SMART Sync™ 2011 classroom management software

Mac OS X Operating System Software

User's Guide

Extraordinary made simple™ | **SMART**

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Chapter 1
Getting started

With SMART Sync™ classroom management software, you can manage your classroom and communicate with your students without leaving your computer.

SMART Sync software enables you to observe and guide your students' computer activity using the customizable Thumbnails view, which displays real-time images of your students' computer desktops. In addition to viewing their desktops, you can capture snapshots of students' screens, take control of students' desktops, temporarily lock students' computers, remotely shut down students' computers and block access to the Internet and specific applications.

Starting SMART Sync software

When you first start SMART Sync software, you create a teacher ID. Students can then connect to the teacher ID (see *Connecting to students* on page 3).

> **LINKS**
>
> Online tutorials are available from the SMART Sync Teacher software menu (**Help > Tutorial**).

■ **To create a new teacher ID**

1. Open the Finder, browse to **Applications/SMART Technologies**, and then double-click **Sync Teacher**.

   The SMART Sync software window and the *Welcome to SMART Sync* dialog box appear.

2. Type the teacher ID in the text box.

   > ℹ️ **NOTE**
   >
   > The teacher ID can't contain the following characters: **\ / : * ? < > | "**

3. Click **OK**.

   SMART Sync software displays the Thumbnails view and the *All Computers* tab.

4. Connect to students (see *Connecting to students* on the next page).

■ **To select an existing teacher ID**

1. Open the Finder, browse to **Applications/SMART Technologies**, and then double-click **Sync Teacher**.

   The SMART Sync software window and the *Welcome to SMART Sync* dialog box appear.

2. Select a teacher ID from the drop-down list.

3. Click **OK**.

   SMART Sync software displays the Thumbnails view and the *All Computers* tab.

4. Connect to students (see *Connecting to students* on the next page).

Understanding multiple operating system classrooms

A multiple operating system classroom includes both Windows and Mac users. You can connect a Mac student to a Windows teacher and a Windows student to a Mac teacher.

> 🔗 **LINKS**
>
> For a list of feature limitations within multiple operating system classrooms, see the *SMART Sync 2011 comparison* document [(smarttech.com/kb/157515)](smarttech.com/kb/157515).

Connecting to students

> **📘 LINKS**
>
> SMART Sync 2011 software is a two-part installation. To download and install the student version of SMART Sync software to student computers, see *Installing SMART Sync Student software* in the *SMART Sync 2011 Quick Start Guide* (smarttech.com/kb/160491).

You or your system administrator can select a connection option when configuring SMART Sync Student software:

Connection option	Description
Allows the student to select from a list of available teachers	Students must manually connect to the correct teacher ID.
Automatically connects with this Teacher ID	Students automatically connect to a teacher ID.
Automatically connects with this hostname or IP address	Students automatically connect to a teacher through a host name or IP address. (Host names and IP addresses identify computers on a network.)

Changing teacher IDs

You can change to a different teacher ID at any time. When you change to a different teacher ID, the customized profile for that teacher ID loads automatically.

◼ **To change the teacher ID**

1. Select **Connection > Change Teacher**.

   The *Welcome to SMART Sync* dialog box appears, displaying your current teacher ID.

2. Select the teacher ID you want from the drop-down list.

3. Click **OK**.

   The SMART Sync software title bar changes to reflect the teacher ID.

   Students who are connected to the previous teacher ID receive a message asking them if they want to switch to the new teacher ID. They must click **Yes** to connect to the new teacher ID.

Navigating the user interface

The SMART Sync software user interface consists of four components:

- Views

- Main toolbar

- Group tabs

- Students list

Views

Each view contains a subset of the SMART Sync software features:

View	Description
Thumbnails	When you start SMART Sync software, you see thumbnails (miniature images) of the connected students' desktops. These thumbnails change in real time (though slightly delayed) with every instance of student input. You can customize the appearance of the Thumbnails view by editing thumbnail names, changing thumbnail sizes and rearranging the thumbnails. In the Thumbnails view, you can: • Observe the class • Observe and take control of a student's desktop • Broadcast your desktop • Broadcast a student's desktop • Capture an image of a student's desktop • Share a web page • Shut down, log off or restart a student's computer
File Transfer	Using the File Transfer view, you can send files to your class, and receive files from a group or selected students and . The view is divided into *Sent Files*, and *Received Files*. In the File Transfer view, you can also: • Cancel a file transfer • Open a sent file • Open a received file • Clear a file from the list
Applications	Using the Applications view, you control which applications your students can use by creating application blocking rules. You can also remotely start and close applications on your students' computers.

> **ℹ NOTE**
>
> In all views, you can lock student desktops and block Internet access.

Main toolbar

The main toolbar includes buttons for common tasks that you complete in SMART Sync software.

When you select a view, the toolbar buttons and menu options change to the buttons and options appropriate for that view.

Group tabs

If you want to frequently interact with a selection of students from your entire class, create a group for those students. Each time you create a group, SMART Sync software creates a tab for the new group

(see *Working with groups* on page 9).

