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SMART Notebook™ 10
System Administrator's Guide

Mac OS X Operating System Software

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Patent No. US6320597; US6326954; US6741267; US7151533; US7499033; US7757001; and CA2252302. Other patents pending.

02/2011

Installation overview

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Please send any feedback on this guide to DocumentationFeedback@smarttech.com.

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Chapter 1
Getting started

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About this guide

This guide explains how to customize and deploy SMART Notebook™ collaborative learning software 10 and SMART Product Drivers10 on network computers, and then how to configure and maintain the SMART Notebook software installation.

This guide is intended for IT administrators and others experienced with customizing, deploying and administering software on Mac computers in a networked environment. To use this guide, you must:

- Know how to complete basic administrative tasks in Mac OS X operating system software such as working in Terminal
- Have administrative privileges and access to servers
- Have access to the SMART Notebook software DVD or the SMART Support website

NOTE

For versions prior to SMART Notebook software 10.7 and SMART Product Drivers 10.7 SP1, the SMART Notebook software and SMART Product Drivers installation packages are located on separate CDs.

Computer requirements

Before installing SMART Notebook software and SMART Product Drivers, ensure your computers meet the minimum requirements:

- 1.5 GHz Intel® processor or better
- 1 GB of RAM

- 1 GB of free hard disk space for minimum installation (2 GB for full installation with Gallery collections)
- Mac OS X 10.5.8 operating system software or later
- Adobe® Flash® Player 10

NOTE

These requirements are for SMART Notebook software 10.7. For requirements for previous versions, see the SMART Notebook software 10 release notes (smarttech.com/kb/126571).

Installation packages

There are two installation packages (also known as MPKG files) for SMART Notebook software 10.7 and SMART Product Drivers 10.7 SP1:

Installation package	File name
SMART Notebook software	**SMART Notebook.mpkg**
SMART Product Drivers	**SMART Product Drivers.mpkg**

These installation packages are located on the SMART Notebook software DVD.

NOTE

For versions prior to SMART Notebook software 10.7 and SMART Product Drivers 10.7 SP1, the SMART Notebook software and SMART Product Drivers installation packages are located on separate CDs.

Alternatively, you can download the packages from smarttech.com/software.

Chapter 2

Customizing installation packages with SMART Install Manager

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SMART Install Manager enables you to customize SMART software installation packages (DMG or MPKG files). You can publish your customizations as MPKG files and then deploy the MPKG files to computers.

Installing SMART Install Manager

You can install SMART Install Manager from the included DVD.

OR

You can download and install SMART Install Manager from the SMART Support website.

To install SMART Install Manager from the DVD

1. Insert the DVD in your computer's DVD drive.
2. In the Finder, select the DVD (under *Devices*), and then double-click **SMART Install Manager.mpkg**.

   The SMART Install Manager installation wizard appears.
3. Follow the on-screen instructions.

To install SMART Install Manager from the website

1. Go to smarttech.com/software.
2. Browse to the appropriate download page, and then follow the on-screen instructions to download the **SMART Install Manager.dmg** file.
3. Double-click the **SMART Install Manager.dmg** file to mount the disk image.
4. Double-click the **SMART Install Manager.mpkg** file.

   The SMART Install Manager installation wizard appears.
5. Follow the on-screen instructions.

Using SMART Install Manager

After you install SMART Install Manager, you can start it by opening the Finder, browsing to **/Applications/SMART Install Manager**, and then double-clicking **Install Manager**.

With SMART Install Manager, you can do the following:

- Open and customize an installation package.
- Save your changes to the installation package.
- Publish your changes to the installation package as an MPKG file.

