Customer Support Policy for SMART Notebook® collaborative learning software

This document summarizes changes made to the support policy for SMART Notebook® collaborative learning software, communicated on September 23, 2013 and taking effect July 1, 2014.

The information in this document was updated on January 6, 2015 and is subject to change without notice. For more information for discontinued products see Discontinued products and customer support program.

The SMART Notebook® Advantage software maintenance plan is an annual paid subscription program for customers using SMART Notebook software. It covers upgrades, add-ons and technical support for SMART Notebook software. All SMART hardware includes a one-year subscription to the maintenance plan. Customers can renew annually, or pre-purchase subscriptions for multiple years.

Full Support with a SMART Notebook Advantage software maintenance plan

- **Customer Support Coverage:** Customers with products covered by a valid SMART Notebook Advantage plan can access full customer support, according to the warranty or support terms, including technical support by phone and online forms, and support materials from the online product index. Customers can also access the SMART Exchange® online education community.

Customers who don't have a valid SMART Notebook Advantage plan are entitled to full support under the following conditions.

- **SMART Notebook software installation support**: Customers with software installation issues are eligible for full support. Any support beyond software installation will require a valid SMART Notebook Advantage product key.

- **Support for existing incidents:** Customers with incidents opened before July 1, 2014 are eligible for full support without a valid Notebook Advantage product key, provided the support provided is for the same customer with the same issue on the same computer.

- **SMART Notebook software trials**: Customers who have installed a trial version of SMART Notebook software 14 are eligible for full support for the term of the trial.

- **Channel Partner support:** SMART's channel partners are eligible for full support. Channel partners are encouraged to follow SMART's support policies, as laid out in this document, with their customers.

Limited Support with an Expired SMART Notebook Advantage Plan or without a SMART Notebook Advantage Plan

- **Accessible online resources:** Customers without a valid Notebook Advantage plan can continue to access an extensive library of online support materials including product guides, how-to or technical articles, and problem solving tips. You can also access the SMART Exchange online education community. For all products that no longer have a valid software support term, SMART will discontinue additional customer support services including phone support and email support.

Updated January 6, 2015

- **Confirmed warranty coverage period:** You can [check the term of your SMART Care Protection Plan warranty](#) term by entering the serial number to determine if the product is still covered under a valid warranty and when the warranty period will expire.

Support for Related SMART Software Products

- **SMART Notebook Math Tools software:** SMART Notebook Math Tools is supported if customers have a valid SMART Notebook Math Tools product key, or if the customer has installed the software as a trial.
- **SMART Product Drivers and SMART Ink™ software:** SMART Ink and SMART Product Drivers are supported under the SMART Notebook Advantage plan. Customers are eligible for full support only if they have valid SMART Notebook Advantage product key or their SMART hardware product has a valid warranty.
- **SMART Response® interactive response software**: SMART Response VE software is supported under the SMART Notebook Advantage plan. All other types of SMART Response software are fully supported if the SMART Response hardware has a valid warranty.

Supported SMART Notebook software versions by operating system

Windows® operating systems

	SMART Notebook 14.3 software	SMART Notebook 14.2 software	SMART Notebook 14.1 software	SMART Notebook 14.0 software	SMART Notebook 11.4 software
Windows 8.1	✓	✓	✓	✓	✓
Windows 8	✓	✓	✓	✓	✓
Windows 7 SP1	✓	✓	✓	✓	✓
Windows XP SP3					✓

Mac OS X operating system software

	SMART Notebook 14.3 software	SMART Notebook 14.2 software	SMART Notebook 14.1 software	SMART Notebook 14.0 software	SMART Notebook 11.4 software
Mac OS X 10.10	✓				
Mac OS X 10.9	✓	✓	✓	✓	✓
Mac OS X 10.8	✓	✓	✓	✓	✓
Mac OS X 10.7		✓	✓	✓	✓

Linux® operating systems

	SMART Notebook 11 SP1 software	SMART Notebook 11 software	SMART Notebook 10.3 software
Linux Debian® 7.2	✓		
Linux Debian 6		✓	
Ubuntu ® 12.04 LTS	✓	✓	
Red Hat® Enterprise Linux 6.0		✓	✓
Linkat 4		✓	
openSUSE® 11.4		✓	✓
openSUSE 11.3			
Ubuntu® 11.04			✓
Ubuntu 11.10		✓	
Ubuntu 10.04 LTS		✓	✓

Additional Information

See the SMART Notebook Advantage FAQs for additional information.

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smarttech.com/support
smarttech.com/contactsupport

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