The Senteo™ Interactive Response System: Frequently Asked Questions

SMART Technologies™

Contents

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General Questions

1. What are the installation requirements for Windows® operating systems?

- Windows 2000 operating system or later

- Pentium® II 450 MHz processor

- 128 MB of RAM (256 MB recommended)

- 136 MB of free hard disk space for minimum installation (511 MB for full installation with Gallery collections)

- Microsoft® Internet Explorer® browser 6.0 or later

- Adobe® Flash® player 8

2. What are the installation requirements for Mac operating system software?

- Mac OS operating system software v10.4.8 to v10.4.10

    NOTE: Senteo™ software service pack 1 supports Mac computers with Intel® processors.

- 700 MHz processor (1 GHz or faster recommended)

- 128 MB of RAM (256 MB recommended)

- 180 MB of free hard disk space for minimum installation (511 MB for full installation with Gallery collections)

- Adobe Flash player 9

3. What are the Senteo interactive response system order numbers?

Order No.	Carrying Case	Remotes	AA Batteries	Receiver	Phillips® No. 2 Screwdriver	Quick Start Guide	Senteo Software CD
SNT-24	1	24	48	1	1	1	1
SNT-32	1	32	64	1	1	1	1
SNT-RCV-1	0	0	0	1	0	0	1
SNT-RMT-1	0	1	2	0	0	0	0
SNT-RMT-5	0	5	10	0	0	0	0

4. What are the advantages of using remotes with radio frequency, instead of infrared frequency technology?

Because the Senteo interactive response system uses radio frequency technology, you don't have to ensure that there is a line of sight between the remote and the receiver. Therefore, there are several advantages to using the Senteo interactive response system in a classroom:

- Students can comfortably hold and operate their remotes.

- Students sitting anywhere in a classroom can effectively operate their remotes.

- Teachers can connect and position their receivers to best suit their environment.

5. Can other wireless devices interfere with the Senteo interactive response system?

- Microwave ovens in operation interfere with the Senteo interactive response system.

- Wireless devices that operate at a 2.4 GHz frequency don't interfere with the Senteo interactive response system.

- Most wireless routers don't interfere with the Senteo interactive response system, because they operate on different channels.

6. How far away can I use the remote?

The remote works up to 98' (30 m) from the receiver.

You don't have to ensure that there is a line of sight between the remote and the receiver, because the Senteo interactive response system uses radio frequency technology.

7. What is the communication time lag between the remote and receiver?

There is a 200 ms communication time lag between the remote and the receiver.

8. What is a heartbeat signal and how does it help Senteo interactive response system communication?

Remotes send heartbeat signals to their receivers every 10 seconds, in order to maintain connected to their receivers.

If a receiver doesn't receive a heartbeat signal from a student's connected remote within 50 seconds, Senteo software notifies the teacher that the student will be disconnected. After Senteo software disconnects the student, the student must rejoin the class.

Warranty and Servicing Questions

9. How do I know if I should replace or repair my receiver and remotes?

SMART replaces receivers and remotes, instead of repairing them. If you require replacements, SMART may request that you send in your receivers and remotes for technical analysis.

10. Is there a warranty for the AA batteries included with the Senteo interactive response system?

There is warranty for the AA batteries included with the Senteo interactive response system.

11. Is there a serial number on each remote and receiver?

There is a date code inside the battery compartment of each remote. There is a serial number on the bottom of each receiver.

Also, every receiver and remote has a unique hardware ID that begins with the letters "MAC".

12. How can I order replacement screws for the battery compartment cover?

SMART is developing an order number for replacement battery compartment screws.

Receiver Questions

13. How many users can connect to a receiver?

On average, there are 30 to 35 students in a classroom (kindergarten to grade 12). Therefore, a single receiver supports up to 40 students.

14. What frequencies and channels does the receiver operate at?

The receiver operates at a 2.45 GHz frequency on one channel at a time.

If you set your receiver to Automatic mode, it automatically selects 1 of 16 channels when you connect it to your computer. The receiver operates on this channel until you turn off your computer.