Opening an installation package

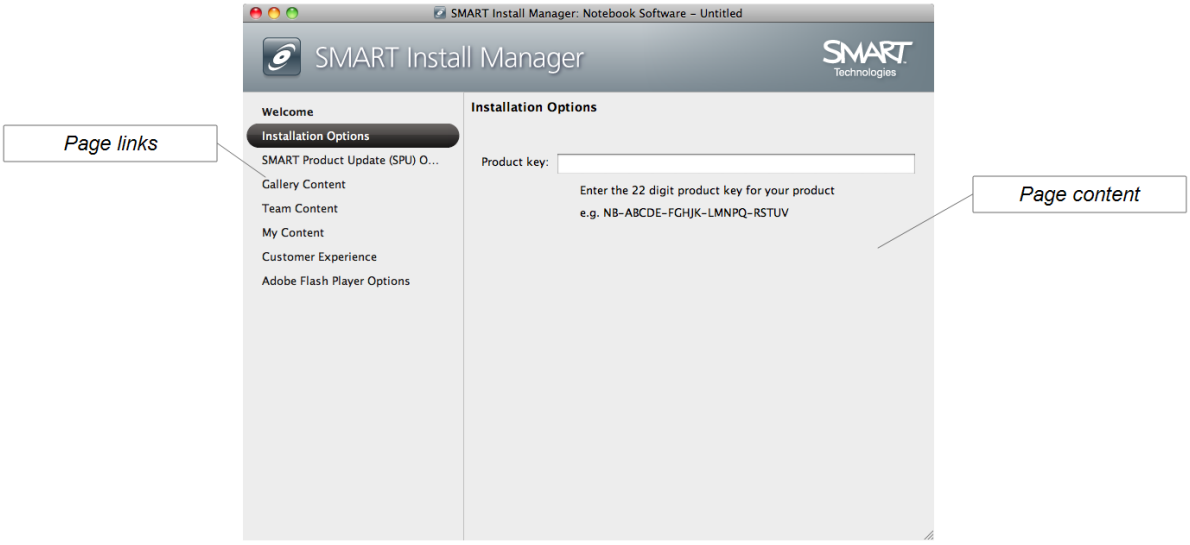
To customize an installation package, drag its DMG or MPKG file into the SMART Install Manager window.

Alternatively, you can browse for installation packages on your computer by clicking **Specify a package to modify** or .

NOTE

All installation packages you've previously opened in SMART Install Manager appear in the *Unmodified Packages* tab.

After you open an installation package, a set of pages for that installation package appears in SMART Install Manager. Customize the installation package using the controls in these pages.



Saving your changes

After customizing an installation package, you can save your changes as an XML file by selecting **File > Save As**. When you next start SMART Install Manager, you can load the XML file by selecting **File > Open**, or by opening the MPKG file, and then selecting **File > Import**.

NOTE

All XML files you create or open in SMART Install Manager appear in the *Modified Packages* tab of the *Welcome* page.

Publishing your changes as an MPKG file

The final step in using SMART Install Manager to customize an installation package is to publish your changes as an MPKG file. Do this by selecting **File > Publish**, and then using the dialog box to define a location for and create the MPKG file.

Customizing the SMART Notebook software installation package

To customize the SMART Notebook software installation package, open the **SMART Notebook.mpkg** file in SMART Install Manager (see *Using SMART Install Manager* on page 4), and then set the controls on each page.

Control	Procedure	Notes
Installation Options		
Product key	Type your 22-character product key for the software.	You can type the product key with or without hyphens. When you type a volume product key, you activate software when you deploy it to your network computers.
SMART Product Update (SPU) Options		
Install SMART Product Update	Select this check box to install SPU.	If you want to customize SPU, you need to make the same customizations in both the SMART Notebook software and SMART Product Drivers installations.
Check for updates	Type the number of days (1 to 60) between SPU checks.	By default, SPU checks for product updates every 30 days. This option is available only if you install SPU.
Notify users about SMART product updates	Select this check box to notify each network computer of available SMART product updates.	This option is available only if you install SPU.
Gallery Content		
See *Installing and maintaining Gallery content* on page 19.		
Team Content		
Team Content path	Type the path to the **Team Content** folder, which is a location on your school's network where users can store shared content.	For information on creating a **Team Content** folder, see *Creating or connecting to Team Content folders* on page 25.
My Content		
My Content path	Type the path to the **My Content** folder, which is a location on the user's computer where he or she can store individual content.	You can include environment variables in the path (for example, **${HOME}/My Content**).

