



SynchronEyes<sup>®</sup>  
Computer-Lab Instruction Software

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**Serial Number:**

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# Welcome to SynchronEyes® Software

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You're about to make the job of monitoring and controlling students in a computer lab more efficient and even more rewarding as well. Get the most from SynchronEyes software by taking a moment to review the following summary of features.

## **Monitor, Control and Broadcast**

With SynchronEyes computer-lab instruction software, you can use your current network to monitor and control your students' computers. Double-click on a student's thumbnail screen and a full-screen version of the desktop appears, allowing you to monitor their activity in detail. Take control of students' desktops and show them a better way to do their work – or show the whole class by broadcasting the desktop.

## **Deliver Information Efficiently**

SynchronEyes software lets you chat with students, prepare and deliver an interactive quiz, respond to student questions, transfer data, video and audio files to students, and conduct a class poll – all without moving an inch from your own computer.

## **Focus Your Students' Minds**

You'll create a more focused learning environment for your class, one that enhances the effectiveness of computer technology as a teaching tool while minimizing its potential for distraction. With the click of a button, you can disable all (or selected) mice and keyboards in the classroom and inform students that their attention is required at the front of the class. Keep your students on track by blocking access to both the Internet and specific applications. You can also remotely launch any application that's installed on student computers, so the entire class (or a group) can sit down to the same open application.

## **Integrate SynchronEyes with Your SMART Board™ Interactive Whiteboard**

Brought to you by SMART Technologies, SynchronEyes software takes advantage of SMART Board interactive whiteboard features. When using SynchronEyes software on an interactive whiteboard, you can use a pen tray stylus to write over top of any desktop you're broadcasting, and students can see your annotations on their own monitors as well.



However, you don't need a SMART Board interactive whiteboard to annotate over the screen you're broadcasting, because annotation capability is built right into SynchronEyes software. When broadcasting from your workstation, you can click the **Pen** button and write with your mouse over top of the image, and students can view the annotations on their monitors.

## Optimal Display Settings and Network Configuration

SynchronEyes software works best when the teacher and student computers are set to the same screen resolution and color depth. However, the software can make adjustments for different color settings or resolutions. For example, if a broadcasting station (either teacher or student) is running at a higher resolution than a viewing station, scroll bars appear on the viewing station, so you can view the entire higher-resolution screen.

Similarly, if a broadcasting station has a higher color setting than a viewing station, that broadcasting station's colors are reduced so you can see it at the viewing station. For example, if a student's computer has a higher color setting than your machine, you'll see a "**Color Reduced**" message below the thumbnail, and, when you click on that thumbnail to view a live, full-screen version, the colors appear slightly degraded.

By setting all the computers to the same display settings, you can avoid using scroll bars or viewing degraded colors.

### To change the display settings of your monitor (Windows® 98/2000/Windows NT® operating system)

1. Click the **Start** button on the taskbar, and select **Settings > Control Panel**.
2. Double-click **Display**.  
The *Display Properties* dialog box opens.
3. Click the **Settings** tab.
4. Under **Colors** or **Color Palette**, select a new color setting from the list.
5. Under **Screen Area** or **Desktop Area**, drag the slider to select a new resolution.

### To change the display settings of your monitor (Windows XP operating system)

1. Click the **Start** button on the taskbar, and select **Control Panel**.

2. Click **Appearance** and **Themes**.
3. Click **Change the Screen Resolution**.
4. Select the **Settings** tab.
5. Under **Color Quality**, select a new color setting from the list. Under **Screen resolution**, drag the slider for a new resolution.

### Recommended Color Depth/Screen Resolution Settings

For enhanced speed and program performance, set your display to High Color (16-bit color). Refer to the chart below for the optimal color depth/screen resolution settings for your monitor.

Color Depth/ Screen Resolution	256 Color (8-bit)	High Color (16-bit)	True Color (24-bit)	True Color (32-bit)
640 x 480	optimal	optimal	optimal	optimal
800 x 600	optimal	optimal	optimal	optimal
1024 x 768	optimal	optimal	optimal	optimal
1152 x 864	optimal	acceptable	acceptable	acceptable
1280 x 1024	optimal	acceptable	not recommended	not recommended
1600 x 1200	optimal	not recommended	not recommended	not recommended

### Network Size and Speed Considerations

The preferred TCP/IP network configuration for SynchronEyes software is a switched or switching hub, which isolates network traffic to a particular segment of your local area network. With this configuration, your system is not affected by other network traffic, and the entire network isn't slowed down because of SynchronEyes software activity. Of course, the smaller the number of connected students, the faster the activity.



**TIP**

If your students have graphics-rich backgrounds on their desktops SynchronEyes software performance can be slowed down. To optimize performance, we recommend that student computers have simple, single-color desktop backgrounds.

Use the following chart to determine the appropriate number of student stations for your network setup.

<b>10 MB Network</b>	<b>100 MB Network</b>
Up to 40 students	Up to 80 students

# Installing SynchronEyes Software

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## IMPORTANT



Do not activate an Internet connection firewall on your computer. This will obstruct the teacher/student connection and make SynchronEyes software unusable.

Before you install SynchronEyes software, make sure there isn't an active Internet connection firewall on the computer. If you're using the Windows XP operating system, for example, do not activate the Internet Connection Firewall in your computer's Local Area Connection options. If this firewall is active, the teacher and students will be unable to make a connection in SynchronEyes software.

Prior to installing SynchronEyes software on an Windows XP operating system, you may want to ensure the Internet Connection Firewall has not been activated, as shown below.

## To ensure the Windows XP Internet Connection Firewall isn't active

1. Select **Control Panel > Network Connection > Local Area Connection**.  
The *Local Area Connection Status* dialog box appears.
2. Click the **General** tab and then click the **Properties** button.  
The *Local Area Connection Properties* dialog box appears.
3. Click the **Advanced** tab.
4. Ensure that the check box beside **Protect my computer and network by limiting or preventing access to this computer from the Internet** is not selected.

## Ports Required for SynchronEyes Software

Although it's not recommend that you install SynchronEyes software on a computer with an active Internet connection firewall, this may be unavoidable. Therefore, although firewall configuration instructions are outside of the scope of the current manual, the table that follows tell you which communications ports must be available for SynchronEyes software to use.

Port	Purpose
5460 (TCP)	Main communications port
5496 (UDP)	Teacher discovery port
5491 (UDP)	Broadcast port
5493 (UDP)	Broadcast recovery port

### ***Ports Used by SynchronEyes Software (Version 5.0)***

If you're upgrading from previous versions of SynchronEyes software, you may need to open the ports listed in the following table.

Port	SynchronEyes Version
5492 (TCP)	Any version prior to 3.0
5494 (TCP)	3.0
5497 (TCP)	3.01 to 4.0
5460 (TCP)	4.1 to 5.0

### ***Ports Used by Previous Versions of SynchronEyes Software***

## **Teacher Installation**

The SynchronEyes software CD-ROM contains both the teacher and student software. Install the teacher software first.

Either during the installation or when you first start the program, you must provide a Teacher ID to represent your computer on the network. You can use any name you like, provided it uniquely identifies you. For example, your Teacher ID could be your name, the name of the course or even the classroom location. You'll need to provide your students with this name if they're permitted to log in to the program.

For more information about Teacher IDs, see "Creating Multiple Teacher IDs" on page 17.

### **To install SynchronEyes teacher-station software**

1. Insert the SynchronEyes CD-ROM into your CD-ROM drive.

2. For most systems, the CD-ROM is self-starting. If you don't have the AutoPlay feature activated, click **Start > Run**.
3. In your CD-ROM folder, browse to **SynchronEyes > SynchronEyes Teacher**, and open the **Setup.exe** file in your CD-ROM drive folder.
4. Follow the on-screen instructions.

When you install SynchronEyes teacher-station software, the Quiz Wizard is automatically installed. The Quiz Wizard helps you create the interactive quizzes that you distribute to student computers via the Quiz view of SynchronEyes teacher-station software. For those who like to create quizzes at home, you can take the SynchronEyes software CD-ROM home and install the Quiz Wizard on your home computer as a stand-alone application.

### To install SynchronEyes Quiz Wizard on a home computer

1. Insert the SynchronEyes software CD-ROM into the CD-ROM drive.
2. For most systems, the CD-ROM is self-starting. If you don't have the AutoPlay feature activated, click **Start > Run**.
3. In your CD-ROM folder, browse to **SynchronEyes > SynchronEyes Quiz Wizard** folder, and open the **Setup.exe** file in your CD-ROM drive folder.
4. Follow the on-screen instructions.

## Student Installation Options

When you install SynchronEyes student-station software, you can accept the default settings or configure customized student settings.

The default settings are:

- the student interface is visible
- the student program starts automatically when Windows starts
- students are allowed to browse for and connect to the teacher, chat, submit files and ask questions
- the computer user account is used for the student name
- files you send to the students are stored in **C:\My Documents\Shared Files**

If you decide to configure customized student settings, you can choose:

- whether the software will run in visible or hidden mode on the student computer (see “Installing the Student Software in Hidden Mode” on page 8) and whether it will start automatically
- whether students will be automatically connected to the same Teacher ID when they start SynchronEyes software
- whether students are allowed to chat, submit files to their teacher or ask questions
- what the student name will be (e.g., the default machine name, computer user account, a name the student chooses or a name you choose)
- to navigate to a custom folder for storing your sent files rather than the default folder (**C:\My Documents\Shared Files**). Make sure your students have permission to access the folder you specify here.

If you accept the default installation of the Student Configuration Wizard, the choices you make during the student installation are not fixed permanently. You can reconfigure any or all of these options at any time by running **StudentConfig.exe** (see “Reconfiguring the Student Options after Installation” on page 9 for more information).

## Installing the Student Software in Hidden Mode

You can install SynchronEyes software on student computers in either hidden or visible mode. As its name suggests, hidden mode lets you observe computer activity in your lab surreptitiously. In this mode, there’s no visual indication on the student interface that monitoring software is running. Your students will only become aware of the software if you initiate a quiz or a poll, broadcast a desktop, or lock their computers.

In hidden mode, SynchronEyes software starts automatically (and completely in the background) when a student logs on to a computer. Therefore, you must supply the following setup information when you install the software on a student computer:

- Student Login name: By default this will be the Windows login name associated with the student machine. However, you can specify any name you prefer.
- Teacher ID: Enter or select the name you’ve chosen to identify yourself.

After installation, these identifiers are derived from the SynchronEyes configuration file (SynchronEyesClient.ini) each time a student logs in to the computer, and connection will take place automatically without the student’s knowledge.

## To install SynchronEyes student-station software

1. Insert the SynchronEyes Software CD-ROM into the CD-ROM drive of the student computer.
2. Navigate to the SynchronEyes Student directory and double-click **SynchronEyesClient.exe**.
3. Follow the on-screen instructions.
4. Repeat steps 1–3 on other student computers.

### TIP



To configure the other student computers identically to the first student computer (without having to select all the same options with each installation), copy the SynchronEyesClient.ini file in the SynchronEyes Student folder of the computer where you just installed the software, and paste it into the same folder on other student computers.

## Reconfiguring Student Options after Installation

To reconfigure student options after installation, you must install the Student Configuration Wizard during initial Student installation. With the wizard installed, it's easy to change any or all student installation options any time.

## To reconfigure student options after installation

1. Navigate to the **SynchronEyes Student** folder (in the Program Files directory of the student computer).
2. Double-click **StudentConfig.exe**.
3. Follow the instructions in the SynchronEyes Student Configuration Wizard to select and configure the options you want.
4. Click the **Finish** button.





# The Teacher Interface

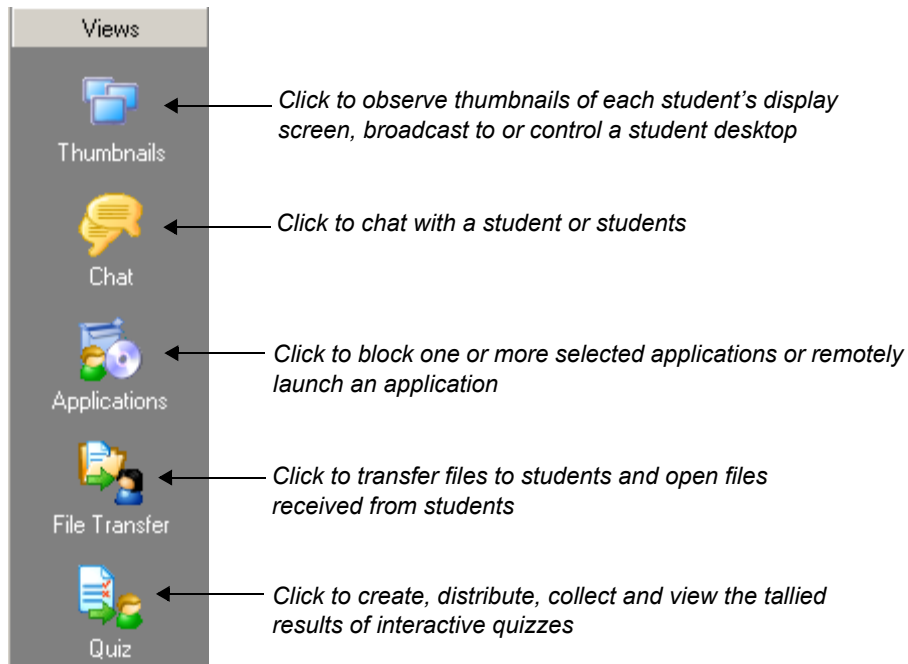
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SynchronEyes teacher-station software offers five functionally distinct views:

- Thumbnails view – see thumbnail images of each student’s display and broadcast your screen or a student’s screen to all student monitors
- Chat view – chat with students, and then view and save all chat dialogue
- Applications view – block or remotely launch selected applications
- File Transfer view – organize the files you want to send, send these files to your students, and open files sent to you by students
- Quiz view – create, edit, distribute, collect and view the results of interactive quizzes

## The Views Toolbar

The Views toolbar is available in all views, on the left side of the SynchronEyes interface.



The core functions of SynchronEyes Teacher – managing student groups, locking students away from their desktops, responding to student questions, blocking Internet access and polling students – can all be performed from any of the five views. A summary of the functions that are specific to each view are presented in the next few pages.



## Thumbnails View

When you start SynchronEyes software, you'll see miniature images (thumbnails) of your connected students' active desktops. These thumbnails change in real time (though slightly delayed) with every instance of student input. This is very likely the view you'll use most often when SynchronEyes software is open at your desktop.

The size of each thumbnail is determined by the size of the teacher's desktop, as well as the **Thumbnail Size** setting in the **View** menu. You can choose between **Very Large**, **Large**, **Medium**, **Small** and **Very Small** (see "Changing Thumbnail Size" on page 21). These settings result in two, three, four and five columns of thumbnails respectively (the higher the number of columns, the smaller the thumbnail). You can arrange the thumbnails alphabetically or in a customized arrangement of your choice (see "Arranging Thumbnails" on page 22).

You can perform many instructional and control activities in this view. Specifically, you can:

- monitor classroom activity as it occurs
- assume mouse and keyboard control of a student desktop
- broadcast your screen or a student's screen to the class
- lock out the desktop of an individual student
- log off, shut down, or restart every computer in the class or the computer of a selected student
- capture an image of a selected student's desktop
- rearrange student thumbnails to reflect the actual seating plan in the classroom



## Chat View

In Chat view you can:

- initiate and participate in chat sessions with the entire class, a group of students or selected students.

- initiate a private chat session with one or more students
- control your students' ability to chat among themselves (the default is that the students are unable to chat)
- save a copy of a chat session as a text file

## Applications View



The Applications view gives you complete control over which applications your students can use at any given time. For example, if you're administering an exam, you may want to block the use of all applications except for the SynchronEyes Quiz Wizard application. This prevents students from accessing information that would give them an unfair advantage during an exam. Similarly, if you want your students to focus narrowly on an assignment, you may want to block the use of all applications except those that are necessary for that assignment.

Another very useful feature of this view is the ability to launch an application on student computers, ensuring the entire class (or group) is at the same starting point for a demonstration or discussion.

## Quiz View



Use the Quiz Wizard quiz template to create anything from a pop quiz with a handful of questions to a lengthy final exam with many multiple-choice, ordering and matching questions. The Quiz Wizard appears automatically when you click the **Create Quiz** button in Quiz view. A link to every quiz you create in the Quiz Wizard (with the current Teacher ID) appears in a list in Quiz view. Click on the link to see a preview of the quiz as it will appear to students; double-click on the link to open the quiz in the Quiz Wizard and revise it.