The main tab is named *All Computers*.

Students list

The students list appears on the right side of the interface when you're in the File Transfer, Application or Internet view.

> **i** **NOTE**
>
> The Thumbnails view doesn't include the students list. You can get the same information from the students' thumbnails.

The students list includes:

- All the currently connected students (if you're viewing the *All Computers* tab).

- All the currently connected students in a group (if you're viewing a group's tab).

When you select one or more students in the students list, you can interact with the selected students using SMART Sync software features, including locking students' desktops, broadcasting, sending and receiving files, and more.

The symbol next to each student's name indicates the student's status. The symbols below are organized in order of most important status (**Disconnected**) to least important status (**Connected**).

Symbol	Status	Description
	Disconnected	The student is disconnected.
	Locked Out	The student is locked out.
	Application Block	The student is blocked from using one or more applications.
	Internet Block	The student is blocked from using the Internet.
	Connected	The student is connected.

When more than one status applies to a student, only the most important symbol appears. For example, if a student is both connected and locked out, the **Locked Out** symbol displays beside the student's name.

Working with thumbnails

You can arrange, resize and change the information of the thumbnails in the Thumbnails view.

Rearranging thumbnails

By default, the student thumbnails are arranged alphabetically in the Thumbnails view. However, you can rearrange the thumbnails. For example, you can rearrange them to reflect the room's seating plan.

■ **To arrange thumbnails in a customized order**

1. Click **Thumbnails** 🖥.

   The Thumbnails view appears.

2. If you want to arrange the thumbnails for the class, click **All Computers**.

   If you want to arrange the thumbnails for a group, click the group's tab.

3. Click and drag the thumbnails to change their order.

   > **ℹ NOTE**
   >
   > If a new student joins the class or group, that student's thumbnail appears at the end of the thumbnail arrangement.

■ **To arrange thumbnails alphabetically**

1. Click **Thumbnails** 🖥.

   The Thumbnails view appears.

2. If you want to arrange the thumbnails for the class, click **All Computers**.

   If you want to arrange the thumbnails for the group, click a group's tab .

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

   The thumbnails arrange in alphabetical order starting at the upper left corner.

   > **ℹ NOTE**
   >
   > If a new student joins the class or group, that student's thumbnail appears in alphabetical order in the thumbnail arrangement.

Resizing thumbnails

There are advantages and disadvantages to increasing the size of the thumbnails. If you make them larger, it's easier to see details, but you have to scroll to view some of the thumbnails. If you make them smaller, you can view more of them without having to scroll, but it's difficult to see details.

■ **To resize thumbnails**

1. Click **Thumbnails** 🖥️.

    The Thumbnails view appears.

2. Select **View > Thumbnail Size**, and then select one of the following options:

    - **Very Large** (two thumbnails wide)

    - **Large** (three thumbnails wide)

    - **Medium** (four thumbnails wide)

    - **Small** (five thumbnails wide)

    - **Very Small** (six thumbnails wide)

    - **Best Fit** (automatically adjusts the thumbnail display to the best arrangement)

Changing thumbnail information

When you're monitoring a class or group in the Thumbnails view, you can display the student's logon ID or student ID below each thumbnail.

■ **To change thumbnail information**

1. Click **Thumbnails** 🖥️.

    The Thumbnails view appears.

2. Select **View > Thumbnail Name/Description**.

3. Select **Logon ID** or **Student ID**.

Working with groups

If you want to frequently interact with a selection of students from your class, create a group for those students.

When you create a group, SMART Sync software creates a tab for that group. The default group tab is named *All Computers*.

When you select a group's tab, you can interact with the members of that group. For example, you can lock the group's desktops, broadcast your desktop to the group or send a file to the group.

By creating groups, you can tailor specific actions to a certain section of the class. For example, you can create a group made up of students who are easily distracted, and then monitor the computer screens of that group.

You can also add members to or remove members from existing groups and delete groups that you no longer need.

To create a group

1. Select **Edit > Add Group**.

   The *New Group* dialog box appears.

2. Type a name for the group in the *Group name* box.

3. Click **OK**.

   The group appears as a new tab in the main SMART Sync software window.

To add a student to a group

1. Click **Thumbnails** 🖥.

   The Thumbnails view appears.

2. Click **All Computers**.

3. Control-click the student's thumbnail, select **Add to Group**, and then select the group from the list.

> 💡 **TIP**
>
> You can also drag the student's thumbnail to the group's tab.

■ **To remove a student from a group**

1. Click **Thumbnails** 🖥.

   The Thumbnails view appears.

2. Click the group's tab.

3. Control-click the student's thumbnail, and then select **Remove from Group**.

■ **To delete a group**

1. Select the group's tab.

2. Select **Edit > Remove Group**.

   A warning message appears.

3. Click **Yes**.

■ **To interact with a group or all students**

If you want to interact with a group, click the group's tab.

If you want to interact with all students, click the **All Computers** tab.

Exiting SMART Sync software

Before you exit SMART Sync software, consider the following:

- If you exit while a file transfer is in progress, the file transfer cancels.