Control	Procedure	Notes
Customer Experience		
Allow users to participate in the Customer Experience Program	Select this option to allow the user to enable or disable the Customer Experience Program.	When SMART Notebook software first starts, it will ask the user whether he or she wants to participate in the Customer Experience Program.
Enable the Customer Experience Program on all computers	Select this option to enable the Customer Experience Program for the user automatically.	
Disable the Customer Experience Program on all computers	Select this option to disable the Customer Experience Program for the user automatically.	
Adobe Flash Player		
Install Adobe Flash Player	Select this check box to include Adobe Flash Player in the installation.	Clear the check box if you don't want to install the version of Adobe Flash Player included with the software installation package.

Customizing the SMART Product Drivers installation package

To customize the SMART Product Drivers installation package, open the **SMART Product Drivers.mpkg** file in SMART Install Manager (see *Using SMART Install Manager* on page 4), and then set the controls on each page.

Control	Procedure	Notes
SMART Product Update (SPU) Options		
Install SMART Product Update	Select this check box to install SPU.	If you want to customize SPU, you need to make the same customizations in both the SMART Notebook software and SMART Product Drivers installations.
Check for updates	Type the number of days (1 to 60) between SPU checks.	By default, SPU checks for product updates every 30 days. This option is available only if you install SPU.

Control	Procedure	Notes
Notify users about SMART product updates	Select this check box to notify each network computer of available SMART product updates.	This option is available only if you install SPU.
Post Installation Options: SMART Tools		
Start SMART Tools at logon	Select this check box to start SMART Tools when the user logs on.	

Removing SMART Install Manager

You can remove SMART Install Manager from your computer if you no longer need it. You can do this using Terminal or by dragging files to the Trash.

To remove SMART Install Manager using Terminal

1. In the Finder, browse to **/Applications/Utilities**, and then double-click **Terminal**.

   The *Terminal* window appears.

2. Type the following command:

   ```
   sudo rm -irf "/Applications/SMART Install Manager"
   ```

3. Press RETURN.
4. Type your administrator password, and then press RETURN.
5. For Mac OS X 10.5.8 operating system software, type the following command:

   ```
   sudo rm -irf "/Library/Receipts/SMART Install Manager.pkg"
   ```

   OR

   For Mac OS X 10.6 operating system software, type the following command:

   ```
   sudo pkgutil --forget com.smarttech.instllmgr10
   ```

6. Press RETURN.
7. Type your administrator password, and then press RETURN.

To remove SMART Install Manager by dragging files to the Trash

1. In the Finder, browse to **/Applications**, and then drag the **SMART Install Manager** folder to the Trash.
2. Browse to **/Library/Receipts**, and then drag **SMART Install Manager.pkg** to the Trash.

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After customizing SMART Notebook software and SMART Product Drivers with SMART Install Manager, you can deploy MPKG files to the computers on your network.

You might need to manually activate the software after deploying it.

Deploying the software

There are many methods for deploying software installation packages. The following are three common methods:

- Use Apple Remote Desktop remote desktop software to manage your software installations.
- Use a remote task server and Apple Remote Desktop software to manage your software installations.
- Use Terminal to install customized software on each computer.

NOTE

For more information on using Apple Remote Desktop software, refer to the documentation you received with the software.

To use Apple Remote Desktop software

1. Copy the MPKG file that you created with SMART Install Manager to a server.
2. Using Apple Remote Desktop software on the server, select the computers that you want to update.
3. Select **Install Packages**.

   A dialog box appears.

4. Drag the MPKG file to the *Packages* box in the dialog box.
5. Click **Install** to install the software on the selected computers.

To use a remote task server and Apple Remote Desktop software

1. Copy the MPKG file that you created with SMART Install Manager to an administrator server.
2. Using Apple Remote Desktop software, set up a second computer as a remote task server.
3. Using Apple Remote Desktop software on the administrator server, type the remote task server's IP address.
4. Select the computers that you want to update.
5. Select **Install Packages**.