**NOTE:** You can also install the Quiz Wizard separately from SynchronEyes teacher-station software on your home computer. This lets you prepare quizzes at home, if you prefer.

When you finish creating or editing a quiz, you can preview it and then distribute it to your students with the click of a button. The quiz opens on student desktops over their current active application. To complete the quiz, students select their responses and click the **Submit to Teacher** button when they're finished. You'll see the responses in tallied form in Quiz view, together with a class average. If you prefer, you can instantly collect all student quizzes with the **End Quiz** button.



## File Transfer View

Use this view to transfer both data and multimedia files to all students, a group of students or selected students. This view is divided into:

- a **Files Sent** section, which lists the files you've sent to students
- a **Files Received** section, which lists the files you've received from students

Both sections of the view also list the names of students who have received the file, the proportion of the file that has been transmitted, the size of the file and its full network path.

### Destination of Sent Files

You can specify where the files you send to students are stored when you install SynchronEyes software or after (by running the Studentconfig.exe file in the SynchronEyes Student program directory).

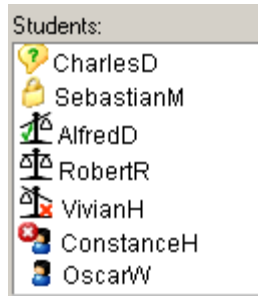
**NOTE:** If you have a number of students accessing the same computer throughout the day, they will all use the same Received file folder.

### Destination of Received Files

By default, all the files sent by your students are stored in **C:\My Documents\Submitted Student Files**. You can easily change the default folder by selecting **Preferences** from the **Options** menu (see page 55 for complete instructions). Of course, you don't need to navigate to the storage folder to view the files; you can open all files you receive from students right in the File Transfer view.

## The Students List

The Students list appears on the right side of all views except the Thumbnails view. This list includes the names of all students who are members of the selected group and their current status.



***The Students List***

### **Student Status Icons**

In the Students list, the current status of each student is represented by an icon next to the student name. When more than one status icon applies to a single student (for example, a student may be connected and asking a question at the same time), the icon of greatest importance is displayed. For example, since the question state is more important than the connection state, the question icon appears next to the name of the student with the question. The icons are shown below in order of priority from most to least important:

<b>Icon</b>	<b>Status</b>
	Student has disconnected (most important state)
	Student is locked out
	Student is completing a quiz
	Student has yet to respond to a vote
	Student has responded affirmatively to a vote
	Student has responded negatively to a vote
	Student has a question
	Student is blocked from using selected applications
	Student is blocked from accessing the Internet
	Student is connected (least important state)



# Customizing the Teacher Interface

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You can customize the teacher interface to suit your needs. In this section, you'll learn how to:

- create multiple Teacher IDs (this page)
- organize your students into groups (page 18)
- change the size of the student thumbnails (page 21)
- rearrange thumbnails (page 22)
- change the name under a thumbnail (page 23)
- reconfigure the pen tool (page 24)
- refresh the Student list (page 26)

## Creating Multiple Teacher IDs

Every class is unique. You may teach physics to Grade 11 students in the morning and to Grade 12 students in the afternoon. The only similarity between these two classes may be the subject and the room in which the classes are taught. Everything else may be very different, from the students who attend and the quizzes they write, to the groups and the seating plan you create.

To help you stay organized for your different classes, SynchronEyes software lets you create a different Teacher ID for each class, and each Teacher ID is associated with a unique profile of settings, student groups and quizzes. This profile is stored with the Teacher ID and made available to you each time you select that ID.

Teacher IDs are stored in the **Teacher ID** list in the *Teacher ID* dialog box (accessed by selecting **Change Teacher ID** from the **File** menu). This list contains the last ten Teacher IDs you used. If a Teacher ID drops off this list through lack of use, just type the Teacher ID into the text box to access it.

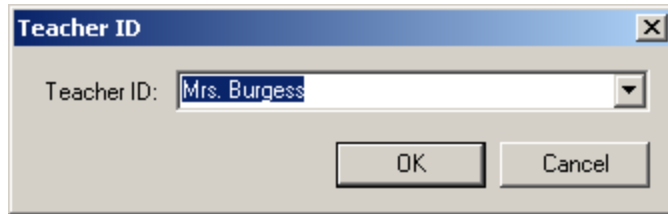
SynchronEyes teacher-station software always opens to the last Teacher ID used. Similarly, when your students start the student software, the software always attempts to connect with the last active Teacher ID associated with the Student login name.



## To create a new Teacher ID

1. Start SynchronEyes teacher-station software.
2. Select **Change Teacher ID** from the **File** menu.

The *Teacher ID* dialog box appears, displaying your current Teacher ID (if you have one).



3. In the **Teacher ID** box, type a new Teacher ID.
4. Click **OK**.

### NOTES:

The Teacher ID cannot exceed 36 characters in length.

Your students receive a message on their monitor when the Teacher ID changes, asking if they want to switch to this teacher. They should click the **Yes** button to connect to the new Teacher ID.

## Organizing Students into Groups

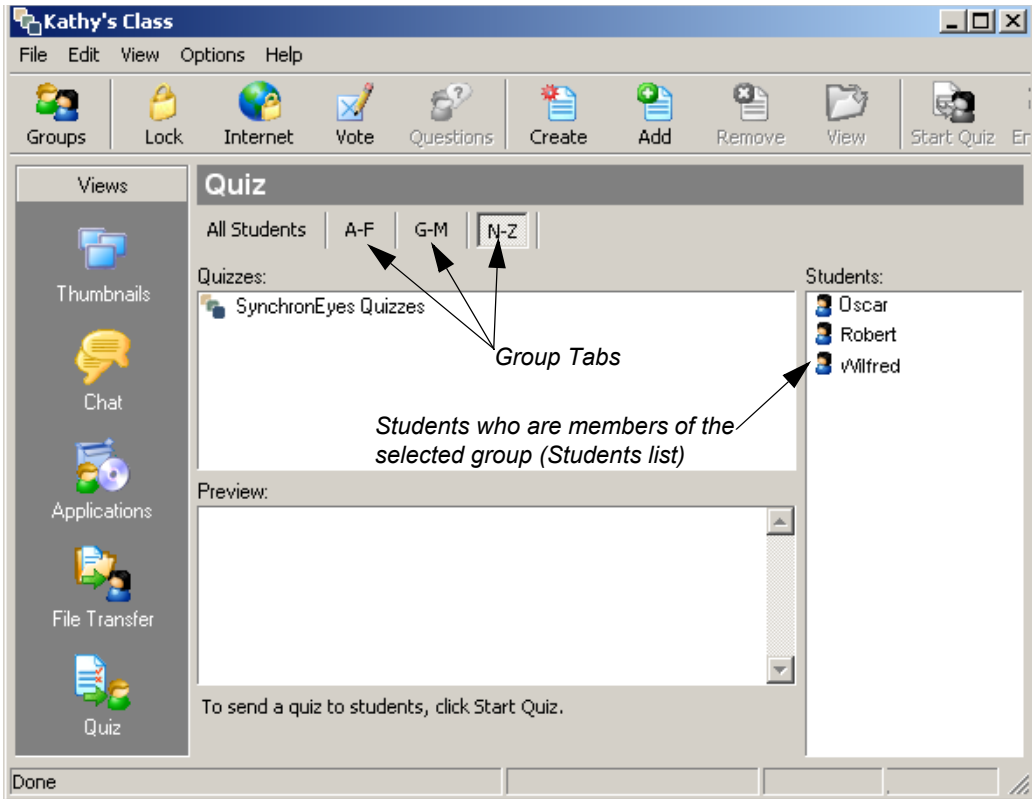
SynchronEyes teacher-station software lets you divide your students into groups (up to a maximum of 10) with very little effort. While you can allow students to join or withdraw from a group on their own, only you can create a group.

With your students in groups, you can interact with the class more meaningfully by:

- creating tailor-made quizzes for individual groups
- locking out a group (rather than the entire class). If one group abuses its computer privileges, you don't need to punish everyone.

- writing group-focused chat text or broadcasting your screen to a group without distracting students who are working in unrelated areas
- polling groups about issues relevant to them
- focusing your efforts on those groups that most require attention

At the top of each view, there is a tab for each group you've created, and the Students list on the right includes the names of all group members.

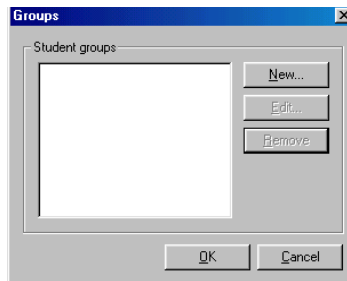


## To create a group

1. Click the **Groups** button.

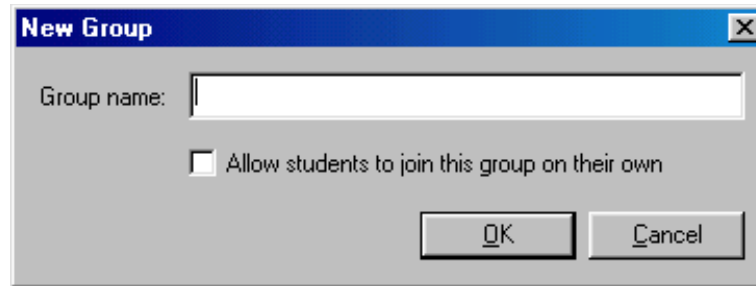


The *Groups* dialog box appears.



2. Click the **New** button.

The *New Group* dialog box appears.



3. In the **Group name** box, type a name that identifies this group of students.
4. To give students the ability to join or withdraw from this group, select **Allow students to join this group on their own**.

**NOTE:** By default, only the teacher can add or remove students from groups.

5. Click **OK**, and then click **OK** again.

The group appears as a new tab.

### To delete a group

1. Click the **Groups** button.
2. Select the group you want to delete.
3. Click the **Remove** button.



4. Click **OK**.

### To add or remove students from a group

1. Click the **Groups** button.
2. Select a group from the student groups list.
3. Click the **Edit** button.

The *Edit* Group dialog box appears.

4. Select a student.

OR

Select multiple students.

5. Click the **Add** button to add student(s) to the group.

OR

Click the **Remove** button to remove student(s) from the group.

6. Click **OK**.



## Changing Thumbnail Size

Depending on your monitor resolution, you may be able to see all the student thumbnails on your screen without scrolling. However, if scroll bars appear in the Thumbnails view – and you prefer not to alter your monitor’s resolution – you can change the size of the thumbnails to avoid scrolling.

By default, the thumbnails are sized according to the **Best Fit** view, a variable view that shows an optimal number of thumbnails, taking into account the size of your maximized window and the number of students currently connected. Best fit is recalculated as the number of connected students changes, and the size of the thumbnails changes automatically. For example, if thirty students are connected, the thumbnails are small. If only two students are connected, the thumbnails are much larger.

**NOTE:** Although you can see more student thumbnails without having to scroll, it’s more difficult to view student activity in detail as the thumbnails diminish in size.

## To change the thumbnail size



1. Click the **Thumbnails** button in the **Views** toolbar.
2. Select **Thumbnail Size** from the **View** menu.
3. Select one of the five sizes available: **Very Large** (two thumbnails across), **Large** (three thumbnails), **Medium** (four thumbnails), **Small** (five thumbnails), and **Very Small** (six thumbnails).

OR

Select **Best Fit** for thumbnail sizes that change according to the number of students currently connected.

## Arranging Thumbnails

By default, student thumbnails are arranged alphabetically in Thumbnails view, though you can rearrange them in any way you like. For example, you might want to arrange the thumbnails to reflect the seating plan of the room.

The new thumbnail arrangement is saved and remains in effect in subsequent sessions. If you're not happy with the new arrangement, it's easy to return to an alphabetically arranged thumbnail grouping.

## To arrange the thumbnails alphabetically (default)

1. Select the tab of the group you want to arrange alphabetically.

OR

Select the **All Students** tab.

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

The thumbnails are rearranged in alphabetical order starting in the upper left corner. Any new students joining the group are inserted into the list in alphabetical order. This arrangement remains in effect for subsequent sessions.

## To customize the thumbnail arrangement

1. Select the tab of the group you want to rearrange.

OR

Select the **All Students** tab.

2. Select **View > Thumbnail Arrangement > Custom Ordering**.
3. Drag the thumbnails vertically or horizontally to a new location.

Any new group members will be appended to the end of the list. This arrangement remains in effect for subsequent sessions.

## Changing Thumbnail Names

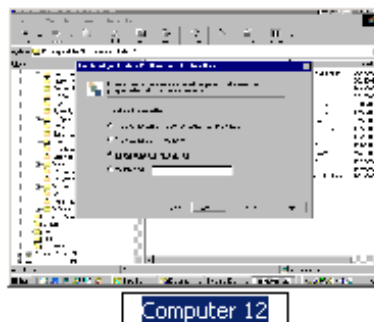
You can easily change the name under a thumbnail. However, if you enter a specific name while installing or reconfiguring the student software, the thumbnail will revert to that name whenever you start SynchronEyes software.

For example, if you entered “Student 6” as a student computer name when you installed the student software, and then you changed that name in the Thumbnails view to “George”, the thumbnail name will revert to “Student 6” the next time you open SynchronEyes software. To permanently change the thumbnail name, you must reconfigure the name option in the Student Configuration Wizard (page 9).

### To change the thumbnail name (for the current session only)

1. Click the **Thumbnails** button on the **Views** toolbar.
2. Click on a name below a thumbnail.

The name will appear in a text edit box.



3. Type a new name.

### To change the thumbnail name (for future sessions)

**NOTE:** You must have the Student Configuration Wizard installed on the student machine to perform the following reconfiguration procedure.

1. On the student computer you want to rename, navigate to the **C:\Program Files\SynchronEyes Student** folder and open **StudentConfig.exe**.
2. Click **Next** until you reach the **Student Name** window.
3. Click the bottom selection and type in a new name.
4. Click **Next** until you reach the final window, and click **OK**.

The next time you start SynchronEyes teacher-station software, the associated thumbnail has the name you specified.

## Configuring the Pen Tool

If you use SynchronEyes software on a SMART Board interactive whiteboard, you can write over top of any projected desktop and your annotations will be displayed on the screens of all connected students. This is great way to direct your students' attention and write instructional notes.

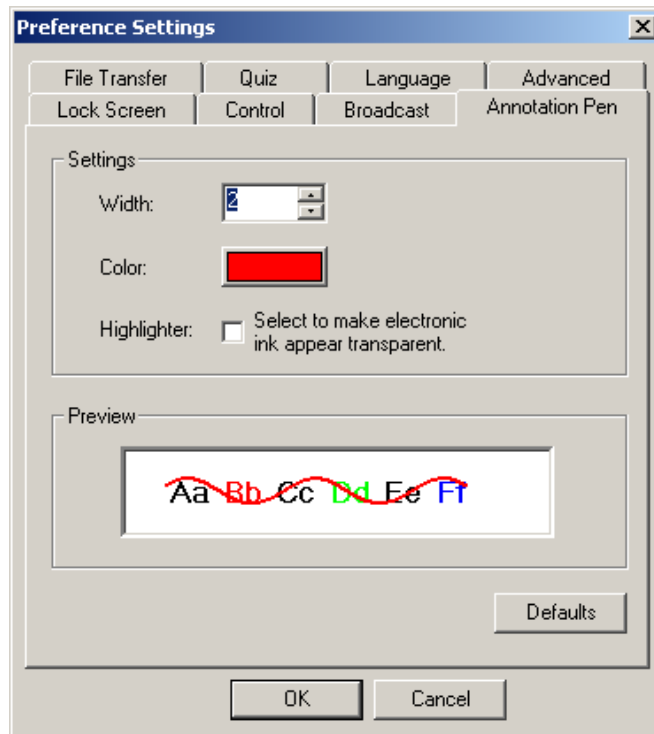
Even if you're not using an interactive whiteboard, you can still write over any application with electronic ink. When you open a student's desktop on your monitor, or when you broadcast a desktop, a toolbar appears that contains a pen button. Click this button, and then click and drag your mouse to write on the screen.

You can change the electronic ink to a different width and color or make it resemble highlighter ink (a transparent appearance).

### To change the appearance of the Pen Tool ink

1. Select **Preferences** from the **Options** menu.

The *Preference Settings* dialog appears.



