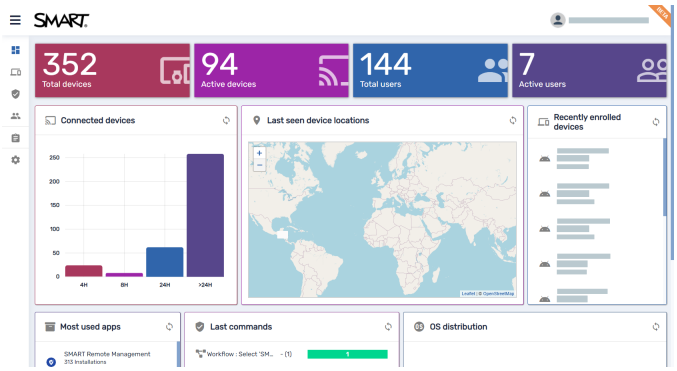

SMART Remote Management

Device management guide

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Learn more

This guide and other resources for SMART Remote Management are available in the Support section of the SMART website (smarttech.com/support). Scan this QR code to view these resources on your mobile device.

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October 23, 2025

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Chapter 1 **Welcome**

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About SMART Remote Management

SMART Remote Management is a cloud-based device-management tool you can use to remotely maintain, support, control, and secure devices in your organization. You can manage SMART Board® interactive displays and Android™, Windows®, and Chrome OS™ devices all from a central location.

When you create a SMART Remote Management domain account for your organization and register for the first time, you receive a free 30-day trial automatically. To continue using SMART Remote Management after the trial period, activate the domain account by redeeming credits. You can obtain credits in one of two ways:

- Purchase the credits from a SMART reseller.
- Use the subscription to SMART Remote Management included in your purchase of a SMART Board interactive display.

After you create the domain account for your organization, you can create users and enroll your SMART Board interactive displays and other devices. You and other SMART Remote Management users can then perform a variety of actions with enrolled devices:

- Monitor and locate devices
- Use tags and groups to manage devices
- Remotely view and control devices
- Remove devices from SMART Remote Management
- Install and manage apps on devices
- Deploy policies to devices
- Manage device settings
- Send remote execution commands to devices
- Send files to devices

- Send messages and sound the siren
- Lock and unlock devices
- Restart, shut down, and wake devices
- Return devices to factory settings

See also › *SMART Remote Management quick tour* (docs.smarttech.com/kb/171797)

About this guide

This guide explains how to manage enrolled SMART Board interactive displays and other devices in SMART Remote Management. It also explains how to troubleshoot common issues with SMART Remote Management.

This guide assumes you have created and activated a domain account, created users, and enrolled your organization's devices.

See › *SMART Remote Management setup guide* (docs.smarttech.com/kb/171333)

Note

Some SMART Remote Management features are available on only certain devices. The documentation for each feature in this guide includes a table that shows which devices the feature supports. The header rows in these tables represent devices with the following icons:

Icon	Description
	SMART Board interactive displays with iQ 4
	SMART Board interactive displays with iQ 3
	SMART Board GX series interactive displays
	Android devices
	Windows devices
	Chrome OS devices

See also › *SMART Remote Management feature compatibility* (docs.smarttech.com/kb/171722)

More information

This guide is part of a set of documentation for SMART Remote Management.

Other documentation for SMART Remote Management includes:

Document	Link
Quick tour	docs.smarttech.com/kb/171797
Setup guide	docs.smarttech.com/kb/171333
Feature compatibility	docs.smarttech.com/kb/171722

Scan the QR code on the inside front cover of this guide to view links to this documentation and other SMART Remote Management support resources.

Chapter 2 **Managing devices**

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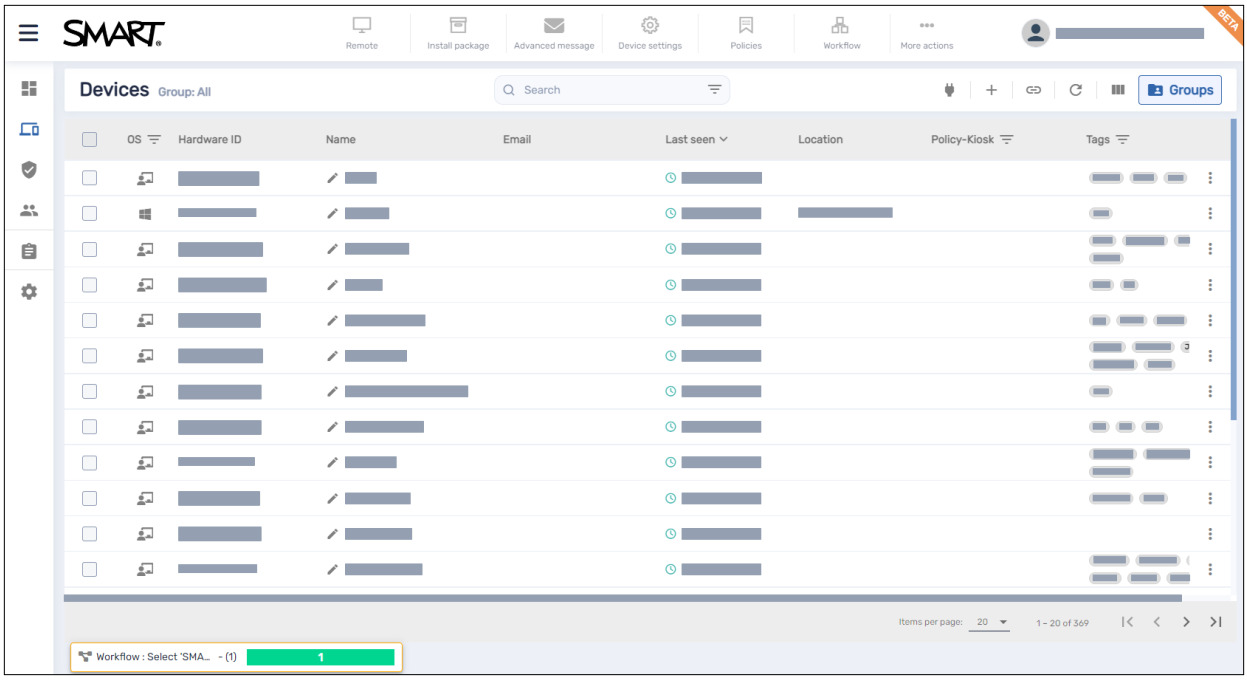
Monitoring devices

The *Devices* view displays information about the devices enrolled in SMART Remote Management to which you have access. The *Devices* view is the main view in SMART Remote Management for monitoring and managing devices.



To open the *Devices* view from anywhere in SMART Remote Management, click **Devices** in the menu. In the *Devices* view, you can:

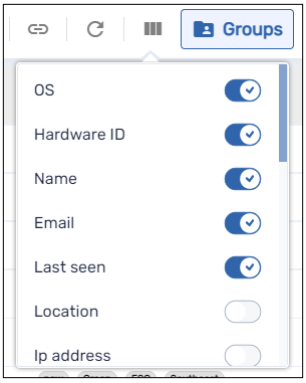
- Show and hide columns
- Filter devices
- Identify which devices are online
- View device details
- Locate devices
- Export device details to CSV files

Important

If a warning icon appears next to a device's ID, you need to reset the device's authentication token. Click the icon to learn more and reset the device's authentication token.

Showing and hiding columns

You can choose the columns that appear in the *Devices* view by clicking **Columns** . Enable columns you want to show, and disable columns you want to hide:



These are the columns you'd typically want to display for SMART Board interactive displays with iQ:

Column	Description	Notes
OS	An icon representing the device's type (operating system)	For SMART Board interactive displays with iQ, the icon is .
Hardware ID	A unique identifier assigned by the device's manufacturer	For SMART Board interactive displays with iQ, the unique identifier is the same as the display's serial number.
Name	A name you give the device to identify it in SMART Remote Management	See › *Renaming devices* on page 14
Last seen	The date and time the device was last active	N/A
Policy-Kiosk	The policies applied to the device	See › *Deploying policies* on page 56
Tags	The tags applied to the device	See › *Using tags* on page 21

Column	Description	Notes
SMART Build Number	The build number of iQ software running on the SMART Board interactive display	For devices other than SMART Board interactive displays with iQ, this column is blank.

Tips

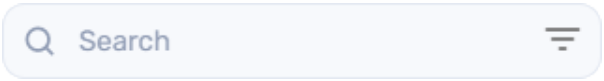
- You can sort devices by clicking the **Last Seen** column header.
- You can change the order of columns by dragging a column's header to its new position.
- You can filter the list of devices based on values in some columns.

  See › *Finding devices* below

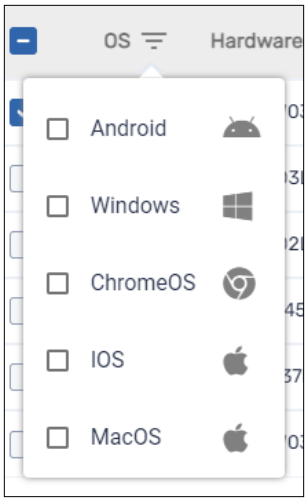
Finding devices

To find a specific device or devices quickly, filter the devices in the *Devices* view in one of the following ways:

- Use the *Search* bar at the top of the *Devices* view



- Use column filtering.



> **Notes**
>
> - Column filtering is available for the *OS*, *Policy-Kiosk*, and *Tags* columns.
> - For the OS column, selecting **Android** displays all SMART Board interactive display and Android devices, not just Android devices.

- Use filters

  See › *Using filters* below

- Use groups

  See › *Using groups* on page 24

Using filters

You can use filters to filter devices in the *Devices* view and run commands on all devices that meet filter criteria. You can create and save a filter for future use, or you can create a one-time quick filter.

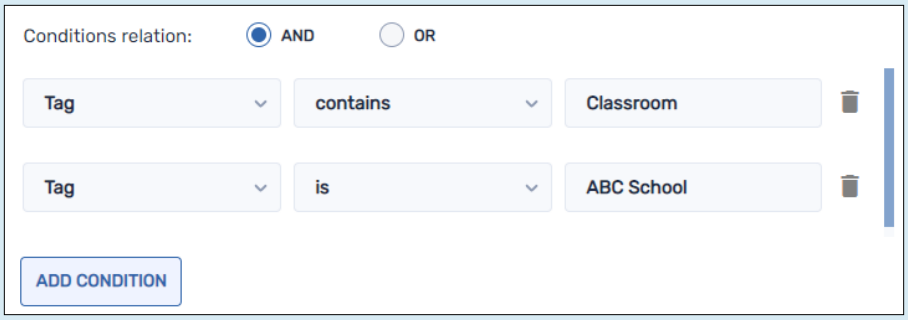
> **Tip**
>
> Filters are useful for applying policies to a group of devices. Because policies are created for specific operating systems, create a filter for devices that have the same operating system.
>
> See › *Deploying policies* on page 56

To create and save a filter

1. Click **Filters** in the *Search* bar.
2. Create the conditions for the filter.

   > **Note**
   >
   > Click **ADD CONDITION** to add multiple conditions as needed.

   Example

3. Click **SAVE FILTER**.

   The *Save filter* window appears.

4. Type a name in the *Filter name* box.
5. Optional › Select the following options for the filter:

Option	Description
Set as private	Make this filter available only to you.
Select color	Assign a color to the filter's icon.
Select icon	Assign an icon to the filter.

6. Click **SAVE**.

   > **Tip**
   >
   > You can edit the filter by selecting it in the list, modifying its conditions, and clicking **EDIT FILTER**.

To filter devices using filters

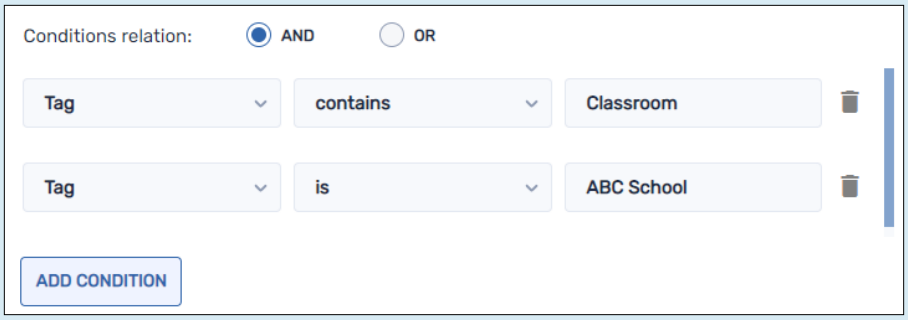
1. Click **Filters** in the *Search* bar.
2. Select the saved filter you want to use.

   OR

   Create the conditions for a one-time quick filter and click **QUICK SEARCH**.

   > **Note**
   >
   > Click **ADD CONDITION** to add multiple conditions as needed.

   Example

3. Click outside the filter drop-down menu.

   The devices that meet the filter's criteria appear in the *Devices* view.

To run a command on all devices that meet a saved filter's criteria

1. Click **Filters** in the *Search* bar.
2. Click **Actions** next to a saved filter and select the command you want to run on the devices that meet the filter's criteria.

   > **Tip**
   >
   > You can pin a frequently used command to the top of the menu by hovering over it and clicking **Pin to favorites**.

Renaming devices

You might need to change a device's name if its current name doesn't accurately describe its status or purpose. You can rename devices from the *Devices* view.

To rename a device

1. Click **Edit device name** beside the device's name.
2. Type a new name for the device and click **save changes** .

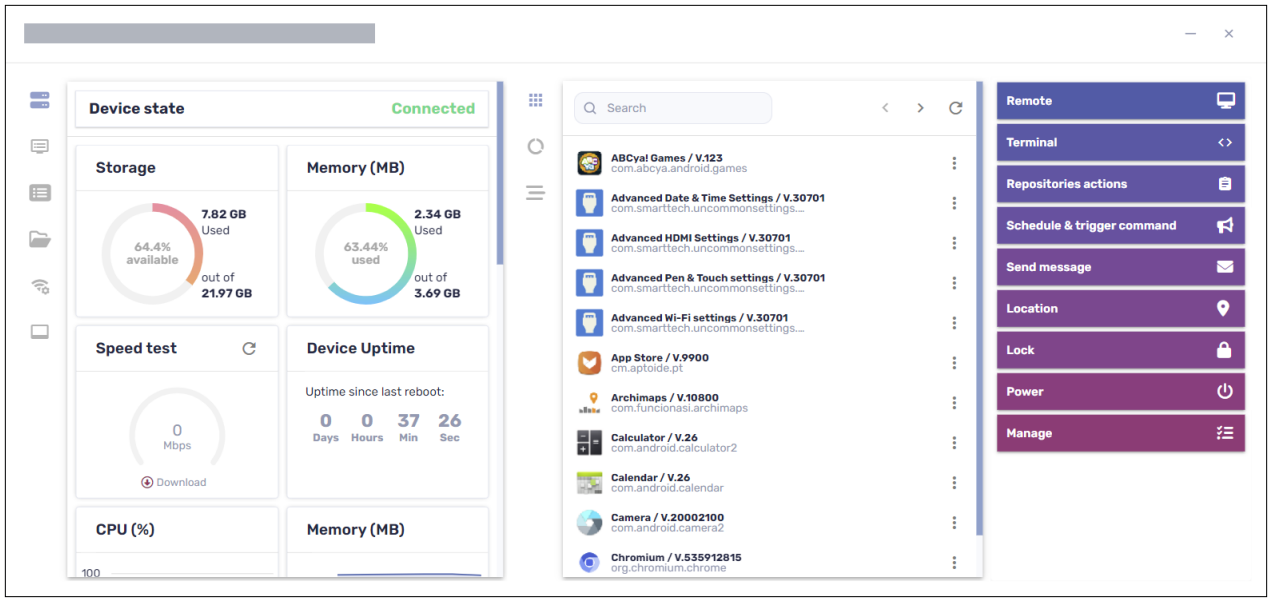
> **Tips**
>
> - To revert to the existing name, click **cancel** .
> - You can also rename a device from the device dashboard by clicking **Manage** and then **RENAME**.
>
> See › *Viewing device details* below

Identifying which devices are online

You can quickly identify which devices are online by clicking **Who is online?** in the *Devices* view. The *OS* icon for online devices turns blue ( ).

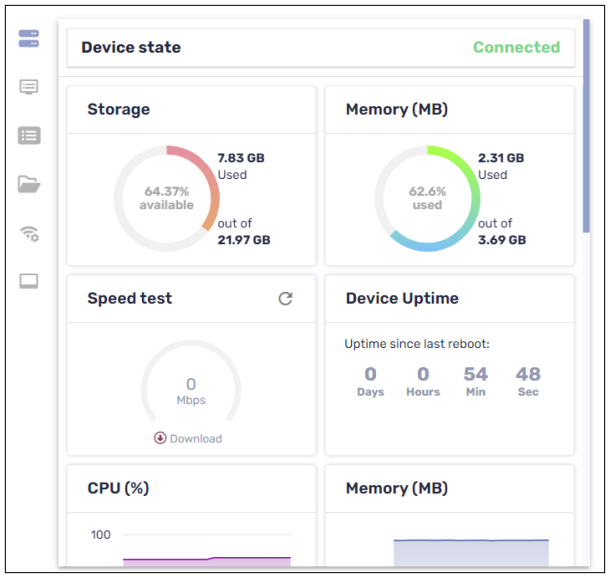
Viewing device details

When you click a device's row in the *Devices* view, a device dashboard similar to this appears:



From this dashboard, you can view general information about the device, a list of apps installed on the device, and device usage. The device dashboard also offers management tools, such as starting a remote session, applying settings and policies, and more.

The general details section on the dashboard's left side shows the device's current state—*Connected*, *Connected (non interactive)*, or *Disconnected*—and device information, such as memory, storage, resolution, battery life, and more.



Note

Devices with a state of *Connected (non-interactive)* are connected and functioning properly but are not being actively used. This typically occurs when the lock screen or screen saver are appearing on the device's display.

Tip

The device state refreshes automatically every 3 seconds. You can refresh it manually by clicking **Refresh** .