   A dialog box appears.
6. Drag the MPKG file to the *Packages* box in the dialog box.
7. Click **Install** to install the software on the selected computers.

To use Terminal

1. In the Finder, browse to **/Applications/Utilities**, and then double-click **Terminal**.

   The *Terminal* window appears.
2. Type the following command:

   ```
   sudo installer -target / -pkg [Path]/[File name].mpkg
   ```

   Where

   - *[Path]* is the path to the MPKG file.
   - *[Filename]* is the name of the MPKG file.
3. Press RETURN.
4. Type your administrator password, and then press RETURN.

Activating the software after installation

There are two situations in which SMART Notebook software doesn't activate completely:

- **Imaging a computer:** For SMART Notebook software to activate properly, each computer you install it on must have a unique installation ID. If you use a computer image or clone a hard drive to set up multiple computers, they all have the same installation ID as the original computer, which can cause an activation error.
- **Protecting software for computer configurations:** If you use system recovery or protection software, you should activate SMART Notebook software before you lock or freeze the computer for your users. However, if you can't, you must activate the software afterward.

Run the activation wizard while connected to the network or complete the following procedure to activate the software on each computer.

To activate the software after installation

1. In the Finder, browse to **/Applications/Utilities**, and then double-click **Terminal**.

   The *Terminal* window appears.

2. Type the following command:

   ```
   sudo /Library/Application\ Support/SMART\ Technologies/
   activationwizard.app/Contents/MacOS/activationwizard
   --puid clash_notebook --m=4 --v=1 --pk [Product key] --a
   ```

   Where *[Product key]* is the SMART Notebook software product key.

3. Press RETURN.
4. Type your administrator password, and then press RETURN.

Chapter 4
Updating the software

SMART periodically releases updates to SMART Notebook software and SMART Product Drivers. These updates add new features and resolve issues.

Go to smarttech.com/software to download the latest updates.

To update SMART Notebook software

1. Download the DMG file from the SMART website.
2. In the Finder, browse to and double-click **/Applications/SMART Install Manager/Install Manager**.

   The *SMART Install Manager* window appears.
3. Open the DMG file you downloaded in step 1 in SMART Install Manager (see *Opening an installation package* on page 4).
4. Customize the file by setting the controls on each page (see *Customizing the SMART Notebook software installation package* on page 6 or *Customizing the SMART Product Drivers installation package* on page 7).

   OR

   Apply customizations that you previously created for an earlier version and saved in an XML file (see *Saving your changes* on page 5) by selecting **File > Import**, browsing to the XML file, and then clicking **Open**.
5. Publish your customizations as an MPKG file (see *Saving your changes* on page 5), and then deploy the MPKG file to computers on your network (see *Deploying the software* on page 9).

Chapter 5
Removing the software

After deploying SMART Notebook software and SMART Product Drivers, you can use Apple Remote Desktop software or Terminal to remove the software.

NOTE

For more information on using Apple Remote Desktop software, refer to the documentation you received with the software.

To remove SMART Notebook software using Apple Remote Desktop software

1. Using Apple Remote Desktop software on the server, select the computers that you want to update.
2. Click **UNIX**.

   A dialog box appears.

3. For each component you want to remove, type the appropriate command:
   - SMART Notebook software

     ```
     sudo "/Applications/SMART Notebook/
     Uninstall Notebook Software.app/Contents/MacOS/
     Uninstall Notebook Software" -reallyuninstall
     ```

   - SPU

     ```
     sudo "/Applications/SMART Product Update/
     Uninstall SMART Product Update.app/Contents/MacOS/
     Uninstall SMART Product Update" -reallyuninstall
     ```

   - SMART Gallery Setup

     ```
     sudo "/Applications/SMART Gallery Setup/
     Uninstall Gallery Setup.app/Contents/MacOS/
     UninstallGallery Setup" -reallyuninstall -silent
     ```

   - SMART Product Drivers

     ```
     sudo "/Applications/SMART Product Drivers/
     Uninstall SMART Product Drivers.app/Contents/MacOS/
     Uninstall SMART Product Drivers" -reallyuninstall
     ```

4. Under *Run command as*, click **User**, and then specify the root user.
5. Click **Send** to remove SMART Notebook software from your network computers.