- If you want to continue to use SMART Sync software with a different teacher ID, you don't need to exit SMART Sync software.

- All students will be disconnected from SMART Sync software, and all application blocking rules and Internet blocking rules will be disabled.

■ **To exit SMART Sync software**

Select **Sync Teacher > Quit Sync Teacher**.

Chapter 2
Observing and guiding students

You can view a window or full screen image of a student's desktop and share control of a student's desktop with the student. You can also observe and control your class's computer activity using lock outs, shut downs and more.

Observing the class

You can view images of your students' screens using the Thumbnails view and determine at a glance whether everyone is focused on the assigned task.

When you observe a class or group, you can:

- Capture images of students' desktops (see page 16)

- Lock students' desktops (see page 17)

- Broadcast your desktop (see page 21)

- Broadcast a student's desktop (see page 22)

- Share web pages (see page 24)

- Shut down, log off or restart students' computers (see page 20)

- Block student access to the Internet (see page 37)

■ **To observe the class**

The Thumbnails view displays the thumbnails of the class or the selected group.

The symbol in the top left corner of each thumbnail indicates the student's status. When more than one status applies to a student, the symbol with the greatest importance is displayed. For example, if a student is both blocked from using the Internet and locked out, the **Locked Out** symbol is displayed. The symbols below are organized in order of most important (**Locked Out**) to least important (**Active Application**).

Symbol	Status	Description
🔒	**Locked Out**	The student is locked out.
	Application Block	The student is blocked from using one or more applications.
	Internet Block	The student is blocked from using the Internet.
	Active Application	If none of the situations above are true, then the icon for the student's active application is displayed as a symbol.
		For example, if the student is using the Finder, then the Finder icon is displayed.

The Thumbnails view displays all thumbnails in a 4:3 ratio to make it easier for you to view and organize them. If necessary, this view also adds borders to the image to ensure the thumbnail isn't distorted by a change in ratio.

1. Click **Thumbnails** 🖥.

   The Thumbnails view appears.

2. If you want to monitor all students, click **All Computers**.

   If you want to monitor only students in a group, click the group's tab.

Observing a student's desktop

You can view a student's desktop and switch between the live image of your student's desktop and the other parts of the software.

You can view a student's desktop in Window mode (the student's desktop appears in a resizable window, with the Thumbnails view open at the same time) or Full Screen mode (the student's desktop fills your screen). Window mode enables you to switch between the live image of your student's desktop and the other parts of the software.

When you monitor an individual student, you can also take control of the student's desktop, broadcast the student's desktop to the class, capture an image of the student's desktop and write notes over the student's desktop.

To view a student's desktop in Window mode

1. Click **Thumbnails** .

   The Thumbnails view appears.

2. Double-click the student's thumbnail.

   The student's desktop appears.

3. If the student's desktop appears in Full Screen mode, select **Menu** **> View in Window Mode**.

   > **ℹ N O T E**
   >
   > While viewing the student's desktop in Window mode, you can:
   >
   > - Click **Control** to take control of the student's desktop (see page 14).
   > - Click **Broadcast** to broadcast the student's desktop (see page 22).
   > - Click **Capture** to capture an image of the student's desktop (see page 16).
   > - Click **Pen** to write on the student's desktop (see page 16).

4. Click **Stop** to stop viewing the student's desktop.

To view a student's desktop in Full Screen mode

1. Click **Thumbnails** .

   The Thumbnails view appears.

2. Double-click the student's thumbnail.

   The student's desktop appears.

3. If the student's desktop appears in Window mode, click **Full Screen** .

> **ℹ NOTE**
>
> While viewing the student's desktop in Full Screen mode, you can:
>
> ○ Select **Menu** > **Control** to take control of the student's desktop (see page 14).
>
> ○ Select **Menu** > **Broadcast** to broadcast the student's desktop (see page 22).
>
> ○ Select **Menu** > **Capture** to capture an image of the student's desktop (see page 16).
>
> ○ Click **Pen** to write on the student's desktop (see page 16).

4. If you want to stop viewing the student's desktop, select **Menu** > **Stop**.

   If you want to continue viewing the student's desktop but in Window mode, select **Menu** > **View in Window Mode**.

Controlling a student's desktop

When you're observing a student, you can share control of the student's desktop. Any changes you make while sharing control of the student's desktop are visible to the student in real time.

■ **To control a student's desktop in Window mode**

1. Click **Thumbnails** .

   The Thumbnails view appears.

2. Select the student's thumbnail, and then click **Control** .

   The student's desktop appears.

3. If the student's desktop appears in Full Screen mode, select **Menu** ▣ **> View in Window Mode**.

> **ℹ️ N O T E**
>
> While controlling the student's desktop in Window mode, you can:
>
> - Click **Observe** 🖥️ to stop controlling the student's desktop and continue viewing it (see page 12).
>
> - Click **Broadcast** 📡 to broadcast the student's desktop (see page 22).
>
> - Click **Capture** 🖼️ to capture an image of the student's desktop (see page 16).
>
> - Click **Pen** ✏️ to write on the student's desktop (see page 16).