Click the other tabs to see additional information for the device:

Icon	Tab	Description	iQ 4	iQ 3	GX					
	Info	More details about the device, such as Wi-Fi, IP address, Bluetooth availability, model number, operating system version, MAC address, permissions, CPU, serial number, and time zone	☑	☑	☑	☑	☐	☐	☑	☐
	Properties	Properties for the device	☑	☑	☐	☐	☐	☐	☐	☐
	File system	Contents of the device's file system	☑	☑	☐	☐	☐	☐	☐	☐
	Storage stats	Storage statistics for the device	☑	☑	☐	☐	☐	☐	☐	☐
	Network	Network information, such as Wi-Fi state, Wi-Fi SSID, Wi-Fi allowed protocols, IP address, subnet mask, network related events (traceroute), and more	☑	☑	☑	☑	☐	☐	☐	☐

Icon	Tab	Description	iQ 4	iQ 3	GX					
	Smartboard	Basic information about the SMART Board interactive display with iQ, such as information about the touch controller and scaler firmware version, display build number, and display name **Note** If a user changes the name of a SMART Board interactive display with iQ from the display's settings, it can take up to 24 hours before the new name appears in SMART Remote Management.	☑	☑	☐	☐	☐	☐	☐	☐
	Bios	Information about the device's BIOS	☐	☐	☐	☐	☐	☐	☑	☐
	Processor	Information about the device's CPU	☐	☐	☐	☐	☐	☐	☑	☐
	Manufacture model	Information about the device's model	☐	☐	☐	☐	☐	☐	☑	☐
	Hot fixes	Information about Windows hot fixes applied to the device	☐	☐	☐	☐	☐	☐	☑	☐
	OS	Information about the device's operating system	☐	☐	☐	☐	☐	☐	☑	☐

Icon	Tab	Description	iQ 4	iQ 3	GX					
	Disks	Information about the device's hard drive	☐	☐	☐	☐	☐	☐	☑	☐
	Logged on users	Information about users currently logged on to the device	☐	☐	☐	☐	☐	☐	☑	☐
	Browsing	the device's browsing history	☐	☐	☐	☐	☐	☐	☐	☑

Tip

In the *Properties*, *File system*, *Storage stats*, and *Browsing* tabs, you can do the following:

- Search for specific information using the *Search* box.
- Export information to a CSV file by clicking **Export to CSV**.
- Display the information in the tab in an expanded view by clicking **Expand**.

Locating devices

You can see a device's current location from the *Devices* view. This is particularly useful for finding mobile devices.

Notes

- Before SMART Remote Management can locate a device, you must set up the network.

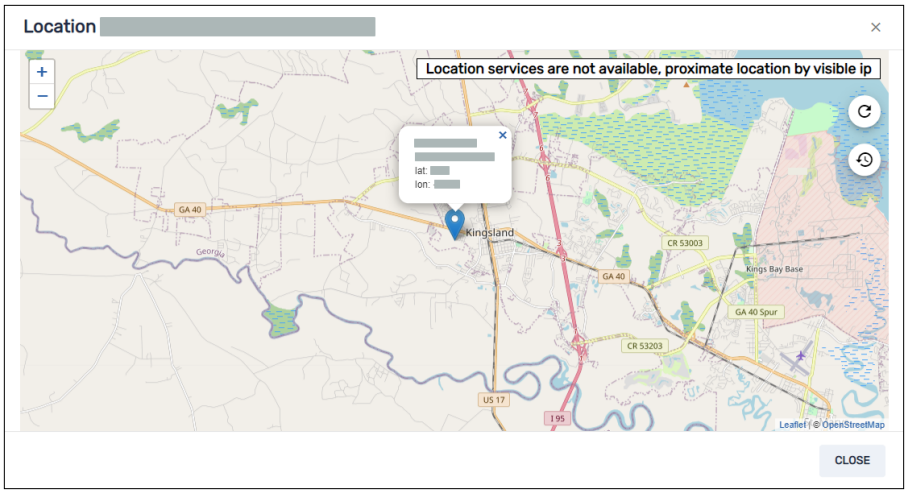
  See › *SMART Remote Management setup guide* (docs.smarttech.com/kb/171333)
- If location services are not available, SMART Remote Management shows an approximate location for the device based on its IP address.

To locate a device

1. Click the row of the device you want to locate.

   The device's dashboard window appears.

2. Click **Location** to open the *Location* window.



Exporting device details to CSV files

From the *Devices* view, you can create a CSV file that contains information from all available device columns in SMART Remote Management or from only those columns shown in the *Devices* view.

See › *Showing and hiding columns* on page 10

To export a CSV file

1. Select the check boxes of the devices you want to include in the CSV file.
2. Click **More actions** ••• and select **Export to CSV**.
3. Select **All columns** to export all device columns to the CSV file.

   OR

   Select **Columns shown in devices table** to export only those columns shown in the *Devices* view.
4. Click **CONFIRM**.

   Your browser downloads a CSV file from SMART Remote Management.
5. Open the CSV file in a spreadsheet application.

Using tags and groups

You can use tags and groups to organize devices in SMART Remote Management.

Using tags

Tags are a way of classifying devices enrolled in SMART Remote Management. For example, you could use tags to identify:

- Which devices are SMART Board interactive displays, which are computers, and which are mobile devices
- Where devices are located
- The intended purposes of the devices
- The department, team, or group that uses the devices

> **Tip**
>
> You can assign more than one tag to a device.

Assigning tags to devices is a prerequisite for creating groups. You can also use tags, along with groups, to filter devices in the *Devices* view.

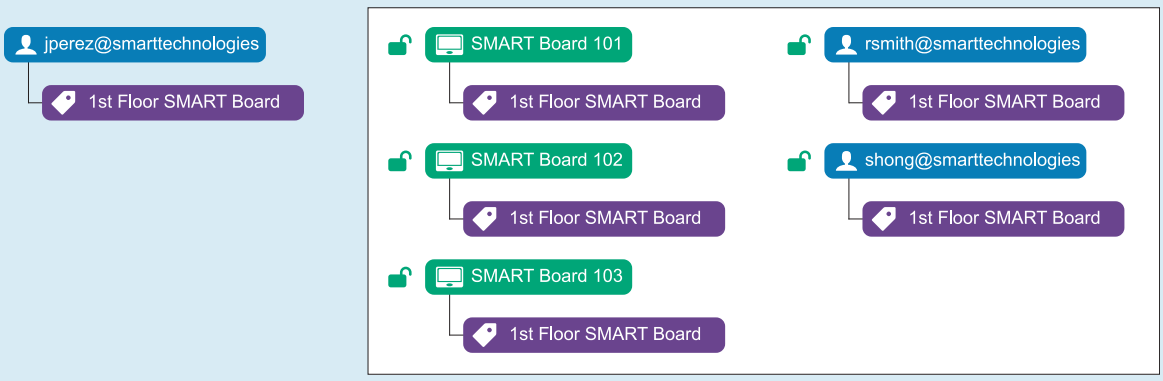
See › *Using groups* on page 24

See › *Finding devices* on page 11

You can also assign tags to SMART Remote Management users to control which devices and other users those users can access in SMART Remote Management.

Example

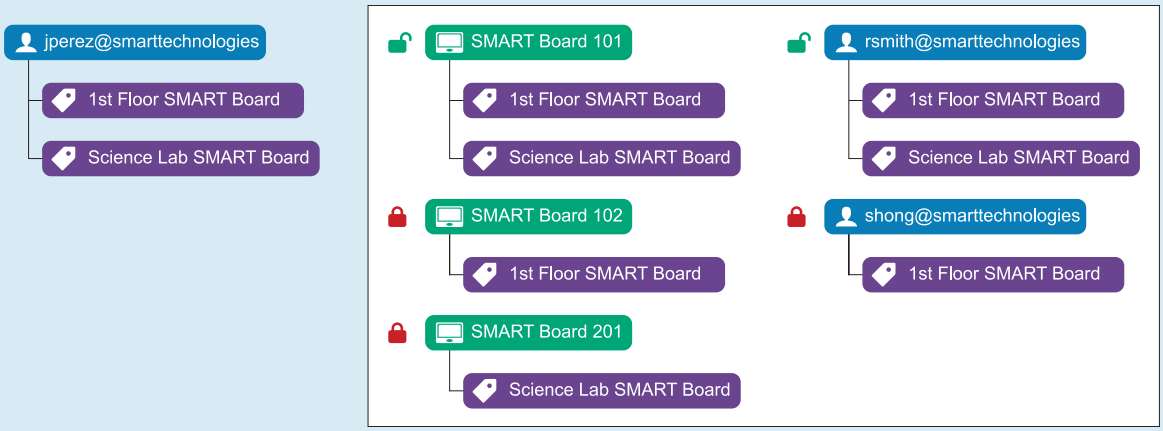
The user jperez@smarttechnologies is assigned the tag "1st Floor SMART Board" so can access only devices and users also assigned the tag "1st Floor SMART Board":



If you assign more than one tag to a user, the user can access only devices and users with the matching set of tags.

Example

The user jperez@smarttechnologies is assigned the tags "1st Floor SMART Board" and "Science Lab SMART Board" so can access only devices and users assigned both of these tags:



Typically, you assign tags to devices when you first enroll those devices in SMART Remote Management. After enrolling devices, you can also assign tags to them in the *Devices* view.

Notes

- By default, tags are not synchronized automatically when you enroll a device. The tags that appear in SMART Remote Management do not reflect changes you make directly to the device.
- The enrollment wizard includes an option to make sure the tags displayed in SMART Remote Management for a device match those defined on the device during daily synchronization. For example:

Time	Tags (as displayed in SMART Remote Management)	Tags (as defined on the device)
Before daily synchronization	Classroom – Math – Grade 5	Classroom – Math – Grade 5 – Interactive – Tablet
After daily synchronization	Classroom – Math – Grade 5 – Interactive – Tablet	Classroom – Math – Grade 5 – Interactive – Tablet

To add tags to a single device

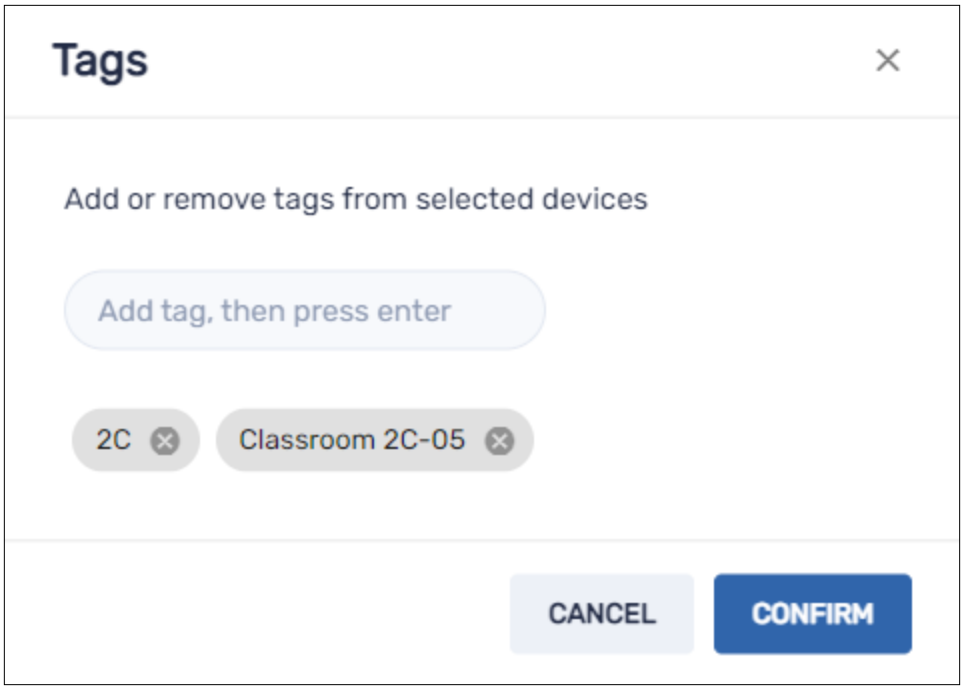
1. Click **Devices** to open the *Devices* view.
2. Click the row of the device to which you want to add a tag.

   The device's dashboard window appears.

3. Click **Manage**, and then click **TAGS**.

   The *Tags* window appears.

4. For each tag you want to add to the device, type a name for the tag in the *Add tag, then press enter* box and press ENTER.



5. Click **CONFIRM**.

   You'll see the tags added for the device in the *Tags* column.

To assign tags to multiple devices

1. Click **Devices** to open the *Devices* view.
2. Select the devices' check boxes.
3. Click **More actions** and select **Tags**.

   The *Tags* window appears.

4. For each tag you want to add to the devices, type the name for the tag in the *Add tag, then press enter* box and press ENTER.
5. Click **CONFIRM**.

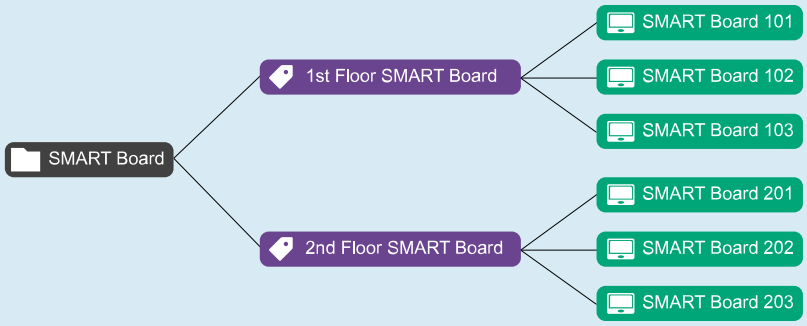
Using groups

Groups are a way of organizing devices enrolled in SMART Remote Management. By default, all enrolled devices are included in the All group, and any new devices you enroll are included in the New Devices group.

You can create additional groups using tags.

Example

If you create a group called "SMART Board" and assign it the tags "1st Floor SMART Board" and "2nd Floor SMART Board," the group will contain all devices with those tags:



The relationship between tags and groups is many-to-many: You can assign multiple tags to a single group and a single tag to multiple groups. This allows you to create groups that are as simple or as complex as your organization needs.

Most of the commands you can run for a single device or multiple devices you can also run for a group. In addition, you can make commands persistent: if you assign a new device to a group in the future (by adding one of the group's tags to the device), any persistent commands for that group run on the device automatically.

See › *Making group commands persistent* on page 115

You can create, edit, and delete groups from the *Devices* view. When you create a group, you assign it at least one tag and, optionally, one or more installation packages. SMART Remote Management automatically deploys a group's installation packages to any devices you add to the group (by adding one of the group's tags to the device).

To create a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Add new group** .

   The *Create new group* window appears.
4. Type a name and description in the *Group name* and *Group description* boxes.
5. Click **Tags** .
6. For each tag you want to add to the device, type the name for the tag in the *Add tag, then press enter* box and press ENTER.

   > **Note**
   >
   > You must assign at least one tag to the group.
7. Optional › Click **Packages** , click **ADD PACKAGES**, select the installation packages you want to assign to the group, and click **UPDATE**.

   See › *Installing apps* on page 32

   > **Notes**
   >
   > - Installation packages you assign to the group are persistent: if you assign a new device to the group in the future, SMART Remote Management deploys the installation packages to the device automatically.
   > - SMART Board interactive displays with iQ support persistent installation packages.
   > - Other devices require version 11.5.1.1 or later of the Viso MDM agent to support persistent installation packages.
8. Click **CONFIRM**.

   > **Tip**
   >
   > To edit or delete an existing group, click **Actions** in the group's row and select **Edit** or **Delete**. (You can't delete the All or New Devices groups.)

To filter devices using groups

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Select the group you want to use.

   The devices that meet the group's criteria appear in the *Devices* view.

To run commands on all devices in a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** next to a group and select the command you want to run on the devices in the group.

> **Tip**
>
> You can pin a frequently used command to the top of the menu by hovering over it and clicking **Pin to favorites**.

Remotely viewing and controlling devices

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☑[1]

You can use SMART Remote Management to start a remote view or control session with a device. You can see and interact with a device's screen as if you were in the room with the device. A remote view or control session is particularly useful when you need to help a user troubleshoot an issue with a device.

Whether you can remotely control a device or only view its screen depends on the following:

- The type of device

Type of device	Level of access
SMART Board interactive displays with iQ	View and control
SMART Board GX series interactive displays and Android devices	View and control
Windows devices	View and control
Chrome OS devices	View only

- Whether you have permission to view or control devices remotely

> **Note**
>
> If the *Require users permission for remote control* option is enabled as described below, the user must grant permission before you can interact with the device.

[1] Remote view only

To require user permission before starting a remote view or control session

1. Click **Account settings** .

   The *Account settings* window appears.

2. Click **Remote control** .
3. Enable **Require users permission for remote control**.
4. Click **SAVE**.

To start a remote view or control session

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click the device's row.

   The device's dashboard window appears.

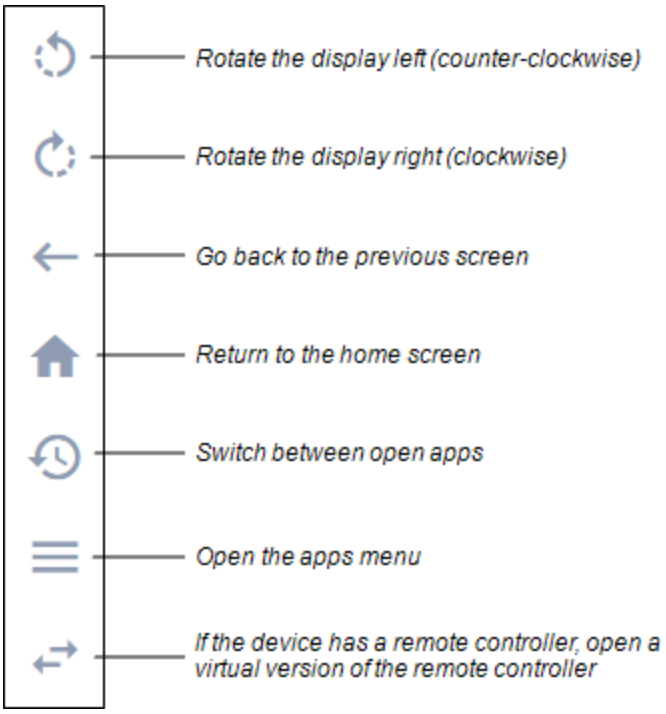
4. Click **Remote**.