To remove SMART Notebook software using Terminal

1. In the Finder, browse to **/Applications/Utilities**, and then double-click **Terminal**.

   The *Terminal* window appears.

2. For each component you want to remove, type the appropriate command:
    - SMART Notebook software

      ```
      sudo "/Applications/SMART Notebook/
      Uninstall Notebook Software.app/Contents/MacOS/
      Uninstall Notebook Software" -reallyuninstall
      ```

    - SPU

      ```
      sudo "/Applications/SMART Product Update/
      Uninstall SMART Product Update.app/Contents/MacOS/
      Uninstall SMART Product Update" -reallyuninstall
      ```

    - SMART Gallery Setup

      ```
      sudo "/Applications/SMART Gallery Setup/
      Uninstall Gallery Setup.app/Contents/MacOS/
      UninstallGallery Setup" -reallyuninstall -silent
      ```

    - SMART Product Drivers

      ```
      sudo "/Applications/SMART Product Drivers/
      Uninstall SMART Product Drivers.app/Contents/MacOS/
      Uninstall SMART Product Drivers" -reallyuninstall
      ```

3. Press RETURN.
4. Type your administrator password, and then press RETURN.

Appendix A

Installing and maintaining Gallery content

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Gallery content includes the following:

- Gallery Essentials, which is a collection of educational photos and other images, audio files, and Adobe Flash Player compatible files.
- Lesson Activity Toolkit, which contains objects teachers can use to create their own lesson activities.

You can access Gallery content from the *Gallery* tab.

Installing Gallery content

Typically, you install Gallery content on each user's computer. However, you have the option of installing Gallery content in a central location and then configuring the software to refer to that location. This is ideal for environments where hard disk space on computers is limited.

Installing Gallery content on each computer

Downloading Gallery content

Download Gallery content from the DVD or the Internet to a folder on your school's network following the procedures in this section, and then install the content on each computer from this folder.

OR

Download the content from the SMART website during installation.

NOTE

To download Gallery content from the DVD, you must have SMART Notebook software on your computer.

To download Gallery content from the DVD

1. Insert the DVD in your computer's DVD drive.
2. In the Finder, select the DVD (under *Devices*), and then browse to the **/Content/Gallery Essentials** folder.
3. Double-click **SMARTEssentials.gallerycollection**.

   Gallery Setup starts.
4. In the *Content* tab, select the check boxes of the categories you want to include and clear the check boxes of the categories you don't want to include.
5. In the *Languages* tab, select the check boxes of the language packs you want to include and clear the check boxes of the language packs you don't want to include.

   TIP

   To see the language pack names in English, clear the **Show native names** check box.
6. In the *Installation folder for Gallery content* box, type the path to the folder where you want to store the Gallery collection.
7. Click **Next**.

   Gallery Setup installs the selected Gallery collection.
8. Click **Finish**.
9. Repeat steps 2 to 8 for the Lesson Activity Toolkit (**/Content/Lesson Activity Toolkit/Lesson Activity Toolkit.gallerycollection**).

To download Gallery content from the Internet

1. Open the SMART Notebook software installation package in SMART Install Manager.
2. Click **Gallery Content**.

   The *Gallery Content* page appears.
3. Click **Install the Gallery on each computer**.
4. Click **Download**, and then select the location to download the Gallery content to.
5. Click **Choose** to start the download.
6. Click **Close** when the download is complete.

Configuring Gallery content using SMART Install Manager
Complete the procedure in this section to configure Gallery content.