2. Click the **Annotation Pen** tab.
3. To change the width of the electronic-ink stream, type or select a new width in the **Width** box. You can choose between 1 and 32 pixels.
4. To change the ink color, click once on the color box, click the **Color** button, click a color swatch, and then click **OK**.
5. To make the ink transparent (highlighter effect), click the **Highlighter** check box.
6. Click **OK** to activate these settings.



## Refreshing Your Thumbnails View to Eliminate Disconnected Students

If you allow students to disconnect, your Thumbnails view may be cluttered with the desktop images of students who are no longer connected to SynchronEyes software. A disconnected student is represented as a desktop thumbnail with a superimposed red X.



Bosie

These inactive thumbnails occupy valuable screen real estate. By refreshing your view, you make more room available on your monitor for active thumbnails; you'll scroll less and be able to see more thumbnail detail.

### To refresh your Thumbnails view

Select **Refresh** from the **View** menu.

All inactive SynchronEyes software connections (thumbnails with red crosses) disappear.

# Monitoring and Controlling Students

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In this section, you'll learn how to:

- monitor the class (this page)
- monitor in windowed or full-screen mode (page 28)
- control a student desktop (page 29)
- annotate over a student desktop (page 31)
- lock out all students or a single student (page 32)
- change the lock-out message (page 34)
- block Internet access (page 35)
- block specific applications (page 36)
- remotely launch an application on students' computers (page 40)
- capture a student desktop (page 41)
- disconnect an individual student (page 45)
- control student disconnect (page 45)

## Monitoring the Class

In the Thumbnails view, you can watch live thumbnail images of every student's desktop activity, ensuring at a glance that everyone is focused on the assigned task. For a closer look, double-click a thumbnail image to see that student desktop in full-screen mode.

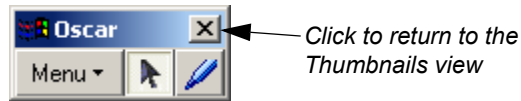
### To monitor the class

1. Click the **Thumbnails** button on the **Views** toolbar.  
Thumbnails of all connected student desktops appear.
2. For a full-screen mode of any thumbnail, double-click on the image.  
OR  
Click the thumbnail, and then click the **Observe** button.



**NOTE:** If the student's desktop resolution is lower than yours, the thumbnail will be centered in the middle of your display, with a black border. If the student's screen resolution is higher, scroll bars appear around the image.

The Student's Desktop toolbar appears with the student's name in the title bar. This toolbar lets you capture a bitmap of the student's current desktop, assume control of the desktop, view the desktop in windowed mode and use the pen tools to annotate over the desktop. You can drag this toolbar to any location.



3. To return to the Thumbnails view, click the **Close** button in the toolbar.

OR

Click the **Menu** button and select **Stop Observing**.

## Windowed Vs. Full Screen Mode

When you double-click on a thumbnail to enlarge the view, the desktop fills your screen by default. However, you may prefer to view the student desktop in a resizable window while keeping the Thumbnails view of SynchronEyes software open at the same time. This arrangement lets you keep one eye on a single student's desktop while monitoring the other student thumbnails.



## To view a student desktop in Windowed Mode

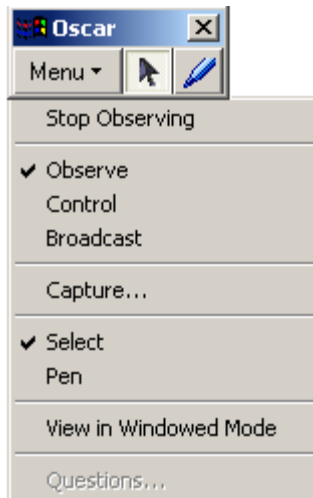
1. Double-click the student thumbnail.

OR

Select the student thumbnail and click the **Observe** button in the toolbar.

A floating toolbar appears near the top of the window.

2. Click the **Menu** button in the floating toolbar.



3. Select **View in Windowed Mode**.

The thumbnail appears in a resizable window, and the Thumbnails View window appears behind it.

**NOTE:** To return to Full Screen mode, press the **Full Screen** button in the toolbar.

## Controlling a Student Desktop

Double-click any thumbnail to open that student's desktop on your monitor or a SMART Board interactive whiteboard. When you click the **Control** button in the toolbar, you can use your mouse to assist individual students without leaving your desk.

By default, student input is blocked and you have exclusive control of the student desktop. While you can alter this so that you and the student can share control, if you and the student are attempting to control the mouse or keyboard at the same time, you will always take precedence.

### To share control of a student's desktop

1. Select **Preferences** from the **Options** menu.

The *Preference Settings* dialog appears.

2. Click the **Control** tab.
3. Click **Shared** and click **OK**.

4. Click a thumbnail.

5. Click the **Control** button in the toolbar.

The student's desktop opens on your screen.

6. Control the student application as if it were your own. For example, add information to the student's active application via your own keyboard or scroll to another page.

The students see your actions on their own monitors, and can actively share mouse and keyboard control with you, providing instant feedback to your changes and suggestions. However, when both you and the student try to use the mouse at the same time, you always "win."

7. Broadcast a demonstration to the class using this student's desktop (as described on page 58).

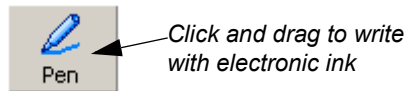
OR

Return to the Thumbnails view by clicking the **Stop** button (in windowed mode) or selecting **Stop Broadcasting** from the **Menu** button in the Student Desktop toolbar (in full screen mode).

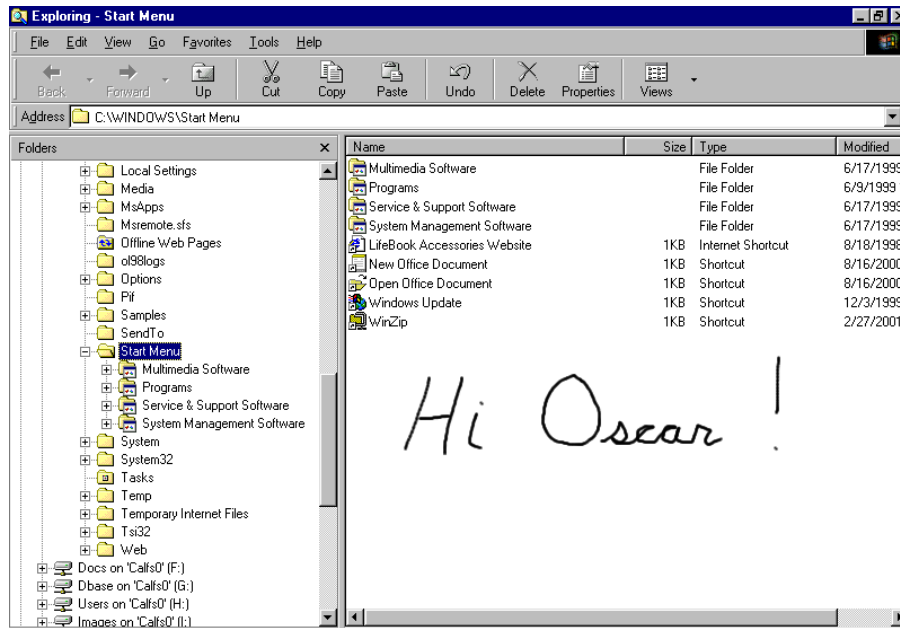


## Annotating over a Student Desktop with the Pen Tool

While observing or controlling a student desktop, you can write over the student's desktop (or any application the student is running) by clicking the **Pen** button in the toolbar and then clicking and dragging on the screen. The electronic ink that appears on your monitor also appears on the student's monitor. Of course, if you're running SynchronEyes software on a SMART Board interactive whiteboard, you can do the same using a stylus from the pen tray.

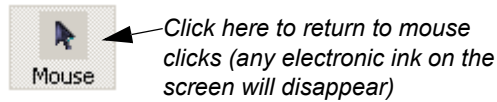


**NOTE:** For information on changing the color, width and transparency of the electronic ink, see "Configuring the Pen Tool" on page 24.



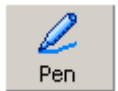
**Using the Pen Button to Handwrite a Greeting**

However, the appearance of the ink is only temporary: When you press the **Mouse** button to return to mouse control, the electronic ink disappears, and the underlying application is unaffected by your annotations (on your computer and the student's computer).



#### TIP

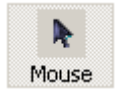
Before you click the **Mouse** button and your annotation disappears, save it as a graphic file. Click the **Screen Capture** button to capture a snapshot of the annotation and background in any of a variety of graphic formats (see “Capturing an Image of a Student’s Desktop” on page 41).



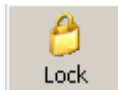
### To write over a student desktop with the Pen tool

1. Click the **Pen** button on the Desktop toolbar.
2. Click and drag to write over the student desktop.
3. To return to mouse control, click the **Mouse** button.

The electronic ink you created in step 2 disappears.



## Locking Out Your Student(s)



You can get the attention of a distracted class by clicking the **Lock** button. This button locks the students’ mice and keyboards and presents them with a black screen displaying the message, “Eyes to the front, please.”

Advise your students not to panic; their work is only temporarily interrupted, not lost. If you like, you can change the lock-out message as well as the text and background color (see “Changing the Lock-Out Message” on page 34). When you click the **Lock** button a second time, the students’ desktops are completely restored.

In any view of SynchronEyes software, you can lock out one or more selected students, a single group or all students.

## To lock out all students, a group of students, or selected students

1. To lock out all students, click the **All Students** tab.

OR

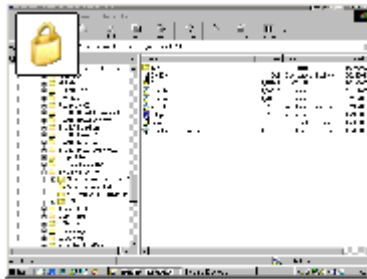
To lock out an single group, click a **Group** tab.

OR

To lock out selected students, click their names in the Students list. In the Thumbnails view, click on the individual thumbnails.

2. Click the **Lock** button.

In the Thumbnails view, a lock icon appears over each thumbnail.



KathyD

In other views, lock icons appears beside locked-out students in the Students list.

On the student's side, the lock-out message, "Eyes to the front, please," is displayed on each student's monitor. No amount of keyboard or mouse activity on a student's part will alter this visual and functional lock out (except on Windows NT, XP, and 2000, where CTRL + ALT + DEL brings up the Windows Task Manager).

**NOTE:** The students' work is only interrupted. No work is lost when the **Lock** button is clicked.

3. To restore the student desktops, click the **Lock** button again.



## Changing the Lock-Out Message

The default lock-out message is “Eyes to the front, please”. However, you can change the lock-out message to any other text message you like. The altered lock-out message may be sent to the entire class, a single group of students or a single student.

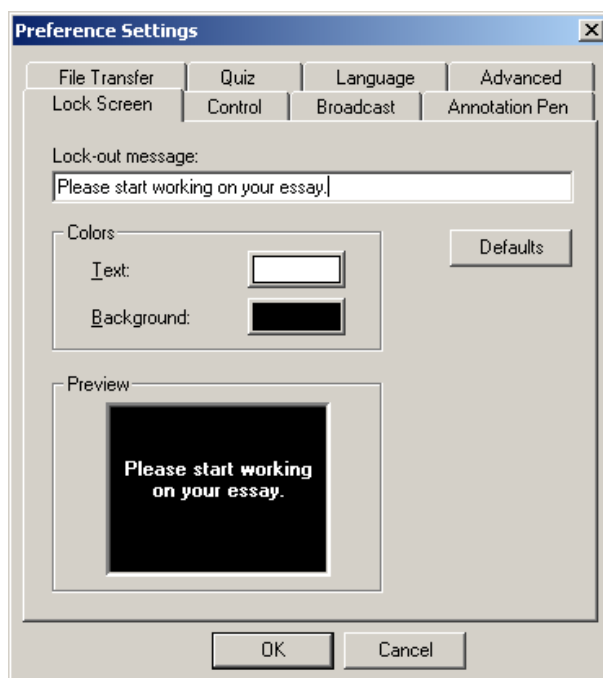
### TIP



A lock-out message is more attention-grabbing than a chat message, so consider using a customized lock-out message to direct a student who's not focusing on their work. Change the lock-out message, click the **Lock** button once, and then, after the student has read your message, click it again to restore the student's computer use.

### To change the default lock-out message

1. Select **Preferences** from the **Options** menu.
2. Click the **Lock Screen** tab.



3. Type your message in the **Lock-out message** text box.
4. To change the text color, click the **Text** button. To change the background color, click the **Background** button.

The *Color* dialog box appears.

5. Select a color or create a custom color.
6. Click **OK**.

## Blocking Internet Access

With SynchronEyes software, you can Internet access for block all students, a student group, selected students or a single student. You can also block Internet access from any view of SynchronEyes teacher-station software.

The Internet block effectively renders the Microsoft Internet Explorer browser inoperable. When a blocked student clicks on their Internet Explorer browser, a page appears informing them that access to the Internet is restricted. Because this is a browser-specific block, any other browser (such as Netscape Navigator) will not be affected by it.

### TIP



If your students use an Internet browser other than Microsoft Internet Explorer (such as Netscape Navigator), use the application blocking feature described on page 36 to block its use.

**NOTE:** This feature is not intended to replace Internet blocking applications that block students' access to inappropriate sites.

### To block Internet access

1. Select a student, several students, or a group of students. If you select neither individual students nor a group, the Internet browser block applies to all students.

**NOTE:** Multiple selection in SynchronEyes software is easy. Just click on the names you want to select. You don't need to press the SHIFT or CTRL key on your keyboard.

2. Click the **Internet Block** button.



When the selected students try to activate their browser, the following message appears on their monitor:



3. To restore Internet browser use, click the **Internet Block** button again.

## Blocking Applications

SynchronEyes software lets you restrict student access to specific applications in two ways. You can:

- Select *restricted* applications that you want to block. This option takes immediate effect. A student running a restricted application sees the application shut down almost immediately (and without warning), and they lose any unsaved work.

### TIP



If you notice your students are running an inappropriate application, such as Microsoft Solitaire, put it in the restricted list and click the **Block** button. All open instances of Solitaire are shut down immediately.

- Select *approved* applications that you want students to access to the exclusion of all others. With this option, blocked applications that are already open are not shut down. Only newly opened applications are affected by the block, and students have the opportunity to save their work in an excluded program that is already running.

### TIP



If you've assigned an in-class essay, you may want students to work exclusively in a word-processing application, such as Microsoft Word. Rather than specifying the applications you want blocked, just put Word on the **Block all applications except** list. This blocks every other application until the essay is completed.

You can create different lists of restricted applications for different groups. For example, for a group of students who consistently focus on their work and only occasionally access other applications, you may not want to block any applications. However, you may create an extensive list of blocked applications for a group of students who are frequently distracted.

You can select the applications you want to block in advance and then activate the block at an appropriate time: Applications are not actively blocked until you click the **Block** button in the toolbar.

### To block one or more applications (including currently open instances)



1. Click the **Application** button in the **Views** toolbar.

The Applications view appears.

2. Click the **All Students** tab if you want the restriction to apply to the entire class.

OR

Click a **Group** tab if you want the restriction to apply to a group of students.

OR

If you want the restriction to affect one or more individual students, select the student(s) in the **Students** list on the right side of the window.

3. Click **Restrict the following applications**.
4. Select one or more applications from the **Applications** list on the left side of the window.

**NOTE:** Multiple selection in SynchronEyes software is easy. Just click on the names you want to select. You don't need to press the SHIFT or CTRL key. Click again on the selected item to clear the selection.

5. Click the **Add** button.

The application(s) appears in the restricted applications list on the right side of the window.

6. Click the **Block** button in the toolbar.

In a moment or two, any open instances of the application (in the group of students you've selected) shut down. A message appears indicating the SynchronEyes software has shut down the application, which the students must acknowledge by clicking the **OK** button.



7. To restore access to the blocked application(s), click the **Block** button again.

## To block all but approved applications



1. Click the **Application** button in the **Views** toolbar.

The Applications view appears.

2. Click the **All Students** tab if you want the restriction to apply to the entire class.

OR

Click a **Group** tab if you want the restriction to apply to a group of students.

OR

If you want the restriction to affect one or more individual students, select the student(s) in the **Student** list on the right side of the window.