   The remote window appears, and you can view or control the device.

   If the remote window appears black, click the Home button on the left side of the window (see below).

   Tip

   Use the buttons on the left side of the window to navigate the device:



To end a remote view or control session

Click the X in the top right corner of the remote window.

Connecting to devices using the Terminal feature

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☐	☐

You can use SMART Remote Management's Terminal feature to open direct Android Debug Bridge (ADB) shell connections to SMART Board interactive displays and Android devices. This allows you to remotely execute commands and pull logs for executed commands and their output in real time.

> **Important**
>
> The Terminal feature is available only on request. Contact a SMART representative if you would like to enable the Terminal feature for your organization.

To connect to a device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Terminal**.

   The *Terminal* window appears.
5. Use the *Terminal* window to connect to the device and enter commands.

   > **Tips**
   >
   > - To run the terminal session as a system administrator, click **Enable run as system**.
   > - To download a log file for the terminal session, click **Get log**, and then click the link that appears in the *Terminal* window.

   > **Note**
   >
   > The log files you download from the *Terminal* window are for tracking commands run through ADB and not for general system diagnostics. They are not the same as iQ system logs.
6. Click **CLOSE** when you're done.

Removing devices

You may need to remove a device from SMART Remote Management for a number of reasons:

- You are replacing the device (as part of SMART's RMA program or otherwise)
- You no longer need to monitor, manage, or control the device remotely

To remove a device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

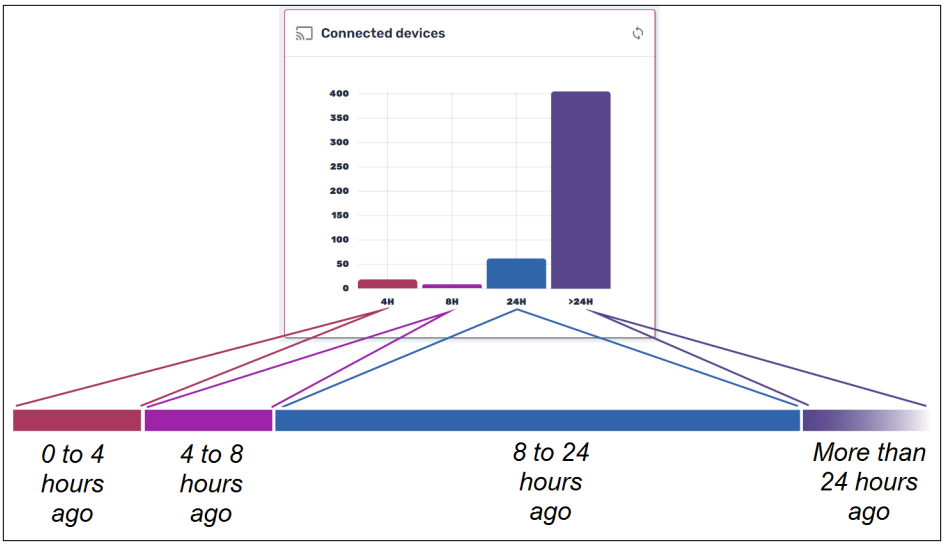
   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Manage**, and then click **REMOVE**.
5. Click **YES**.

Viewing total connected devices

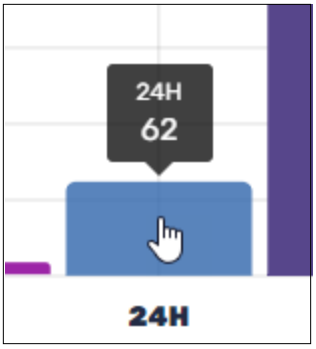
iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☑

The *Connected devices* graph in the *Dashboard* view shows how many connected devices have been active in four time intervals:



Tip

To view the specific number of active devices for a time interval, hover over the time interval's bar in the graph.


24H
62
24H

Chapter 3 **Installing and managing apps on devices**

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Installing apps

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☐

You can remotely install apps on devices using SMART Remote Management by completing these steps:

1. Create an installation package.
2. Deploy the installation package.
3. Create an activation command (if required).

Important

- For SMART Board interactive displays with iQ, review the list of unsupported apps.

  See › *Unsupported apps for SMART Board interactive displays with iQ* on page 38

- Install apps only from sources that you trust.
- Take care when installing apps that change Wi-Fi settings, Ethernet settings, VPNs, and alarms.
- Review required permissions for apps before installing them. For SMART Board interactive displays and Android devices, visit the Android developer site (developer.android.com/guide/topics/permissions/overview#perm-groups) for app permission guidelines.
- Test apps before installing them.
- Some apps depend on other apps and will not run unless other packages are deployed first.

Creating installation packages

The first step in using SMART Remote Management to install an app is to create an installation package for the app. The procedure for creating an installation package depends on the app's source:

Source	iQ 4	iQ 3	GX					
Online file	☑	☑	☑	☑	☐	☐	☑	☐
File saved on your computer	☑	☑	☑	☑	☐	☐	☑	☐
Google Play™ app	☑	☑	☑	☑	☐	☐	☐	☐

To create an installation package using an online file

1. Click **Repositories** and select **Packages**.

   The *Packages* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Packages* window includes sample installation packages that you can use as starting point for creating your own installation packages. These sample installation packages have turquoise icons.

2. Click **ADD NEW**.
3. Select **File from Url** from the *Select upload method* drop-down list.
4. Type the file's URL in the *File url* box.
5. Type a name and description in the *Repository name* and *Package description* boxes.

6. Optional › Type appropriate values in the remaining boxes.

   > **Note**
   >
   > The option for adding *Optional arguments for Windows packages* is functional only when using an EXE file to create the installation package.

7. Click **CONFIRM**.

To create an installation package using a file saved on your computer

1. Click **Repositories** and select **Packages**.

   The *Packages* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Packages* window includes sample installation packages that you can use as starting point for creating your own installation packages. These sample installation packages have turquoise icons.

2. Click **ADD NEW**.
3. Select **Upload file** from the *Select upload method* drop-down list.
4. Click **ADD FILE**.
5. Browse to and select the file, and click **Open**.

   The file uploads and the *Repository name* box updates to include the file name.

6. Type a description in the *Package description* box.
7. Optional › Type appropriate values in the remaining boxes.

   > **Note**
   >
   > The option for adding *Optional arguments for Windows packages* is functional only when using an EXE file to create the installation package.

8. Click **CONFIRM**.

To create an installation package using a Google Play app

1. Click **Repositories** and select **Packages**.

   The *Packages* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Packages* window includes sample installation packages that you can use as starting point for creating your own installation packages. These sample installation packages have turquoise icons.

2. Click **ADD NEW**.
3. Select **Package from play store** from the *Select upload method* drop-down list.
4. Click **Play store**.

   The Google Play store opens in a separate browser tab.

5. Search or browse for the app you'd like to use.
6. Copy the webpage's URL from the address bar.

   Example

   The URL to the WPS Office app is `https://play.google.com/store/apps/details?id=cn.wps.moffice_eng`.

7. Return to the SMART Remote Management tab and paste the URL you copied in step 4 in the *Copy app URL from Play store* box.
8. Select the country where the devices on which you want to install the app are located in the *Select country* drop-down list.
9. Select the type of device in the *Device type* drop-down list.

   > **Note**
   >
   > For SMART Board interactive displays, select **Interactive flat panel (Android)**.

10. Click **SYNC**.
11. Optional › Modify the name and description in the *Repository name* and *Package description* boxes.
12. Optional › Modify the values in the remaining boxes.
13. Click **CONFIRM**.

Deploying installation packages

You can deploy an installation package to a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Assign the installation package to a group so the package is automatically deployed to devices added to the group

  See › *Using tags and groups* on page 20

- Use a trigger to initiate the deployment of the installation package at a scheduled time or when a specific event takes place

  See › *Managing schedulers and triggers* on page 116

- Include the deployment of the installation package in a workflow

  See › *Managing workflows* on page 131

To deploy an installation package to a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Repositories actions**, and then click **INSTALL PACKAGES**.

   The *Install package* window appears.
5. Select the installation package from the list and click **APPLY**.

To deploy an installation package to multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **Install package**.

   The *Install package* window appears.
5. Select the installation package from the list and click **APPLY**.

To deploy an installation package to all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Install package**.

   The *Install package* window appears.
4. Select the installation package from the list and click **APPLY**.

To deploy an installation package to a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Install package**.

   The *Install package* window appears.
4. Select the installation package from the list and click **APPLY**.

Creating an activation command

If an app requires activation and supports centralized activation, you can create a command or script in SMART Remote Management to activate it on the device.

See › *Sending remote execution commands and scripts to SMART Board interactive displays and Android and Windows devices* on page 72

Important

For SMART Notebook® software, provisioning email addresses is the recommended method for activating.

See › Determining the best activation method

Notes

- Not all SMART software, such as SMART Ink® and Product Drivers, requires activation.
- Commands for activating SMART software are provided in the products' system administrator or deployment guides. Refer to the *Documents* page on support.smarttech.com.

Unsupported apps for SMART Board interactive displays with iQ

Some apps can cause issues with SMART Board interactive displays with iQ and are not supported on these displays as a result:

Unsupported apps	Issues
Launchers	Launcher apps can interfere with the home screen app and cause the Input, Screen Share, and SMART Notebook Player apps to stop working.
Web browsers	Third-party web browsers allow users to download APKs and other files from the internet. Pages that are visited are not added to the home screen recent list.
File managers	File managers can allow access to hidden system files and settings.
Keyboards	Third-party keyboards can cause a wide variety of issues with the iQ experience.
Setup wizards, system setting tuners, and apps that allow the system to be rooted	These apps grant access to the operating system and can cause a wide variety of issues.
Online music players	Online music players can operate in the background. The interface is hidden and you can't stop unintended music from playing.
Apps requiring Google Play Services	Google™ policies do not permit Google Play Services to be used on interactive display products. Apps requiring Google Play Services will not run on SMART Board interactive displays with iQ, and attempts to do so could cause problems.
Apps with GPS	Hardware limitations prevent apps from working.
Apps with NFC	Hardware limitations prevent apps from working.
Apps with Bluetooth® LE (low energy)	SMART Board interactive displays with iQ use Bluetooth LE, and apps that require Bluetooth LE will cause issues.
Apps that require portrait orientation	Apps that require portrait orientation don't fit the landscape screen. Install only apps that allow landscape orientation.

Enabling, disabling, and stopping apps

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☐	☐

Three common app management activities are enabling, disabling, and stopping apps. You can complete these activities—as well as clearing app data and uninstalling apps—for a single device from the device's dashboard.

See › *Clearing app data* on page 43

See › *Uninstalling apps* on page 44

You can also enable and disable apps using SMART Remote Management commands.

Enabling apps

Apps are enabled by default. If you or another administrator disabled apps on one or more devices, you can re-enable them from SMART Remote Management.

See › *Disabling apps* on the next page

You can enable apps on a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to initiate the enabling of apps at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the enabling of apps in workflows.

  See › *Managing workflows* on page 131

To enable apps on a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click the device's row.

   The device's dashboard window appears.

4. For each app you want to enable, click ⋮ in the app's row and select **Enable app**.

To enable apps on all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** ⋮ in the saved filter's row and select **Enable apps**.

   The *Enable apps* window appears.

4. Click **Add to list** + for each app you want to enable.
5. Click **ENABLE**.

To enable apps on multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** ••• and select **Enable apps**.

   The *Enable apps* window appears.
5. Click **Add to list** + for each app you want to enable.
6. Click **ENABLE**.

To enable apps in a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** ⋮ in the group's row and select **Enable apps**.

   The *Enable apps* window appears.
4. Click **Add to list** + for each app you want to enable.
5. Click **ENABLE**.

Disabling apps

If you want to prevent users from using an app but don't want to remove the app entirely from devices, you can disable the app from SMART Remote Management.

You can disable apps on a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to initiate the disabling of apps at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the disabling of apps in workflows.

  See › *Managing workflows* on page 131

> **Important**
>
> Take care when disabling an app because devices might not work correctly without the app.

To disable apps on a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. For each app you want to disable, click ⋮ in the app's row and select **Disable app**.

To disable apps on multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** ••• and select **Disable apps**.

   The *Disable apps* window appears.
5. Click **Add to list** + for each app you want to disable.
6. Click **DISABLE**.

To disable apps on all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** ⋮ in the saved filter's row and select **Disable apps**.

   The *Enable apps* window appears.

4. Click **Add to list** + for each app you want to disable.
5. Click **DISABLE**.

To disable apps in a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** ⋮ in the group's row and select **Disable apps**.

   The *Disable apps* window appears.
4. Click **Add to list** + for each app you want to disable.
5. Click **DISABLE**.

Stopping apps

You can stop any apps currently running on a device from SMART Remote Management. This is particularly useful when you are working with users to troubleshoot issues with their devices.

> **Important**
>
> Take care when stopping an app because devices might not work correctly without the app.

To stop apps

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. For each app you want to stop, click ⋮ in the app's row and select **Stop app**.

Clearing app data

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☐	☐

You can clear app data using SMART Remote Management. This is particularly useful when you are working with users to troubleshoot issues with their devices.

> **Important**
>
> Take care when clearing app data because apps might not work as expected after data is cleared.

You can clear app data on a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to initiate the clearing of app data at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the clearing of app data in workflows.

  See › *Managing workflows* on page 131

To clear app data on a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. For each app for which you want to clear data, click ⋮ in the app's row and select **Clear app data**.

To clear app data on multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.

4. Click **More actions** and select **Clear apps data**.

   The *Clear apps data* window appears.

5. Click **Add to list** for each app for which you want to clear data.
6. Click **CLEAR**.

To clear app data on all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Clear apps data**.

   The *Clear apps data* window appears.

4. Click **Add to list** for each app for which you want to clear data.
5. Click **CLEAR**.

To clear app data on a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Clear apps data**.

   The *Clear apps data* window appears.

4. Click **Add to list** for each app for which you want to clear data.
5. Click **CLEAR**.

Uninstalling apps

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☐

On occasion, you might need to uninstall one or more apps on a single device or multiple devices. You can do this from SMART Remote Management.

You can uninstall apps on a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to initiate the removal of apps at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the removal of apps in workflows.

  See › *Managing workflows* on page 131

> **Important**
>
> Take care when uninstalling an app because devices might not work correctly without the app.

To uninstall apps on a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. For each app you want to uninstall, click ⋮ in the app's row and select **Uninstall app**.

To uninstall apps on multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** ••• and select **Uninstall packages**.

   The *Uninstall packages* window appears.
5. Click **Add to list** + for each app you want to uninstall.
6. Click **UNINSTALL**.

To uninstall apps on all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Uninstall package**.

   The *Uninstall packages* window appears.
4. Click **Add to list** for each app you want to uninstall.
5. Click **UNINSTALL**.

To uninstall apps on a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Uninstall packages**.

   The *Uninstall packages* window appears.
4. Click **Add to list** for each app you want to uninstall.
5. Click **UNINSTALL**.

Viewing app usage data

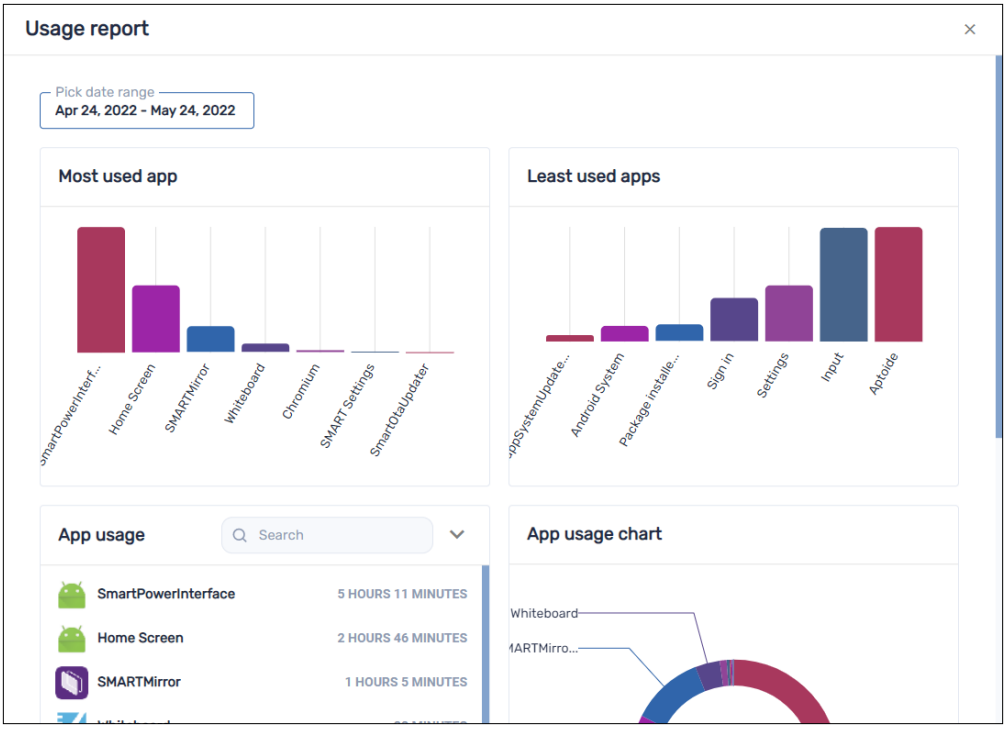
iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☑

You can view apps currently running on a device and detailed app information for the device using SMART Remote Management.

Alternatively, you can create an app usage report for a single device, multiple devices, all devices that match a saved filter's criteria, or a group. This report displays app usage data, including the most- and least-used apps on the devices. Usage data is helpful for determining which apps are being used in your organization and which aren't and can be either disabled or uninstalled.