4. Click **Stop** ⏹️ to stop controlling the student's desktop.

To control a student's desktop in Full Screen mode

1. Click **Thumbnails** 🖥️.

   The Thumbnails view appears.

2. Select the student's thumbnail, and then click **Control** 🖱️.

   The student's desktop appears.

3. If the student's desktop appears in Window mode, click **Full Screen** 🖥️.

> **ℹ️ N O T E**
>
> While controlling the student's desktop in Full Screen mode, you can:
>
> - Select **Menu** ▣ **> Observe** to stop controlling the student's desktop, but to continue viewing it (see page 12).
>
> - Select **Menu** ▣ **> Broadcast** to broadcast the student's desktop (see page 22).
>
> - Select **Menu** ▣ **> Capture** to capture an image of the student's desktop (see page 16).
>
> - Click **Pen** ✏️ to write on the student's desktop (see page 16).

4. If you want to stop controlling the student's desktop, select **Menu** ▣ **> Stop**.

   If you want to continue controlling the student's desktop but in Window mode, select **Menu** ▣ **> View in Window Mode**.

Writing over a desktop

When you observe or control a student's desktop, you can write over that student's desktop. Your notes are visible only on that student's desktop.

- If you're working on a SMART Board interactive whiteboard, you can write notes using a pen tray pen and change the appearance of the digital ink using the options in Floating Tools.

- If you're working at your computer, you can write notes using the My Desktop toolbar and change the digital ink's width, color and transparency in the SMART Sync software preferences.

The digital ink is temporary and the underlying application is unaffected by your notes. If you want to save your notes, capture the screen before you clear the digital ink.

To write over a student's desktop using an interactive whiteboard

1. Observe or take control of a student's desktop (see *Observing a student's desktop* on page 12 or *Controlling a student's desktop* on page 14).

2. Pick up a pen tray pen and write on the interactive whiteboard.

3. Put the pen tray pen back in its slot when you're finished.

   When you next make contact with the interactive whiteboard, your notes disappear.

To write over a student's desktop using the My Desktop toolbar

1. Observe or take control of a student's desktop (see *Observing a student's desktop* on page 12 or *Controlling a student's desktop* on page 14).

2. Click **Pen** .

3. Click and drag your mouse across your desktop to write in digital ink.

4. Click **Select** when you're finished.

   Your notes disappear.

Capturing an image of a student's desktop

When you observe a student, you can capture an image of the student's desktop and save it as a graphics file for your records.

■ **To capture an image of a student's desktop**

1. Click **Thumbnails** 🖥.

   The Thumbnails view appears.

2. Select the thumbnail of the student whose desktop you want to capture.

3. Click **Capture** 📷.

   The *Save As* dialog box appears.

4. Type a new name for the file in the *Save As* box if you don't want to use the default file name.

   > ℹ **NOTE**
   >
   > The default file name contains the student's name followed by the date and the time of the screen capture.

5. Select a new graphics file type in the *Format* drop-down list if you don't want to use the default graphics file type.

   > ℹ **NOTE**
   >
   > The default graphics file type is PNG.

6. Browse to the folder where you want to save the file if you don't want to save it in the default folder.

   > ℹ **NOTE**
   >
   > The default folder is your Documents folder.

7. Click **Save**.

■ **To view the screen capture**

1. Browse to the folder where you saved the graphics file.

2. Double-click the graphics file.

Locking student desktops

You can get the attention of your class, a group or an individual student by temporarily locking their mouse devices, keyboards and desktops and presenting them with a simple message.

When you lock student desktops, you don't delete any work. When you remove the lock, the student desktop views and control are completely restored.

To lock student desktops

1. Click **Thumbnails** 🖥.

    The Thumbnails view appears.

2. If you want to lock all students' desktops, click **All Computers**.

    If you want to lock the desktops of students in a group, click the group's tab.

    If you want to lock one student's desktop, select the student's thumbnail.

3. Click **Lock** 🔒.

    A lock symbol appears over the locked desktops in the Thumbnails view. Lock symbols also appear in locked students' thumbnails.

    The lock-out message appears on the selected students' desktops.

    > ℹ️ **NOTE**
    >
    > To remove the lock, click **Lock** 🔒.

Disconnecting students

At the end of a class, some students might leave without disconnecting from SMART Sync software. You can remotely disconnect a student, and you can also control the student's ability to disconnect. For example, you can prevent students from logging out or avoiding your surveillance.

Disconnecting students

Remotely disconnect students in the Thumbnails view.

To disconnect a student

1. Click **Thumbnails** 🖥.

    The Thumbnails view appears.

2. Select the thumbnail of the student you want to disconnect.

3. Select **Connection > Disconnect Students**.

    A message appears asking you for confirmation.

4. Click **Yes**.

    SMART Sync software disconnects the student's computer from SMART Sync Teacher software and a *Disconnected* message appears over the student's thumbnail.

