



**SynchronEyes**<sup>™</sup>  
classroom management software

**7**

**SMART**<sup>™</sup>  
Technologies

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# Introduction

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With SynchronEyes™ software, you can manage your classroom, and communicate with and assist your students without leaving your computer.

Using SynchronEyes software, you can monitor and control your students' computers using the Thumbnails view, which displays real-time images of students' desktops. You can customize the appearance of this view. In addition to viewing the thumbnails, you can capture snapshots of a student's screen, take control of a student's desktop, place a temporary lock on your students' computers, remotely shut down your students' computers, block Internet access, block the use of specific applications and broadcast your desktop.

You can also use SynchronEyes software to communicate with the entire class, a group of students or an individual student. You can broadcast your desktop, conduct polls, send messages to your students and receive replies, send files to your students, distribute interactive quizzes, and more.

You can also monitor and control your students when they're using mobile devices.

## Optimal Display Settings and Network Configuration

SynchronEyes software works best when the teacher's and students' computers are set to the same screen resolution and color depth. However, the software can make adjustments for different color settings and resolutions. For example, if a broadcasting station (either teacher or student) runs at a higher resolution than a viewing station, scroll bars appear on the viewing station so that you can view the entire higher-resolution screen.

Similarly, if a broadcasting station has a higher color setting than a viewing station, the broadcasting station's colors are reduced so that you can see it at the viewing station. For example, if a student's computer has a higher color setting than your computer, you'll see a **Color Reduced** message below the thumbnail. When you view a live, full-screen image, the colors appear slightly degraded.

For information on how to change the display settings of your monitor, see the instructions that came with your operating system.

## Recommended Color Depth and Screen Resolution Settings

SynchronEyes software works best when the screen resolution is 1024 × 768. Refer to the chart below for the optimal color depth and screen resolution settings for your monitor.

Color Depth/ Screen Resolution	High Color (16-bit)	True Color (32-bit)
1024 × 768 or less	optimal	optimal
1152 × 864	acceptable	acceptable
1280 × 1024	acceptable	acceptable
1600 × 1200	acceptable	not recommended

**NOTE:** If some of your students are using mobile devices, you may need to reduce your computer's color depth and screen resolution before you broadcast your desktop. For more information, see the SynchronEyes software Help.

## Network Size and Speed Considerations

The preferred TCP/IP network configuration for SynchronEyes software is a switch or a switching hub, which restricts network traffic to a particular segment of your local area network. In this configuration, other network traffic doesn't affect your system and SynchronEyes software doesn't slow down the network. Of course, the smaller the number of connected students, the faster the activity.

<b>10 Mbps Network</b>	Up to 40 students
<b>100 Mbps Network</b>	Up to 80 students
<b>Wireless Network (single 802.11 a/b/g access point)</b>	Up to 30 students

### TIP



Graphics-rich backgrounds on your students' desktops may slow SynchronEyes software's performance. We recommend that your students' computers have simple, single-color desktop backgrounds.

# Installing SynchronEyes Software

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The SynchronEyes software installation is a two-stage process.

- Install SynchronEyes teacher-station software on your computer.
- Install SynchronEyes student-station software on each student's computer or mobile device.

This chapter explains how to customize these installations to suit your environment. You'll also find information about avoiding possible issues with Internet connection firewalls, reconfiguring student options after installation, installing SynchronEyes software for teacher aides and installing stand-alone versions of the Quiz Wizard.

## Internet Connection Firewalls

Before you install SynchronEyes software, ensure that there isn't an active Internet connection firewall on the computer. For example, when the Windows XP operating system's Internet Connection Firewall is active, the teacher and students can't make a connection in SynchronEyes software.

### To ensure the Windows XP Internet Connection Firewall isn't active

1. Open the *Windows Control Panel*.
2. Click **Network Connections**.
3. Click **Local Area Connection**.

The *Local Area Connection Status* dialog box appears.

4. Click **Properties**.

The *Local Area Connection Properties* dialog box appears.

5. Click the **Advanced** tab.
6. (Windows XP SP1 operating system) Ensure that the check box beside **Protect my computer and network by limiting or preventing access to this computer from the Internet** is not selected.