See › *Disabling apps* on page 40

See › *Uninstalling apps* on page 44



To view apps currently running on a device

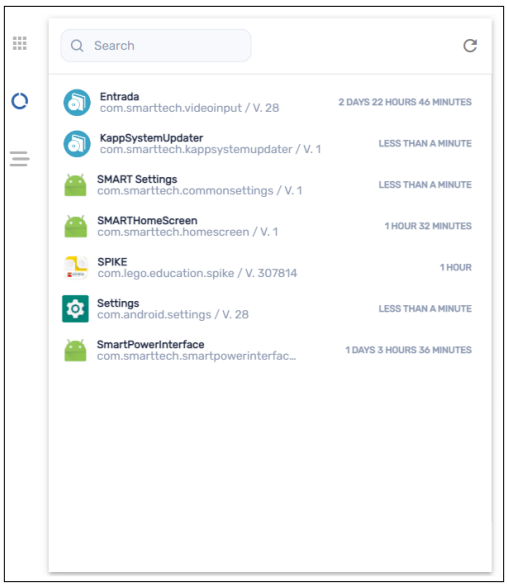
1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.

4. Click **Usage** .

   A list of all apps currently running on the device appears.



To view detailed app information for a device

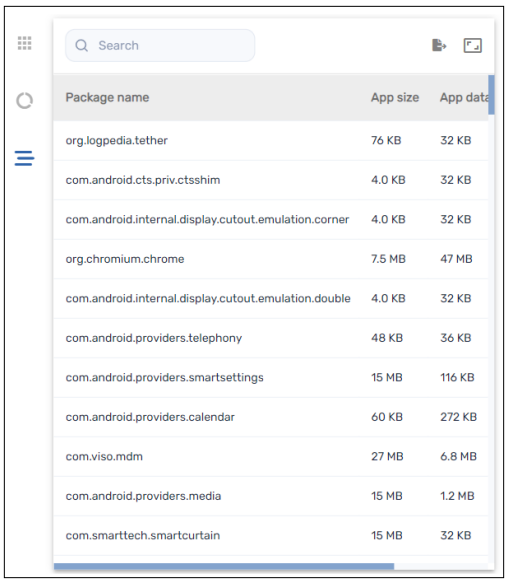
1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.

4. Click **Advanced stats** .

   A table with detailed app information for the device appears.



> **Tip**
>
> You can do the following:
>
> - Search for specific information using the *Search* box.
> - Export information to a CSV file by clicking **Export to CSV** .
> - Display the information in the tab in an expanded view by clicking **Expand** .

To create an app usage report for a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click **Actions** in the device's row and select **App usage report**.

   The app usage report for the device appears. By default, the report displays app usage data for the last month.

4. Optional › Change the report's start and end dates using the calendar.

> **Tip**
>
> In the *App usage* section of the report, you can do the following:
>
> - Search for specific information using the *Search* box.
> - Export information to a CSV file by clicking **Export to CSV**.
> - Sort the list of apps by clicking **Sort ascending** or **Sort descending** .

To create an app usage report for multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** and select **App usage report**.

   The app usage report for the devices appears. By default, the report displays app usage data for the last month.
5. Optional › Change the report's start and end dates using the calendar.

> **Tip**
>
> In the *App usage* section of the report, you can do the following:
>
> - Search for specific information using the *Search* box.
> - Export information to a CSV file by clicking **Export to CSV**.
> - Sort the list of apps by clicking **Sort ascending** or **Sort descending** .

To create an app usage report for all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **App usage report**.

   The app usage report for the devices appears. By default, the report displays app usage data for the last month.

4. Optional › Change the report's start and end dates using the calendar.

   > **Tip**
   >
   > In the *App usage* section of the report, you can do the following:
   >
   > - Search for specific information using the *Search* box.
   > - Export information to a CSV file by clicking **Export to CSV**.
   > - Sort the list of apps by clicking **Sort ascending** or **Sort descending** .

To create an app usage report for a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **App usage report**.

   The app usage report for the devices appears. By default, the report displays app usage data for the last month.
4. Optional › Change the report's start and end dates using the calendar.

   > **Tip**
   >
   > In the *App usage* section of the report, you can do the following:
   >
   > - Search for specific information using the *Search* box.
   > - Export information to a CSV file by clicking **Export to CSV**.
   > - Sort the list of apps by clicking **Sort ascending** or **Sort descending** .

Preventing users from installing apps

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☐	☐

To prevent users from installing apps on SMART Board interactive displays and Android devices, you can either disable the App Store app or uninstall the Google Play store from those devices.

Disabling the App Store app

You can disable the App Store app from a single device, multiple devices, all devices that match a saved filter's criteria, or a group.

> **Note**
>
> When you disable the App Store app on a device, the App Store icon will still appear on the device, but users will not be able to open the app.

To disable the App Store app on a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click ⋮ in the device's row and select **Disable apps**.

   The *Disable apps* window appears.
4. Click **Add to list** + for the App Store app.
5. Click **DISABLE**.

To disable the App Store app on multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** ••• and select **Disable apps**.

   The *Disable apps* window appears.
5. Click **Add to list** + for the App Store app.
6. Click **DISABLE**.

To disable the App Store app on all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.

3. Click **Actions** ⋮ in the saved filter's row and select **Disable apps**.

   The *Disable apps* window appears.

4. Click **Add to list** + for the App Store app.
5. Click **DISABLE**.

To disable the App Store app on a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** ⋮ in the group's row and select **Disable apps**.

   The *Disable apps* window appears.

4. Click **Add to list** + for the App Store app.
5. Click **DISABLE**.

Uninstalling the Google Play store

You can uninstall the Google Play store from a single device, multiple devices, all devices that match a saved filter's criteria, or a group.

To uninstall the Google Play store from a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click ⋮ in the device's row and select **Uninstall package**.

   The *Uninstall packages* window appears.

4. Click **Add to list** + for the Google Play Store.
5. Click **UNINSTALL**.

To uninstall the Google Play store from multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Select the devices' check boxes.
4. Click **More actions** and select **Uninstall packages**.

   The *Uninstall packages* window appears.
5. Click **Add to list** for the Google Play Store.
6. Click **UNINSTALL**.

To uninstall the Google Play store from all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Uninstall package**.

   The *Uninstall packages* window appears.
4. Click **Add to list** for the Google Play Store.
5. Click **UNINSTALL**.

To uninstall the Google Play store from a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Uninstall packages**.

   The *Uninstall packages* window appears.
4. Click **Add to list** for the Google Play Store.
5. Click **UNINSTALL**.

Chapter 4 **Deploying policies and managing settings**

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About policies and settings

You can control users' access to apps and websites on devices by deploying policies to those devices. You can also manage device settings remotely.

SMART Remote Management includes three repository item types you use for deploying policies and managing settings:

- Policies
- Kiosk
- Device settings

This table defines the purpose of these repository item types and the device types each supports:

Repository item type	**Purpose**	iQ 4	iQ 3	GX					
Policies	Control what users can and can't do on devices	☑	☑	☑	☑	☐	☐	☑	☑

Repository item type	Purpose	iQ 4	iQ 3	GX					
Kiosk	Set devices as kiosks (devices with limited user control, such as information terminals in shopping malls and other public places) and control what users can and can't do on kiosks	☐	☐	☑	☑	☐	☐	☑	☐
Device settings	Manage device settings remotely	☑	☑	☑	☑	☐	☐	☐	☐

Notes

- For SMART Board interactive displays with iQ, you can lock settings by deploying a policy.

  See › *Locking settings for SMART Board interactive displays with iQ* on page 66

- For SMART Board GX series interactive displays and Android devices, you can add settings to a policy. This allows you to deploy policies and manage settings in a single step.

  See › *Deploying policies* below

Deploying policies

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☑

You can deploy policies to your organization's devices using SMART Remote Management. Policies control what users can and can't do using your organization's devices.

You can deploy a policy to a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can use a trigger to deploy a policy at a scheduled time or when a specific event takes place (for SMART Board GX series interactive displays, Android devices, and Windows devices only).

To create a policy

1. Click **Repositories** and select **Policies**.

   The *Policies* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Policies* window includes sample policies that you can use as starting point for creating your own policies. These sample policies have turquoise icons.

2. Click **ADD NEW** and select the type of device for which you want to create the policy.
3. Type a name and description in the *Policy name* and *Policy description* boxes.
4. Enter the appropriate information in the remaining tabs:

Icon	Tab	Description	iQ 4	iQ 3	GX					
	Block list	Allow or block apps	☐	☐	☑	☑	☐	☐	☑	☑
	Web	Allow or block websites	☐	☐	☑	☑	☐	☐	☑	☑
	Settings lockdown	Lock SMART Board interactive display with iQ settings See › *Locking settings for SMART Board interactive displays with iQ* on page 66	☑	☑	☐	☐	☐	☐	☐	☐

5. Optional › For SMART Board GX series interactive displays, Android devices, and Windows devices, use a trigger to start or stop the deployment of the policy:

   See › *Managing schedulers and triggers* on page 116

   a. Click **General** .
   b. Turn on **Activate policy by trigger**.
   c. Click **SELECT TRIGGER**.

      The *Scheduler & triggers* window appears.

   d. Select the trigger from the list and click **APPLY**.

6. Optional › For SMART Board GX series interactive displays and Android devices, add settings to the policy:

   See › *Managing settings* on page 62

   a. Click **General** .
   b. Turn on **Add settings to policy**.
   c. Click **SELECT SETTINGS**.

      The *Settings* window appears.

   d. Select the settings from the list and click **APPLY**.
7. Click **CONFIRM**.

To deploy a policy to a device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Repositories actions**, and then click **POLICIES**.

   The *Policies* window appears.
5. Select a policy from the list and click **APPLY**.

To deploy a policy to multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the device's check boxes.

   > **Note**
   >
   > Policies are created for specific device types, so select devices of the same type.
4. Click **Policies** .

   The *Policies* window appears.
5. Select a policy from the list and click **APPLY**.

To deploy a policy to all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Policies**.

   The *Policies* window appears.

   > **Note**
   >
   > Policies are created for specific device types, so select a filter with devices that are of the same type.

4. Select the policy from the list and click **APPLY**.

To deploy a policy to a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Policies**.

   The *Policies* window appears.

   > **Note**
   >
   > Policies are created for specific device types, so select a group with devices that are of the same type.

4. Select the policy from the list and click **APPLY**.

Deploying kiosk policies

iQ 4	iQ 3	GX					
☐	☐	☑	☑	☐	☐	☑	☐

A kiosk is a device with limited user control, such as information terminals in shopping malls and other public places. You can create policies for kiosks in SMART Remote Management that do the following:

- Set allowed apps for kiosks
- Specify which allowed app is the launcher app (in other words, the app that appears when users first interact with kiosks)

- Set allowed and blocked websites for kiosks
- Set a wallpaper (background) for kiosks

You can deploy a kiosk policy to a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can use a trigger to deploy a kiosk policy at a scheduled time or when a specific event takes place.

To create a kiosk policy

1. Click **Repositories** and select **Kiosk**.

   The *Kiosk* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Kiosk* window includes sample kiosk policies that you can use as starting point for creating your own kiosk policies. These sample kiosk policies have turquoise icons.

2. Click **ADD NEW** and select the type of device for which you want to create the kiosk policy.
3. Type a name and description in the *Kiosk name* and *Kiosk description* boxes.
4. Enter the appropriate information in the remaining tabs:

Icon	Tab	Description
	Allow list	Allow apps and select an allowed app as the launcher.
	Web	Allow or block website URLs
	Wallpaper	Set a wallpaper for the kiosk

5. Optional › Use a trigger to start or stop the deployment of the kiosk policy:

   See › *Managing schedulers and triggers* on page 116

   a. Click **General** .
   b. Turn on **Activate kiosk by trigger**.
   c. Click **SELECT TRIGGER**.

      The *Scheduler & triggers* window appears.

   d. Select the trigger from the list and click **APPLY**.

6. Click **CONFIRM**.

To deploy a kiosk policy to a device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Repositories actions**, and then click **KIOSK**.

   The *Kiosk* window appears.
5. Select a kiosk policy from the list and click **APPLY**.

To deploy a kiosk policy to multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the device's check boxes.

   > **Note**
   >
   > Policies are created for specific device types, so select devices of the same type.
4. Click **More actions** and select **Kiosk**.

   The *Kiosk* window appears.
5. Select a kiosk policy from the list and click **APPLY**.

To deploy a kiosk policy to all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Kiosk**.

   The *Kiosk* window appears.

   > **Note**
   >
   > Kiosk policies are created for specific device types, so select a filter with devices that are of the same type.
4. Select the kiosk policy from the list and click **APPLY**.

To deploy a policy to a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Kiosk**.

   The *Kiosk* window appears.

   > **Note**
   >
   > Kiosk policies are created for specific device types, so select a group with devices that are of the same type.

4. Select the kiosk policy from the list and click **APPLY**.

Managing settings

You can use SMART Remote Management to manage settings for SMART Board interactive displays and Android devices remotely. You can also lock access to settings from SMART Board interactive displays with iQ so that users do not inadvertently change them.

Managing settings

iQ 4	iQ 3	GX					
☑[1]	☑[2]	☑[3]	☑	☐	☐	☐	☐

To manage a device's settings remotely using SMART Remote Management, you need to first create settings in SMART Remote Management. You can then apply the settings to an individual device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to apply settings at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the application of settings in workflows.

  See › *Managing workflows* on page 131

[1]SMART Board interactive displays with iQ 4 don't support all settings available in SMART Remote Management.
[2]SMART Board interactive displays with iQ 3 don't support all settings available in SMART Remote Management.
[3]SMART Board GX series interactive displays don't support all settings available in SMART Remote Management.

> **Note**
>
> Not all SMART Board interactive display with iQ settings can be changed from SMART Remote Management. If there is a setting you want to be able to change from SMART Remote Management, submit a feature request to add this setting to a future version.

To create settings

1. Click **Repositories** and select **Device settings**.

   The *Device settings* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Device settings* window includes sample settings that you can use as starting point for creating your own settings. These sample settings have turquoise icons.

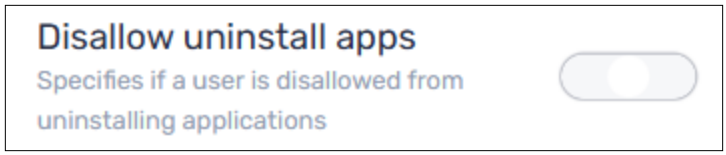
2. Click **ADD NEW**.
3. Type a name and description in the *Name* and *Description* boxes.
4. Enter the appropriate information in the remaining tabs:

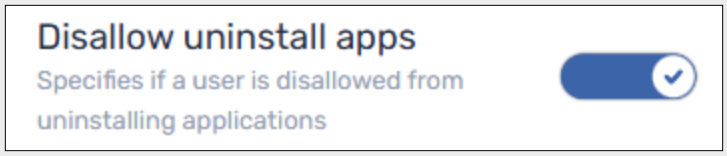
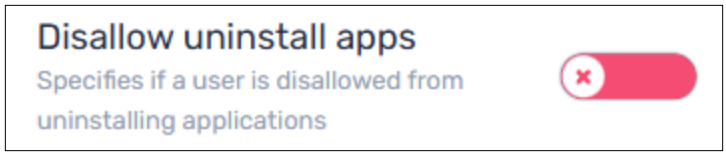
Icon	Tab	Description
	Wifi	Enable **Set device wifi** to enter the device's Wi-Fi settings. **Notes** ◦ SMART doesn't recommend connecting SMART Board interactive displays with iQ to hidden networks using SMART Remote Management settings. If you do, you might need to apply settings twice to connect the display to the network successfully, particularly if the display is connected to the internet through Ethernet (rather than Wi-Fi). ◦ To make devices forget an existing Wi-Fi network, enable **Forget wifi** and type the existing network's SSID in the *Service Set Identifier (SSID)* box.
	Security	Enable security settings you want to apply to the device, such as maximum allowed log in attempts, password settings, and so on.
	General	Control various settings for the device, such as allowing users to be added locally, volume adjustments, and so on. **Tip** Search for specific settings using the *Search* box at the top of the tab.

Icon	Tab	Description
	APN	Turn on Access Point Name (APN) settings and enter APN details.
	Wallpaper	Set a wallpaper for the device.
	Certificates	Install certificates on the device. To do this a. Turn on **Install CA Certificate**. b. Select one of the following from the *User certificate* drop-down list: ◦ **User trusted credentials** ◦ **User wifi CA certificate** ◦ **VPN and apps certificate** ◦ **User private key wifi certificate** c. If you selected **User wifi CA certificate** or **VPN and apps certificate** in step b, type the alias for the certificate in the *Certificate* alias box. d. Copy the body text of the certificate and paste it into the *CA cetificate body* box.
	Smartboard settings	Control general display settings, such as the apps visible in the display's apps library, whiteboard settings, and so on.
	Lock screen	Set a password and message for the device's lock screen.

Note

For several settings, you can use a three-way toggle to enable the setting, disable the setting, or leave it set to its default state:

Toggle state	Action	Example
	SMART Remote Management doesn't modify the setting on the device.	 SMART Remote Management doesn't modify the setting on the device. Whether users can uninstall apps depends on whether the setting is enabled or disabled by default on the device.

Toggle state	Action	Example
	SMART Remote Management enables the setting on the device.	 SMART Remote Management enables the setting on the device and users cannot uninstall apps as a result.
	SMART Remote Management disables the setting on the device.	 SMART Remote Management disables the setting on the device and users can uninstall apps as a result.

5. Click **CONFIRM**.

To apply settings to a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Repositories actions**, and then click **DEVICE SETTINGS**.

   The *Device settings* window appears.
5. Select the settings from the list and click **APPLY**.

To apply settings to multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **Device settings**.

The *Device settings* window appears.

5. Select the settings from the list and click **APPLY**.

To apply settings to all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Device settings**.

   The *Device settings* window appears.
4. Select the settings from the list and click **APPLY**.

To apply settings to a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Device settings**.

   The *Device settings* window appears.
4. Select the settings from the list and click **APPLY**.