    > **ℹ N O T E S**
    >
    > ○ To disconnect a student, Control-click his or her thumbnail, and then select **Disconnect**.
    >
    > ○ To remove a thumbnail from the Thumbnails view, Control-click the thumbnail, and then select **Remove**.
    >
    > ○ Refresh the screen by selecting **View > Refresh**.

Controlling student disconnection

You can control a student's ability to disconnect. For example, you can prevent students from logging out or avoiding your surveillance.

If a student selects **Quit** from the **SMART Sync** icon in the Dock and you've disabled student disconnection, a message appears stating that the student can't exit SMART Sync Student software.

To disable student disconnection

Select **Sync Teacher > Connect > Allow Students to Disconnect**.

To enable student disconnection

Select **Sync Teacher > Connect > Allow Students to Disconnect**.

When a student disconnects from SMART Sync software, a *Disconnected* message appears over the student's thumbnail.

> **ℹ N O T E**
>
> If you or a system administrator disabled the exit option when configuring SMART Sync Student software, students are unable to exit the program even if you enable student disconnection in SMART Sync Teacher software.

Shutting down and logging off student computers

At the end of the day, some students might log off and shut down their computers, and others might leave applications running. You can remotely shut down, log off or restart the computers of your entire class, a group or a selected student.

> ⚠️ **CAUTION**
>
> Shutting down, logging off or restarting a computer can result in the loss of unsaved data. Advise students to save their work before you perform any of these actions.

🟩 **To shut down, log off or restart student computers**

1. Click **Thumbnails** 🖥️.

   The Thumbnails view appears.

2. If you want to shut down, log off or restart all students' computers, click **All Computers**.

   If you want to shut down, log off or restart the computers of students in a group, click the group's tab.

   If you want to shut down, log off or restart one student's computer, select the student's thumbnail.

3. Click **Shut Down** 🔴.

   The *Shut Down Students* dialog box appears.

4. Select one of the following from the drop-down list:

   ○ Shut down

   ○ Log off

   ○ Restart

5. Click **OK**.

Chapter 3
Broadcasting and communicating

SMART Sync software makes it easy for you to interact with your students. Whether you need to communicate with the entire class, a group or an individual student, you can use a variety of methods:

- Broadcasting your desktop

- Broadcasting a student's desktop

- Writing notes over a student's desktop

- Sharing a web page

Broadcasting

You can broadcast your desktop to the entire class or to a group. You can also broadcast a student's desktop.

Broadcasting your desktop

You can broadcast your desktop to the entire class or to selected students in either Full Screen or Window mode. In Full Screen mode, your broadcast fills the students' screens, and they can't view or use other applications during the broadcast. In Window mode, your desktop appears in a window on the students' desktops and they can switch between this window and other applications.

■ **To broadcast your desktop**

1. Click **Thumbnails** 🖥.

   The Thumbnails view appears.

2. If you want to broadcast to the entire class, click **All Computers** and ensure no students' thumbnails are selected.

   If you want to broadcast to a group, click the group's tab and ensure no students' thumbnails are selected.

   If you want to broadcast to selected students, select students' thumbnails.

   > **ℹ NOTE**
   >
   > You must select more than one student's thumbnail.

3. Click **Broadcast** 📶.

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

4. Click **Yes**.

   Your desktop appears on the selected students' desktops. The *My Desktop* toolbar appears on your computer.

   > **ℹ NOTES**
   >
   > ○ Your desktop is surrounded by a blue border during the broadcast.
   >
   > ○ If you're broadcasting from a SMART Board interactive whiteboard, you can write using a pen tray pen and your notes appear on the students' desktops. You can also write over the students' desktops using the My Desktop toolbar (see *Writing over a broadcast* on the next page).

5. Select **Menu** 📁 **> Stop Broadcasting** when you're finished.

Broadcasting a student's desktop

You can broadcast a student's desktop to the entire class or to a group. While broadcasting a student's desktop, you can share mouse and keyboard control with the student.

You can broadcast in either Full Screen or Window mode. In Full Screen mode, your broadcast fills the students' screens, and they can't view or use other applications during the broadcast. In Window mode, the broadcast appears in a window on the students' desktops and they can switch between this window and other applications.

■ **To broadcast a student's desktop**

1. Click **Thumbnails** 🖥️.

   The Thumbnails view appears.

2. Select the thumbnail of the student whose desktop you want to broadcast.

3. Click **Broadcast** 📶.

   A message appears asking if you want to broadcast the selected desktop.

4. Click **Yes**.

   The student's desktop appears on your computer and the other students' computers.

   > **ℹ️ NOTES**
   >
   > ○ The student's desktop is surrounded by a blue border during the broadcast.
   >
   > ○ While broadcasting the student's desktop, you can:
   >
   >> ○ Click **Observe** 🖥️ to stop the broadcast and continue viewing the student's desktop (see page 12).
   >>
   >> ○ Click **Control** 🖥️ to stop the broadcast and take control of the student's desktop (see page 14).
   >>
   >> ○ Click **Capture** 📷 to capture an image of the student's desktop (see page 16).
   >>
   >> ○ Click **Pen** ✏️ to write on the student's desktop (see page 23).

