monitor your class only if you permit it.

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 and monitor the desktops of all the students, of a group or of an individual student in that teacher's class. SMART Sync refers to additional teachers as teacher aides.

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, 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 page 75), a message appears that advises you that you can't join this class.

**NOTE**

You must install SMART Sync 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 the **Teacher ID** for the class you want to join.

OR

Select **Connect via host name or IP address box**, enter 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 their class and gives them the option to accept or decline your request.

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

OR

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 may still not be able to view the class if the teacher has set an authentication password on the class.

**To leave a class**

---

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

---

# Chapter 11

## Configuring SMART Sync Teacher

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---

You can customize the following features for the current teacher:

- Language
- SMART School file location
- Lock-out message
- Optimization preferences
- Control preferences
- Broadcast preferences
- Digital ink's appearance
- File transfer preferences
- User authentication password

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

## Setting the Language

SMART Sync supports the following languages:

- English
- Arabic
- Chinese (Simplified)
- Czech
- Danish
- Dutch
- Finnish
- French
- German
- Greek
- Hungarian
- Italian
- Norwegian
- Portuguese (Brazil)
- Portuguese (Portugal)
- Russian
- Turkish
- Spanish (International)
- Spanish (Mexico)
- Swedish

You can change the SMART Sync Teacher user interface to any of these languages by completing the following procedure.

---

**To set the language**

1. Select **Options > Language Setup**.

The *Language Setup* dialog box appears.

2. Select **All Listed Applications** to set the language for all SMART programs on your computer.

OR

Select **SMART Sync Teacher** to set the language for only SMART Sync Teacher.

3. Select the appropriate language in the **Language** drop-down list, and then click **OK**.
- 

**To download and install languages from the Internet**

1. Select **Options > Language Setup**.

The *Language Setup* dialog box appears.

2. Click **Update Languages**.

3. Select the language or languages you want to update, and then click **Check for Updates**.

Your computer downloads the files. SMART Sync Teacher automatically installs the files, and then a message appears.

4. Click **OK**.
- 

**To install languages from the SMART Sync CD**

1. Insert the CD into your computer.

2. Double-click **Install additional languages**.

3. Select the language or languages you want, and then click **Add**.

4. Click **OK**.

SMART Sync Teacher installs the language files, and then a message appears.

5. Click **OK**.
-

## Setting the SMART School File Location

A SMART School file contains information about students, teachers, classes and computer labs in your school as well as rules you can apply to block student access to applications and websites. If you or your system administrator specify the location of a SMART School file, you can use this information from the file rather than having to enter it manually in SMART Sync.

When your system administrator first installs SMART Sync Teacher, he or she can specify the location of the SMART School file (see [document 129773](#)). If your system administrator didn't specify the location of the SMART School file during installation or if you need to change it afterwards, you can do so in SMART Sync Teacher.

### To set the SMART School file location

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **General** tab.

3. Click **Browse**.

The *Open* dialog box appears.

4. Browse to and select the SMART School file, and then click **Open**.

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

5. Click **OK**.

6. Close and restart SMART Sync Teacher.

The next time you start SMART Sync Teacher, the *Welcome to SMART Sync – Teacher and Class Selection* dialog box will include 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.

## 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 24). 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 return the lock-out message to its default settings

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 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
1 (recommended)	Decreases frame rate to 4 seconds per frame (if needed) without affecting image quality
2	Decreases frame rate, and then decreases image quality
3	Decreases frame rate and image quality evenly
4	Decrease image quality, and then decreases frame rate
5	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. Move the slider left to increase image quality while reducing the frame rate.  
  
OR  
  
Move the slider right to decrease image quality while increasing the frame rate.
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 return the optimization preferences to their default settings

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. However, you can 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.

### NOTES

- If you make a change the control preferences while you're already 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 the Windows Vista operating system, the control of the computer is always shared 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. Click **Shared**.
4. Click **OK**.