Locking settings for SMART Board interactive displays with iQ

iQ 4	iQ 3	GX					
☑	☑	☐	☐	☐	☐	☐	☐

To lock access to settings on SMART Board interactive displays with iQ, connect a USB drive to one display and create a lockdown certificate. After you obtain the lockdown certificate, create a lockdown policy and apply it to a display, multiple displays, all displays that match a saved filter's criteria, or a group.

> **Tip**
>
> You can use a lockdown certificate from a single display to lock settings on multiple displays. You don't need to create a lockdown certificate on each display for which you want to lock settings.

To create a lockdown policy

1. Connect a USB drive to a SMART Board interactive display with iQ and create a lockdown certificate.

   See › Locking down the iQ experience Settings app

2. Connect the USB drive to your computer.
3. Click **Repositories** and select **Policies**.

   The *Policies* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Policies* window includes sample policies that you can use as starting point for creating your own policies. These sample policies have turquoise icons.

4. Click **ADD NEW** and select **Smartboard**.

   The *New custom policy* window appears.

5. Type a name and description in the *Policy name* and *Policy description* boxes.
6. Click **Settings lockdown** .
7. Click the **Set key** slider to enable it.
8. Click **Add key** .

   The *Open* window appears.

9. Browse to and select the .key file on the USB drive, and click **Open**.
10. Click **CONFIRM**.

To lock settings on a single display

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click the display's row.

   The display's dashboard window appears.

4. Click **Repositories actions**, and then click **POLICIES**.

   The *Policies* window appears.

5. Select the lockdown policy from the list and click **APPLY**.

To lock settings on multiple displays

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the displays' check boxes.
4. Click **Policies**.

   The *Policies* window appears.
5. Select the lockdown policy from the list and click **APPLY**.

To lock settings on all displays that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Policies**.

   The *Policies* window appears.

   > **Note**
   >
   > Select a filter that selects only SMART Board interactive displays with iQ.
4. Select the lockdown policy from the list and click **APPLY**.

To lock settings on a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Policies**.

   The *Policies* window appears.

   > **Note**
   >
   > Select a group that contains only SMART Board interactive displays with iQ.
4. Select the lockdown policy from the list and click **APPLY**.

Returning devices to factory settings and resetting their authentication tokens

Returning devices to factory settings

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☐	☐

You can return a device to its factory settings (or "wipe it") as described below. Alternatively, you can use a trigger to initiate the wiping of a device at a scheduled time or when a specific event takes place.

See › *Managing schedulers and triggers* on page 116

> **Important**
>
> If you return a device to factory settings, the authentication token that was generated when you first enrolled the device will be lost. You will need to generate a new authentication token following the instructions in *Resetting devices' authentication tokens* below.

To return a device to factory settings

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Lock** or **Power**, and then click **WIPE**.
5. Click **YES**.

Resetting devices' authentication tokens

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☑

For security reasons, the first handshake between a device and SMART Remote Management generates an authentication token. This token is stored on SMART Remote Management and on the device.

You can generate a new authentication token for a device if the original authentication token was lost. This is useful if you've performed a factory reset on the device and need to reconnect it to SMART Remote Management.

> **Note**
>
> If you've never enrolled a device in SMART Remote Management, it should not have an authentication token. However, in rare situations, such as when you receive a replacement SMART Board interactive display that was previously enrolled in SMART Remote Management on another domain, a device that you haven't enrolled in SMART Remote Management might have an authentication token. In these situations, contact SMART support (smarttech.com/contactsupport) to reset the device's authentication token.

To reset a device's authentication token

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Manage**, and then click **RESET AUTH TOKEN**.
5. Click **RESET AUTH TOKEN**.

Chapter 5 **Running other commands on devices**

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Sending custom commands and scripts to devices

Sending remote execution commands and scripts to SMART Board interactive displays and Android and Windows devices

iQ 4	iQ 3	GX					
☑[1]	☑[2]	☑	☑	☐	☐	☑	☐

You can create remote execution commands and scripts in SMART Remote Management and send them to devices for a variety of purposes, including:

- Installing certificates on SMART Board interactive displays with iQ
- Enabling or disabling automatic over-the-air (OTA) updates on SMART Board interactive displays with iQ
- Activating software, such as SMART Notebook or SMART Meeting Pro®, on computers

You can send remote execution commands and scripts to a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to send a remote execution command at a scheduled time or when a specific event takes place

  See › *Managing schedulers and triggers* on page 116

- Include the sending of remote execution commands and scripts in workflows.

  See › *Managing workflows* on page 131

To create a remote execution command

1. Click **Repositories** and select **Remote execute**.

   The *Remote execute* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Remote execute* window includes sample remote execution commands that you can use as starting point for creating your own remote execution commands. These sample remote execution commands have turquoise icons.

[1] SMART Board interactive displays with iQ 4 don't fully support remote execution commands.
[2] SMART Board interactive displays with iQ 3 don't fully support remote execution commands.

2. Click **ADD NEW**.

   The *New remote execution* window appears.

3. Type a name in the *Name* box.
4. Select **Command line**.
5. Type the command in the *Command* box.
6. Optional › Type arguments in the *Arguments* box.

   > **Note**
   >
   > You cannot send the remote execution command settings put to devices when users are signed into those devices. Use the command smartcli settings put instead.

   See also › *Installing certificates on SMART Board interactive displays with iQ* on page 76

   See also › *Updating SMART Board interactive displays with iQ* on page 79

   See also › *Randomizing MAC addresses for SMART Board interactive displays with iQ* on page 81

7. Select or clear the following check boxes.

Check box	Select to	Notes
Wait for exit	Allow the system to wait for the command's execution to finish before reporting the result.	This is critical for commands that depend on completion confirmation before subsequent actions can occur.
Collect output	Collect and return the output of the command as part of the command results.	This provides administrators with essential feedback and diagnostics, improving troubleshooting and verifying command success.
Run with high privileges	Execute the command with elevated local device permissions.	This ensures compatibility with commands requiring administrative privileges, especially for critical device or system changes.

8. Turn on **Set as private** to mark the command as private so it is only visible to the creator of the command.

   > **Note**
   >
   > This enhances control over sensitive commands, promoting user privacy and security.

9. Click **CONFIRM**.

   The remote execution command is added to the repository.

To create a remote execution script

1. Click **Repositories** and select **Remote execute**.

   The *Remote execute* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Remote execute* window includes sample remote execution scripts that you can use as starting point for creating your own remote execution scripts. These sample remote execution scripts have turquoise icons.

2. Click **ADD NEW**.

   The *New remote execution* window appears.

3. Type a name in the *Name* box.
4. Select **Script**.
5. Type the script in the *Script* box.
6. Select or clear the following check boxes.

Check box	Select to	Notes
Wait for exit	Allow the system to wait for the script's execution to finish before reporting the result.	This is critical for scripts that depend on completion confirmation before subsequent actions can occur.
Collect output	Collect and return the output of the script as part of the script results.	This provides administrators with essential feedback and diagnostics, improving troubleshooting and verifying script success.
Run with high privileges	Execute the script with elevated local device permissions.	This ensures compatibility with scripts requiring administrative privileges, especially for critical device or system changes.

7. Turn on **Set as private** to mark the script as private so it is only visible to the creator of the script.

   > **Note**
   >
   > This enhances control over sensitive scripts, promoting user privacy and security.

8. Click **CONFIRM**.

   The remote execution script is added to the repository.

To send a remote execution command or script to a device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Repositories actions**, and then click **REMOTE EXECUTE**.

   The *Remote execute* window appears.
5. Select a command or script from the list and click **APPLY**.

To send a remote execution command or script to multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** and select **Remote execute**.

   The *Remote execute* window appears.
5. Select a command or script from the list and click **APPLY**.

To send a remote execution command or script to all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Remote execute**.

   The *Remote execute* window appears.
4. Select a command or script from the list and click **APPLY**.

To send a remote execution command or script to a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.

3. Click **Actions** ⋮ in the group's row and select **Remote execute**.

   The *Remote execute* window appears.

4. Select a command or script from the list and click **APPLY**.

Installing certificates on SMART Board interactive displays with iQ

You can use remote execution commands to install certificates on SMART Board interactive displays with iQ.

These are the commands for installing certificates on SMART Board interactive displays with iQ 4:

Task	Command	Arguments
Install CA certificate	install_ca	<Certificate> `[--delete_file]` `[--for_all_users]` Where • <Certificate> is the path to the certificate (for example, `/sdcard/certs/certificate.p12` or `/sdcard/Download/certificate.p12`) • Optional › --delete_file specifies whether the certificate file should be deleted (true by default) • Optional › `[--for-all-users]` specifies whether the certificate should be installed for all signed-in users (false by default)
Install user certificate	install_user	<Certificate> `[--delete_file]` `[--alias]` `[--cert-password]` Where • <Certificate> is the path to the certificate (for example, `/sdcard/certs/certificate.p12` or `/sdcard/Download/certificate.p12`) • Optional › --delete_file specifies whether the certificate file should be deleted (true by default) • Optional › --alias specifies the alias for the certificate • Optional › --cert-password specifies the password for the certificate

Task	Command	Arguments
Install user certificate for Wi-Fi	install_wifi	<Certificate> `[--delete_file]` `[--alias]` `[--cert-password]` Where • <Certificate> is the path to the certificate (for example, `/sdcard/certs/certificate.p12` or `/sdcard/Download/certificate.p12`) • Optional › --delete_file specifies whether the certificate file should be deleted (true by default) • Optional › --alias specifies the alias for the certificate • Optional › --cert-password specifies the password for the certificate

These are the commands for installing certificates on SMART Board interactive displays with iQ 3:

Task	Command	Arguments
Install CA certificate	install_ca	<Certificate> `[--delete_file]` `[--for_all_users]` Where • <Certificate> is the path to the certificate (for example, `/sdcard/certs/certificate.p12` or `/sdcard/Download/certificate.p12`) • Optional › --delete_file specifies whether the certificate file should be deleted (true by default) • Optional › `[--for-all-users]` specifies whether the certificate should be installed for all signed-in users (false by default)

Task	Command	Arguments
Install user certificate	install_user	<Certificate> `[--delete_file]` `[--alias]` `[--cert-password]` `[--board_lock_type]` `[password|pin]` `[--board_lock_value]` Where • <Certificate> is the path to the certificate (for example, `/sdcard/certs/certificate.p12` or `/sdcard/Download/certificate.p12`) • Optional > --delete_file specifies whether the certificate file should be deleted (true by default) • Optional > --alias specifies the alias for the certificate • Optional > --cert-password specifies the password for the certificate • Optional > --board_lock_type specifies the display's lock type (password or pin) • Optional > --board_lock_value specifies the display's lock alpha-numeric password or numeric PIN (between 4 and 17 characters).
Install user certificate for Wi-Fi	install_wifi	<Certificate> `[--delete_file]` `[--alias]` `[--cert-password]` `[--board_lock_type]` `[password|pin]` `[--board_lock_value]` Where • <Certificate> is the path to the certificate (for example, `/sdcard/certs/certificate.p12` or `/sdcard/Download/certificate.p12`) • Optional > --delete_file specifies whether the certificate file should be deleted (true by default) • Optional > --alias specifies the alias for the certificate • Optional > --cert-password specifies the password for the certificate • Optional > --board_lock_type specifies the display's lock type (password or pin) • Optional > --board_lock_value specifies the display's lock alpha-numeric password or numeric PIN (between 4 and 17 characters).

Updating SMART Board interactive displays with iQ

You can use remote execution commands to update SMART Board interactive displays with iQ.

These are the commands for updating SMART Board interactive displays with iQ 4:

Task	Command	Arguments
Enable automatic OTA updates	smartcli	update feature auto enable
Disable automatic OTA updates	smartcli	update feature auto disable
Get the status of the automatic OTA update	smartcli	update feature auto
Set the time of day automatic OTA updates run	smartcli	update property update-daily-window <Start time> <End time> Where • <Start time> is the start time in minutes • <End time> is the end time in minutes **Example** To set automatic OTA updates to run from 1 am to 5 am: update property update-daily-window 60 300
Get the time of day automatic OTA updates run	smartcli	update property update-daily-window

Task	Command	Arguments
Set the days of the week automatic OTA updates run	smartcli	update property update-days-of-week <Days of the week> Where <Days of the week> are the days of the week on which you want automatic OTA updates to run, separated by spaces: • 1 = Sunday • 2 = Monday • 3 = Tuesday • 4 = Wednesday • 5 = Thursday • 6 = Friday • 7 = Saturday **Example** To set automatic OTA updates to run on Sundays and Mondays: update property update-days-of-week 1 2
Get the days of the week automatic OTA updates run	smartcli	update property update-days-of-week
Check if a system update is available, download it, and install it	smartcli	update install system `[--reboot]` `[--async]` Where • Optional › `[--reboot]` reboots the display after the update is complete to apply it. • Optional › `[--async]` prevents the command from remaining in Pending state until the update is applied (When the update is applied, the command is marked as successful. If the command fails, the output should indicate the reason for failure.) **Example** To set the display to reboot after the update is complete to apply it: update install system --reboot

These are the commands for updating SMART Board interactive displays with iQ 3:

Task	Command	Arguments
Enable automatic OTA updates	smartcli	update auto enable
Disable automatic OTA updates	smartcli	update auto disable
Check for updates immediately	smartcli	update schedule none
Check for updates at a specified time	smartcli	update schedule <Status> Where <Status> is • tonight • tomorrow night • this weekend

Randomizing MAC addresses for SMART Board interactive displays with iQ

These are the commands for randomizing MAC addresses for SMART Board interactive displays with iQ4.

Task	Command	Arguments
Get MAC randomization settings for a specified network	smartcli	networking wifi get mac_randomization <Network name> Where <Network name> is the name of the network for which you want to get MAC randomization settings

Task	Command	Arguments
Set MAC randomization settings for a specified network	smartcli	networking wifi set mac_randomization <Network name> <Randomization option> Where • <Network name> is the name of the network for which you want to set MAC randomization settings • <Randomization option> is ◦ auto to let the Wi-Fi framework automatically decide the MAC randomization strategy ◦ none to use the factory MAC when connecting to the network ◦ persistent to generate a randomized MAC once and reuse it for all connections to the network ◦ non_persistent to use a randomly generated MAC address for connections to the network **Note** This option does not persist the randomized MAC address.

Sending files to devices

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☐

You can upload files from your computer or a URL and use SMART Remote Management to send those files to devices in your organization. This is useful when you want all devices to have the same wallpaper or otherwise share common files.

You can send files to a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to initiate the sending of files at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the sending of files in workflows.

  See › *Managing workflows* on page 131

To upload files from your computer

1. Click **Repositories** and select **Files**.

   The *Files* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Files* window includes sample saved files that you can use as starting point for creating your own saved files. These sample saved files have turquoise icons.

2. Click **ADD NEW**.

   The *New file* window appears.

3. Select **Upload File** in the *Select upload method* drop-down list.
4. Type a name for the files in the *Name* box.
5. Type the path where you want to send the files in the *Destination* box.

   > **Tip**
   >
   > For SMART Board interactive displays with iQ:
   >
   > - Place files in `/sdcard/download` to have them appear in the **Downloads** folder.
   > - Place files in `/sdcard/Android/obb/SMART/shared/files` to have them appear in the **Board Files** folder.
   >
   > See › Using the Files Library

6. Click **ADD FILES**.

   The *Open* dialog box appears.

7. Browse to and select the first file you want to upload, and click **Open**.
8. Repeat steps 6 and 7 for all other files you want to upload.
9. Click **Upload all**.
10. Click **CONFIRM**.

To upload files from a URL

1. Click **Repositories** and select **Files**.

   The *Files* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Files* window includes sample saved files that you can use as starting point for creating your own saved files. These sample saved files have turquoise icons.

2. Click **ADD NEW**.

   The *New file* window appears.

3. Select **File from Url** in the *Select upload method* drop-down list.
4. Type the URL you are uploading the files from in the *File url* box.
5. Type a name for the files in the *Name* box.
6. Type the path where you want to send the files in the *Destination* box.

   > **Tip**
   >
   > For SMART Board interactive displays with iQ:
   >
   > - Place files in `/sdcard/download` to have them appear in the **Downloads** folder.
   > - Place files in `/sdcard/Android/obb/SMART/shared/files` to have them appear in the **Board Files** folder.
   >
   > See › Using the Files Library

7. Click **CONFIRM**.

To send files to a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click the device's row.

   The device's dashboard window appears.

4. Click **Repositories actions**, and then click **FILES**.

   The *Files* window appears.

5. Select the files from the list and click **APPLY**.

To send files to multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** and select **Send files**.

   The *Files* window appears.
5. Select the files from the list and click **APPLY**.

To send files to all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Send files**.

   The *Files* window appears.
4. Select the files from the list and click **APPLY**.

To send files to a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Send files**.

   The *Files* window appears.
4. Select the files from the list and click **APPLY**.

Sending messages and sounding the siren

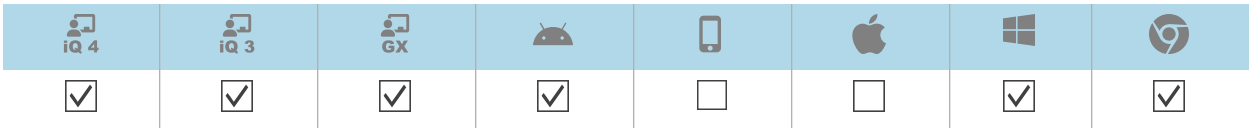
You can send messages and sound the siren using SMART Remote Management. These features are useful when you need to communicate information with specific users or all users across your organization quickly.

You can send two types of messages using SMART Remote Management:

- Text-only
- Advanced

Text-only messages can be sent to all devices. You can send advanced messages to only SMART Board interactive displays and Android devices.

Sending text-only messages



Text-only messages consist of a title and body.

You can send text-only messages to a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to send a text-only message at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the sending of text-only messages in workflows.

  See › *Managing workflows* on page 131

To send a text-only message to a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Send message**.