(Windows XP SP2 operating system) Click **Settings** to open the *Windows Firewall* dialog box and click **Off**.

7. Click **OK** and then close all of the above dialog boxes.

## Installing SynchronEyes Software on a Teacher's Computer

The SynchronEyes software CD contains software for both the teacher's and students' computers. Install SynchronEyes software on the teacher's computer first.

**NOTE:** Alternatively, if you have the necessary administrative rights and you're familiar with MSI installation packages, you can push the installation of SynchronEyes software using .msi files (page 19).

### To install SynchronEyes software on a teacher's computer

1. Insert the SynchronEyes software CD in the teacher's computer.
2. On most computers, the CD starts automatically and the *SynchronEyes Classroom Management Software* dialog box appears.
  - If the dialog box appears, click **Install** and select **Teacher Program Install**.
  - If the dialog box doesn't appear, browse to the **TeacherSetup** folder on the CD and double-click **SynchronEyesTeacherSetup.exe**.
3. Follow the on-screen instructions.

### NOTES

- When you install SynchronEyes software, you can enter a Teacher ID to represent your computer on the network. You can use any name that identifies you uniquely. For example, your Teacher ID could be your name, the name of the course or the classroom location. If you don't define your Teacher ID during the installation, you must define it the first time you use the software.
- If you select the option to start the software after the installation, you will be prompted to activate your software (page 5).



## Activating SynchronEyes Software

If you haven't activated the software, you'll be prompted to do so each time you start the software.

### To activate SynchronEyes software

1. If you haven't done so already, start SynchronEyes software on the teacher's computer by double-clicking the **SynchronEyes** icon on the desktop.

The *SynchronEyes 7.0 Evaluation* dialog box appears.

2. Click **Activate License**.

The *SynchronEyes Activation Serial Number* dialog box appears.

3. Enter the serial number and your e-mail address.

**NOTE:** Your serial number is printed on an insert inside the CD case.

4. Click **Next**.

## Setting Password Protection on the Teacher's Computer

You can set password protection for the connections between the teacher and the students. To do this:

- On the teacher's computer, set the password in the SynchronEyes software preferences.
- On the student's computer, set the password when you install SynchronEyes software (page 6).

OR

On the student's mobile device, set the password when you change SynchronEyes software's configuration settings (page 13).

**NOTE:** For more information on password protection, see the SynchronEyes software Help.

## To set a password on the teacher's computer

1. If necessary, start SynchronEyes software on the teacher's computer by double-clicking the **SynchronEyes** icon on the desktop.
2. Select **Options > Preferences**.  
The *Preferences* dialog box appears.
3. Click the **Security** tab.  
When you open the security tab for the first time, the default Teacher Security setting is **None**.
4. Select **Use password**. Type a password in the Password box and type the same characters in the Confirm Password box.
5. Click **OK**.

## Installing SynchronEyes Software on a Student's Computer

When you install SynchronEyes software on a student's computer, you can accept the default settings or configure customized settings.

### NOTES:

- Alternatively, if you have the necessary administrative rights and you're familiar with MSI installation packages, you can push the installation of SynchronEyes software using .msi files (page 19).
- You can also install SynchronEyes software on a student's mobile device (page 11).

## To install SynchronEyes software on a student's computer

1. Insert the SynchronEyes software CD in the student's computer.
2. On most computers, the CD starts automatically and the *SynchronEyes Classroom Management Software* dialog box appears.
  - If the dialog box appears, click **Install** and select **Student Program Install**.
  - If the dialog box doesn't appear, browse to the **StudentSetup** directory and double-click **SynchronEyesStudentSetup.exe**.

3. Follow the on-screen instructions.

**NOTE:** Select a **Setup Type of Complete**. The complete installation includes the Student Configuration Wizard. You can use this Wizard to reconfigure the software's customized settings at any time (page 11).

4. Click **Finish**.

The *SynchronEyes Student Configuration* dialog box appears.

5. On each page of the *Student Configuration Wizard* dialog box, select the settings you want, and then click **Next**. The following pages include further information on the configuration settings.