5. Click **Stop** 🛑 when you're finished.

Writing over a broadcast

If you write over your desktop, during a broadcast and the digital ink displays on the desktops of everyone receiving your broadcast. This is a good way to direct your students' attention and make helpful notes for them.

- If you're working on a SMART Board interactive whiteboard, you can write notes using a pen tray pen and change the appearance of the digital ink using the options in Floating Tools.

- If you're working at your computer, you can write notes using the My Desktop toolbar and change the digital ink's width, color and transparency in the SMART Sync software preferences.

■ **To write over a broadcast using an interactive whiteboard**

1. Broadcast your desktop or a student's desktop (see *Broadcasting your desktop* on page 21 or *Broadcasting a student's desktop* on page 22).

2. Pick up a pen tray pen and write on the interactive whiteboard.

3. Put the pen tray pen back in its slot when you're finished.

   When you next make contact with the interactive whiteboard, your notes disappear.

■ **To write over a broadcast using the My Desktop toolbar**

1. Broadcast your desktop or a student's desktop (see *Broadcasting your desktop* on page 21 or *Broadcasting a student's desktop* on page 22).

2. Click **Pen** ✎.

3. Click and drag your mouse across your desktop to write in digital ink.

4. Click **Select** 🖱 when you're finished.

   Your notes disappear.

Sharing a web page

You can remotely launch a web browser and open a specific web page on the desktops of your whole class or select students.

■ **To share a web page**

1. Click **Thumbnails** 🖥.

   The Thumbnails view appears.

2. If you want to share the web page with all students, click **All Computers**.

   If you want to share the web page with selected students, select those students' thumbnails.

3. Click **Send Web** 🌐.

   The *Send Web Address* dialog box appears.

4. Type the web page's address in the box.

5. Click **Send**.

   An Internet browser starts and opens the web page on both your desktop and the desktops of the selected students.

Chapter 4
Sending and receiving files

You can easily send files to your class using SMART Sync software, and students can send files to you. The File Transfer view lists all of the files you send or receive.

> **i NOTE**
>
> - In a multiple operating system classroom, if you're transferring files from one operating system to another, characters in file names that aren't supported by the receiving operating system will automatically be converted for compatibility.
>
> - If you send a file to one student, the file transfers very quickly. However, if you send a file to many students at once, the transfer takes longer and students won't necessarily receive the file at the same time. Transfer speed is affected by:
>
>   - The variability of the student computers (for example, a mix of slow and fast computers)
>
>   - The amount of network traffic
>
>   - The speed of the network

Sending files to students

You can use SMART Sync software to send files to students.

To send a file

1. Click **File Transfer** 📁.

   The File Transfer view appears.

2. If you want to send the file to all students, click **All Computers**.

    If you want to send the file to students in a group, click the group's tab.

    If you want to send the file to selected students, select those students' names in the students list.

3. Click **Send File** .

    The *Send File* dialog box appears.

4. Browse to and select the file you want to send, and then click **Send**.

    When the file transfer begins, the file name appears in the *Sent Files* list. When the transfer is complete, the status changes from the percentage transferred to *Completed*.

    > **i** **NOTE**
    >
    > If you want to cancel a file transfer that's in progress, select the file in the *Sent Files* list, and then click **Cancel** . No portion of the file is transferred and the file's status changes to *Cancelled*.

Receiving files from a student

You can use SMART Sync software to receive files from students.

> ☞ **IMPORTANT**
>
> To allow students to send files, you or a system administrator must enable this option in SMART Sync Student software.

To check for sent files from students

1. Click **File Transfer** .

    The File Transfer view appears.

2. If you want to check for files sent by all students, click **All Computers**.

    If you want to check for files sent by students in a group, click the group's tab.

    > **i** **NOTE**
    >
    > If you close SMART Sync software while a file transfer is in progress, the transfer is canceled.

■ **To open a file**

1. Click **File Transfer** 📁.

    The File Transfer view appears.

2. Select the file you want to open.

3. Click **Open File** 📂.

Clearing files from the file list

You can clear all files from the File Transfer view.

> ℹ️ **NOTE**
>
> When you clear files from the File Transfer view, you don't delete the files.

■ **To clear all files**

1. Click **File Transfer** 📁.

    The File Transfer view appears.

2. Click **All Computers**.

3. Click **Clear** 📄.

    A message appears asking for confirmation.

4. Click **Yes**.

Chapter 5
Controlling access to applications

You can block your students' access to specific applications using customized application blocking rules. In addition, you can start and close applications on students' computers from your computer.

Creating and using application blocking rules

You can set up an application blocking rule as either:

- A list of restricted applications (which blocks students from opening any application on the list)

- A list of approved applications (which blocks students from opening any application that isn't on the list)

SMART Sync software comes with two application blocking rules:

Name	Description
Block Safari	Blocks the web browser
Block All Except Safari	Blocks all applications except the web browser

Creating application blocking rules

You can create application blocking rules in SMART Sync Teacher software.