15. Why are only 2 or 3 channels out of 16 marked as "Good" signals?

The Senteo interactive response system operates at the 2.4 GHz frequency band. This is the same frequency that other wireless devices use, such as Bluetooth® technology and cordless phones.

Regulatory organizations attributed 16 channels in the 2.4 GHz band for commercial wireless devices. Within this band, the Senteo interactive response system uses only a few of these channels, so that it doesn't interfere with other wireless devices.

16. Because only 16 channels are available to the Senteo interactive response system, can only 16 classrooms in a school use the Senteo interactive response system?

If 16 classrooms are in close proximity, you can use the Senteo interactive response system in only 16 classrooms, if each classroom uses a different channel.

If the16 classrooms aren't in close proximity—that is, at least 328' (100 m) apart—and there is no interference from other wireless devices, such as Bluetooth technology and microwave ovens, you can use the Senteo interactive response system in an unlimited number of classrooms.

17. Can two receivers operate on the same channel?

Two receivers can operate on the same channel if you place them at least 328' (100 m) apart.

18. Can I connect more than one receiver to a single computer to increase the number of remotes in a classroom?

The Senteo interactive response system supports only one connected receiver per computer.

19. Can I extend the receiver's USB cable?

- You can extend the receiver's USB cable with a passive USB extender, up to a total length of approximately 16' (5 m), including the receiver's 6' (1.8 m) cable.
- You can extend the receiver's USB cable with active USB extenders, such as SMART USB extenders (Part No. USB-XT), to over 16' (5 m).

20. Does the receiver require a device driver?

When you connect the receiver to your computer, the receiver automatically installs all required hardware drivers.

For Windows operating systems, the receiver automatically installs its hardware drivers in the following directory: **C:\Program Files\SMART Technologies Inc\Senteo\Drivers**.

21. Does the receiver support the USB 1.1 or 2.0 specification?

The receiver supports the USB 1.1 specification and later (including 2.0).

22. How much power does a receiver draw from the connected computer's USB receptacle?

A receiver draws 30 mA to 37 mA of power from the connected computer's USB receptacle.

23. Does the receiver automatically switch to Power Save mode?

The receiver switches to Power Save mode after three hours of inactivity.

24. What do the receiver's lights indicate?

NOTE: In the following table, *flashing* denotes that the light turns on and off at regular intervals. *Blinking* denotes that the light turns on and off at irregular intervals.

Ready Light
Receive Light
Transmit Light
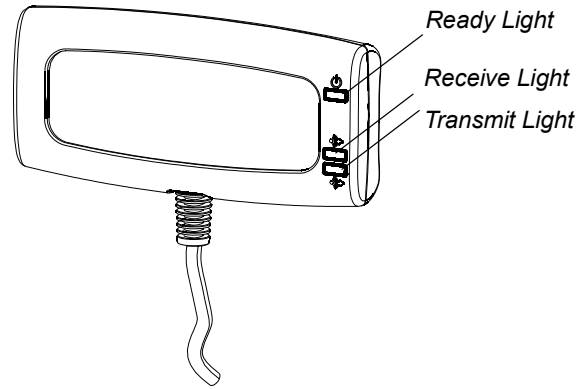
Ready Light	Transmit Light	Receive Light	Receiver State
Red, Green, Yellow	Green	Green	• The receiver is starting. • The lights flash in sequence.
Flashing Green	Off	Off	The receiver is scanning radio channels.
Blinking Green	Any state	Any state	The receiver is accepting commands from the computer.
Blinking Red	Any state	Any state	The receiver rejected a command from the computer.
Green	Flashing (lasts for approximately 250 ms)	Blinking when it receives data from a remote	• The receiver is receiving power from the computer. • The receiver is communicating with the computer. • The receiver isn't receiving commands from the computer.
Yellow	Off	Off	The receiver has power, but communication circuits aren't working.
Flashing Red	Flashing	Flashing	• The Senteo interactive response system is running manufacture tests. • The receiver isn't operational. • All lights flash together.
Flashing Yellow	Any state	Any state	There receiver software found an error when it started.
Flashing Yellow	Flashing	Flashing	• The receiver software didn't succeed. • This occurs before the receiver resets itself.