### **Advanced Options**

You can install an additional feature that prevents the student from bypassing locks by using the Task Manager. Click **Advanced** to open the *Advanced Student Options* dialog box. Select **Install and Enable CTRL+ALT+DEL blocking when student is locked** and click **OK**. If you don't want to prevent the student from accessing the Task Manager, select **Remove CTRL+ALT+DEL Blocking** and click **OK**.

**NOTE:** This feature doesn't work if the student's computer runs the Windows Vista operating system. Instead, the student's ability to access the Task Manager using CTRL+ALT+DEL is controlled by the student computer's administrator settings.

### **Interface Visibility**

You can install SynchronEyes software on student computers in either Hidden or Visible mode. In Hidden mode, there's no indication in the student interface that SynchronEyes software is running, and your students are only aware of the software if you distribute a quiz, conduct a poll, broadcast a media file, broadcast a desktop or lock their computers.

In Hidden mode, SynchronEyes software automatically starts in the background when a student logs onto a computer. However, Hidden mode isn't suitable for some environments. For example, it greatly limits what students can do when they use SynchronEyes software.

In Visible mode, students know that SynchronEyes software is running on their computers and the SynchronEyes icon appears in the notification area. This icon provides menu options that enables students to connect to a teacher, connect to a different teacher, exit SynchronEyes software, join a group, ask the teacher a question, cast a vote, chat with the teacher or other students, submit responses to a quiz, submit a file to the teacher and browse files sent by the teacher. Visible mode is the default mode.

**NOTE:** Even if a student has access to these features, you still control what your students can and can't do. For example, you can enable or disable their ability to chat at any time.

## **Program Startup**

If you install SynchronEyes software in Visible mode, you can set the software to start automatically each time the student starts the computer. However, you can also disable automatic program startup and make your students responsible for starting the software.

**NOTE:** If you install SynchronEyes software in Hidden mode, you can't disable automatic program startup. In Hidden mode, the software starts automatically in the background each time the student starts the computer.

## **Connection Style**

You can set up the student connection to work in one of three ways:

### **Allow Students to Browse for and Connect to Teachers**

If you select this option, your students must connect to the appropriate Teacher ID at the start of each class. The advantage of this option is that students are not restricted to only one Teacher ID. It's your students' responsibility to connect promptly to the correct Teacher ID.

**NOTE:** You can't select this connection style if SynchronEyes software runs in Hidden mode.

### **Connect to the Same Teacher Every Time**

If you select this option, your students connect to the same teacher automatically. However, this option won't be suitable in some classrooms as it doesn't support multiple Teacher IDs.

If you select this option and click **Next**, the *Automatic Connection* dialog box appears. Type the Teacher ID, the IP address or the host name for the connection.

## Accept Connection from a Teacher

If you select this option, you connect to the correct students for your class by instructing SynchronEyes software to connect to every student in a particular class list. A class list is a customizable list of the students who attend a class.

The advantage of using class lists is that it makes the student connection more flexible. However, you still have complete control of the class lists. This prevents students from connecting to the wrong class or from taking too much time to connect.

**NOTE:** When you create a class list and SynchronEyes software searches for students, it locates students only if their connection style is set to **Accept connection from a teacher**.

## Student Features

You can disable the student's ability to ask questions, chat, submit files and exit SynchronEyes software. All these options are enabled by default.

**NOTE:** If you enable chat during the installation, you can enable and disable a student's ability to chat at any time from within the software.

## Student Name

You can set up the software to display the student's name as:

- the student's user account name combined with the host name of the computer
- the student's user account name
- the computer's host name
- a name the student's chooses
- a customized name

## Teacher Password

**NOTE:** You defined the teacher's password after you installed SynchronEyes software on the teacher's computer (page 4).

To set password-protection on the connection between the student and a teacher, select **Password required**, enter the teacher's password and then confirm the teacher's password. This restricts the student from connecting to any other teacher.

If you select **No Password**, the student can connect to any teacher.

## Shared Files Folder

You can specify the destination folder for all the files you send to the student. The default destination is the student's My Documents folder. However, you can also click **Browse** and select a different folder.

**NOTE:** If you change the file location, select a location that's accessible to students.

## Network Adapter Selection

**NOTE:** If your computer doesn't have multiple network adapters, this page doesn't appear.

If the student's computer has multiple network adapters, SynchronEyes software uses the network adapter that is selected by the operating system. However, you can specify in what order the operating system tries using the network adapters.