3. Click **Restrict all applications except**.
4. Select one or more applications from the **Applications** list on the left side of the window.

**NOTE:** Multiple selection in SynchronEyes software is easy. Just click on the names you want to select. You don't need to press the SHIFT or CTRL key. Click again on the selected item to clear the selection.

5. Click the **Add** button.

The application(s) appears in the approved applications list on the right side of the window.

6. Click the **Block** button in the toolbar.

Open instances of blocked applications are not shut down. Students can continue working and save their work. However, if a student attempts to open a new instance of a blocked application, a message appears indicating that SynchronEyes software has blocked access to the application. The student must acknowledge this message by clicking the **OK** button.

7. To restore access to the blocked application(s), click the **Block** button again.



## To remove applications from the restricted/approved list



1. Click the **Application** button in the **Views** toolbar.

The Applications view appears.

2. Click the **All Students** tab or a **Group** tab.

3. Select one or more applications from the list of restricted/approved applications on the right side of the window.

**NOTE:** Multiple selection in SynchronEyes software is easy. Just click on the names you want to select. You don't need to press the SHIFT or CTRL key. Click again on the selected item to clear the selection.

4. Select one or more applications from the **Applications** list on the left side of the window.

5. Click the **Remove** button.

The application immediately disappears from the restricted/approved list.

## Adding Applications to the Applications List

The Applications view is dominated by a list of applications on the left side of the window, from which you can select applications to either block or to exclude from a general restriction.

The applications on this list are those that have been fully installed on *your* hard drive and have changed the registry settings of your operating system. Therefore, there may be some applications listed here to which your students do not have access. There may also be applications you want to restrict that do not appear on this list. If you want to restrict or approve an application that is not on this list, click the **New Application** button.

### TIP



Game applications are probably among those applications you'll want to block. If your students have access to the games installed with their Windows operating system, you'll find the game executable files by navigating to C:\WINNT\System32 (in Windows 2000), C:\Windows\System (in Windows XP), or C:\Windows (in Windows 98).



## To add an application to the Applications list

1. Click the **Application** button in the **Views** toolbar.  
The Applications view appears.
2. Click the **New Application** button (located below the **Applications** list).  
The *Open* dialog appears.
3. Browse to the .exe file and select it.
4. Click the **Open** button.  
The application appears at the bottom of the **Applications** list.

## Remotely Launching an Application on Student Computers

It can be very difficult to synchronize everyone's efforts in a computer lab. One group of students may be writing an essay in Word while another group works on an Excel spreadsheet. Isolated pockets of Internet research may be going on at the same time. Even if you're lucky enough to have a class of very cooperative students, some students may be a lot slower than others at closing their current application and opening the application you've asked them to open.

With SynchronEyes software, you can save time and aggravation by launching an application on every student computer with the click of a button. You can help your students switch gears instantly during class, or simply open an application on every student computer before class starts, so everyone sits down to the same program.

You can use this feature selectively, too: Launch an application on only one student's computer or on a single group's computers.



## To remotely launch an application on one or more student computers

1. Click the **Application** button in the **Views** toolbar.  
The Applications view appears.
2. Click the **All Students** tab if you want the application to launch on every student computer.  
OR

Click a **Group** tab if you want the application to launch on the computers of only a group of students.

OR

If you want the application to launch on only one or more individual students, select the student(s) in the **Student List** on the right side of the window.

3. Select an application from the **Applications** list.

**NOTES:**

- Make sure the application you select is installed on the destination computers. If it isn't, you receive a message that the application failed to launch on that student computer.
- Select just one application. If you accidentally click on more than application, just click again on the application you don't want to launch to de-select it.

4. Click the **Launch** button.

The application immediately opens on the student computer(s).



## Capturing an Image of a Student's Desktop

While you're monitoring student computer activity in the Thumbnails view, you may want to capture an image of one student's current activity for your records. The **Screen Capture** button lets you take a quick snapshot, creating a JPEG or BMP file of any student's desktop. By default, the resulting graphics files are stored in **C:\My Documents**. However, you can direct the software to store these files anywhere you prefer.

To aid you in record keeping, the file name defaults to the student's name and the date and the time of the screen capture. For example, if you took a screen capture of Oscar's desktop at 8:11 A.M. on April 2nd, the resulting file name would be:

"Oscar\_Apr02\_2004\_08\_11\_AM.jpg".

**TIP**



You can rapidly capture multiple successive screens and save the resulting cluster of files for future reference. When the **Save As** dialog box appears, just type in a new number at the end of the file name. Because each new graphics file has a different name (differing only by the appended number), you're in no danger of overwriting previous screen captures.



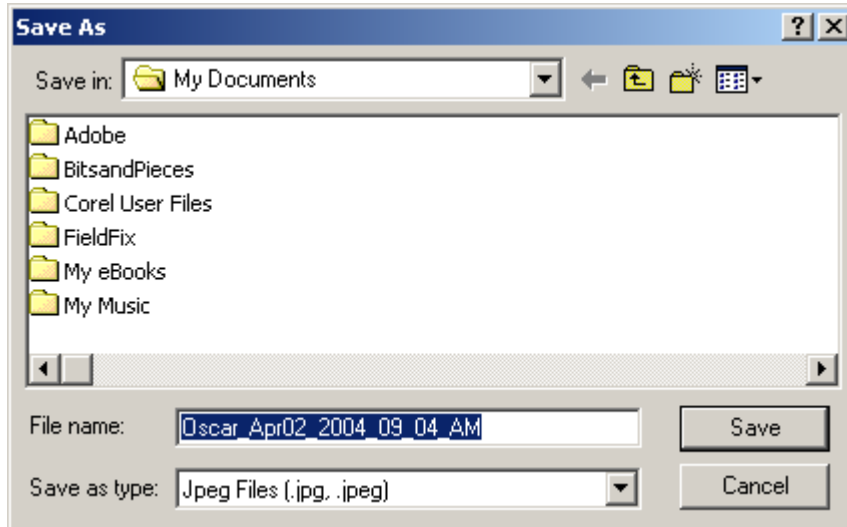
## To capture an image of a student desktop as a graphics file



1. If you're not in the Thumbnails view, click the **Thumbnails** button in the **Views** toolbar.
2. Click a student thumbnail to select it.
3. Click the **Screen Capture** button in the toolbar.



The **Save As** dialog appears.



**NOTE:** The default file name contains the student's name followed by the date and the time of the screen capture. The default graphics file type is .jpg or .jpeg. If you prefer to save the image as a .bmp file, click the drop-down button and select **Bitmap file (.bmp)**. You can also save the screen capture as a **Portable Networks Graphics (.png)**.

4. Click the **Save** button.

OR

Click the **Save in** drop-down arrow and navigate to a different folder. You may also want to type a different file name from the default (see the tip on the previous page). Then click the **Save** button.

5. To view the screen capture, browse to your **My Documents** folder (or the folder you selected in step 4) and double-click on the graphics file to open it.

## Remotely Logging Off, Shutting Down or Restarting Student Computers

Students may leave their computers in a variety of states at the end of the day. Some students may perform an orderly log off and shut down; others may just walk away, leaving all their open applications running.

SynchronEyes software lets you shut down (as well as log off or restart) one or more student computers, the computers in a group, or all student computers from your workstation. The table below summarizes the three shutdown states you can choose.

Action	Description
Log off	Ends the student's current Windows session, leaving the computer running. The student's monitor will display the <i>Enter Network Password</i> dialog.
Shut down	Ends the student's current session and shuts down Windows so that the computer can be turned off.
Restart	Ends the student's current session, and shuts down Windows and then restarts it.

### CAUTION



If students have not saved their work, they can lose data when you log off, shut down or restart their computers. You may want to advise students to save their work before you perform any of these actions.

### To log off, shut down or restart student computer(s)

1. Click the **Thumbnails** button in the **Views** toolbar.

The Applications view appears.

2. Click the **All Students** tab If you want the action to apply to the entire class.

OR

Click a **Group** tab if you want the action to apply to a particular group of students.

OR

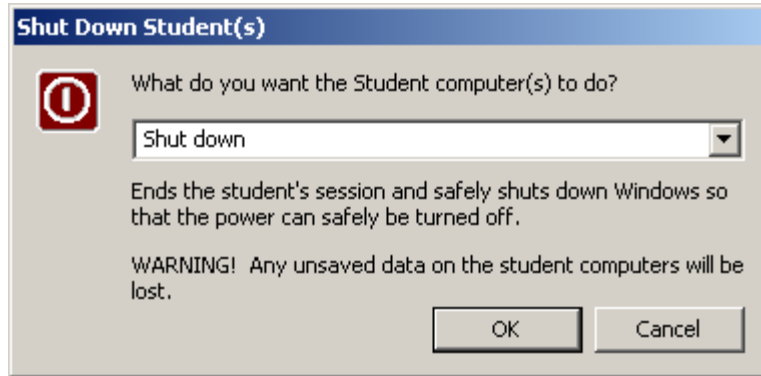
If you want the action to affect one or more students, select the student(s) in the **Student List** on the right side of the window.





3. Click the **Shut Down** button.

The *Shut Down Student(s)* dialog appears.



4. Select **Shut down** from the drop-down list to disconnect the student from SynchronEyes software and shut down Windows.

OR

Select **Log off** from the drop-down list to end the student's current Windows session, leaving Windows running and the *Enter Network Password* dialog box open.

A yellow lightbulb icon with a black base, indicating a tip.	<p><b>TIP</b> Use the <b>Log off</b> option between classes so that all incoming students must enter their user names and passwords and then connect to SynchronEyes software. With minimal effort on everyone's part, your class thumbnails are updated with the names of the new students who've just sat down.</p>
--	---

OR

Select **Restart** from the drop-down list to end the student's current Windows session and restart it.

5. Click **OK**.

## Shutting Down SynchronEyes Software on a Student Computer

At the end of a class, some students may leave without disconnecting from SynchronEyes software. Complete the following procedure to shut down SynchronEyes software on a student computer.

### To disconnect a student

1. In the File Transfer, Quiz, Chat or Applications views, select the student you want to disconnect from the Students list.

OR

In Thumbnails view, select the thumbnail of the student you want to disconnect.

2. Select **Disconnect** from the **Edit** menu.
3. Click **Yes** when the confirmation message appears.

At the student's workstation, SynchronEyes student-station software automatically exits.

## Controlling Student Disconnect

You may want to stop your students from disconnecting for a variety of reasons: to ensure that the student computers remain up and running from one class to another, or to prevent individuals from logging out and avoiding your surveillance.

### To disable student disconnection

1. Click the **Options** menu.
2. Uncheck **Allow Student to Disconnect**.

All student sites lose the ability to disconnect or connect to another Teacher ID. (The **Connect** and **Exit** commands become unavailable.)

### To enable student disconnection

1. Click the **Options** menu.
2. Check the **Allow Student to Disconnect** command on the **Options** menu.

Your students gain the ability to disconnect (the **Exit** command becomes available).

When a student disconnects from SynchronEyes software, a large red X is superimposed over their thumbnail. See page 26 for information on refreshing your Thumbnails view to eliminate these inactive thumbnails.

# Interacting with Students

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SynchronEyes software is much more than a surveillance and student-management tool. Use it to interact with your students efficiently and effectively.

In this section, you'll learn how to:

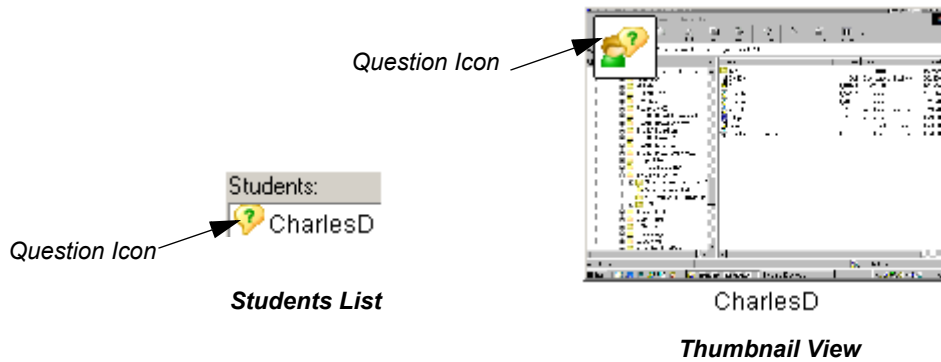
- view and respond to a student question (page 47)
- chat with students (page 49)
- send files to and receive files from students (page 52)
- poll students (page 56)
- broadcast your desktop or a student desktop to the class (page 58)

## Viewing a Student's Question

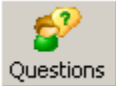
Questions are an important part of the learning process. However, there's typically only one teacher per classroom, and too many questions at one time can be overwhelming.

SynchronEyes software allows your students to ask questions even when you're too busy to answer them right away. As time becomes available, you can respond to each question. By selecting more than one student, you can save even more time by responding to several questions at once with a single answer.

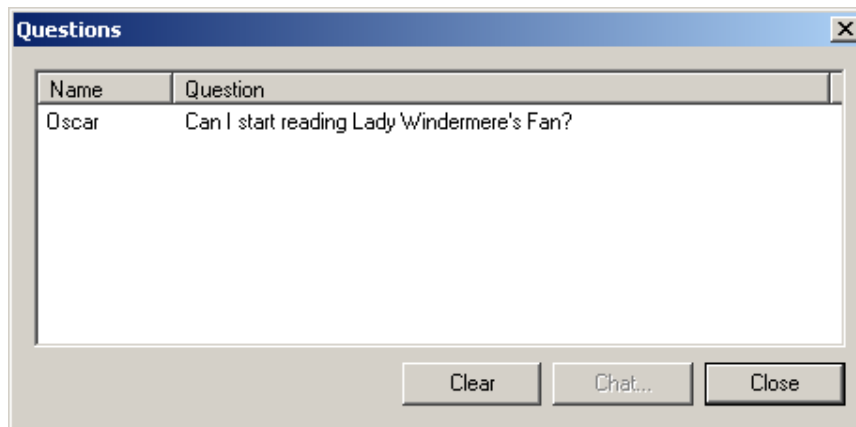
You'll know instantly when a student has a question: In the Thumbnails view a question icon appears over the student's thumbnail, and in all other views a question icon appears in the **Students** list.



## To respond to one or more student questions



1. Click the **Questions** button.  
The *Questions* dialog box appears.



2. Select one or more questions.

**NOTE:** Multiple selection in SynchronEyes software is easy. Just click on the names you want to select. You don't need to press the SHIFT or CTRL key. Click again on the selected item to clear the selection.

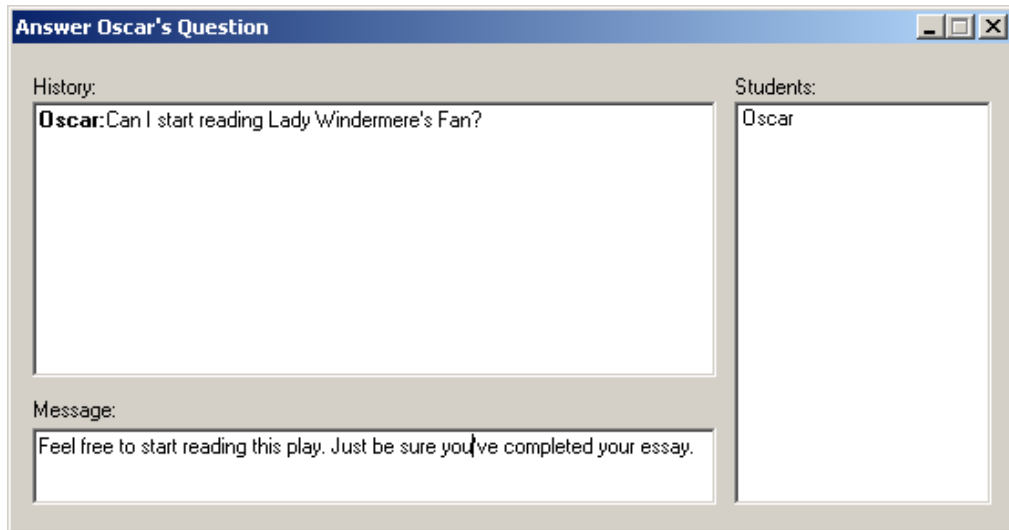
3. To answer the question(s), click the **Chat** button.

An *Answer [Student ID] Question* dialog box appears.

OR

To clear the question(s) without responding, click the **Clear** button.