Remote Questions

25. How many buttons are on a remote and what are their functions?

Each remote has 21 buttons:

Power Button

Enter Button

Ask Question Button

Selection Buttons

Menu Button

True/False Buttons

Delete Button

Alphanumeric Keys

+/– Button

Fraction/Decimal Button

Remote Button	Function
Power	• Press for one second to turn on the remote. • Press for one or two seconds to turn off the remote.
Selection	Scroll up and down menus.
True/False	Answer true or false questions.
Alphanumeric	Answer multiple choice and numeric questions.
+/–	Give a positive or negative value to a numeric answer.
Enter	Make or confirm a selection.
Ask Question	Request the teacher's attention or ask a question.
Menu	Display the remote's menu.
Delete	Delete alphanumeric characters.
Fraction/Decimal	Create fractional or decimal answers.

26. What type of batteries do remotes require?

Each remote requires two AA batteries, which are long lasting and replaceable.

27. How long do the AA batteries last?

Batteries last for approximately 500 hours of classroom use.

The battery indicator on the remote's LCD display lights up when only 10% of battery life remains.

28. Can I install rechargeable batteries in the remotes?

You can install AA alkaline and rechargeable batteries in the remotes.

29. When do remotes draw the most power?

Remotes draw the most power when:

• sending data to a receiver

• scanning the network for class lists

30. When does a remote automatically turn off?

A remote automatically turns off when it isn't connected to a class list and you don't use it for 20 consecutive minutes.

31. How many class lists can a remote store?

A remote can store up to 10 class lists. It stores class lists communicated by nearby receivers with the strongest frequencies.

32. When does the Rejoin command work on a remote?

The Rejoin command works when a student's remote is disconnected from a receiver. The student can rejoin their class where they left off if the same receiver is running on the same channel and the same class list is active.

33. What's available in the remote's Advanced menu?

There are three commands available in the remote's **Advanced** menu. If you encounter technical difficulties with your Senteo interactive response system, [SMART Technical Support](#) may use this menu to diagnose the issue.

The **Advanced** menu commands include:

• **Scan Options:** Manually scan and select available channels.

• **Test Screen:** Display the remote's battery status, sequence number and signal strength.

• **Manufacture Test Results:** Run crystal and EPROM tests.

Senteo Software Questions

34. Can I automatically upgrade my Senteo software to later versions?

If you purchased Senteo software version 1, you can automatically upgrade to version 1.5 when it is released in mid-2008.

35. Which SMART Board™ software version is compatible with Senteo software?

For best results, install SMART Board software 9.7 or later. Senteo software is also compatible with SMART Board software 9.5.

36. Can I upgrade the firmware in the Senteo interactive response system?

You can't upgrade the firmware in the receiver or remotes.

37. Can I run my question sets on both the Windows operating system and Mac operating system software?

You can run question sets on both operating systems, regardless of which operating system you created them on.

38. Why doesn't Senteo software appear correctly on low resolution displays?

Senteo software is designed for a 1024 × 768 or higher screen resolution. Senteo software doesn't support lower resolutions.

39. What's the difference between the Anonymous and Sign In Required modes?

You must select Anonymous mode or Sign In Required mode to enable students to connect their remotes. The following table summarizes the characteristics of each mode.

Anonymous Mode	Sign In Required Mode
You can operate the Senteo interactive response system without a class list.	You must operate the Senteo interactive response system with a class list that identifies each student by their name and a unique student ID.
Students can connect their remotes without identifying themselves.	Students must sign in their remotes with a student ID.
Under the teacher's control, students can see their own scores, but they're unable to see other students' scores.	Under the teacher's control, students can see their own scores, but they're unable to see other students' scores.
Teachers can see the total number of connected remotes.	Teachers can identify which students have signed in with their remotes.
Teachers can see, export and print the total class score.	Teachers can see, export and print the total class score.
Teachers can see, export and print total scores for each question.	Teachers can see, export and print total scores for each question.
Teachers are unable to identify students' names or their individual scores.	Teachers can see, export and print each student's score for each question, as well as their total score.