**NOTE:** You can specify a selection order of network adapters for a teacher's computer when you customize the teacher's advanced settings.

6. When you've finished selecting your configuration settings, click **Finish**.
7. Repeat steps 1 through 6 on each student's computer.

## Copying Student Configuration Options

You can configure other students' computers with the same options as the first student computer without selecting all the same options for each installation.

### To copy student configuration options

1. Copy the **SynchronEyesClient.ini** file from the SynchronEyes Student folder on the first student's computer.
2. Paste it into the same folder on the other students' computers.

## Reconfiguring Student Options after Installation

Using the Student Configuration Wizard, you can change any of the configuration settings.

### To reconfigure the installation options

1. Browse to the SynchronEyes software folder on the student's computer.
2. Double-click **StudentConfig.exe**.

The *SynchronEyes Student Configuration* dialog box appears.

3. On each page of the *SynchronEyes Student Configuration* dialog box, select the options you want and click **Next**.

For more information on the installation options for SynchronEyes student-station software, see pages 7 through 10.

4. Click **Finish**.
5. Repeat steps 1 through 4 on each student's computer.

#### TIP



You can configure the other students' computers with the same options as the first student computer without selecting all the same options with each installation (see page 10).

## Installing SynchronEyes Software on a Student's Mobile Device

You can install SynchronEyes software on a student's mobile device using Microsoft® ActiveSync® software on a connected computer.

You can reconfigure the default settings after installation (page 13).

**NOTE:** If you don't have ActiveSync software, browse to the **StudentSetupWinCE** directory on the SynchronEyes software CD, transfer the **SynchronEyes70SetupWinCE.CAB** file to the mobile device using another file sharing method and run this file from the mobile device.

## To install SynchronEyes software on a mobile device using Microsoft ActiveSync software

1. Connect the student's mobile device to a computer that's running an appropriate version of ActiveSync software.

**NOTE:** For more information, see the instructions you received with the mobile device.

2. On the computer, start ActiveSync software.

**NOTE:** If you want to install SynchronEyes software on more than one mobile device simultaneously, connect multiple mobile devices to the computer. As you connect each mobile device and the *Synchronization Setup Wizard* dialog box appears, click **Cancel** to establish a guest relationship between each mobile device and ActiveSync software.

3. Insert the SynchronEyes software CD in the computer.
4. On most computers, the CD starts automatically and the *SynchronEyes Classroom Management Software* dialog box appears.
  - If the dialog box appears, click **Install** and then select **Student Program Install For Mobile Devices**.
  - If the dialog box doesn't appear, browse to the **StudentSetupWinCE** directory and double-click **SynchronEyes70SetupWinCE.exe**.

As SynchronEyes software is installed on the computer, ActiveSync software installs it automatically on the mobile device.

If the software doesn't install automatically on the mobile device, install the software as follows:

- i. In ActiveSync software, select **Tools > Add/Remove programs**.
- ii. Select **SMART Technologies Inc. SynchronEyes Student WinCE** and click **OK**.



# Reconfiguring Student Options after Installation on a Mobile Device

You can reconfigure the student options of a SynchronEyes software installation on a mobile device.

## To reconfigure the installation options

1. Using the mobile device, navigate to the Start menu and click **SynchronEyes Student 7.0**.
2. Click the **SynchronEyes** icon in the lower right of the screen.
3. Select **Configure**.
4. On each page of the *SynchronEyes Student Configuration* dialog box, select the options you want. To move between pages, press a tab or a left or right arrow.

The following pages include further information on the options.

### Connection Style

You can set up the student connection to work in one of three ways:

#### **Allow Students to Browse for and Connect to Teachers**

If you select this option, your students must connect to the appropriate Teacher ID at the start of each class. The advantage of this option is that students are not restricted to only one Teacher ID. It's your students' responsibility to connect promptly to the correct Teacher ID.

#### **Accept Connection from a Teacher**

If you select this option, you connect to the correct students for your class by instructing SynchronEyes software to connect to every student included in a class list. A class list is a customizable list of the students who attend a class.