In a multiple operating system classroom, you can define applications as Windows or Mac specific.

■ **To create a rule**

1. Click **Applications** .

   The Applications view appears.

2. Click **Add New** .

   The *New Application Blocking Rule* dialog box appears.

3. Type a name for the rule in the *Enter Block Rule Name* box.

4. If you want to allow all applications except those you include in the rule, select **Block the following applications**.

   If you want to block all applications except those you include in the rule, select **Block all except the following applications**.

5. Select an application you want to add to the rule in the *List of Applications*, and then click **Add**.

   > **i** **NOTES**
   >
   > ○ If you accidentally added an application to the rule, you can remove it by selecting it and then clicking **Remove**.
   >
   > ○ If you want to add an application to the rule that isn't included in the *List of Applications*, click **Browse**, browse to and select the application, and then click **Open**. Select the application from the *List of Applications*, and then click **Add**.
   >
   > ○ If you want to add an application to the rule that's neither included in the list of applications nor installed on your computer, follow the steps below:
   >
   >   Click **New App**. Select the **Windows** or **Mac** option to define the application. Type the product name and the file name, and then click **Icon Browse…**. Browse to the desired icon file and click **Open**. Click **OK**. Select the application from the *List of Applications*, and then click **Add**.

6. Repeat step 5 for each application you want to add to the rule.

7. Click **OK**.

■ **To edit a rule**

1. Click **Applications** .

   The Applications view appears.

2. Select the rule.

3. Click **Edit** .

   The *Edit Application Block Rule* dialog box appears.

4. Edit the rule's name in the *Enter Block Rule Name* box.

5. If you want to allow all applications except those you include in the rule, select **Block the following applications**.

   If you want to block all applications except those you include in the rule, select **Block all except the following applications**.

6. If you want to add an application, select an application you want to add to the rule in the *List of Applications*, and then click **Add**.

   If you want to remove an application, select an application you want to remove from the rule, and then click **Remove**.

   > **i   NOTES**

7. Repeat step 6 for each application you want to add to or remove from the rule.

8. Click **OK**.

■ **To delete a rule**

1. Click **Applications** .

   The Applications view appears.

2. Select the rule.

3. Click **Delete** .

   A message appears asking you to confirm the deletion.

4. Click **Yes**.

Activating and deactivating application blocking rules

After you create an application blocking rule, you can activate it to control students' access to applications.

> **i NOTE**
>
> If you activate an application blocking rule with a list of approved applications, students are unable to start unapproved applications from the Finder. However, they can start other applications from the approved applications.
>
> For example, if you activate an application blocking rule that allows Terminal only, students are unable to open other applications from the Finder and can open other applications from Terminal (unless those applications are specifically restricted by other activated application blocking rules).
>
> To prevent this from happening, select the **Block applications started by allowed applications** check box in the *Preferences* dialog box (see *Setting advanced preferences* on page 40).

To activate a rule

> **⚠ CAUTION**
>
> If you activate a rule with a list of restricted applications, a message appears asking for confirmation. Click **Block Applications**. If one of the selected students is running a restricted application, the application closes automatically and any unsaved work is lost. Advise students to save their work before you complete this step. If one of the students tries to open a blocked application, a message appears, advising the student that the application is restricted.

> **☞ IMPORTANT**
>
> If you activate a rule with a list of approved applications, the rule activates without asking for confirmation. If one of the selected students is already running a blocked application, the application does not close. If one of the students tries to open a blocked application, a message appears, advising the student that the application is restricted.

1. Click **Applications** .

    The Applications view appears.

2. If you want to activate the rule for all students, click **All Computers**.

    If you want to activate the rule for students in a group, click the group's tab.

3. Select the rule's check box.

    The *Application Block* symbol appears beside the selected students in the students list.

To deactivate a rule

1. Click **Applications** .

    The Applications view appears.

2. If you want to deactivate the rule for all students, click **All Computers**.

    If you want to deactivate the rule for students in a group, click the group's tab.

3. Clear the rule's check box.

Starting and closing applications

With SMART Sync software, you can remotely start or close applications on your students' computers.

Starting an application on students' computers

You can remotely start an application on every student's computer. For example, you can start an application on every student's computer before class starts, so everyone sits down to that application.

To start an application on students' computers

1. Click **Applications** .

    The Applications view appears.

2. If you want to start an application for all students, click **All Computers**.

    If you want to start an application for students in a group, click the group's tab.

3. Click **Launch** .

    The *Launch Applications* dialog box appears.

4. Select an application, and then click **Launch**.

> ### ℹ️ NOTE
>
> An application must be installed on your computer to appear in the *Launch Applications* dialog box.

> ### 💡 TIPS
>
> o You can search for applications using Spotlight.
>
> o To select multiple applications, press the **Command** key and then select the applications.

The application starts on the selected students' computers.

- o If the application starts successfully on all the selected students' computers, a message appears indicating that the application launched successfully.

- o If the application isn't installed on a selected student's computer, a message appears indicating that the application failed to launch on that student's computer.