4. Enter your response in the **Message** box and press the ENTER key on your keyboard.



On the student's monitor, a *SynchronEyes Student Chat* dialog box appears with a new tab (the **Teacher** tab) that contains your response. This chat text is private and only you and the student (or students) can view it. If the student responds further, you'll receive their message within the original *Answer [Student ID] Question* dialog box.

5. Close the window.

## Chatting with Students

The Chat feature helps you keep classroom noise to a minimum. Also, since you can restrict your chat to group members, you won't distract other students unnecessarily. You can also save a complete record of the current chat session as a text file.



By default, students are not allowed to use the Chat feature. If you allow them, students can also initiate chat sessions – either with all their classmates or with fellow members of a group.

Everyone in the class (or the selected group) can view the chat history. However, if you need to have a private chat with just one or more students, click the **Message** button to keep the chat text hidden from other students.

### To chat with students



1. Click the **Chat** button on the Views toolbar.
2. Select the **All Students** tab or a group tab.
3. Click the **Enable** button to allow students to participate in the chat session.
4. Type a message in the text-entry box at the bottom of the window.
5. Press the ENTER key on your keyboard.



Enable

All students or all members of the selected group receive your message in the **Chat History** section of the *SynchronEyes Student Chat* dialog box.

### To chat privately with selected students

1. Select a student or several students.

**NOTE:** Multiple selection in SynchronEyes software is easy. Just click on the names you want to select. You don't need to press the SHIFT or CTRL key.

2. Click the **Message** button.

A *Message* dialog box appears.

3. Enter a message in the **Message** box at the bottom of the dialog box, and then press the ENTER key on your keyboard.



Message

### To clear the chat history



Clear

Click the **Clear** button on the toolbar.

The chat history from the current session disappears.



Save

### To save the current chat session as a text file

1. Click the **Save** button on the toolbar.

The *Save As* dialog box appears.

2. Locate a directory in which to save the file.
3. Type a name in the **File Name** text box.
4. Click the **Save** button in the *Save As* dialog box.

**TIP**



For easier file management, create separate chat folders for each group and enter the current date as part of the file name.

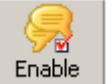
## Controlling Student Chat

While the Chat feature can enhance classroom collaboration, it can also be a distraction if used excessively or at inappropriate times. You can disable the Chat feature in the student-station software to prevent students from chatting when they should be working.

### To prevent students from using the Chat feature

1. Click the **Chat** button on the Views toolbar.
2. Click the **Enable** button (so it doesn't appear depressed).

On each student's SynchronEyes Student *Chat* dialog box, the text-entry area will be disabled.



## To enable student chat

1. Click the **Chat** button on the Views toolbar.
2. Click the **Enable** button (so it appears depressed).

## Sending Files to and Receiving Files from Students

Reduce paper use in your classroom and improve efficiency by using the File Transfer view to distribute handouts and assignments electronically. SynchronEyes software lets you send data, video and audio files to your students, who can also send the same types of files to you.

The File Transfer view is divided into a **Files Sent** section (showing the files you've transferred to students) and a **Files Received** section (showing the files you've received from them). You can open any file in either section of the File Transfer view by double-clicking it. You can also cancel any file transfer that's in progress and clear any file from either list.

SynchronEyes software appends the student's name to the end of any file that they send you. For example, if a student named Sheldon transfers *Assignment #1.doc* to you, the file is stored as *Assignment #1 - Sheldon.doc*.

**NOTE:** You can send files to all students, a student group or selected students. If a student belongs to more than one group, the **Files Sent** section in both groups will indicate a file has been sent to that student.

## Speed of File Transmission

If you're sending a file to only one student, you'll notice the speed of transmission is very fast. However, if you send a file to two or more students, you'll notice a delay. This is because SynchronEyes software uses a different protocol to send a file to more than one student. In addition, if one student in a group doesn't receive a file at the same time as the others, be patient. This delay is usually because that student's machine is slower, and, rather than reduce the speed of transmission to the rest of the group, SynchronEyes software queues a slow computer to receive the file after the others.

In general, speed of transmission is affected by the following factors:

- the variability of the student computers (e.g., a mix of slow and fast computers)

- the amount of other network traffic (not related to SynchronEyes software)
- the speed of the network

## To send a file to students

1. Click the **File Transfer** button on the **Views** toolbar.
2. Click the **All Students** tab to send the file to everyone in the class.



OR

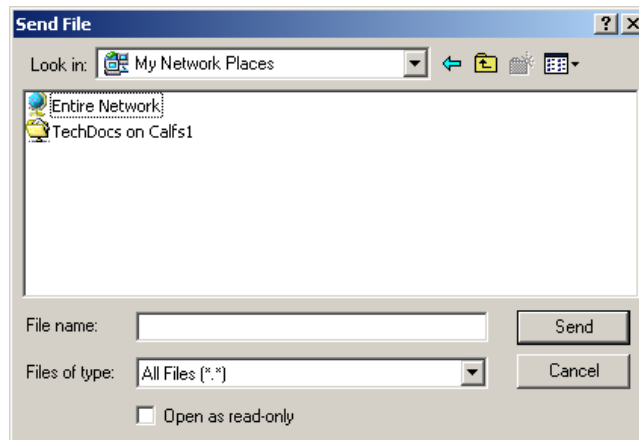
Click a group tab to send the file to a group.

OR

Select individual student names to send to just those students.

3. To send a data file, click the **Send File** button on the toolbar.

The *Send File* dialog box appears.



OR

To send a video or audio file, click the **Send Media** button on the toolbar.

The *Send Media* File dialog box appears.

4. Click the **Look in** arrow and browse to the file you want to send. When you finish browsing, the file name should appear in the **File name** box.



5. Click the **Send** button.

The file transfer begins. The name of the file, the recipient name, and the percentage that's been transferred appears in the **Files Sent** list. When the transfer is complete, the file status changes from a percentage to **Complete**.

**WARNING**



If you exit from SynchronEyes teacher-station software while a file transfer is in progress, the transmission terminates. This applies to files being sent and files being received.

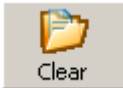
### To cancel a file transfer in progress



1. Select the file that is being transferred in the **File** list.
2. Click the **Cancel** button.

No portion of the file is transferred. The file is also removed from the File list.

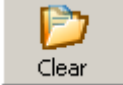
### To clear a file from the File List



1. Select the file in the **File** list.
2. Click the **Clear** button.

SynchronEyes software removes the file from the **File** list and from the **Submitted Student Files** folder.

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



Click the **Clear** button.

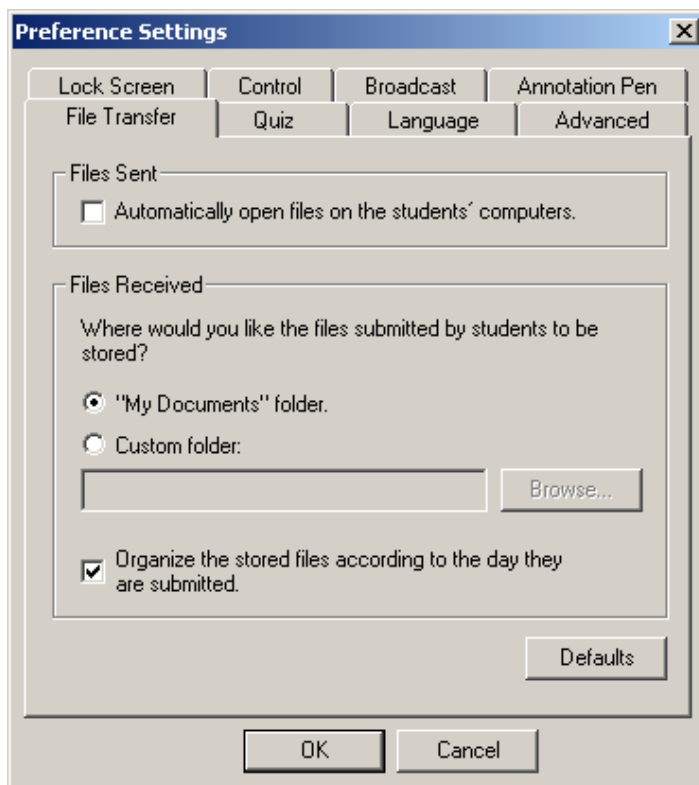
All files in both the **Files Sent** and **Files Received** sections disappear from the File View.

## Specifying File Transfer Preferences

By default, files you receive from your students are stored in **C:\My Documents\Submitted Student Files**, but you can easily specify any other folder. You can also configure the software to store received files according to the day they are submitted. Also, rather than allowing students to open files at their leisure, you can specify that they open automatically on all student desktops.

### To change the default file location for received student files

1. Select **Preferences** from the **Options** menu.  
The *Preference Settings* dialog box appears.
2. Click the **File Transfer** tab.



3. Click the **Custom folder** button.
4. Click the **Browse** button and navigate to another location.
5. Click **OK**.

### To have the files you send open automatically on student computers

1. Select **Preferences** from the **Options** menu.
2. Click the **File Transfer** tab.
3. Select **Automatically open files on the students' computer** under **Files Sent**.
4. Click **OK**.

### To automatically organize your received files into dated folders

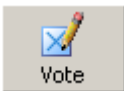
1. Select **Preferences** from the **Options** menu.
2. Click the **File Transfer** tab.
3. Select **Organize the stored files according to the day they are submitted** under **Files Received**.
4. Click **OK**.

## Polling Students

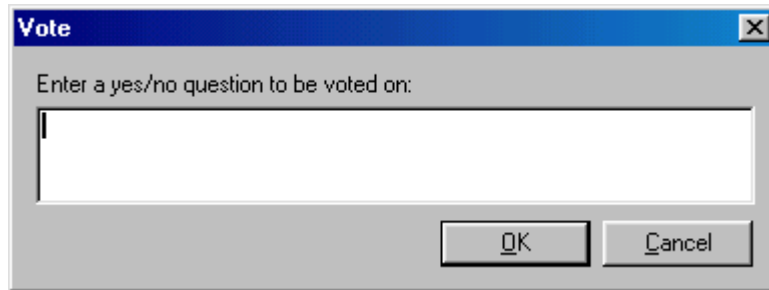
Traditionally, class feedback is obtained by asking for a show of hands, but getting your students' attention in a computer lab can be difficult for you and distracting for your students. The Vote feature lets you poll your students in a fast, unobtrusive manner, and SynchronEyes software then tallies the results at the bottom of your screen. You can also restrict polling to a group, allowing other students to continue working without being disturbed.

### To poll students

1. Click the **All Students** tab or a group tab.
2. Click the **Vote** button on the toolbar.

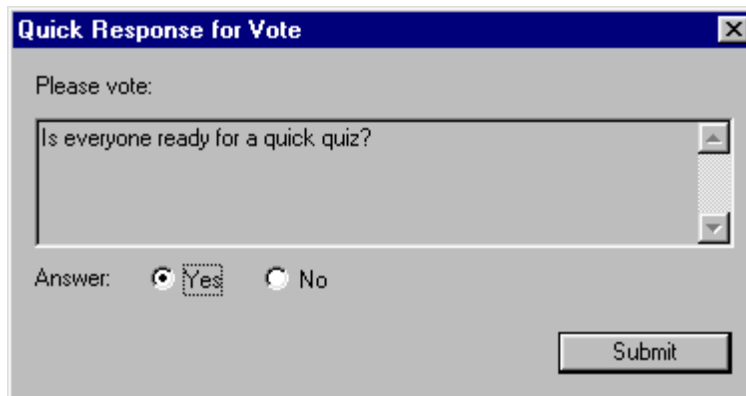


The *Vote* dialog box appears.



3. Type a yes/no question.
4. Click **OK**.




In the student software, a *Quick Response for Vote* dialog box appears.



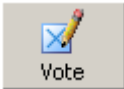
Students can either accept the default **Yes** selection or click the **No** option, and then click the **Submit** button.



A vote-response icon appears beside each student's name in the Students list, and over each thumbnail in the Thumbnails view. The three vote-response icons are shown in the table below.

Icon	Response
	Student has yet to respond to the vote
	Student votes yes
	Student votes no

In the Status bar (lower-right area of the window), you'll see the tallied result of the vote.



- To clear the vote (and remove the vote icons), click the **Vote** button again.

## Broadcasting Teacher and Student Desktops

You can broadcast your desktop or a student's desktop to the entire class or a selected group. Before you begin your broadcast, consider whether you want to allow students to use their mice and keyboards during the broadcast. If you prefer to block student input to other applications during a broadcast, use the default full-screen mode. When you broadcast in full-screen mode, students can't use either their mice or keyboards.

If you prefer to give students the option of minimizing your broadcast and continuing to work on other projects, you must change the broadcast from the default full-screen to windowed mode.

**NOTE:** While you're broadcasting, you can annotate over the broadcast desktop with the pen tool and view student's questions.

### To broadcast in windowed rather than full-screen mode

- Select **Preferences** from the **Options** menu.  
The *Preference Settings* dialog appears.
- Select the **Broadcast** tab.

3. Select **Windowed**.

All students have the ability to minimize your broadcast and work in other applications. Students cannot, however, close your broadcast window.

### To broadcast your desktop to the class

1. Click the **Thumbnails** button on the **Views** toolbar.



The Thumbnails view opens in the **All Students** tab. To broadcast to all students, leave your view as it is.

OR

To broadcast to a group, click a **Group** tab.

2. Click the **Broadcast** button.



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

3. Click the **Yes** button.

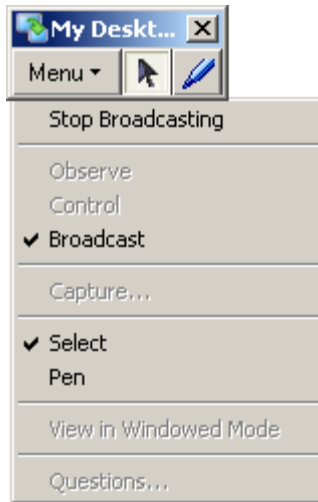
Your desktop is displayed, in Full Screen view, on all student monitors or the monitors of a selected group. During the broadcast, a three-button **My Desktop** toolbar appears in the corner of your screen.



4. To stop the broadcast, click the **Close** button in upper-right corner of the title bar.

OR

Click the **Menu** button and select **Stop Broadcasting**.



You'll return to the Thumbnails view.

### To show a student's desktop to the class



1. Click the **Thumbnails** button on the **Views** toolbar.  
The Thumbnails view will open on the **All Students** tab.
2. To broadcast to all students, leave the view as it is.  
OR  
To broadcast to an individual group, click a **Group** tab.



3. Select a student thumbnail.
4. Click the **Broadcast** button.  
The student desktop displays on student monitors.
5. To stop the broadcast, click the **Close** button in the floating toolbar.

OR



Click the **Menu** button in the toolbar and select **Stop Broadcasting**. You'll be returned to the Thumbnails view.

## To annotate over a desktop broadcast

1. While broadcasting a desktop on a SMART Board interactive whiteboard, pick up a pen tray stylus.
2. When you're finished annotating, put the pen tray stylus back in its slot.

Your next contact with the interactive whiteboard makes your annotation disappear.

OR

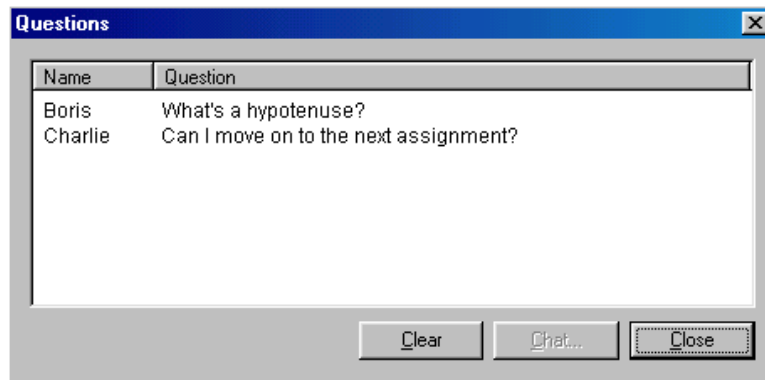
1. While broadcasting from a computer, click the Pen button on the floating toolbar, and click and drag anywhere on the screen. 
2. Click the Left-mouse button on the floating toolbar to restore the default left-click behavior of your mouse. 

Your annotations disappear from the screen.