   The *Send message* window appears.
5. Type the message title and body text in the *Message title* and *Message body* boxes.
6. Click **CONFIRM**.

To send a text-only message to multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.

4. Click **More actions** and select **Send message**.

   The *Send message* window appears.

5. Type the message title and body text in the *Message title* and *Message body* boxes.
6. Click **CONFIRM**.

To send a text-only message to all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Send message**.

   The *Send message* window appears.

4. Type the message title and body text in the *Message title* and *Message body* boxes.
5. Click **CONFIRM**.

To send a text-only message to a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Send message**.

   The *Send message* window appears.

4. Type the message title and body text in the *Message title* and *Message body* boxes.
5. Click **CONFIRM**.

Sending advanced messages

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Unlike text-only messages, advanced messages can include images, sounds, and video. You can create three types of advanced messages:

- Advanced messages with text, images, and sounds
- Advanced messages with YouTube™ videos that you can play in a loop
- Advanced messages with embedded web pages or HTML

You can send advanced messages to a single device, multiple devices, all devices that match a saved filter's criteria, or to a group. Alternatively, you can:

- Use a trigger to send advanced messages at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the sending of advanced messages in workflows.

  See › *Managing workflows* on page 131

If your organization uses CrisisGo, users can send advanced messages that you create in SMART Remote Management to SMART Board interactive displays using physical panic buttons.

See › *SMART Remote Management and CrisisGo quick reference* (docs.smarttech.com/kb/172039)

To create an advanced message with text, image, and sound

1. Click **Repositories** and select **Advanced messaging**.

   The *Advanced messages* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Advanced messages* window includes sample advanced messages that you can use as starting point for creating your own advanced messages. These sample advanced messages have turquoise icons.

2. Click **ADD NEW**.
3. Type a name and description in the *Name* and *Description* boxes.
4. Click **Content** .
5. Select **Image/Sound** in the *Advanced message type* drop-down list.

6. Provide text, image, and sound for the advanced message:

Component	Procedure
Text	a. Type text in the *Text to display* box. b. Click and select a color for the text.
Image	a. Click **ADD IMAGE ASSET**. The *Assets* window appears. > **Note** > If the image you want to include in the advanced message isn't already available in SMART Remote Management, click **ADD NEW** and follow the on-screen instructions to upload the image. b. Select the image and click **APPLY**. c. Optional › Select **Stretch on screen** to stretch the image to fill the screen. d. Optional › Select **Horizontal** or **Vertical** to keep the width or height of the image proportional.
Sound	a. Click **ADD AUDIO ASSET**. The *Assets* window appears. > **Note** > If the sound you want to include in the advanced message isn't already available in SMART Remote Management, click **ADD NEW** and follow the on-screen instructions to upload the sound. b. Select the sound and click **APPLY**. c. Optional › Select **Loop audio** to replay the sound while the message is visible on the device.

7. Click **CONFIRM**.

To create an advanced message with a YouTube video

1. Click **Repositories** and select **Advanced messaging**.

   The *Advanced messages* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Advanced messages* window includes sample advanced messages that you can use as starting point for creating your own advanced messages. These sample advanced messages have turquoise icons.

2. Click **ADD NEW**.
3. Type a name and description in the *Name* and *Description* boxes.

4. Click **Content** .
5. Select **YouTube URL** in the *Advanced message type* drop-down list.
6. Type the URL for the YouTube video in the *YouTube URL* box.
7. Optional › Select **Loop** to play the YouTube video in a loop.
8. Click **CONFIRM**.

To create an advanced message with an embedded web page or HTML

1. Click **Repositories** and select **Advanced messaging**.

   The *Advanced messages* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Advanced messages* window includes sample advanced messages that you can use as starting point for creating your own advanced messages. These sample advanced messages have turquoise icons.

2. Click **ADD NEW**.
3. Type a name and description in the *Name* and *Description* boxes.
4. Click **Content** .
5. Select **Embed URL/HTML** in the *Advanced message type* drop-down list.
6. Embed a web page or HTML:

Option	Procedure
Embed a web page	a. Select **URL** in the *Type* drop-down list. b. Type the web page's URL in the *URL* box.
Embed HTML	a. Select **HTML** in the *Type* drop-down list. b. Type or copy and paste the HTML in the text box.

7. Click **CONFIRM**.

To send an advanced message to a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click the device's row.

   The device's dashboard window appears.

4. Click **Repository actions**, and then click **ADVANCED MESSAGING**.

   The *Advanced messaging* window appears.

5. Select the advanced message from the list and click **APPLY**.

To send an advanced message to multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Select the devices' check boxes.
4. Click **Advanced message**.

   The *Advanced messaging* window appears.

5. Select the advanced message from the list and click **APPLY**.

To send an advanced message to all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Advanced messaging**.

   The *Advanced messaging* window appears.

4. Select the advanced message from the list and click **APPLY**.

To send an advanced message to a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Advanced messaging**.

   The *Advanced messaging* window appears.

4. Select the advanced message from the list and click **APPLY**.

Sounding the siren

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☑

To inform device users of an emergency, you can sound the siren on a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to sound the siren at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the sounding of the siren in workflows.

  See › *Managing workflows* on page 131

> **Warning**
>
> The siren causes devices' screens to flash at approximately 7 Hz. If any users are sensitive to rapidly flashing screens, consider sending messages instead.

To sound the siren on a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Lock**, and then click **SIREN**.

   A message appears, asking if you want to sound the siren.
5. Click **CONFIRM**.

To sound the siren on multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.

4. Click **More actions** ••• and select **Sound siren**.

   A message appears, asking if you want to sound the siren.

5. Click **CONFIRM**.

To sound the siren on all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** ⋮ in the saved filter's row and select **Sound siren**.

   A message appears, asking if you want to sound the siren.

4. Click **CONFIRM**.

To sound the siren on a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** ⋮ in the group's row and select **Sound siren**.

   A message appears, asking if you want to sound the siren.

4. Click **CONFIRM**.

Locking and unlocking devices

iQ 4	iQ 3	GX					
☐	☐	☑	☑	☐	☐	☑	☑

If a device is lost or stolen, you can lock it from SMART Remote Management to secure it, provided the device still has wireless connectivity.

You can lock and unlock devices as described below. Alternatively, you can lock devices at a scheduled time or when a specific event takes place.

See › *Managing schedulers and triggers* on page 116

> **Note**
>
> You can't unlock devices at a scheduled time or when a specific event takes place. This is because a user must be present with the device to unlock it.

Locking and unlocking SMART Board GX series interactive displays and Android, Windows, and Chrome OS devices

To lock a device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Lock**, and then click **LOCK**.
5. Click **CONFIRM**.

To unlock a device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Lock**, and then click **UNLOCK**.
5. Click **CONFIRM**.

To retrieve the password from a locked device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

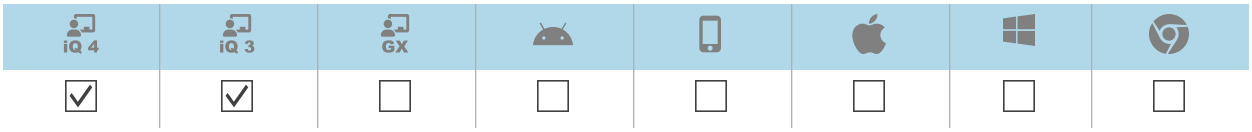
   See › *Finding devices* on page 11

3. Click the device's row.

   The device's dashboard window appears.

4. Click **Lock**, and then click **GET PASSWORD**.
5. Click **PRESS TO RETRIEVE PASSWORD**.

Helping users reset their display PINs



If a user who is signed into a SMART Board interactive display with iQ has forgotten their PIN and can't unlock the display as a result, you can remove the user's account from the display using SMART Remote Management. The user can then sign into the display again and enter a new PIN.

> **Important**
>
> This procedure does not apply to owners/public users.

To remove the account of a user who has forgotten their PIN (if only one user has signed into the display with their SMART Account)

1. If the user is currently signed in to the SMART Board interactive display with iQ and the display is locked, restart the display following the instructions in its documentation.
2. Click **Devices** to open the *Devices* view.
3. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

4. Click the device's row.

   The device's dashboard window appears.

5. Click **Manage**, and then click **MANAGE USERS**.

   The *Manage users* dialog appears.

6. Click **Remove user** and type the user's UUID in the *User name* box.

   > **Note**
   >
   > The user's UUID is a unique identifier for the user and is used to identify the user account in the

system, allowing for effective management actions such as removing the account.

7. Click **CONFIRM**.

To remove the account of a user who has forgotten their PIN (if more than one user has signed into the display with their SMART Account)

1. If the user is currently signed in to the SMART Board interactive display with iQ and the display is locked, restart the display following the instructions in its documentation.
2. Have the user sign into the display with their SMART Account.

   Note

   The user's UUID is a unique identifier for the user and is used to identify the user account in the system, allowing for effective management actions such as removing the account.

3. Click **Devices** to open the *Devices* view.
4. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

5. Click the device's row.

   The device's dashboard window appears.

6. In the general details section on the dashboard's left side, scroll until you see the *Users* section, which displays the UUID for the currently signed-in user.

   Note

   The user's UUID is a unique identifier for the user and is used to identify the user account in the system, allowing for effective management actions such as removing the account.

7. Note the UUID of the currently signed-in user, which is highlighted in the *Users* section.
8. Have the user sign out of the display.

   Note

   You can't remove the user account from the display while the user is signed in.

9. Click **Manage**, and then click **MANAGE USERS**.

   The *Manage users* dialog appears.

10. Click **Remove user** and type the user's UUID in the *User name* box.
11. Click **CONFIRM**.

Restarting, shutting down, and waking devices

You can restart, shut down, and wake devices from SMART Remote Management. This is useful when you are troubleshooting issues with device users and when you are installing apps on devices and need to wake and restart (or shut down) those devices as part of the installation.

Restarting devices

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☐

You can restart a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to initiate the restarting of devices at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the restarting of devices in workflows.

  See › *Managing workflows* on page 131

To restart a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Power**, and then click **RESTART**.
5. Click **YES**.

To restart multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.

4. Click **More actions** ••• and select **Restart**.
5. Click **YES**.

To restart all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** ⋮ in the saved filter's row and select **Restart**.
4. Click **YES**.

To restart a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** ⋮ in the group's row and select **Restart**.
4. Click **YES**.

Shutting down devices

iQ 4	iQ 3	GX					
☑	☑	☑[3]	☑	☐	☐	☑	☐

You can shut down a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to initiate the shutdown of devices at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the shutdown of devices in workflows.

  See › *Managing workflows* on page 131

[3]Use this command to shut down SMART Board GX (V2 and V3) series interactive displays. Use a remote execution command to shut down earlier SMART Board GX series displays.

To shut down a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Power**, and then click **SHUTDOWN**.
5. Click **YES**.

To shut down multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** and select **Shutdown**.
5. Click **YES**.

To shut down all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Shutdown**.
4. Click **YES**.

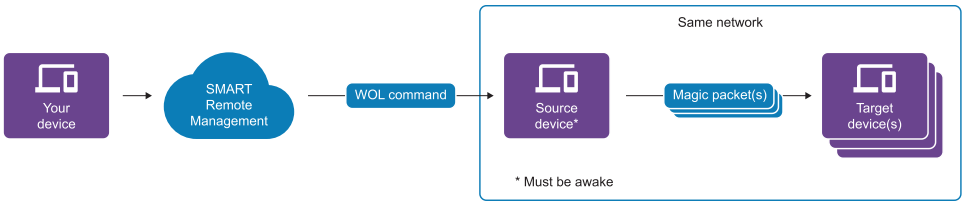
To shut down a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Shutdown**.
4. Click **YES**.

Waking devices

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☐

Using SMART Remote Management, you can make a source device wake target devices if those target devices support Wake on LAN (WOL):



You can choose a single source device, multiple source devices, all source devices that match a saved filter's criteria, or a group. If you choose multiple source devices or a group, SMART Remote Management determines which source device to send the WOL command from based on criteria such as availability, performance, and priority.

> **Note**
>
> SMART Remote Management does not support waking devices using Wake on Wireless LAN (WoWLAN) commands.

> **Tip**
>
> It's better to choose multiple source devices or a group than choose a single source device because the single source device might not be awake when you send the WOL command.

The WOL command that SMART Remote Management sends to the source device includes the target devices' MAC addresses. The source device generates and sends a magic packet for each target device. A magic packet is a special signal that contains the MAC address of the target device and is sent as a broadcast frame over the network, meaning it reaches all the devices on the network. Only the device with the matching MAC address in the magic packet responds and wakes up.

> **Notes**
>
> - Make sure target devices support WOL before completing the following procedures.
> - The source device that sends the magic packets must be awake and on the same network as the target devices you're waking.

- You can view WOL commands in the *Commands* view to determine if they have succeeded, are pending, or failed.

  See › *Viewing command details* on page 113

In addition to waking target devices on demand, you can:

- Use a trigger to wake target devices at a scheduled time or when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the waking of target devices in workflows.

  See › *Managing workflows* on page 131

To choose a single source device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click the source device's row.

   The source device's dashboard window appears.

4. Click **Power**, and then click **WAKE ON LAN**.

   The *Wake on lan* window appears.

5. To wake the target devices that match a filter's or group's criteria, select **Filter** or **Group** and select a filter or group from the drop-down list.

   See › *Finding devices* on page 11

   OR

   To wake a single target device, select **Device** and type a target device's ID in the *Device ID* box.

6. Optional › Turn on **Advanced wake-on-lan settings** and specify the broadcast address and port for execution if your network requires this information.
7. Click **CONFIRM**.

To choose multiple source devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Select the source devices' check boxes.
4. Click **More actions** and select **Wake on lan**.

   The *Wake on lan* window appears.
5. To wake the target devices that match a filter's or group's criteria, select **Filter** or **Group** and select a filter or group from the drop-down list.

   See › *Finding devices* on page 11

   OR

   To wake a single target device, select **Device** and type a target device's ID in the *Device ID* box.
6. Optional › Turn on **Advanced wake-on-lan settings** and specify the broadcast address and port for execution if your network requires this information.
7. Click **CONFIRM**.

To choose multiple source devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Wake on lan**.
4. To wake the target devices that match a filter's or group's criteria, select **Filter** or **Group** and select a filter or group from the drop-down list.

   See › *Finding devices* on page 11

   OR

   To wake a single target device, select **Device** and type a target device's ID in the *Device ID* box.
5. Optional › Turn on **Advanced wake-on-lan settings** and specify the broadcast address and port for execution if your network requires this information.
6. Click **CONFIRM**.

To choose a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Wake on lan**.

   The *Wake on lan* window appears.

4. To wake the target devices that match a filter's or group's criteria, select **Filter** or **Group** and select a filter or group from the drop-down list.

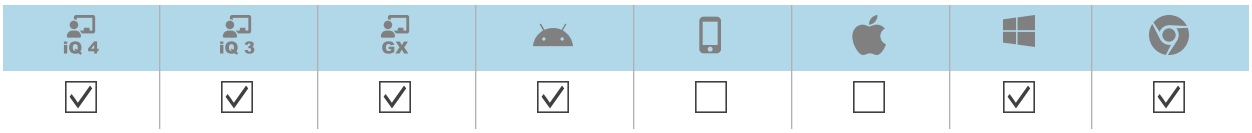
   See › *Finding devices* on page 11

   OR

   To wake a single target device, select **Device** and type a target device's ID in the *Device ID* box.

5. Optional › Turn on **Advanced wake-on-lan settings** and specify the broadcast address and port for execution if your network requires this information.
6. Click **CONFIRM**.

Changing devices' agent passwords



Agent passwords are used to lock SMART Remote Management settings on devices.

You can change the agent password on a single device, multiple devices, all devices that match a saved filter's criteria, or a group as described below. Alternatively, you can use a trigger to initiate the change of the agent password when a specific event takes place.

See › *Managing schedulers and triggers* on page 116

To change the agent password on a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click the device's row.

   The device's dashboard window appears.

4. Click **Manage**, and then click **CHANGE AGENT PASSWORD**.

   The *Change agent password* window appears.

5. Type the new agent password in the *Password* and *Confirm password* boxes.
6. Click **CONFIRM**.

To change the agent password on multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** and select **Change agent password**.

   The *Change agent password* window appears.
5. Type the new agent password in the *Password* and *Confirm password* boxes.
6. Click **CONFIRM**.

To change the agent password on all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Change agent password**.

   The *Change agent password* window appears.
4. Type the new agent password in the *Password* and *Confirm password* boxes.
5. Click **CONFIRM**.

To change the agent password on a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Change agent password**.

   The *Change agent password* window appears.
4. Type the new agent password in the *Password* and *Confirm password* boxes.
5. Click **CONFIRM**.

Running device-type-specific commands

Although most commands in SMART Remote Management can be run on multiple types of devices, some commands are specific to certain device types.

Removing Google accounts from Android devices

iQ 4	iQ 3	GX					
☑	☐	☐	☑	☐	☐	☐	☐

You can use SMART Remote Management to remove all Google accounts (except those you explicitly choose not to remove) from your organizations' Android devices.

You can remove Google accounts on a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can:

- Use a trigger to initiate the removal of Google accounts when a specific event takes place.

  See › *Managing schedulers and triggers* on page 116

- Include the removal of Google accounts in workflows.

  See › *Managing workflows* on page 131

To remove Google accounts from a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Manage**, and then click **REMOVE GOOGLE ACCOUNTS**.

   The *Remove accounts* window appears.
5. Select **Remove all accounts** to remove all Google accounts.

   OR

   Select **Keep one account** to retain one Google account and type that account's email address in the *Email account* box.
6. Click **CONFIRM**.

To remove Google accounts from multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** and select **Remove Google accounts from device**.

   The *Remove accounts* window appears.
5. Select **Remove all accounts** to remove all Google accounts.

   OR

   Select **Keep one account** to retain one Google account and type that account's email address in the *Email account* box.
6. Click **CONFIRM**.

To remove Google accounts from all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Remove Google accounts from device**.

   The *Remove accounts* window appears.
4. Select **Remove all accounts** to remove all Google accounts.