To configure Gallery content using SMART Install Manager

1. Open the SMART Notebook software installation package in SMART Install Manager.
2. Click **Gallery Content**.

   The *Gallery Content* page appears.
3. Click **Install the Gallery on each computer**.
4. In the *Source location* box, type the path to the folder on your school's network that contains the Gallery content (if you downloaded Gallery collections to your school's network).
5. In the *Destination location* box, type the path to the location on each computer where you want to install the Gallery collections if you don't want to use the default folder (**/Library/Application Support/SMART Technologies/SMART Notebook Galleries/SMART Technologies**).
6. Clear the check boxes of the Gallery collections you don't want to install.
7. Publish your changes as an MPKG file, and then deploy the MPKG file.

Installing Gallery content in a central location

Downloading Gallery content
To place and use Gallery content in a central location on your school's network, you must first download the content from the DVD or the Internet to that location by performing one of the procedures in this section.

NOTE

To download Gallery content from the DVD, you must have SMART Notebook software on your computer.

To download Gallery content from the DVD

1. Insert the DVD in your computer's DVD drive.
2. In the Finder, select the DVD (under *Devices*), and then browse to the **/Content/Gallery Essentials** folder.
3. Double-click **SMARTEssentials.gallerycollection**.

   Gallery Setup starts.
4. In the *Content* tab, select the check boxes of the categories you want to include and clear the check boxes of the categories you don't want to include.
5. In the *Languages* tab, select the check boxes of the language packs you want to include and clear the check boxes of the language packs you don't want to include.

   TIP

   To see the language pack names in English, clear the **Show native names** check box.
6. In the *Installation folder for Gallery content* box, type the path to the folder where you want to store the Gallery collection.
7. Click **Next**.

   Gallery Setup installs the selected Gallery collection.
8. Click **Finish**.
9. Repeat steps 2 to 8 for the Lesson Activity Toolkit (**/Content/Lesson Activity Toolkit/Lesson Activity Toolkit.gallerycollection**).

To download Gallery content from the Internet

1. Open the SMART Notebook software installation package in SMART Install Manager.
2. Click **Gallery Content**.

   The *Gallery Content* page appears.
3. Click **Share Gallery content with all computers from a common network location**.
4. If you want to download the Gallery Essentials collection, click **Install** beside *Essentials for Educators*, and then follow the on-screen instructions.

5. If you want to download the Lesson Activity Toolkit collection, click **Install** beside *Lesson Activity Toolkit*, and then follow the on-screen instructions.

Configuring Gallery content using SMART Install Manager

Complete the procedure in this section to configure Gallery content.

To configure Gallery content using SMART Install Manager

1. Open the SMART Notebook software installation package in SMART Install Manager.
2. Click **Gallery Content**.

   The *Gallery Content* page appears.
3. Click **Share Gallery content with all computers from a common network location**.
4. In the *Gallery location* box, type the path to the folder on your school's network that contains the Gallery content.
5. Publish your changes as an MPKG file, and then deploy the MPKG file.

Modifying Gallery content

After installing the software, you can modify Gallery content using Gallery Setup.

To run Gallery Setup

1. In the Finder, browse to **/Applications/SMART Gallery Setup**.
2. Double-click **Gallery Setup**.
3. Type your administrator password, and then click **OK**.

   The *Select a Gallery* dialog box appears.
4. Select the Gallery collection you want to modify, and then click **OK**.

   Gallery Setup starts.
5. In the *Content* tab, select the check boxes of the categories you want to include and clear the check boxes of the categories you don't want to include.
6. In the *Languages* tab, select the check boxes of the language packs you want to include and clear the check boxes of the language packs you don't want to include.

   TIP

   To see the language pack names in English, clear the **Show native names** check box.

7. In the *Installation folder for Gallery content* box, type the path to the folder where you want to store the Gallery collection.
8. Click **Next**.

   Gallery Setup updates the selected Gallery collection.
9. Click **Finish**.

Changing Gallery content locations

After installing the software, you can do the following:

- Change the location of the **My Content** folder.
- Create or connect to a **Team Content** folder.
- Connect to an RSS feed.

Starting the software in Administration mode

Before you can maintain content folders, you must start the software in Administration mode.