## To view student questions during a broadcast

1. Click the **Menu** button on the floating toolbar and select **Questions**. 

The *Questions* dialog box appears.



2. After viewing the question(s), click the **Close** button.

### NOTES:

- You must wait until after the broadcast to answer the question.
- Students can only ask questions if you broadcast in windowed rather than full-screen mode (see "To broadcast in windowed rather than full-screen mode" on page 58).



# Administering Electronic Quizzes

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With SynchronEyes software, you may never need to pass out or gather exam papers again. Your days of marking quizzes and calculating class averages may also be over. You can administer quizzes as often as like because the process no longer adds a significant amount of time to your working day.

## How SynchronEyes Software Facilitates Quizzes

SynchronEyes software facilitates every aspect of the quiz process – from creating, distributing and administering to marking and recording quiz results.

### Before the Quiz: Use a Template to Create a Quiz

You create your interactive quiz using a simple template in the Quiz Wizard. This template lets you create any combination of multiple choice (randomly or statically ordered), matching, ordering, question-and-answer or essay questions. You can even add an image to a question, asking your students to identify it or simply providing it as a graphical hint.

In the Quiz Wizard, all the quizzes you create with your current Teacher ID appear as links in the Quiz view, and they're stored (by default) as .sqz files in the **My Documents** directory (or any other destination folder you choose) of your hard drive. When you select a quiz link in the Quiz view, a preview of the quiz, as it will appear on student desktops, appears automatically in the bottom half of the Quiz view window.

### Distribute the Quiz with a Mouse Click

Distribute the quiz to the class in the Quiz view of SynchronEyes Teacher. With one click you can distribute the quiz to all your students or to a single group. If you like, you can preview the quiz before you send it by selecting **Preview Quiz** from the **View** menu. This way, you'll know exactly what the quiz will look like when it opens on student monitors.

The quiz you distribute to students is an .html file (converted from the .sqz file you created in the Quiz Wizard) that's also stored in the **My Documents** directory of your hard drive.

### During the Quiz: Randomized Question Order Helps Prevent Cheating

Unfortunately, the typical layout of a computer lab classroom – rows of monitors squeezed into a relatively small space – makes glance-over cheating a temptation.

To help prevent cheating, the questions in each quiz appear in a different order on each student screen. You can change this default setting easily, however, if no such deterrence is necessary, or if you just want to use the original question order for every student.

### After the Quiz: Automatic Quiz Collection

Students complete the quiz and then click a **Submit to Teacher** button. If some students continue to work on the quiz beyond the allotted time, just press the **End Quiz** button and all quizzes are returned to you immediately. Note that you must also click the **End Quiz** button before you can send out another quiz.

### Automatic Quiz Marking

With the exception of essay questions (and any short answer questions that you want to mark yourself), SynchronEyes software automatically marks each returned quiz. You'll also receive a **Summary of Results** that gives you the class average score (and percentage), along with individual student scores (and percentages). To view the completed and marked quiz, just click on the student name in the **Summary of Results**.

### Filing Quiz Results

SynchronEyes software automatically saves all quizzes (.sqz files), class-result summaries (.html files) stored with each Teacher ID. By default, all files are stored in the **My Documents** directory of your hard drive, but you can store them anywhere you like. If you create a quiz using a different Teacher ID, you can import that quiz into the current Quiz view by clicking the **Add** button and selecting the file.



#### TIP

If you prefer to prepare quizzes at home, you can install the Quiz Wizard separately on your home computer. Just take the SynchronEyes software CD home, load it, and open Setup.exe in the Quiz Wizard folder.

## Question Types

Clicking on the **Create** button in the Quiz view opens the Quiz Wizard, a tool for creating interactive, electronic quizzes. With the Quiz Wizard, you can quickly create an interactive quiz made up of any of the following question types:


- Multiple choice (random/static answer order)
- Question and answer
- Ordering
- Matching
- Essay

These question types are discussed in more detail below.

### Multiple Choice Questions

Choose from two types of multiple choice questions: random-answer order and static-answer order.

In the random-answer example below, the five possible responses to the question appear in a different order in each student's quiz.

3. Question:  

Type:

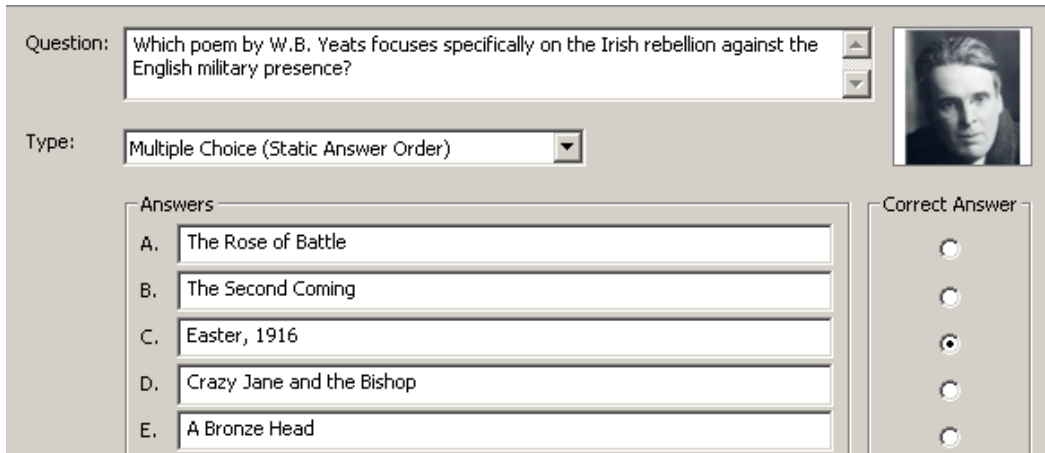
SynchronEyes will automatically randomize the order.

Correct Response

Incorrect Responses



With the static-answer multiple-choice question, you can control the final order of alternatives, so students receive the alternatives in the order you specify in the Quiz Wizard.



The screenshot shows a Quiz Wizard interface. At the top, there is a "Question:" field containing the text: "Which poem by W.B. Yeats focuses specifically on the Irish rebellion against the English military presence?". To the right of this field is a small portrait of a man. Below the question field is a "Type:" dropdown menu set to "Multiple Choice (Static Answer Order)". Underneath, there is a section titled "Answers" with five rows, each with a lettered choice and a text input field:

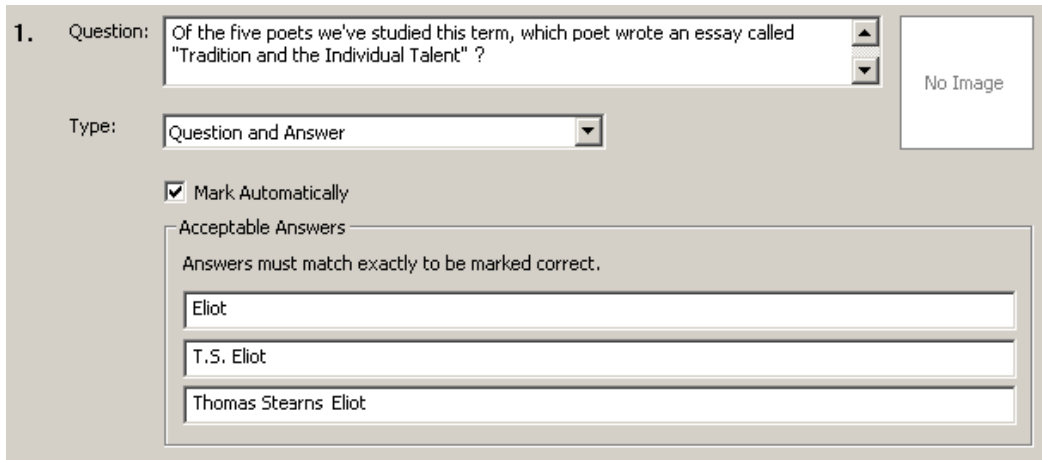
- A. The Rose of Battle
- B. The Second Coming
- C. Easter, 1916
- D. Crazy Jane and the Bishop
- E. A Bronze Head

To the right of the answer list is a "Correct Answer" section with five radio buttons. The third radio button, corresponding to choice C, is selected.

### Question-and-Answer Questions

Question-and-Answer questions can be marked automatically by the software. However, if the question requires an answer that's longer than a word or two, you should consider marking them yourself, as automatic marking doesn't permit a great deal of response variability. With automatic marking, you can provide three acceptable variants for student responses.

In the following example, three acceptable options are given for writing T.S. Eliot (Eliot and Thomas Stearns Eliot). Note that if an answer is spelled wrong, the student is marked wrong.



1. Question: Of the five poets we've studied this term, which poet wrote an essay called "Tradition and the Individual Talent" ?

Type: Question and Answer

Mark Automatically

Acceptable Answers

Answers must match exactly to be marked correct.

Eliot

T.S. Eliot

Thomas Stearns Eliot

No Image

## Ordering Questions

In an ordering question, the student is asked to arrange supplied options in the correct order. To create an ordering question in the Quiz Wizard, you order the list of options correctly. SynchronEyes software then randomly rearranges the answers before sending the quiz to your students.

You have the option of using a customized marking scheme for ordering questions. Click the **Customized Marking** button and select to either award one point for each correctly ordered item or to award from one to five points for a correctly ordered sequence. If you choose the latter, even one misordered item will mean the student receives no marks.

Here's how an ordering question looks when you create it:

Question: Arrange the following poems by T.S. Eliot in the order in which they were written, from earliest to latest.

Type: Ordering

Correct Order  
Enter the answers in the correct order. SynchronEyes will automatically randomize them.


The Love Song of J. Alfred Prufrock

The Wasteland

Ash Wednesday

The Hippopotamus

The Four Quartets



Here's how the same ordering question appears on a student desktop:

5. Arrange the following poems by T. S. Eliot in the order in which they were written, from earliest to latest.

The Hippopotamus

The Wasteland

The Four Quartets

The Love Song of J. Alfred Prufrock

Ash Wednesday

The student clicks the arrow to select numerical order position.

## Matching Questions

A matching question asks a student to pair a list of items with a corresponding item in another list. When you create a matching question with SynchronEyes software, first enter a list of items, and then enter the correct match for each item in an adjacent list. SynchronEyes software scrambles the matches prior to sending the question to your students.

In the following example, a matching question tests the student's ability to recall specific lines and match them to the poems from which they were taken.

The screenshot shows the SynchronEyes software interface for creating a matching question. The question text is "Match the line of poetry to the poem in which that line appears." The type is set to "Matching". Below the question, there are two columns of text boxes. The left column, labeled "Item", contains five lines of poetry: "Let us go then, you and I", "April is the cruelest month", "At the still point of the turning world", "Webster was much possessed with death", and "Here I am, an old man in a dry month". The right column, labeled "Correct Match", contains five poem titles: "The lovesong of J. Alfred Prufrock", "The Wasteland", "Ash Wednesday", "Intimations of Mortality", and "Gerontion". A "Customized Marking..." button is located at the bottom left of the interface.

For each line, the student then selects the correct poem from a list of options.

### 4. Match the line of poetry to the poem in which that line appears.

- a. Let us go then, you and I
- b. April is the cruelest month
- c. At the still point of the turning world
- d. Webster was much possessed with death
- e. Here I am, an old man in a dry month

## Sending Questions as Originally Ordered

By default, when you send an exam to students, the questions are distributed randomly, appearing in a different order on each student's screen to prevent glance-over cheating.

However, you may have good pedagogical reasons for the way you've ordered your questions. If you're developing a long, comprehensive final exam, for example, you might want to group similar questions together or pace the exam by alternating difficult and easy questions. You can easily override the default randomization of questions so they are distributed in the precise order in which you created them.

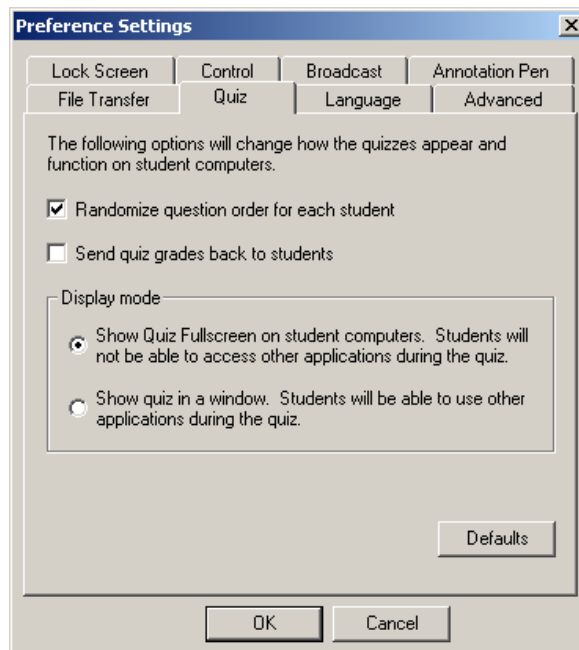
### To send questions in their original order

1. Select **Preferences** from the **Option** menu.

The *Preference Settings* dialog appears.

2. Click the **Quiz** tab.

The *Quiz* tab appears.



3. Click **Randomize question order for each student** to clear the selection.
4. Click **OK**.

The next quiz you distribute will arrive on each student's monitor in the same question order as it was sent. This setting will remain in effect until you restore the default setting.

## Allowing Application Access During a Quiz

By default, quizzes are sent to students in full-screen mode. In full-screen mode, students are automatically blocked from accessing other applications (including the Internet) during the quiz.

If you prefer that your students have access to other sources of information, you can change this default setting so that quizzes appear in windowed mode. In windowed mode, students can access all applications that haven't been blocked, as well as the Internet (if it isn't blocked). For more information on selectively blocking applications, see page 36. For information on blocking Internet access, see page 35.

### To allow students access to other applications during a quiz

1. Select **Preferences** from the **Options** menu.

The *Preference Settings* dialog appears.

2. Click **Show quiz in a window** to select it. The full-screen option selection is automatically cleared.
3. Click **OK**.

The next quiz you distribute will appear on each student's monitor in a resizable window. Students will also be able to access all applications and the Internet, unless you've specifically blocked them. This setting remains in effect until you restore the default setting.

## Withholding Grades

By default, quiz grades are distributed automatically to students very soon after the quiz is over. However, you may override this default if you prefer to notify students of their grades at another time.

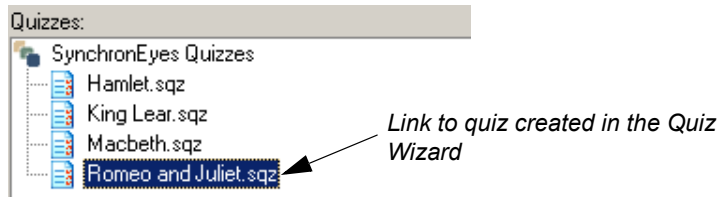
## To withhold quiz grades from students

1. Select **Preferences** from the **Options** menu.  
The *Preference Settings* dialog appears.
2. Click **Send quiz grades back to student** to clear the selection.
3. Click **OK**.

## Creating a Quiz

Clicking on the **Create Quiz** button in the Quiz view opens the Quiz Wizard, a tool for quickly creating interactive, electronic quizzes. The quiz template in the Quiz Wizard makes it easy to create a quiz of any length.

Before you create the quiz, you'll need to either accept the default **My Documents** storage folder or specify any other folder you prefer. However, any quiz you create with your current Teacher ID (no matter where it's stored) appears as a link in the Quiz view for easy access.



**NOTE:** Although you'll normally open the Quiz Wizard by clicking on the **Create Quiz** button in the Quiz view, you can also install the Quiz Wizard application separately from SynchronEyes software (on your home computer, for example). When installed separately, open the Quiz Wizard by double-clicking on **QuizWizard.exe**.

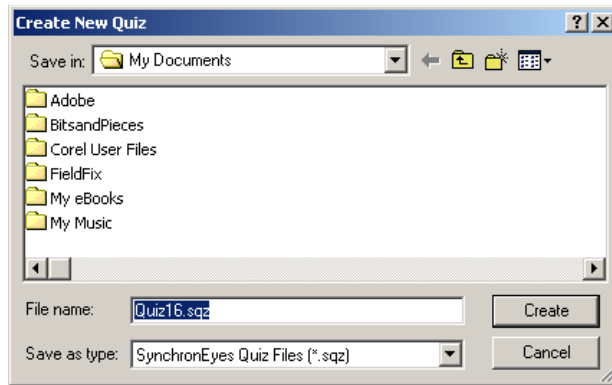
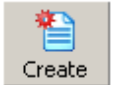
## To create a new quiz in SynchronEyes software



1. Click the **Quiz** button on the **Views** toolbar.  
OR  
Select **Quiz** from the **View** menu.  
The Quiz view appears.