Options Arrow

Receiver Mode
(Anonymous Mode)
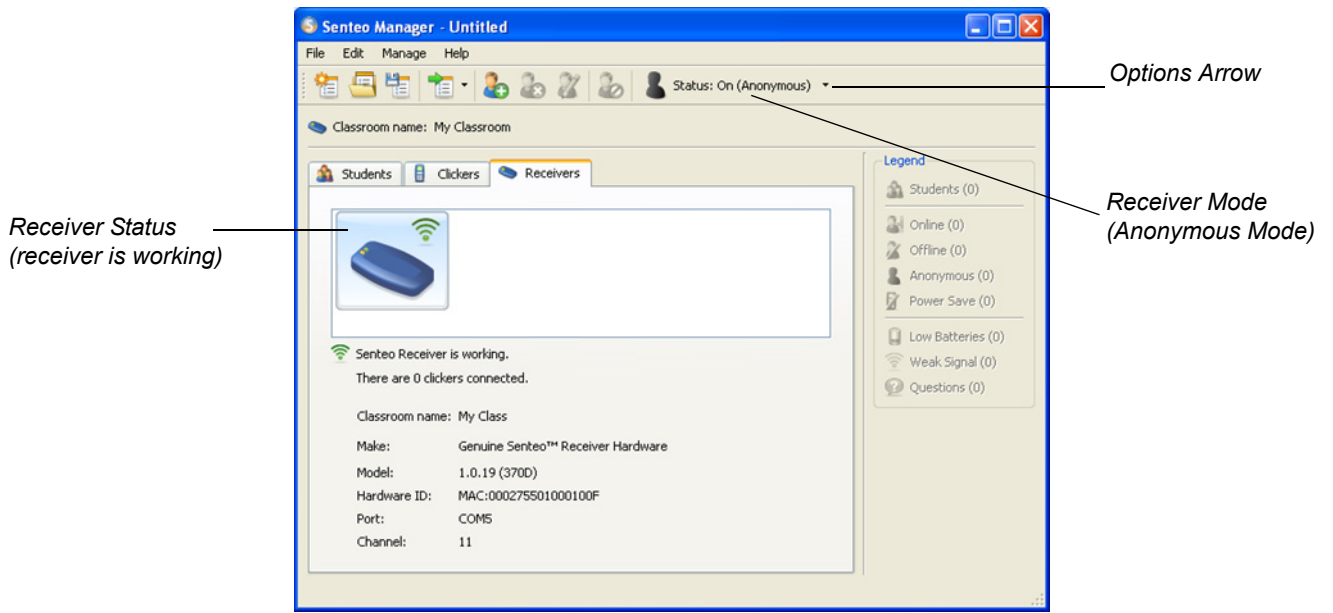
Receiver Status
(receiver is working)

Receiver Status
(receiver is in Power
Save mode)

Receiver Mode
(Power Save Mode)

Receiver Status
(receiver is searching for
an available network)

Receiver Mode
(Sign In Required Mode)

40. How many digits can I use in a student ID?

You can use up to 15 digits in a student ID, but remotes can only display eight digits.

41. Can I import e-mail addresses from an Excel® spreadsheet to a Senteo software class list?

You can import e-mail addresses into a class list if you upgrade to Senteo software version 1.0.52.0 or later.
You can important the following four categories into a Senteo software class list:

• Student ID

• First name

• Last name

• E-mail address

42. Can I import question sets from files with .doc, .xml and .sqz extensions?

You can import question sets from files with .doc, .xml and .sqz formats. See "Importing Class Lists" in the
Senteo Interactive Response System User's Guide for more information.

43. How many questions can I insert into a question set?

You can insert a maximum of 40 questions into a question set.

44. How does Senteo software record data?

Each remote has a hardware ID that begins with the letters "MAC". Senteo software records the data it receives
from each remote and stores it by hardware ID.

45. Do remotes and receivers store data?

Remotes and receivers don't store data. The computer that the receiver is connected to stores the data that remotes communicate.

46. What happens when a remote loses its connection to the receiver?

If a student's remote loses its connection to the receiver, the student can rejoin the class. The student can rejoin their class where they left off if the same receiver is running on the same channel and the same class list is active.