To start SMART Notebook software in Administration mode

1. In the Finder, browse to **/Applications/Utilities**, and then double-click **Terminal**.

   The *Terminal* window appears.
2. Type the following command:

   ```
   sudo /Applications/SMART\ Notebook/Notebook.app/Contents/
   MacOS/Notebook -admin
   ```
3. Press RETURN.
4. Type your administrator password, and then press RETURN.

   SMART Notebook software starts in Administration mode.

Changing the location of the My Content folder

The **My Content** folder is a location where teachers and students can store content for their individual use.

You can specify the location of the **My Content** folder during installation. If you don't specify a location, the default location is **/Library/Application Support/SMART Technologies Inc/Gallery/My Content**.

To change the location of the My Content folder after installation

1. Start the software in Administration mode (see *Starting the software in Administration mode* on previous page).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon, and then select **Administration: Content Locations**.

   The *Administration: Content Locations* dialog box appears.
4. Click **Browse**.

   The *Open* dialog box appears.
5. Browse to and select the new **My Content** folder, and then click **Open**.
6. Click **Close**.
7. Close the software.

Creating or connecting to Team Content folders

All users can create new content and save it in their **My Content** folders. To allow users to share content, you must create or connect to a **Team Content** folder.

TIP

If you create a **Team Content** folder on a computer's hard disk, the folder is available only to users of that computer. However, if you create a **Team Content** folder on a server, the folder is available to all users on the school's network with read and write access to the folder.

To create a new Team Content folder

1. Start the software in Administration mode (see *Starting the software in Administration mode* on previous page).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon, and then select **Administration: Content Locations**.

   The *Administration: Content Locations* dialog box appears.
4. Click **Create New**.

   The *Open* dialog box appears.

5. Browse to and select the folder you want to designate as a **Team Content** folder, and then click **Open**.
6. Click **Close**.
7. Close the software.

To connect to an existing Team Content folder

1. Start the software in Administration mode (see *Starting the software in Administration mode* on page 24).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon, and then select **Administration: Content Locations**.

   The *Administration: Content Locations* dialog box appears.
4. Click the **+** button.

   The *Open* dialog box appears.
5. Browse to and select the **Team Content** folder, and then click **Open**.
6. Click **Close**.
7. Close the software.

To disconnect a Team Content folder

1. Start the software in Administration mode (see *Starting the software in Administration mode* on page 24).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon, and then select **Administration: Content Locations**.

   The *Administration: Content Locations* dialog box appears.
4. Select the folder in the *Team Content* list, and then click the **–** button.

   IMPORTANT

   If you installed the Gallery Essentials and Lesson Activity Toolkit collections, folders for those collections appear in the *Team Content* list. Do not remove these folders from the list, or users will not be able to access these collections.
5. Click **Close**.
6. Close the software.

Connecting to an RSS feed

You can connect to a public or private RSS feed to send information to your school's SMART Notebook software and SMART Notebook SE (Student Edition) software users through the *Gallery* tab.

RSS is a format for delivering regularly changing web content. Many news-related websites, blogs and other publishers broadcast their content as RSS feeds.

To connect to an RSS feed

1. Start the software in Administration mode (see *Starting the software in Administration mode* on page 24).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon , and then select **Administration: Content Locations**.

   The *Administration: Content Locations* dialog box appears.
4. Type the URL of the RSS feed in the *Online Resources* box.
5. Click **Close**.
6. Close the software.

Appendix B
Customer support

Online information and support

Visit www.smarttech.com/support to view and download user's guides, how-to and troubleshooting articles, software and more.

Training

Visit www.smarttech.com/trainingcenter for training materials and information about our training services.

Technical support

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

NOTE

To locate your local reseller, visit www.smarttech.com/wheretobuy.

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

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

General inquiries

Address	SMART Technologies 3636 Research Road NW Calgary, AB T2L 1Y1 CANADA
Switchboard	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada)
Fax	+1.403.228.2500
E-mail	info@smarttech.com

Registration

To help us serve you, register online at www.smarttech.com/registration.

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