2. Click the **Create** button.

The *Create Quiz* dialog box appears.



3. Accept the default quiz location in **My Documents** or click the **Save in** arrow to navigate to another folder.

**NOTE:** You may want to give the quiz a more meaningful name than the default name (quiz1, quiz2, quiz3, etc.). To do that, highlight the default name and enter a new name, such as "EnglishFinal – June12.sqz".

4. Click **OK**.

The Quiz Wizard window appears.

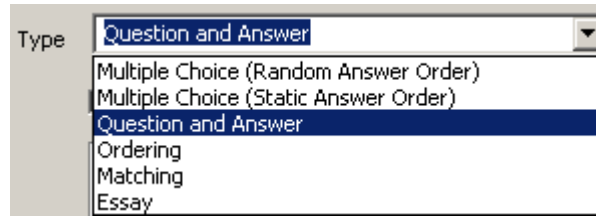
5. Enter all the required information in the **Quiz Name**, **Class**, **Teacher** and **Instructions** boxes. The text you enter here appears at the top of the student's pop-up quiz window.

**NOTE:** Press the TAB key on your keyboard to navigate to the next box.

6. Type the first question in the **Question** box.



7. Select the question type from the **Type** list. For information on question types, see *Question Types* on page 65.



8. Enter the correct answer and other alternative responses (if required).



9. To add an image, click the **Add Image** button in the toolbar.

The *Insert an Image File* dialog box appears.

10. Browse to the image file you want to accompany the question and click the **Insert** button.

**NOTE:** The maximum image size is 540 x 540 pixels. Images that exceed these dimensions will be scaled down to fit that size.



11. When you've entered all your questions, click the **Save** button in the toolbar.

SynchronEyes software saves the quiz in the previously specified location.

**TIP**

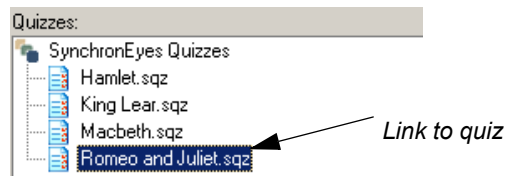


Before you exit the Quiz Wizard, check to see what the quiz will look like when it appears on student monitors. Select **Preview Quiz** from the **View** menu.

12. Select **Exit** from the **File** menu to close the Quiz Wizard.

The Quiz view reappears.

13. Open the quiz you just created by double-clicking on the quiz name in the **Quizzes** list. Click once on the quiz to see a preview of the quiz as it will appear on student desktops.



**Quizzes List**

**NOTE:** To distribute the quiz to your class, see *Sending a Quiz to Students* on page 78.

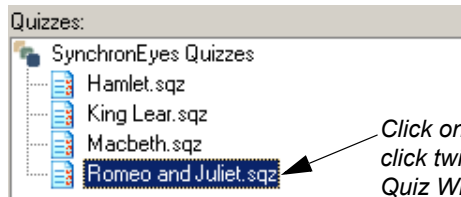
## Opening and Importing a Quiz

The **Quizzes** list contains links to all the quizzes you've created using your current Teacher ID, no matter where the actual quiz files (.sqz files) happen to be stored in your computer.

Although the **Quizzes** list shows only those quizzes associated with the current Teacher ID, you can easily import quizzes associated with other Teacher IDs, adding them to the current **Quizzes** list.

### To open a quiz in the Quizzes list

1. Click the **Quiz** button on the **Views** toolbar.
2. Double-click on a quiz name under the **Quizzes** list.

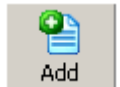


*Click once for a preview of the quiz;  
click twice to open the quiz in the  
Quiz Wizard*

The selected quiz opens in the Quiz Wizard.

### To import a quiz

1. Click the **Quiz** button on the **Views** toolbar.
2. To distribute the imported quiz to a group, select the group tab.
3. Click the **Add** button.  
The *Open* dialog box appears.
4. Navigate to the .sqz file you want to add, and click the **Open** button.



A link to the imported quiz appears at the bottom of the **Quizzes** list.



**TIP**

By default, all quizzes, student responses and class results are stored in the **My Documents** folder on your hard drive. You may want to create and name folders with class names, and then reorganize all the quizzes (.sqz files) and student response files (.html files) by moving them into their appropriate folders.

## Editing a Quiz

You can add and delete questions, as well as cut, copy and paste text using the editing tools available in the Quiz Wizard.

Although questions are sent to students in random order by default, you can easily override this default (see “Sending Questions as Originally Ordered” on page 70). If you’re developing a long, comprehensive final exam, for example, you might want to group similar questions together or pace the exam by alternating difficult and easy questions. Rearranging questions is easy, so you can create questions as they occur to you and arrange them in a more effective order later.

### To rearrange questions (and all associated answers)

1. Click anywhere in the question you want to move (or in any of its associated answers).



2. To move the question up in the numerical order, click the **Move Upward** button.

OR



To move the question down in the numerical order, click the **Move Downward** button.

### To navigate within the quiz

1. Click anywhere within the question (or in any of its associated answers).



2. To move to the next question, click the **Next Question** button.

OR



To move to the previous question, click the **Previous Question** button.

### To delete a question

1. Click anywhere within the question (or in any of its associated answers).

2. Click the **Delete Question** button in the toolbar.



The question disappears and the remaining questions are reordered accordingly.

### To insert a question

**NOTE:** The new question will always precede the selected question.

1. Click anywhere within the question that you want to displace for the new question (or in any of its associated answers).
2. Click the **New Question** button.



A new section appears for you to enter the question. The originally selected question appears after the new question.

### To cut/copy and paste text in the Quiz Wizard

1. Select the text you want to cut/copy.

**NOTE:** You can't select text from more than one text box at a time. For example, you can't simultaneously select text from a question box and text from an answer box.

2. To cut the text, click the **Cut** button.



OR

To copy the text, click the **Copy** button.



3. Place the cursor in the location where you want to paste the text.
4. Click the **Paste** button.



### To insert an image into a question

1. Click anywhere within the question (or in any of its associated answers).
2. Click the **Add Image** button in the toolbar.



The *Insert an Image File* dialog appears.

3. Browse to the image file you want to add to the question.

**NOTE:** The maximum image size is 540 x 540 pixels. Images that exceed these dimensions will be scaled down to fit that size.

4. Click the **Insert** button.

The image contained in the file appears in a preview box in the question template.



**NOTE:** To delete the image from the question, click the question, and click the **Delete Image** button.

## Previewing a Quiz

In the Quiz view, you can preview a quiz at any time just by selecting the quiz link in the **Quizzes** list. An HTML version of the quiz – the same file that will appear on student desktops – appears in the bottom half of the Quiz view window. You can use the scroll bar to scroll through the entire quiz.

While you're in the Quiz Wizard, you can also preview the quiz you're working on to see exactly how the quiz will look to the students before you send it.

### To preview a quiz in Quiz View



1. Click the **Quiz** button on the **Views** toolbar.
2. Click once on a quiz link in the **Quizzes** list.

A preview of the quiz appears in the bottom half of the Quiz view. Use the scroll bar to view the entire quiz.

### To preview a quiz in the Quiz Wizard

1. Select **Preview Quiz** from the **View** menu.  
The HTML version of the quiz appears exactly as it appears to students.
2. To restore the Quiz Wizard view, select **Create/Edit Quiz** from the **View** menu.

#### TIP



You can also preview each quiz in the Quiz view of SynchronEyes Teacher. Just select the quiz from the **Quizzes List**, and a preview of that quiz appears in the bottom half of the Quiz view window.

## Sending a Quiz to Students

When you're ready to distribute a quiz, click the **Start Quiz** button and the selected quiz automatically opens on all student screens or those of a specified group.

## To start a quiz

1. To send the quiz to a specific group of students, click the **Group** tab. (By default, the quiz is sent to all students.)

2. Select the quiz from the **Quizzes** list.

OR

If the quiz doesn't appear in the **Quizzes** list, click the **Add Quiz** button to browse to it.

3. Click the **Start Quiz** button.

The quiz appears on each student screen, over top of any open application.

In the Quiz view, an HTML file called **Summary of Results** appears below the quiz file. As students submit their responses, this file is updated with each student's completed quiz and score, together with a summary of the class results.

4. Ask your students to select their answers and click the **Submit to Teacher** button when they finish the quiz.

OR

Click the **End Quiz** button to have all quizzes immediately sent to you (see *Collecting Student Quizzes* immediately below).

5. Double-click on the student's name in the **Summary of Results** to view the scored student quiz.

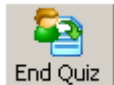
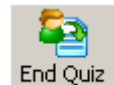
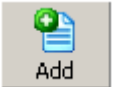
Although you can access each file submitted by your students and the **Summary of Results** file from the links in the Quiz view, all files are stored in the same location as the quiz file. Each **Response** folder clearly indicates the quiz name, as well as the time and date of the quiz.



### TIP

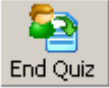
You might want to locate the **Response** folder on the network so students can open and review their marked quizzes without your direct involvement. Open Explorer, navigate to **My Documents**, locate and copy the **Response** folder, and then paste it to a network location.

6. If you didn't click the **End Quiz** button to collect the quiz in step 4, click the **End Quiz** button now. This reactivates the **Start Quiz** button so you can send out another quiz.



## Collecting Student Quizzes

Asking students to finish and submit a quiz to you by a certain time doesn't always work. Some students will always keep working on a quiz beyond the deadline. Put an end to collection frustration by recalling all student quizzes with the click of a button.



### To collect the quizzes

In the **Quiz** view, click the **End Quiz** button.

All student quizzes that have not already been submitted will be sent to you.

## Importing a Quiz from Version 3.0 of SynchronEyes Software

You can import a quiz you created in version 3.0 of SynchronEyes software using the **Import** command in the Quiz Wizard's **File** menu.

**NOTE:** You can open a version 4.0 quiz as you would a version 5.0 quiz. The **Import** command is solely for importing version 3.0 quizzes.

### To import a quiz from a previous version of SynchronEyes software

1. In the Quiz Wizard, select **Import 3.0 Quiz** from the **File** menu.  
An *Open* dialog appears.
2. Navigate to the .sqz file you want to import.
3. Click **OK**.

# The Student Interface

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This section describes the visible student interface. To observe your students surreptitiously, set SynchronEyes student-station software to run in hidden mode either when you're installing the program or anytime afterwards (if you've installed the Student Configuration Wizard). SynchronEyes software will run invisibly, without any visual indication of its presence on the students' computers.

For information on switching SynchronEyes student-station software from visible to hidden mode after installation, turn to page 9.

## Student System Tray Icons

From the student's point of view, SynchronEyes software keeps a very low profile – even in visible mode. An icon in the system tray (located at the right side of the task bar) is the only indication to students that their actions are being observed.



*Click to access SynchronEyes student software*

The student can access the full range of program functions by clicking on the SynchronEyes icon, including:



- logging off from SynchronEyes software (page 89)
- joining a group (page 89)
- asking the teacher a question (page 91)
- casting a vote (page 91)
- chatting with the teacher or other students (page 92)
- submitting responses to a quiz (page 93)
- viewing files sent by the teacher (page 93)
- submitting a file to the teacher (page 94)

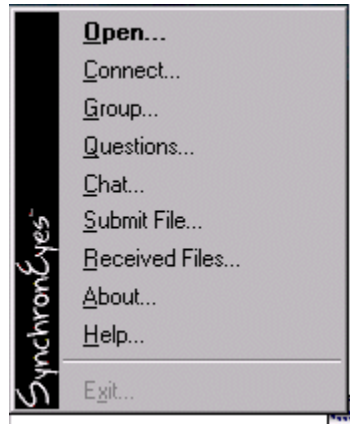
These functions are available from the Student Menu or the movable Student toolbar.



## The Student Menu



Click once on the SynchronEyes icon to view the Student menu. This menu disappears after you select a command. If the student uses the program infrequently, this is a useful and unobtrusive tool for accessing commands.

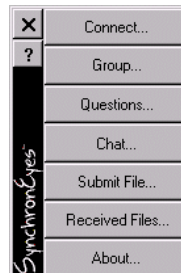


***Student Menu***

## The Student Toolbar



Students can access the Student toolbar by double-clicking the SynchronEyes icon or by selecting the **Open** command on the Student menu. This toolbar is portable and remains open on students' desktops after they've click a button, so it's the best choice if students frequently use the software to chat or ask questions, etc.

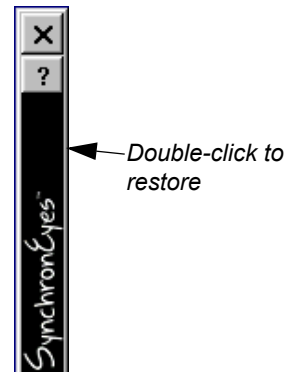
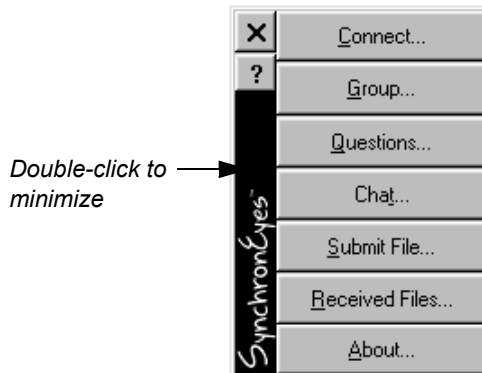
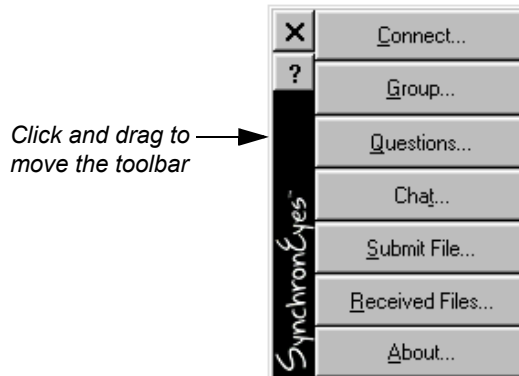


***Student Toolbar***

## Moving and Minimizing the Student Toolbar




To move the toolbar, click the side bar and drag it anywhere on the student desktop.

You can also minimize the Student toolbar by double-clicking on the side bar. Double-click again on the side bar to restore the original full toolbar.



## System Tray Icons

The SynchronEyes icon changes to indicate the current status of the student. The table below summarizes the three variations of the SynchronEyes icon.

Student Status	System Tray Icon
Attempting to connect to the teacher. This icon also appears if the teacher has not yet opened SynchronEyes software.	
Successfully connected to the teacher and subject to teacher monitoring. The student can send a question, chat (if enabled), cast a vote, answer quiz questions and log out (if enabled).	
Appears when teacher is controlling student.	

# Using the Student Software

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Although students have a limited range of capabilities with SynchronEyes software, you'll want to show them how to perform the following simple tasks:

- Open the software (page 85)
- Log on (page 86)
- Change the teacher connection (page 88)
- Log off (page 89)
- Join a group (page 89)
- Ask the teacher a question (page 91)
- Cast a vote (page 91)
- Chat (page 92)
- Submit a quiz (page 93)
- Send a file to the teacher (page 94)

**NOTE:** All the introductions in this section are written from the teacher's perspective, but all the step-by-step procedures are written from the student's point of view, so you can distribute the procedures to your students without modification.

## Opening the Student Software

If the student software is not running in Hidden mode (see page 8), students can open it and use it to ask questions, chat, and respond to polls.

### To open the student software

1. Double-click the SynchronEyes Student icon on the desktop.



A connection with the last Teacher ID to which you were connected is automatically initiated.

2. Click the **Connect** button in the *Connect to Teacher* dialog box to complete the connection.

**NOTE:** If the teacher hasn't opened SynchronEyes teacher-station software, you may need to wait a few minutes. As soon as that Teacher ID is active on the network, the connection takes place automatically.

## Logging On to the Student Software

By default, students don't need to log on to the student software with their own name because the user account associated with their computer automatically appears as the student name under the thumbnail.

However, since many different classes use a single set of computer-lab resources, we've also made it easy for students to log on and identify themselves without reopening SynchronEyes software. In this way, the student software can run throughout the day, with different students occupying each workstation, and your Thumbnails view will always show the name of the current student.