When a student submits an answer by pressing Enter on their remote, the computer that the receiver is connected to saves the answer. Therefore, if a remote loses its connection to the receiver during a question set, the student's answers remain saved on the computer that the receiver is connected to. When a student rejoins a class during a question set, they automatically start at the point in the question set where the remote lost its connection to the receiver.

In some cases, when a student rejoins a class, they don't automatically start at the point in the question set where the remote lost its connection. If this occurs, the student must start the question set from the beginning. Also, if the teacher stops the question set before the student is able to rejoin the class, the student must complete the question set from the beginning.

47. Can students review their answers?

Students have 30 seconds to review their answers after the teacher stops a question set.

48. Why doesn't Senteo software receive answers at the end of a question set?

Senteo software doesn't receive answers if you stop a question set immediately after students submit their answers. Therefore, warn your students well in advance before stopping a question set, so that Senteo software receives all student answers.

49. Are plug-ins available for Senteo software?

There is a PowerPoint® software plug-in for Senteo software. If PowerPoint software is installed on your computer when you install Senteo software, a **Senteo Question** command appears in your PowerPoint software **Insert** menu. For more information, see "Using Senteo Assessment Software with Microsoft PowerPoint Software" in the Senteo Interactive Response System User's Guide.

50. Where are the Senteo software registry and property list files located?

In the Windows operating system, the registry key for Senteo software is **HKEY_LOCAL_MACHINE\Software \SMART Technologies Inc.\Senteo**.

CAUTION

Be careful when you modify the Windows operating system registry. If you modify it incorrectly, you can damage your operating system. Back up registry keys to a .reg file before you change them.

In Mac operating system software, the property list directory for Senteo software is **/Library/Preferences /com.smarttech.senteo.plist**.

51. Why does the context menu appear when you hover the pointer over a pie chart in a question set?

In a question set that has a pie chart, the context menu (including the **Copy**, **Clone** and **Rotate** commands) appears, instead of the pie chart.

SMART is currently working to resolve this issue.

52. How can I verify and set receiver channels?

1. Click the **Senteo** icon in the notification area (Windows operating systems) or menu bar (Mac operating system software).

    The Senteo software menu appears.

2. Select the menu command in the **Configure Hardware** area.

    The Senteo Manager appears.

3. Click the **Receivers** tab (Windows operating systems) or **Receivers** button (Mac operating system software).

4. Click the options arrow beside the receiver mode, and then select **Off (Power Save)**.

    A message appears on connected remotes, indicating that the remotes are turning off.

5. Click **Channel Options**.

    The *Receiver Channel Options* dialog box appears.

6. Click **Refresh** to refresh the list of available channels.

7. To manually select the channel you want the receiver to use, click your desired channel, and then click **Apply.**

    OR

    To set the receiver to automatically select a channel, click **Auto Channel Selection**.

8. Click **OK** to save your changes, and then close the dialog box.

53. Can I use the Clicker Simulator to send information between computers?

The Clicker Simulator works like a hardware remote when you project it on a SMART Board interactive whiteboard.

You can use the Clicker Simulator in Senteo interactive response system demonstrations. Also, students with vision limitations can use the Clicker Simulator if they have difficulty identifying buttons on hardware remotes.

54. Is it possible to simulate all the functions of the Senteo interactive response system without a receiver and remotes?

In the future, SMART may develop a version of Senteo software that allows you to simulate the Senteo interactive response system without a receiver or hardware remotes. However, at present, the Senteo interactive response system requires the use of both software and hardware.

Mac Computer Questions

55. Why is it possible to insert non-numeric answers for numeric questions in a question set?

If you insert a non-numeric answer for a numeric question, an error message appears. However, if you click **Insert Another**, Senteo software inserts your non-numeric answer.

SMART is currently working to resolve this issue.

56. Why does the pointer alternate between a hand and cursor when I try to click Flash objects on a Mac computer?

The pointer alternates between a hand and cursor when you try to click Flash objects, because the pointer only activates the Flash objects in certain areas of the object.

SMART is currently working to resolve this issue.

57. Why am I unable to start and stop the Senteo software service?

If you're unable to start or stop the Senteo software manager, try again to start or stop the service. A second attempt usually succeeds.

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