The advantage of using class lists is that it makes the student connection more flexible. However, you still have complete control of the class lists. This prevents students from connecting to the wrong class or from taking too much time to connect.

**NOTE:** When you create a class list and SynchronEyes software searches for students, it locates students only if their connection style is set to **Accept connection from a teacher**.

## Connect to the Same Teacher Every Time

If you select this option, your students connect to the same teacher automatically. However, this option won't be suitable in some classrooms since it doesn't support multiple Teacher IDs.

If you select this option, the *Automatic Connection* dialog box appears. Type the Teacher ID, the IP address or host name for the connection.

## Student Name

You can set up the software to display the student's name as:

- the mobile device owner's name combined with the mobile device's name
- the mobile device owner's name
- the mobile device's name
- a name the student chooses
- a customized name

## Shared Files Folder

You can specify the destination folder for all the files you send to the student. The default destination is the student's My Documents\Shared Files folder.

## NOTES:

- If you change the file location, select a location that's accessible to students.
- You can also specify an external storage space.

## Teacher Password

To set password-protection on the connection between the student and a teacher, select **Password required**, enter the teacher's password and then confirm the teacher's password. This restricts the student from connecting to any other teacher.

**NOTE:** You defined the teacher's password after you installed SynchronEyes software on the teacher's computer (page 4).

If you select **No Password**, the student can connect to any teacher.

5. When you've finished selecting your settings, click **OK**.

6. A message appears asking if you want to save the changes. Click **Yes**.
7. A message appears telling you that you need to restart the application. Click **Yes**.

## Installing SynchronEyes Software for Teacher Aides

You can allow colleagues limited access to SynchronEyes software so that they can monitor your class. SynchronEyes software refers to these additional teachers as teacher aides. They can access the Thumbnails view and monitor the whole class, a group or an individual student.

**NOTE:** You must have SynchronEyes teacher-station software installed to monitor a class as a teacher aide. However, you don't need an additional license for a student aide installation.

### To install SynchronEyes software for teacher aides

1. Install SynchronEyes software on the teacher's computer (page 4).
2. Each time you start SynchronEyes software, the *SynchronEyes 7.0 Evaluation* dialog box appears. Click **Continue Evaluation**. Using an evaluation version of SynchronEyes software, you can use all of its features for a limited time.
3. When you start SynchronEyes software for the first time after the evaluation period expires, the *SynchronEyes 7.0 Evaluation Expires* dialog box appears. Click **Continue as TA**.

After the evaluation period expires, many of SynchronEyes software's features are no longer enabled, but you can still monitor another teacher's class as a teacher aide.

## Installing the Quiz Wizard as a Stand-Alone Application

The Quiz Wizard is installed automatically when you install SynchronEyes teacher-station software. You can use the Quiz Wizard to create interactive quizzes that you can distribute to student computers through SynchronEyes software's Quiz view. If you want to create quizzes at home, you can install the Quiz Wizard on your home computer as a stand-alone application.

## To install the Quiz Wizard as a stand-alone application

1. Insert the SynchronEyes software CD in the computer.
2. On most computers, the CD starts automatically and the *SynchronEyes Classroom Management Software* dialog box appears.
  - If the dialog box appears, click **Install** and select **Quiz Wizard Program Install**.
  - If the dialog box doesn't appear, browse to the SynchronEyes software CD and double-click the **SynchronEyesQuizSetup.exe** file.
3. Follow the on-screen instructions.

## Starting SynchronEyes Software on a Teacher's Computer

On the teacher's computer:

- Double-click the **SynchronEyes** icon on the desktop.
- OR
- Browse to the SynchronEyes software folder and double-click **SynchronEyesTeacher.exe**.

If you haven't done so already, you will be prompted to activate your software (see page 5).

## Starting SynchronEyes Software on a Student's Computer

The method for starting SynchronEyes software depends upon installation settings and the student's hardware.

## To start SynchronEyes software on a student's computer

Depending upon the installation settings, SynchronEyes software may start automatically when the student starts the computer.

If the software doesn't start automatically, or if you've closed the software since the computer started, double-click the **SynchronEyes** icon on the desktop.