If you want your students to log on with their own name, you can configure this option in the student software during or after installation. See page 9 for information on reconfiguring the student software to enable student log on. Ask your students in each class to log on when they first sit down at the computer. They'll need to do this only once; in the future, they can simply scroll to their name at the beginning of each class period.

The following procedure shows students how to log on to SynchronEyes software.

## To log on to the student software

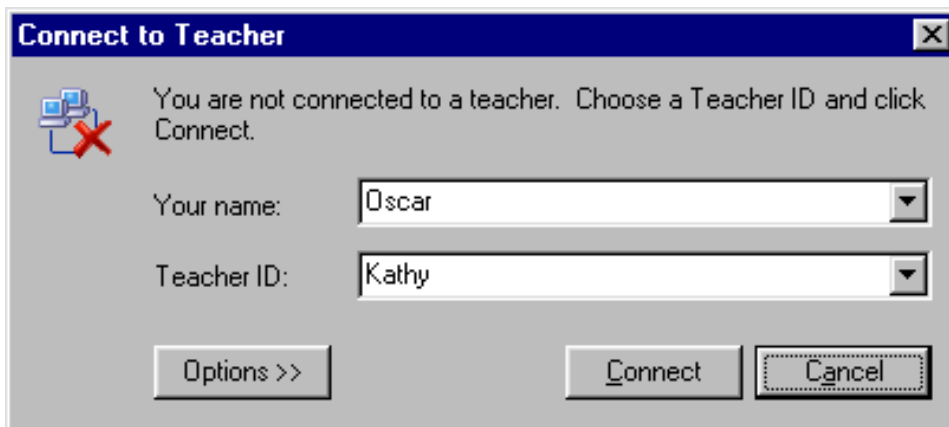
1. Double-click the **SynchronEyes** icon.



Click to access SynchronEyes student-station software

2. Click the **Connect** button.

The *Connect to Teacher* dialog box appears.



3. If this is the first time you've logged on to SynchronEyes software:

Type your name in the **Your Name** box.

OR

If you've logged on previously:

Click the **Your Name** arrow and select your name from the list.

**NOTE:** SynchronEyes software stores the last ten student names entered and/or activated on this computer. If you haven't used this computer for a while, you may need to enter your name again.

4. The Teacher ID to which you last connected should appear in the **Teacher ID** box. If it doesn't appear, click the arrow and select the correct Teacher ID.

**NOTE:** If you can't find the correct Teacher ID in the **Teacher ID** list, click the **Cancel** button and wait a minute. Your teacher may not have connected to the network prior to your logon attempt. After your teacher connects, try logging on again.

5. Click the **Connect** button.

Your name appears under the thumbnail associated with your computer in your teacher's Thumbnails view.

## Connecting to a Different Teacher ID

If you change your Teacher ID while your students are working, a message appears on their desktops asking if they'd like to switch to the new teacher. Your students can click the **Yes** button to automatically connect to the new Teacher ID.

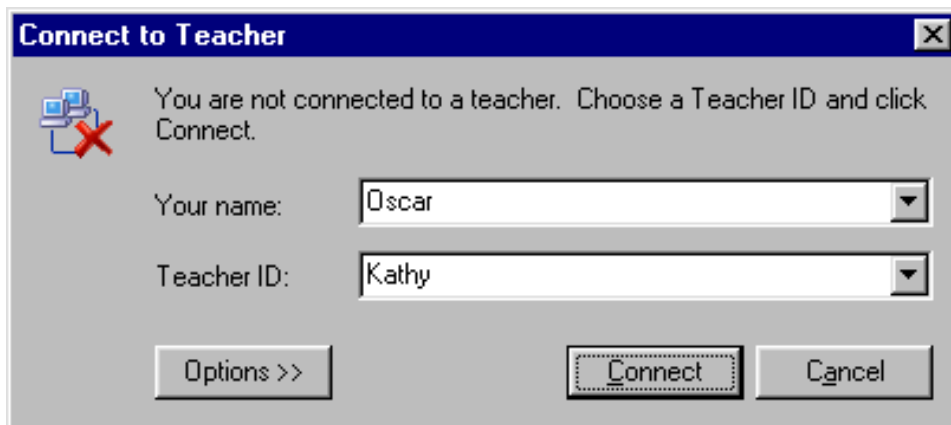
Students can also manually connect to a different Teacher ID, as shown below.

### To connect to a different Teacher ID



1. Double-click the **SynchronEyes** icon in the system tray.
2. Click the **Connect** button.

The *Connect to Teacher* dialog box appears.



3. Select a different Teacher ID from the **Teacher ID** list.
4. Click the **Connect** button.

## Logging Off of SynchronEyes Student-Station Software

Students can only log off from SynchronEyes student-station software if you allow them to. By default, students are not permitted to disconnect from SynchronEyes software.

You may want to stop your students from logging off for any number of reasons. For example, you may find they're logging off to play games or surf the Internet unobserved, or you may simply want to keep the students' machines continuously connected throughout the day.

If you disable your students' ability to disconnect, the **Exit** command is deactivated on their computers. Turn to page 45 for instructions on controlling your students' ability to log off from SynchronEyes software.

### To log off from SynchronEyes student-station software

1. Click once on the **SynchronEyes** icon in the System Tray.



The Student menu appears.

2. Select **Exit**.

In the teacher's Thumbnails view, a large red **X** appears over your desktop thumbnail.

## Joining and Withdrawing from a Group

Only you can create a student group, and students can only join (or leave) a group with your permission. You may want to keep some groups closed to new members.

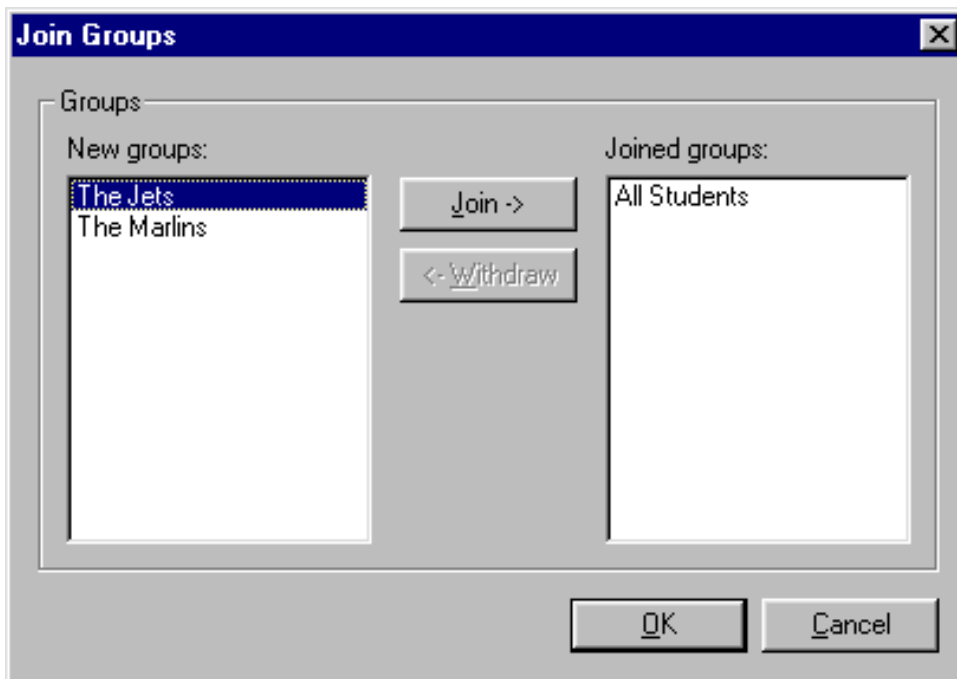
### To join a group

1. Click the **SynchronEyes** icon in the system tray, and select **Group**.





The *Join Groups* dialog box appears.



2. Select the group you want to join in the **New Groups** list.
3. Click the **Join** button.  
The selected group moves from the **New Groups** list to the **Joined Groups** list.
4. Click **OK**.  
The new group appears as a tab in your *Chat* dialog box.

### To withdraw from a group



1. Double-click the **SynchronEyes** icon in the system tray and click the **Group** button.  
The *Join Groups* dialog box appears.
2. Select the group you want to withdraw from in the **Joined Groups** list.
3. Click the **Withdraw** button.

The selected group moves from the **Joined Groups** list to the **New Groups** list.

4. Click **OK**.

## Asking the Teacher a Question

If you're busy, students often have difficulty getting your attention when they have a question. SynchronEyes software offers an easy way for students to ask questions without the frustration of not being noticed.

### To ask the teacher a question

1. Double-click the **SynchronEyes** icon in the system tray and click the **Questions** button.



The *Ask Question* dialog box appears.

A screenshot of the 'Ask Question' dialog box. The title bar is blue with the text 'Ask Question' and a close button (X). The main area is light gray and contains the text 'My question is:' followed by a large empty text input field. At the bottom right, there are two buttons: 'Submit' and 'Cancel'.

2. Type your question in the **My question is** text box.
3. Click the **Submit** button.

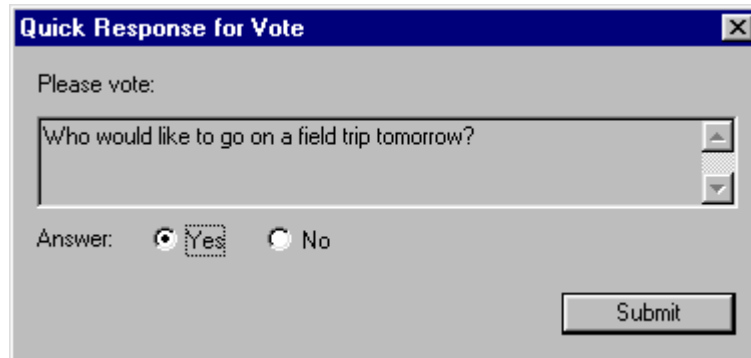
When your teacher responds, a chat dialog box automatically appears, open at the **Teacher** tab. You can now engage in a direct and private conversation with your teacher.

## Casting a Vote

You can ask your students a simple yes/no question at any time. Responses are immediately displayed on your screen.

## To cast a vote

1. When a *Quick Response for Vote* dialog box appears, accept the default **Yes** option or click **No**.



2. Click the **Submit** button.

## Chatting with the Teacher and Other Students

If you allow it, any student can initiate a chat session with other students. However, you may want to let them know that you can see all chat messages, regardless of whether they're directed to a specific group or the entire class.

**NOTE:** Unlike the teacher, students cannot save a record of their chat session as a text file.

## To send chat messages



1. Double-click the **SynchronEyes** icon in the system tray, and click the **Chat** button.  
The *SynchronEyes Student Chat* dialog box opens at the **All Students** tab.
2. To chat with an individual group (rather than the entire class), click a **Group** tab.
3. Type your message in the **My Message** box.
4. Press the ENTER key on the keyboard.  
Your message is sent to all students (plus your teacher) or to a specific group (plus your teacher).

5. To close the *SynchronEyes Student Chat* dialog box, click the **Close** button (located in the upper-right corner).



## Completing a Quiz

When you distribute a quiz to your students, a quiz window automatically appears on their desktops, over top of any applications that may be open.

Students must click one option or type a short answer or essay to indicate their response.

### To submit a quiz response

1. When a quiz appears on your screen, click the correct answer or type a response for each question.
2. Click the **Submit** button.

SynchronEyes software sends your completed quiz to your teacher.

**NOTE:** If you don't submit your quiz in a timely fashion, your teacher can collect all quizzes, regardless of whether you've finished all the questions.

## Receiving Files from the Teacher

You can send files to your students that automatically open on their desktops, or you can allow your students to open them at their convenience. In this situation, your students can view files they've received by clicking the **Received Files** button on the Student toolbar. Windows Explorer then automatically opens at the directory where the files are stored.

### To view the files sent by your teacher

1. Double-click the **SynchronEyes** icon in the system tray and click the **Received Files** button.



Windows Explorer opens at the directory specified by your teacher for submitted files (the default location is **C:\My Documents\Shared Files**).

#### TIP



All files submitted by a teacher to students will have the teacher's name (as derived from the Teacher ID) as the end of the file name. For example, if your teacher's name is Mr. Jordan, you'll find all file names in the **Shared Files** folder conclude with "**- Mr. Jordan**".

2. Open the new files in the directory.

## Sending Files to the Teacher

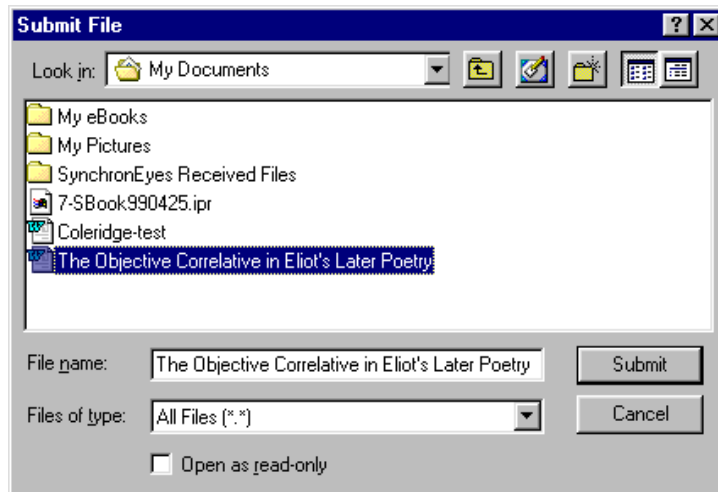
You may ask your students for their completed assignments using SynchronEyes student-station software. Students simply navigate to the file and click the **Submit** button.

### To send a file to your teacher



1. Double-click the **SynchronEyes** icon in the system tray and click the Submit File button.

The *Submit File* dialog box appears.



2. Click the arrow beside **Look in** and navigate to the directory that contains the file you want to send.
3. Select this file.
4. Click the **Submit** button.

SynchronEyes software sends the file to your teacher.

# Customer Support

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SMART's Technical Support team welcomes your call. However, you may want to contact your local reseller first if you experience problems with any SMART product. SMART's resellers can readily provide you with quick advice, so you can start enjoying the benefits of the SynchronEyes software without delay.

## Contacting SMART Technical Support

All SMART software includes free telephone, fax and e-mail support.

**Telephone:** toll-free at 1.866.518.6791 (Canada/U.S.) or +1.403.228.5940  
(all other countries)  
(Available 7 a.m. – 6 p.m. Mountain time from Monday to Friday)

**Fax:** +1.403.806.1256

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

**Website:** [www.smarttech.com](http://www.smarttech.com)

Please provide us with information about when you purchased the product, the reseller's name, the version of your operating system.

## General Inquiries

**Switchboard:** toll-free at 1.888.42.SMART (Canada/U.S.) or +1.403.245.0333  
(all other countries)

**Fax:** +1.403.806.1256

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

**Our Address:** SMART Technologies Inc.  
Suite 300, 1207 - 11th Avenue SW  
Calgary, AB CANADA T3C 0M5

## Registration

Product registration is available from [www.smarttech.com/registration](http://www.smarttech.com/registration). To facilitate user support and to receive news and updates, complete this form.

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# Appendix: License Agreement

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## License Agreement for SynchronEyes Software

Please read this License Agreement carefully. This is a legal agreement between your company (the “Company”) and SMART Technologies Inc. (“SMART”) for SynchronEyes computer-lab instruction software (the “Software”).

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This License Agreement shall be governed exclusively by the internal laws of the Province of Alberta, Canada.

If the Company has any questions concerning this License Agreement, or if the Company desires to contact SMART for any reason, please write:

SMART Technologies Inc.,  
Suite 300, 1207 - 11th Avenue SW,  
Calgary, Alberta CANADA T3C 0M5



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# SynchronEyes®

Computer-Lab Instruction Software



## Go from chaos to control without leaving your desk

SynchronEyes software gives you the power to manage your classroom, guide learning and interact with students – all from your computer.

Minimize distractions and maximize learning with teacher-friendly features. View student screens from your desktop, chat with individuals or groups, lock computers, control computers remotely and block games and the Internet. Create polls and quizzes, and the software automatically tallies the results. Broadcast any screen to the entire class – all without leaving your desk.



Because you can't be everywhere at once, you need another way to keep students on task. Whether you're in a small or large computer lab, SynchronEyes software helps you stay in touch with your students and enrich their learning environment.



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