

SMART Learning Suite FAQs

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Product information

What is SMART Learning Suite (SLS)?

SMART Learning Suite is a bundle of SMART Notebook, SMART Lesson Activity Builder and SMART amp software. It's available as a single purchase on a per-teacher, per-year subscription basis.

A one-year license is available with any SMART interactive display.

How many activations do I receive?

A subscription lets you install SMART Notebook and SMART Lesson Activity Builder on up to four computers and gives 30 students and 1 teacher access to SMART amp.

Is it included with SMART interactive displays?

Yes. Beginning January 20, 2016, all SMART interactive displays include a one-year SLS subscription.

Can I try SLS before I decide?

Yes. You can test-drive any or all of SLS's software applications for free.

- [SMART Notebook & SMART Lesson Activity Builder trial](#)
- [SMART amp trial](#)

How much does it cost?

It depends on who you are and what you need! SLS uses a subscription model based on a per-teacher, per-year plan. Every classroom, school and district is different, so we want to ensure that you have a pricing model that makes your life easier.

Find more information, visit the SLS licensing page on smarttech.com.

I am not in a Google for Education district, or I haven't launched 1:1 initiatives. Is SLS still for me?

Absolutely! SLS is designed specifically to support a variety of instructional methods like teacher-led learning, student-led learning, flipped classrooms, and much more! It also complements technology like large-format displays, 1:1 initiatives and Bring Your Own Device (BYOD) classrooms.

SLS is all about giving you the flexibility to teach the way you need to.

What happens if my subscription lapses?

You should renew it! If you don't, you can still access SLS, but some features will be disabled.

Without a valid subscription, SMART amp and SMART Lesson Activity Builder become read-only. You retain access to your current version of SMART Notebook, and read-only access to existing lessons and activities.

Premium SMART Notebook features are affected as shown in the following table:

Feature	With an expired subscription
Geogebra	Read-only. Runs existing activities. Cannot launch new activities.
SMART Blocks	Read-only. Runs existing pages with SMART Blocks. Cannot add new blocks.
You Tube	Read-only. Runs existing videos. Cannot search for new videos, cannot add new videos.
Concept Mapping	Read-only. Runs existing pages with concept maps. Cannot launch a new concept map.
Lesson Recorder	Read-only. Existing Recordings will play. Cannot create new recordings.
kapp add-on	Will not launch.
Maestro	Will not launch.

When will my SMART Learning Suite (SLS) renewal or extension start?

The term of the renewal or extension begins the day that the original Subscription (or any subsequent purchased Subscription) ends. This applies whether the renewal or extension was purchased before the expiration of the Subscription or after. If the Subscription has not been renewed within three years of the last effective Subscription's expiry, you will be required to purchase an updated version of the Software.

What operating systems are supported?

SLS is supported on the current releases for Windows, Mac and SMART Notebook extensions. All system requirements can be found in the [release notes](#). SMART Notebook for iPad is not included in SLS and must be purchased separately.

Where do I download it?

After your purchase, you'll receive an email with instructions on how to download SMART Notebook and SMART Lesson Activity Builder, and a temporary password to allow you to log into SMART amp.

Information for existing customers

What does bundling SMART software mean for me?

Educators told us that purchasing our software is too complex. By moving to a subscription model for our education software products, we eliminate unexpected costs, and remove the need to manage multiple licenses or subscriptions.

Can I get SMART Learning Suite (SLS) if I already have a SMART display?

If you're using a SMART display in your classroom, you're eligible for a customer discount.

Can I purchase classroom or site licenses?

We've replaced these kinds of licenses with a subscription model based on a per-teacher, per-year plan.

If I have a Notebook Advantage license, will I lose my existing installations when I renew?

No need to worry. SMART Notebook Advantage customers keep the same number of SMART Notebook activations when they renew with SLS.

Can I renew Notebook Advantage instead of purchasing SLS?

No. As of February 28, 2016, SMART will only offer SMART Learning Suite subscriptions, but will honor all existing Notebook Advantage subscriptions for the duration of the agreement. Once your subscription is up, you can easily renew with SLS.

Is SLS more expensive than Notebook Advantage?

Customers that previously purchased Notebook Advantage will have their pricing grandfathered upon renewal to SLS. Prices may vary from customer to customer depending on the terms of your current subscription.

I have an active SMART Notebook Advantage subscription. Do I have to wait to renew to gain the benefits of SLS?

No, you can access the benefits of the SMART Learning Suite now. Contact your SMART Representative or call 1.888.42.SMART to upgrade your Notebook Advantage subscription to include SMART amp.

Will I lose existing SMART Notebook lessons if I don't renew?

No. You retain access to the version of SMART Notebook you had before your subscription expired, as well as read-only access to existing lessons and activities. Premium SMART Notebook features are affected as shown in the following table:

Feature	With an expired subscription
Geogebra	Read-only. Runs existing activities. Cannot launch new activities.
SMART Blocks	Read-only. Runs existing pages with SMART Blocks. Cannot add new blocks.
YouTube	Read-only. Runs existing videos. Cannot search for new videos, cannot add new videos.
Concept Mapping	Read-only. Runs existing pages with concept maps. Cannot launch a new concept map.
Lesson Recorder	Read-only. Existing Recordings will play. Cannot create new recordings.
kapp add-on	Will not launch.
Maestro	Will not launch.

Do I have to use SMART amp and SMART Notebook together?

These are separate applications that provide different kinds of value to your classroom. You can use them separately or together to suit your students' needs.

It's easy to bring Notebook lessons into a SMART amp workspace if you want to. Find out more at smarttech.com/amp.

Will I lose existing SMART amp workspaces if I don't renew?

No. When your existing subscription expires, you'll still have read-only access to your workspaces. You won't be able to create new workspaces until you renew with SLS.

Can I purchase SMART Notebook/SMART amp individually?

No. As of February 28, 2016, SMART Notebook and SMART amp will no longer be available to purchase separately.

Can I get technical support without a subscription?

An SLS subscription is required to request SMART technical support, but access to our library of manuals, help documents, videos, the Knowledge Base and the new Community Forums remains free (registration may be required for some features).

Will my existing investments in SMART be recognized if I renew with SLS?

Yes! If you are using a SMART display in your classroom, you're eligible for a customer discount.

Can I still access my information in the SMART software portal?

Yes. The [SMART Software Portal](#) allows you to view your account information including product keys, activations and the end dates of your current software contracts.