## To start SynchronEyes software on a student's mobile device

Using the mobile device, navigate to the Programs directory and tap the **SynchronEyes** icon.

### Viewing the SynchronEyes Software Help

For information on using SynchronEyes software on the teacher's computer, see the SynchronEyes software Help. To access the Help from the teacher's computer:

- select **Help > Contents**

OR

- hover the pointer over a dialog box, button or menu option and press F1.

You can also access information about creating quizzes in the stand-alone Quiz Wizard. To access the Help from the SynchronEyes software Quiz Wizard:

- click **Help Topics** 

OR

- select **Help > Contents**

OR

- hover the pointer over a dialog box, button or menu option and press F1.

The SynchronEyes software CD also includes a variety of SynchronEyes software user guides.

# Troubleshooting

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## Ports Required for SynchronEyes Software

If you install SynchronEyes software on a computer that has an active Internet connection firewall, the firewall can cause network problems. If possible, set your firewall to allow network traffic from SynchronEyes software. If this doesn't resolve the problem, ensure the following ports are open.

Port	Purpose
5462 (TCP)	Main Teacher-to-Student communications port
5485 (TCP)	Main Teacher-to-Teacher communications port
5496 (UDP)	Teacher discovery port
5491 (UDP)	Broadcast port
5493 (UDP)	Broadcast recovery port

If you're upgrading from previous versions of SynchronEyes software, you may need to open the following ports.

Port	SynchronEyes Software Version
5492 (TCP)	Any version earlier than to 3.0
5494 (TCP)	3.0
5497 (TCP)	3.01 to 4.0
5460 (TCP)	4.1 to 5.1
5461 (TCP)	6.x

## MSI Installation Packages

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If you have the necessary administrative rights, you can push the installation of SynchronEyes software using .msi files.

The SynchronEyes software installation package contains all of the information that the Windows Installer requires to install or remove the application and to run the user setup interface. Run the .msi file from a command line to start the Windows Installer and interactively install the package using default parameters.

**NOTE:** Don't attempt an MSI installation unless you're familiar with the commands described.

### To install SynchronEyes software on a teacher's computer using an MSI installation package

Type the following on the command line:

```
msiexec /i "<path to the msi file>\SynchronEyes Teacher 7.0.msi" /qn
```

**NOTE:** The software asks for your SynchronEyes serial number.

SynchronEyes software installs on the teachers' computers.

### To install SynchronEyes software on a student's computer using an MSI installation package

Type **msiexec /i "<path to the msi file>\SynchronEyes Student 7.0.msi" /qn**.

SynchronEyes software installs on a student's computer with default installation settings.

## To install SynchronEyes software on all student computers with custom installation settings

1. Install SynchronEyes software on a student's computer and select the installation settings you want.
  - If you customize installation settings, you automatically save the settings to the **SynchronEyesClient.ini** file. Copy the .ini file to the **StudentSetup** folder on the server to save the updated installation settings for all student computers.
  - If you don't customize installation settings, copy the **SynchronEyesClient.ini** file to the **StudentSetup** folder on the server to save the installation settings from the previous installation for all student computers.
  - If you customize installation settings, but you don't copy the **SynchronEyesClient.ini** file to the **StudentSetup** folder on the server, you save the default installation settings from the first computer for all student computers.

**NOTE:** The **StudentSetup** folder contains the **SynchronEyes Student 7.0.msi** file.

Run the MSI installation command as detailed in the previous procedure.



# Customer Support

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## Online Support

Visit [www.smarttech.com/support](http://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](http://www.smarttech.com/trainingcenter) for training materials and information about our training services.

## Contacting SMART Technical Support

SMART Technical Support welcomes your call. However, if you experience difficulty with your SMART product, you may want to contact your local reseller first. Your local reseller may be able to resolve the issue without delay.

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

**Online:** [www.smarttech.com/contactsupport](http://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](mailto:support@smarttech.com)

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## **Warranty**

Product warranty is governed by the terms and conditions of SMART's "Limited Equipment Warranty" that shipped with the SMART product at the time of purchase.

## **Registration**

To help us serve you, register online at [www.smarttech.com/registration](http://www.smarttech.com/registration).



**SMART Technologies**

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