   OR

   Select **Keep one account** to retain one Google account and type that account's email address in the *Email account* box.
5. Click **CONFIRM**.

To remove Google accounts from a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** in the group's row and select **Remove Google accounts from device**.

   The *Remove accounts* window appears.

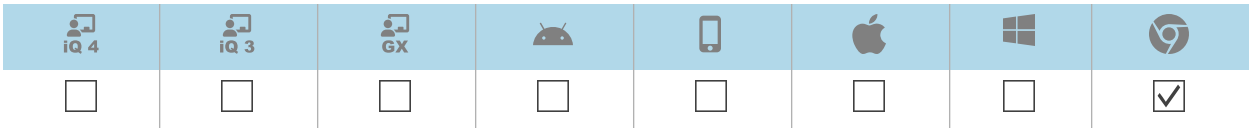
4. Select **Remove all accounts** to remove all Google accounts.

   OR

   Select **Keep one account** to retain one Google account and type that account's email address in the *Email account* box.

5. Click **CONFIRM**.

Retrieving the default password for Chrome OS devices



Using SMART Remote Management, you can retrieve the default password for a Chrome OS device.

To retrieve the default password for a device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11

3. Click the device's row.

   The device's dashboard window appears.

4. Click **Manage**, and then click **GET DEFAULT PASSWORD**.
5. Click **PRESS TO RETRIEVE PASSWORD**.

Chapter 6 **Running ad-hoc sessions**

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☐	☐

On occasion, you might want to manage a device that is on a different account or domain. For these occasions, you can run an ad-hoc session.

Running an ad-hoc session involves two steps:

1. Starting the ad-hoc session on the device
2. Connecting to the ad-hoc session from SMART Remote Management

You can end an ad-hoc session from SMART Remote Management, or the device's user can end it from the device.

> **Note**
>
> The steps for starting an ad-hoc session on a SMART Board interactive display with iQ depend on whether iQ 3 or iQ 4 is installed. (One way to differentiate iQ 3 from iQ 4 is the appearance of the Home screen.)

> **Tip**
>
> If you are working with SMART support to troubleshoot an issue with a SMART Board display with iQ, you can start an-hoc session on the display following the procedure below, then provide the token ID to the SMART support agent. The SMART support agent will then be able to connect to the display to diagnose the issue.

To start an ad-hoc session on a SMART Board interactive display with iQ 4

1. Open the apps menu and tap the **SMART Remote Management** app.

   The remote management settings window appears.

2. Tap in the top-right corner of the screen and select **Start Ad-Hoc session**.

   The *Session Token* screen appears, displaying a session token ID.

To start an ad-hoc session on a SMART Board interactive display with iQ 3

1. Open the display's settings and browse to **System** > **Remote Management** > **Launch Remote Management Settings**.

   > **Note**
   >
   > For information about opening the display's settings, see the display's documentation.

   The remote management settings window appears.

2. Tap in the top-right corner of the screen and select **Start Ad-Hoc session**.

   The *Session Token* screen appears, displaying a session token ID.

To start an ad-hoc session on an Android device

1. If the Viso MDM agent is not already installed on the device, download and install it from radix-int.com/radix-viso-mdm-download-links.
2. Open the Viso MDM agent on the device.
3. Tap in the top-right corner of the screen and select **Start Ad-Hoc session**.

   The *Session Token* screen appears, displaying a session token ID.

To connect to an ad-hoc session from SMART Remote Management

1. Click **Devices** to open the *Devices* view.
2. Click **Ad-hoc session** to open the *Ad-hoc session* window.
3. In the *Token ID* box, type the session token ID generated by the user in the previous procedures and click **START**.

   The ad-hoc session window appears. You can manage the device like you do enrolled devices:

   - *Chapter 2 Managing devices* on page 8
   - *Chapter 3 Installing and managing apps on devices* on page 32
   - *Chapter 5 Running other commands on devices* on page 71

To end an ad-hoc session

Click **Stop session** in the ad-hoc session window.

Chapter 7 **Managing commands, schedulers, triggers, and workflows**

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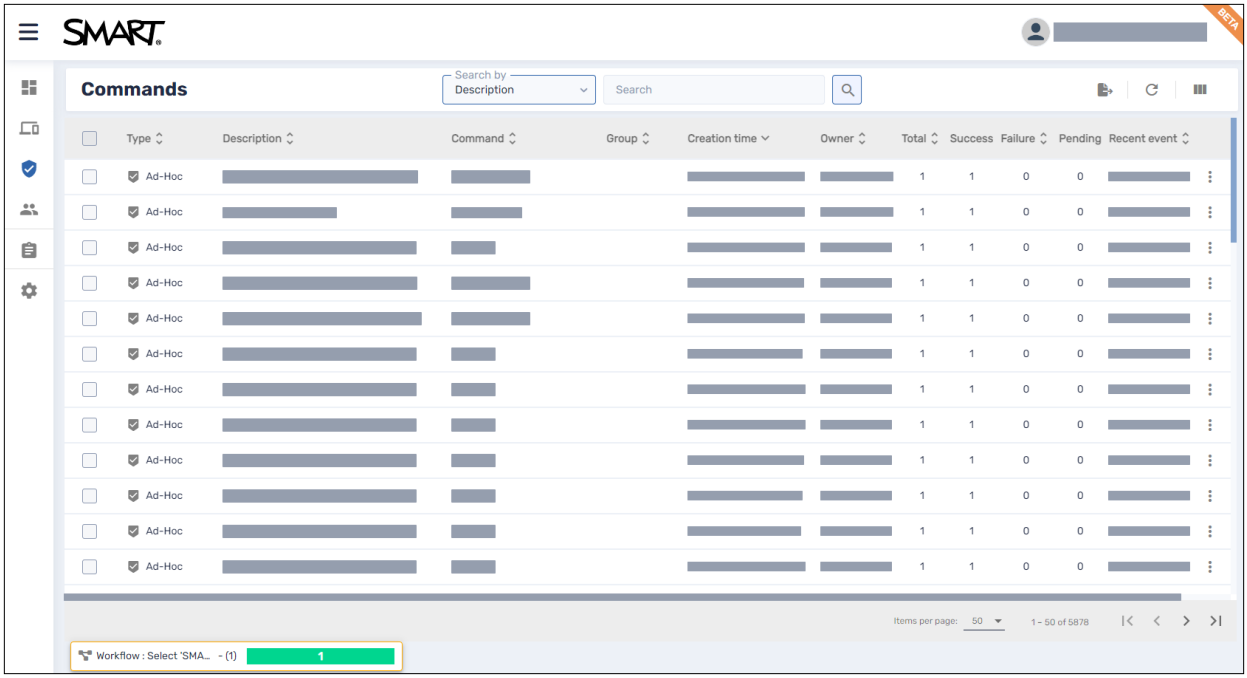
Managing workflows 131

Managing commands

iQ 4	iQ 3	GX					
☑	☑	☑	☑	☐	☐	☑	☑

The *Commands* view provides a centralized list of all the commands currently running, previously run, and set to run by trigger on devices for which you have access.



Note

The color of each command's icon indicates its status:

Icon color	Command status
☑	Applies to a single device or multiple devices
☑	Applies to a group but is not persistent
☑	Applies to a group and is persistent

For more information about groups and persistent commands, see *Making group commands persistent* on page 115.

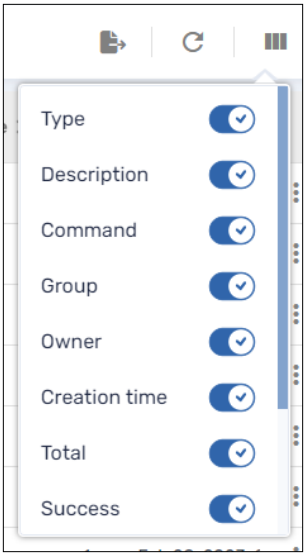
From this view, you can:

- Filter commands
- View command details
- Stop, restart, and edit currently running or trigger commands
- Resend commands to all devices for which the commands apply or only to those devices for which the commands previously failed
- Export command logs to CSV files
- Make group commands persistent

To open the *Commands* view from anywhere in SMART Remote Management, click **Commands** in the menu.

Showing and hiding columns

You can choose which columns appear in the *Commands* view by clicking **Columns**. Enable columns you want to show, and disable columns you want to hide:



Tips

- You can sort commands by clicking beside the column headers.
- You can change the order of columns by dragging a column's header to its new position.

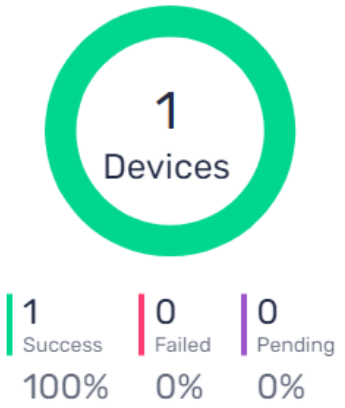
Finding commands

1. Select one of the following columns in the *Search by* drop-down list:
   - **Description**
   - **Device ID**
   - **Command type**
   - **Trigger name**
2. In the *Search* box, type the text you want to search for in the selected column.
3. Click **Search** .

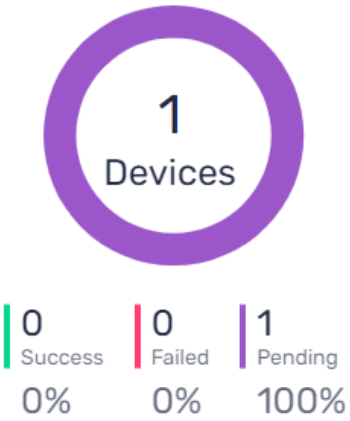
Viewing command details

1. Click the command's row.

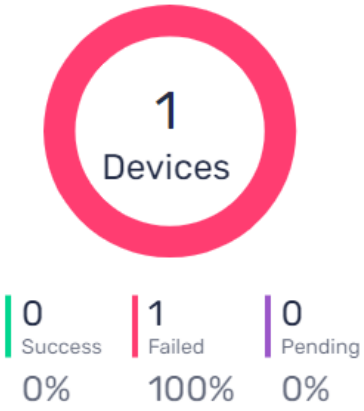
   The command's status window appears.
   Successful commands appear in green.



   Pending commands appear in purple.



Failed commands appear in red.



> **Tip**
>
> Click **More info** in a command's row to see why it failed.

Stopping, restarting, and editing commands

You can stop, restart, and edit currently running, scheduled, or trigger commands from the *Commands* view.

To stop a command

1. Click **Actions** ⋮ in the command's row and select **Stop command**.
2. Click **YES**.

To restart a command

1. Click **Actions** ⋮ in the command's row and select **Start command**.
2. Click **YES**.

To edit a command

1. Click **Actions** ⋮ in the command's row and select **Edit command**.

   The *Scheduler & trigger commands* window appears.
2. Make any desired changes to the command.
3. Click **CONFIRM**.

Resending commands

You can resend previously run commands from the *Commands* view. You can resend the commands to all devices for which it applies or only to devices for which it previously failed.

To resend a command to all devices for which it applies

1. Click **Actions** ⋮ in the command's row and select **Resend command**.
2. Click **YES**.

To resend a command to only devices for which it previously failed

1. Click **Actions** ⋮ in the command's row and select **Resend command to failed devices**.
2. Click **YES**.

Exporting command logs to CSV files

From the *Commands* view, you can export a command log to a CSV file for a single command, multiple commands, or all commands. SMART Remote Management sends the CSV file to the email address linked to your user account.

To export a command log

1. Optional › Select the check boxes of the commands you want to include in the command log.
2. Click **Export to CSV**.

   A notification appears in the bottom-right corner of the browser window, and you receive an email from SMART Remote Management with the CSV file attached.

Making group commands persistent

You can make group commands persistent from the *Commands* view. If you assign a new device to a group in the future (by adding one of the group's tags to the device), the persistent commands for that group automatically run on the device.

See › *Using groups* on page 24

> **Notes**
>
> - SMART Board interactive displays with iQ support persistent commands.
> - Other devices require version 11.5.1.1 or later of the Viso MDM agent to support persistent commands.

> **Tip**
>
> If you want to run a command, such as deploying an installation package, on each new device you enroll in SMART Remote Management, run the command on the New Devices group and make it persistent.

To make a group command persistent

1. Click **Actions** ⋮ in the command's row and select **Persist**.
2. Click **YES**.

   The command's icon changes from blue ( ) to green ( ).

To stop a group command's persistence

1. Click **Actions** ⋮ in the command's row and select **Stop persistence**.
2. Click **YES**.

   The command's icon changes from green ( ) to blue ( ).

Managing schedulers and triggers

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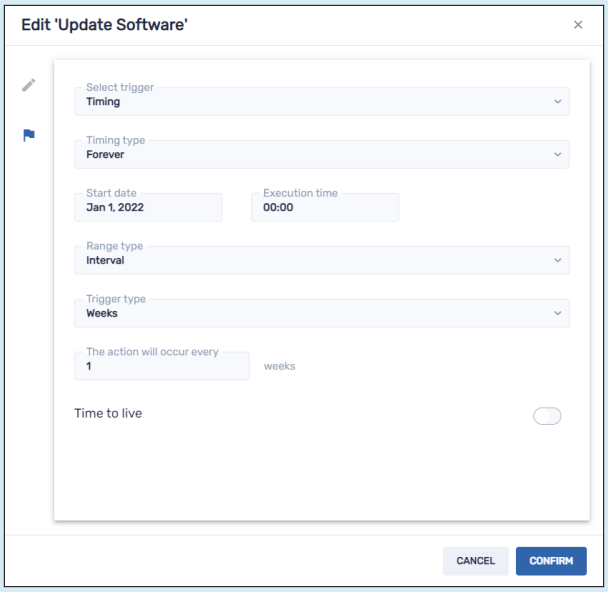
Although you can run commands whenever you want on demand, you might prefer to initiate them at a scheduled time or in response to a specific event. Schedulers and triggers allow you to do this for all types of commands, including workflows.

See › *Managing workflows* on page 131

Example

If you need to update software on devices every week, you can create a scheduler that deploys the appropriate software installation package during off-hours.



Creating schedulers and triggers

You can create three types of schedulers and triggers:

Type	Description
Scheduler (also known as “timing trigger”)	Run a command at a scheduled time once or at regular intervals
Geofencing trigger	Run a command when a device enters or leaves a specified area
Wi-Fi trigger	Run a command when a device joins or leaves a Wi-Fi network

> **Tip**
>
> Use geofencing and Wi-Fi triggers with mobile devices that you want to maintain in a specific area or on a specific Wi-Fi network.

To create a scheduler

1. Click **Repositories** and select **Scheduler & triggers**.

   The *Scheduler & triggers* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Scheduler & triggers* window includes sample schedulers that you can use as starting point for creating your own schedulers. These sample schedulers have turquoise icons.

2. Click **ADD NEW**.
3. Type a name and description for the scheduler in the *Name* and *Description* boxes.
4. Click **Add trigger**.
5. Select **Timing** in the *Select trigger* drop-down list.
6. Complete one of the procedures below (depending on when you'd like the command to run):

Option	Procedure
Run the command once	a. Select **Once** in the *Timing type* drop-down list. b. Select the date you want to run the command in the *Start date* drop-down list. c. Select the time you want to run the command in the *Execution time* drop-down list.
Run the command regularly for a specific length of time	a. Select **From/To date** in the *Timing type* drop-down list. b. Select the date you want to first run the command in the *Start date* drop-down list. c. Select the time you want to run the command in the *Execution time* drop-down list. d. Select the date you want to last run the command in the *End date* drop-down list. e. Select an interval type in the *Range type* drop-down list and use the resulting drop-down list to specify the interval.
Run the command regularly indefinitely	a. Select **Forever** in the *Timing type* drop-down list. b. Select the date you want to first run the command in the *Start date* drop-down list. c. Select the time you want to run the command in the *Execution time* drop-down list. d. Select an interval type in the *Range type* drop-down list and use the resulting drop-down list to specify the interval.

7. Optional › Enable **Time to live** and type the maximum time in seconds for the command to go live in the *Time to live (seconds)* box.
8. Click **CONFIRM**.

To create a geofencing trigger

1. Click **Repositories** and select **Scheduler & triggers**.

   The *Scheduler & triggers* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Scheduler & triggers* window includes sample triggers that you can use as starting point for creating your own triggers. These sample triggers have turquoise icons.

2. Click **ADD NEW**.
3. Type a name and description for the trigger in the *Name* and *Description* boxes.
4. Click **Add trigger** .
5. Select **Geofencing** in the *Select trigger* drop-down list.
6. Using the map, zoom in to the area you want to use for the trigger.
7. Click **Draw a circle** and draw a circle around the area.

   > **Note**
   >
   > The area must be at least 40 m in diameter.

8. Specify what happens when the device enters the area by selecting the appropriate option under *On enter*:
   - Select **Start** to start running the command when the device enters the area.
   - Select **End** to stop running the command when the device enters the area.
   - Select **Nothing** to do nothing when the device enters the area.
9. Specify what happens when the device leaves the area by selecting the appropriate option under *On exit*:
   - Select **Start** to start running the command when the device leaves the area.
   - Select **End** to stop running the command when the device leaves the area.
   - Select **Nothing** to do nothing when the device leaves the area.
10. Click **CONFIRM**.

To create a Wi-Fi trigger

1. Click **Repositories** and select **Scheduler & triggers**.

   The *Scheduler & triggers* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Scheduler & triggers* window includes sample triggers that you can use as starting point for creating your own triggers. These sample triggers have turquoise icons.

2. Click **ADD NEW**.
3. Type a name and description for the trigger in the *Name* and *Description* boxes.
4. Click **Add trigger**.
5. Select **Wifi** in the *Select trigger* drop-down list.
6. Type the Wi-Fi network's SSID in the *SSID* box.
7. Specify what happens when the device joins the Wi-Fi network by selecting the appropriate option under *On enter*:
   - Select **Start** to start running the command when the device joins the Wi-Fi network.
   - Select **End** to stop running the command when the device joins the Wi-Fi network.
   - Select **Nothing** to do nothing when the device joins the Wi-Fi network.
8. Specify what happens when the device leaves the Wi-Fi network by selecting the appropriate option under *On exit*:
   - Select **Start** to start running the command when the device leaves the Wi-Fi network.
   - Select **End** to stop running the command when the device leaves the Wi-Fi network.
   - Select **Nothing** to do nothing when the device leaves the Wi-Fi network.
9. Click **CONFIRM**.