Closing an application on students' computers

You can remotely close applications on your students' computers.

> ### ⚠️ CAUTION
>
> If you remotely close a student's application, the application closes immediately and any unsaved work is lost. Advise students to save their work before you complete the following procedure.

To close an application on students' computers

1. Click **Applications** .

    The Applications view appears.

2. If you want to close an application for all students, click **All Computers**.

    If you want to close an application for students in a group, click the group's tab.

3. Click **Close** .

    The *Close application remotely* dialog box appears.

4. Select an application, and then click **Close**.

ℹ️ **NOTE**

An application must be installed on your computer to appear in the *Close application remotely* dialog box.

💡 **TIP**

You can search for applications using Spotlight.

The application closes on the selected students' computers.

- If the application closes successfully on all the selected students' computers, a message appears indicating that the application closed successfully.

- If the application isn't open on a selected student's computer, a message appears indicating that the application failed to close on that student's computer.

Chapter 6
Blocking Internet access

You can block your students' access to the entire Internet.

■ **To block Internet access**

1. If you want to apply the block to all students, click **All Computers**.

   If you want to apply the block to students in a group, click the group's tab.

2. Click **Internet Block** .

■ **To remove the block**

Click **Internet Block** .

Configuring SMART Sync Teacher software

You can customize the following features for the current teacher:

- Broadcast appearance

- Thumbnail frame rate

- Network performance

- Application blocking

- Logging

Setting the broadcast preferences

You can determine how your desktop appears on students' screens during broadcasting.

■ **To set preferences for when you broadcast your desktop**

1. Select **Sync Teacher > Preferences**.

   The *Preferences* dialog box appears.

2. Click the **Broadcast** tab.

3. If you want to broadcast your desktop in Full Screen mode by default, select **Full-screen**.

   If you want to broadcast your desktop in Window mode by default, select **Window**.

   > **💡 TIP**
   >
   > Full Screen mode is best if you don't want students to view other applications while you broadcast a desktop.

4. If you selected **Window** in step 3, clear the **Zoom the window to best fit** check box to not resize the broadcast desktop to best fit students' screens.

   > **ℹ NOTE**
   >
   > In a multiple operating system classroom, Mac students always view the broadcast desktop in Zoom the window to best fit mode, even if the check box isn't selected.

5. Click **OK**.

■ **To restore the default broadcast preferences**

1. Select **Sync Teacher > Preferences**.

   The *Preferences* dialog box appears.

2. Click the **Broadcast** tab.

3. Click **Restore Defaults**.

4. Click **OK**.

Setting advanced preferences

You can set the thumbnails frame rate, optimize network performance and prevent allowed applications from opening restricted applications on students' computers in the advanced preferences.

■ **To set advanced preferences**

1. Select **Sync Teacher > Preferences**.

   The *Preferences* dialog box appears.

2. Click the **Advanced** tab.

3. Type your preferred thumbnail frame rate in the *Thumbnail frame rate* box.

> **i** **N O T E S**
>
> ○ The default thumbnail frame rate is 5,000 milliseconds per frame.
>
> ○ Increasing this value improves performance but results in a slower thumbnail frame rate.

4. Click the **Optimization** tab.

5. Select the **Optimize during Observe, Control and Broadcast** check box to optimize network performance when observing or controlling students' computers or broadcasting desktops.

6. Select the **Block applications started by allowed applications** check box to prevent students from opening unapproved applications through approved applications.

> **i** **N O T E**
>
> If you don't select this check box and then activate an application blocking rule with a list of approved applications, students are unable to start unapproved applications from the Finder but might be able to start unapproved applications from an approved application.
>
> For example, if you activate an application blocking rule that allows Terminal only, students are unable to open other applications from the Finder but can open other applications from Terminal (unless those applications are specifically restricted by other activated application blocking rules).

7. Click **OK**.

To restore transport mode preferences

1. Select **Sync Teacher > Preferences**.

   The *Preferences* dialog box appears.

2. Click the **Advanced** tab.

3. To allow SMART Sync software to select the best transport mode for your network, select **Automatic** from the drop-down list.

   To use unicasting as the transport mode, select **Unicast** from the drop-down list.

   To use IP multicasting as the transport mode, select **Multicast** from the drop-down list.

   > **ℹ NOTE**
   >
   > SMART recommends the **Automatic** option.

   > **💡 TIP**
   >
   > To view the current transport mode, select **Help > About SMART Sync software** and open the **Description** tab.

■ **To restore default advanced preferences**

1. Select **Sync Teacher > Preferences**.

   The *Preferences* dialog box appears.

2. Click the **Advanced** tab.

3. Click **Restore Defaults**.

4. Click **OK**.

Setting the logging preferences

You can control the generation of system logs. SMART Support uses these logs to review software processes. These logs are helpful in tracking unexpected behavior. By default, logging is turned off so that it doesn't affect the speed and efficiency of your computer.

> **☞ IMPORTANT**
>
> Activate logging only if you are advised to by SMART Support as it might affect the performance of your computer.

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