### To not share control of a student's desktop

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

To return the control preferences to their default settings

2. Click the **Control** tab.
3. Click **Teacher-only**.
4. Click **OK**.

- 
1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Control** tab.
  3. Click **Defaults**.
  4. Click **OK**.
- 

## Setting the 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 broadcasting.

To set preferences for when you broadcast your desktop

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Broadcast** tab.
3. Click **Full Screen** to broadcast your desktop in Full Screen mode by default.

OR

Click **Window** to broadcast your desktop in Window mode by default.



### 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 broadcasted desktop to best fit students' screens.
  5. Click **OK**.
- 

To set preferences for when you broadcast a student's desktop

1. Select **Options > Preferences**.

The *Preferences* dialog box appears.

2. Click the **Broadcast** tab.

3. Click **Teacher-only** if you want exclusive control of the mouse or keyboard during the broadcast.

OR

Click **Student-only** if you want the student to have exclusive control of the mouse or keyboard during the broadcast.

OR

Click **Shared** to share control of the mouse and keyboard during the broadcast. (Your actions take precedence over the student's.)

**NOTE**

If you broadcast a student's computer and it's running the Windows Vista operating system, the control of the computer is always shared 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 return the broadcast preferences to their default settings**

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. You can 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 return the digital ink to its default settings**

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 student's computers** check box. Otherwise, clear this check box.
4. If you want to change the default file location of received files, click **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 return the file transfer preferences to their default settings**

1. Select **Options > Preferences**.  
The *Preferences* dialog box appears.
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 preferences.
- On the student's computer, set the password using the SMART Sync Student Configuration Tool (see [document 129773](#)).

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.
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 thumbnails frame rate, multicast, unicast and screen capture settings.



#### IMPORTANT

Do not change the advanced preferences unless you are instructed to by SMART Support or if you're 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

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 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.

4. Optionally, type a TTL value for IP multicasting in the *Multicast TTL* box.

By default, SMART Sync 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 are one or more multicast routers 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

5. Optionally, type the millisecond-per-chunk for TCP traffic in the *TCP delay* box.

- 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 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). 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 Technical Support.

### To set screen capture preferences

- Select **Options > Preferences**.  
The *Preferences* dialog box appears.
- Click the **Advanced** tab.
- Optionally, select the **Use Redraw Hooks DLL** check box. This option improves SMART Sync's screen capture performance.
- Optionally, select the **Use Mirror Driver** check box. This option improves SMART Sync's 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.

- 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.
- Optionally, select the **Hide window content while dragging and resizing** check box.
- Click **OK**.

**To return the advanced preferences to their default settings**

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 uses the network adapter selected by the operating system. However, you can specify the order in which the operating system will try 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. Click **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. Click **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. Move the other network adapters in this way until the network adapters are 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 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 Technical 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're advised to by SMART Support.

# Appendix A

## Customer Support

### Online Information and Support

Visit [www.smarttech.com/support](http://www.smarttech.com/support) to view and download user's guides, how-to and troubleshooting articles, software and more.

### Training

Visit [www.smarttech.com/trainingcenter](http://www.smarttech.com/trainingcenter) for training materials and information about our training services.

### Technical Support

If you experience difficulty with your SMART product, please contact your local reseller before contacting SMART Technical Support. Your local reseller can resolve most issues without delay.

#### NOTE

To locate your local reseller, visit [www.smarttech.com/where](http://www.smarttech.com/where).

All SMART products include online, telephone, fax and e-mail support:

Online	<a href="http://www.smarttech.com/contactsupport">www.smarttech.com/contactsupport</a>
Telephone	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada) (Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)
Fax	+1.403.806.1256
E-mail	<a href="mailto:support@smarttech.com">support@smarttech.com</a>

## General Inquires

Address SMART Technologies  
3636 Research Road NW  
Calgary, AB T2L 1Y1  
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Switchboard +1.403.228.5940 or  
Toll Free 1.866.518.6791 (U.S./Canada)

Fax +1.403.228.2500

E-mail [info@smarttech.com](mailto:info@smarttech.com)

## Registration

To help us serve you, register online at [www.smarttech.com/registration](http://www.smarttech.com/registration).



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