Initiating commands using schedulers and triggers

After you have created schedulers and triggers, you can use them to initiate commands on a single device, multiple devices, all devices that match a saved filter's criteria, or a group.

To initiate commands on a single device using a scheduler or trigger

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Schedule & trigger command**.

   The *Schedule & trigger command* window appears.
5. Type a name for the scheduler- or trigger-based commands in the *Command name* box.
6. Click **SELECT TRIGGER**.

   The *Scheduler & triggers* window appears.
7. Select a scheduler or trigger from the list and click **ADD**.
8. Click **SELECT COMMAND** and select from the following options:

Option	Subsequent steps
Advanced messaging	a. Select an advanced message. b. Click **ADD**.
AFW install/uninstall	a. Select **Install** or **Uninstall**. b. Select the apps you want to install or uninstall. c. Click **Confirm**. **Note** This option applies only to devices enrolled in Android for Work (AFW). However, Android for Work is not recommended for use with SMART Board interactive displays or SMART Board appliances.
Change agent password	a. Type the new agent password in the *Password* and *Confirm password* boxes. b. Click **CONFIRM**.
Clear apps data	a. Click **Add to list** + for each app for which you want to clear data. b. Click **CONFIRM**.

Option	Subsequent steps
Device alert	a. For each email address to which you want to send the alert, type the email address in the *Add email, then press Enter* box and press ENTER. **Tips** ◦ Your SMART Remote Management user account's email address is included by default. ◦ You can delete an email address by clicking its ⊗ button. b. Type the alert message in the *Message* box. c. Click **CONFIRM**.
Device settings	a. Select settings. b. Click **ADD**.
Disable apps	a. Click **Add to list** + for each app you want to disable. b. Click **CONFIRM**.
Enable apps	a. Click **Add to list** + for each app you want to enable. b. Click **CONFIRM**.
Install package	a. Select an installation package. b. Click **ADD**.
Lock	N/A
Remote execute	a. Select a remote execution command. b. Click **ADD**.
Remove Google accounts from device	a. Select **Remove all accounts** to remove all Google accounts. OR Select **Keep one account** to retain one Google account and type that account's email address in the *Email account* box. b. Click **CONFIRM**.
Restart	N/A
Send files	a. Select files. b. Click **ADD**.
Send message	a. Type the message title and body text in the *Message Title* and *Message Body* boxes. b. Click **CONFIRM**.
Shutdown	N/A

Option	Subsequent steps
Sound siren	N/A
Uninstall packages	a. Click **Add To List** + for each app you want to uninstall. b. Click **UNINSTALL SELECTED**.
Wake on lan	a. To wake the target devices that match a filter's or group's criteria, select **Filter** or **Group** and select a filter or group from the drop-down list. See › *Finding devices* on page 11 OR To wake a single target device, select **Device** and type a target device's ID in the *Device ID* box. b. Optional › Turn on **Advanced wake-on-lan settings** and specify the broadcast address and port for execution if your network requires this information. c. Click **CONFIRM**.
Wipe	N/A
Workflow	a. Select a workflow. b. Click **ADD**.

9. Click **CONFIRM**

To initiate commands on multiple devices using a scheduler or trigger

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **More actions** ••• and select **Scheduler & triggers command**.

   The *Scheduler & triggers command* window appears.
5. Type a name for the scheduler- or trigger-based commands in the *Command name* box.
6. Click **SELECT TRIGGER**.

   The *Scheduler & triggers* window appears.

7. Select a scheduler or trigger from the list and click **ADD**.
8. Click **SELECT COMMAND** and select from the following options:

Option	Subsequent steps
Advanced messaging	a. Select an advanced message. b. Click **ADD**.
AFW install/uninstall	a. Select **Install** or **Uninstall**. b. Select the apps you want to install or uninstall. c. Click **Confirm**. **Note** This option applies only to devices enrolled in Android for Work (AFW). However, Android for Work is not recommended for use with SMART Board interactive displays or SMART Board appliances.
Change agent password	a. Type the new agent password in the *Password* and *Confirm password* boxes. b. Click **CONFIRM**.
Clear apps data	a. Click **Add to list** + for each app for which you want to clear data. b. Click **CONFIRM**.
Device alert	a. For each email address to which you want to send the alert, type the email address in the *Add email, then press Enter* box and press ENTER. **Tips** ◦ Your SMART Remote Management user account's email address is included by default. ◦ You can delete an email address by clicking its ⊗ button. b. Type the alert message in the *Message* box. c. Click **CONFIRM**.
Device settings	a. Select settings. b. Click **ADD**.
Disable apps	a. Click **Add to list** + for each app you want to disable. b. Click **CONFIRM**.
Enable apps	a. Click **Add to list** + for each app you want to enable. b. Click **CONFIRM**.

Option	Subsequent steps
Install package	a. Select an installation package. b. Click **ADD**.
Lock	N/A
Remote execute	a. Select a remote execution command. b. Click **ADD**.
Remove Google accounts from device	a. Select **Remove all accounts** to remove all Google accounts. OR Select **Keep one account** to retain one Google account and type that account's email address in the *Email account* box. b. Click **CONFIRM**.
Restart	N/A
Send files	a. Select files. b. Click **ADD**.
Send message	a. Type the message title and body text in the *Message Title* and *Message Body* boxes. b. Click **CONFIRM**.
Shutdown	N/A
Sound siren	N/A
Uninstall packages	a. Click **Add To List** + for each app you want to uninstall. b. Click **UNINSTALL SELECTED**.
Wake on lan	a. To wake the target devices that match a filter's or group's criteria, select **Filter** or **Group** and select a filter or group from the drop-down list. See › *Finding devices* on page 11 OR To wake a single target device, select **Device** and type a target device's ID in the *Device ID* box. b. Optional › Turn on **Advanced wake-on-lan settings** and specify the broadcast address and port for execution if your network requires this information. c. Click **CONFIRM**.
Wipe	N/A
Workflow	a. Select a workflow. b. Click **ADD**.

9. Click **CONFIRM**

To initiate commands on all devices that match a saved filter's criteria using a scheduler or trigger

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.
3. Click **Actions** in the saved filter's row and select **Scheduler & triggers command**.

   The *Scheduler & triggers command* window appears.
4. Type a name for the scheduler- or trigger-based commands in the *Command name* box.
5. Click **SELECT TRIGGER**.

   The *Scheduler & triggers* window appears.
6. Select a scheduler or trigger from the list and click **ADD**.
7. Click **SELECT COMMAND** and select from the following options:

Option	Subsequent steps
Advanced messaging	a. Select an advanced message. b. Click **ADD**.
AFW install/uninstall	a. Select **Install** or **Uninstall**. b. Select the apps you want to install or uninstall. c. Click **Confirm**. **Note** This option applies only to devices enrolled in Android for Work (AFW). However, Android for Work is not recommended for use with SMART Board interactive displays or SMART Board appliances.
Change agent password	a. Type the new agent password in the *Password* and *Confirm password* boxes. b. Click **CONFIRM**.
Clear apps data	a. Click **Add to list** for each app for which you want to clear data. b. Click **CONFIRM**.

Option	Subsequent steps
Device alert	a. For each email address to which you want to send the alert, type the email address in the *Add email, then press Enter* box and press ENTER. **Tips** ◦ Your SMART Remote Management user account's email address is included by default. ◦ You can delete an email address by clicking its ⊗ button. b. Type the alert message in the *Message* box. c. Click **CONFIRM**.
Device settings	a. Select settings. b. Click **ADD**.
Disable apps	a. Click **Add to list** + for each app you want to disable. b. Click **CONFIRM**.
Enable apps	a. Click **Add to list** + for each app you want to enable. b. Click **CONFIRM**.
Install package	a. Select an installation package. b. Click **ADD**.
Lock	N/A
Remote execute	a. Select a remote execution command. b. Click **ADD**.
Remove Google accounts from device	a. Select **Remove all accounts** to remove all Google accounts. OR Select **Keep one account** to retain one Google account and type that account's email address in the *Email account* box. b. Click **CONFIRM**.
Restart	N/A
Send files	a. Select files. b. Click **ADD**.
Send message	a. Type the message title and body text in the *Message Title* and *Message Body* boxes. b. Click **CONFIRM**.
Shutdown	N/A

Option	Subsequent steps
Sound siren	N/A
Uninstall packages	a. Click **Add To List** + for each app you want to uninstall. b. Click **UNINSTALL SELECTED**.
Wake on lan	a. To wake the target devices that match a filter's or group's criteria, select **Filter** or **Group** and select a filter or group from the drop-down list. See › *Finding devices* on page 11 OR To wake a single target device, select **Device** and type a target device's ID in the *Device ID* box. b. Optional › Turn on **Advanced wake-on-lan settings** and specify the broadcast address and port for execution if your network requires this information. c. Click **CONFIRM**.
Wipe	N/A
Workflow	a. Select a workflow. b. Click **ADD**.

8. Click **CONFIRM**.

To initiate commands on a group using a scheduler or trigger

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** ⋮ in the group's row and select **Scheduler & triggers command**.

   The *Scheduler & triggers command* window appears.
4. Type a name for the scheduler- or trigger-based commands in the *Command name* box.
5. Click **SELECT TRIGGER**.

   The *Scheduler & triggers* window appears.

6. Select a scheduler or trigger from the list and click **ADD**.
7. Click **SELECT COMMAND** and select from the following options:

Option	Subsequent steps
Advanced messaging	a. Select an advanced message. b. Click **ADD**.
AFW install/uninstall	a. Select **Install** or **Uninstall**. b. Select the apps you want to install or uninstall. c. Click **Confirm**. **Note** This option applies only to devices enrolled in Android for Work (AFW). However, Android for Work is not recommended for use with SMART Board interactive displays or SMART Board appliances.
Change agent password	a. Type the new agent password in the *Password* and *Confirm password* boxes. b. Click **CONFIRM**.
Clear apps data	a. Click **Add to list** + for each app for which you want to clear data. b. Click **CONFIRM**.
Device alert	a. For each email address to which you want to send the alert, type the email address in the *Add email, then press Enter* box and press ENTER. **Tips** ◦ Your SMART Remote Management user account's email address is included by default. ◦ You can delete an email address by clicking its ⊗ button. b. Type the alert message in the *Message* box. c. Click **CONFIRM**.
Device settings	a. Select settings. b. Click **ADD**.
Disable apps	a. Click **Add to list** + for each app you want to disable. b. Click **CONFIRM**.
Enable apps	a. Click **Add to list** + for each app you want to enable. b. Click **CONFIRM**.

Option	Subsequent steps
Install package	a. Select an installation package. b. Click **ADD**.
Lock	N/A
Remote execute	a. Select a remote execution command. b. Click **ADD**.
Remove Google accounts from device	a. Select **Remove all accounts** to remove all Google accounts. OR Select **Keep one account** to retain one Google account and type that account's email address in the *Email account* box. b. Click **CONFIRM**.
Restart	N/A
Send files	a. Select files. b. Click **ADD**.
Send message	a. Type the message title and body text in the *Message Title* and *Message Body* boxes. b. Click **CONFIRM**.
Shutdown	N/A
Sound siren	N/A
Uninstall packages	a. Click **Add To List** + for each app you want to uninstall. b. Click **UNINSTALL SELECTED**.
Wake on lan	a. To wake the target devices that match a filter's or group's criteria, select **Filter** or **Group** and select a filter or group from the drop-down list. See › *Finding devices* on page 11 OR To wake a single target device, select **Device** and type a target device's ID in the *Device ID* box. b. Optional › Turn on **Advanced wake-on-lan settings** and specify the broadcast address and port for execution if your network requires this information. c. Click **CONFIRM**.
Wipe	N/A
Workflow	a. Select a workflow. b. Click **ADD**.

8. Click **CONFIRM**.

> **Tip**
>
> If you want to initiate the command on any new devices added to the group, see *Making group commands persistent* on page 115.

Managing workflows

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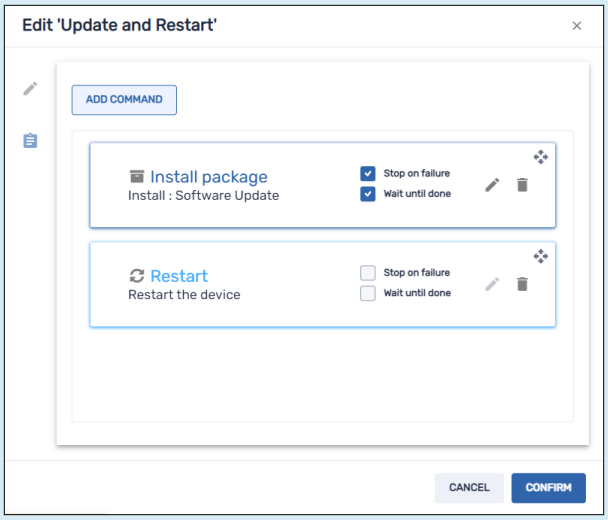
A workflow allows you to run a series of commands on one or more devices in a single step. Workflows are particularly useful when you need to run commands in sequence.

Example

If you need to update software on devices then restart the devices to complete the installation, you can create a workflow that first deploys the appropriate software installation package then restarts the devices.



You can then run the workflow on appropriate devices enrolled in SMART Remote Management.

You can run a workflow on a single device, multiple devices, all devices that match a saved filter's criteria, or a group. Alternatively, you can use a trigger to initiate a workflow at a scheduled time or when a specific event takes place.

See › *Managing schedulers and triggers* on page 116

To create a workflow

1. Click **Repositories** and select **Workflow**.

   The *Workflow* window appears.

   > **Tip**
   >
   > If your organization created its domain account after May 2023, the *Workflow* window includes sample workflows that you can use as starting point for creating your own workflows. These sample workflows have turquoise icons.

2. Click **ADD NEW**.
3. Type a name and description for the workflow in the *Workflow name* and *Workflow description* boxes.
4. Click **Commands**.
5. Click **ADD COMMAND** and select from the following options:

Option	Subsequent steps
Advanced messaging	a. Select an advanced message. b. Click **ADD**.
Clear apps data	a. Click **Add to list** + for each app for which you want to clear data. b. Click **CONFIRM**.
Device alert	a. For each email address to which you want to send the alert, type the email address in the *Add email, then press Enter* box and press ENTER. **Tips** ◦ Your SMART Remote Management user account's email address is included by default. ◦ You can delete an email address by clicking its ⊗ button. b. Type the alert message in the *Message* box. c. Click **CONFIRM**.
Device settings	a. Select settings. b. Click **ADD**.
Disable apps	a. Click **Add to list** + for each app you want to disable. b. Click **CONFIRM**.
Enable apps	a. Click **Add to list** + for each app you want to enable. b. Click **CONFIRM**.

Option	Subsequent steps
Install package	a. Select an installation package. b. Click **ADD**.
Remote execute	a. Select a remote execution command. b. Click **ADD**.
Remove Google accounts from device	a. Select **Remove all accounts** to remove all Google accounts. OR Select **Keep one account** to retain one Google account and type that account's email address in the *Email account* box. b. Click **CONFIRM**.
Restart	N/A
Send files	a. Select files. b. Click **ADD**.
Send message	a. Type the message title and body text in the *Message Title* and *Message Body* boxes. b. Click **CONFIRM**.
Shutdown	N/A
Sound siren	N/A
Time out	a. Type the time in minutes and seconds before devices should time out. b. Click **CONFIRM**.
Uninstall packages	a. Click **Add To List** + for each app you want to uninstall. b. Click **UNINSTALL SELECTED**.
Wake on lan	a. To wake the target devices that match a filter's or group's criteria, select **Filter** or **Group** and select a filter or group from the drop-down list. See › *Finding devices* on page 11 OR To wake a single target device, select **Device** and type a target device's ID in the *Device ID* box. b. Optional › Turn on **Advanced wake-on-lan settings** and specify the broadcast address and port for execution if your network requires this information. c. Click **CONFIRM**.

6. For each command you added in step 4:
   - Select **Stop on failure** to stop the workflow if the command fails.
   - Select **Wait until done** to allow the command to finish running before the workflow continues to the next command.

   > **Tip**
   >
   > To move a command higher or lower in the order of execution, click **Press to drag** and drag the command up or down.

7. Click **CONFIRM**.

To run a workflow on a single device

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Click the device's row.

   The device's dashboard window appears.
4. Click **Repository actions**, and then click **WORKFLOW**.

   The *Workflow* window appears.
5. Select the workflow from the list and click **APPLY**.

To run a workflow on multiple devices

1. Click **Devices** to open the *Devices* view.
2. Optional › Filter the devices shown in the *Devices* view.

   See › *Finding devices* on page 11
3. Select the devices' check boxes.
4. Click **Workflow**.

   The *Workflow* window appears.
5. Select the workflow from the list and click **APPLY**.

To run a workflow on all devices that match a saved filter's criteria

1. Click **Devices** to open the *Devices* view.
2. Click **Filters** in the *Search* bar.

3. Click **Actions** ⋮ in the saved filter's row and select **Workflow**.

   The *Workflow* window appears.

4. Select the workflow from the list and click **APPLY**

To run a workflow on a group

1. Click **Devices** to open the *Devices* view.
2. Click **Groups** to open the *Groups* panel.
3. Click **Actions** ⋮ in the group's row and select **Workflow**.

   The *Workflow* window appears.

4. Select the workflow from the list and click **APPLY**

> **Tip**
>
> To run the workflow on any new devices added to the group, see *Making group commands persistent* on page 115.

Appendix A **Troubleshooting**

See Troubleshooting for information on how to resolve a variety of common problems with SMART Remote Management.

SMART Technologies

smarttech.com/support

smarttech.com/contactsupport

docs.smarttech.com/kb/171798