

# SMART Remote Management

## Setup guide



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

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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™, iOS, macOS, 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](https://docs.smarttech.com/kb/171797))

## About this guide

This guide explains how to set up SMART Remote Management for your organization, including how to:

- Configure your organization's network for SMART Remote Management
- Create and activate a domain account for your organization
- Create SMART Remote Management users
- Enroll your organization's SMART Board interactive displays and other devices in SMART Remote Management

In addition, this guide includes information on managing a domain account after it has been created.

## 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	<a href="https://docs.smarttech.com/kb/171797">docs.smarttech.com/kb/171797</a>
Device management guide	<a href="https://docs.smarttech.com/kb/171798">docs.smarttech.com/kb/171798</a>
Feature compatibility	<a href="https://docs.smarttech.com/kb/171722">docs.smarttech.com/kb/171722</a>

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 Setting up SMART Remote Management

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## Configuring the network

SMART Remote Management needs specific IP addresses and ports be added to the network allowlist.

Feature	IP address	Port
<b>Browser side</b>		
Viso application server	https://*.glbth.com	443
Viso application server	https://*.visomdm.com	443
Service for resolving location by IP	https://pro.ip-api.com	N/A
Open Street Map	https://*.tile.openstreetmap.org	N/A
Online chat	https://static-v.tawk.to	N/A
WebRTC over UDP (streaming protocol servers)	IP1: 52.11.103.125 IP2: 34.240.200.142 (UDP ports on both servers: 30100-40000)	443
Storage service	https://mdm-packages.s3.eu-central-1.amazonaws.com	N/A
<b>Agent (device) side</b>		
Viso application server	https://*.glbth.com	443
Viso application server	https://*.visomdm.com	443
Google™ FCM push service	N/A	5228 5229 5230
Viso Push Service (VPS)	*.glbth.com	443
Streaming protocol servers	https://*.glbth.com	443

Feature	IP address	Port
Storage service	https://mdm-packages.s3.eu-central-1.amazonaws.com	N/A

In addition, SMART recommends adding the following WebRTC Tunnel servers to the network allowlist for remote control of devices:

- 167.172.202.136
- 138.68.227.172
- 165.227.16.242
- 159.89.154.16
- 104.248.215.23
- 104.248.215.39
- 104.248.215.47
- 104.248.215.54
- 104.248.219.151
- 209.97.154.229
- 157.245.221.120
- 167.71.190.245
- 165.22.39.134
- 167.172.255.29
- 157.245.114.91
- 165.22.45.228
- 104.248.6.243
- 159.89.177.112
- 167.172.16.110
- 142.93.184.130
- 45.55.60.16
- 45.55.53.234
- 68.183.115.118
- 142.93.69.39
- 159.203.72.38
- 159.203.79.110
- 159.203.64.229
- 198.199.81.26
- 64.225.24.155
- 134.209.184.1
- 134.122.111.18
- 134.209.24.211
- 46.101.184.121
- 104.248.25.109
- 104.248.254.251
- 104.248.246.230
- 159.89.29.122
- 159.89.29.128
- 159.89.29.206
- 165.22.88.172
- 178.128.172.237
- 206.189.115.214
- 134.209.159.89
- 159.89.161.7
- 52.68.2.4
- 52.192.23.224
- 52.194.44.77
- 52.194.163.111
- 8.210.215.149
- 47.242.47.214
- 13.229.124.217
- 54.169.11.13
- 18.140.96.108
- 54.179.0.200
- 18.139.53.69
- 13.237.182.209
- 13.238.57.73
- 13.238.112.205
- 52.64.1.33
- 181.215.183.204
- 181.215.183.94
- 191.96.71.232
- 154.16.57.106
- 159.203.41.247
- 138.197.137.92
- 138.197.139.250
- 138.197.167.11
- 154.127.57.220
- 154.16.63.120

## Creating and activating a domain account

Create a SMART Remote Management domain account for your organization to begin using the application. When you register, a free 30-day trial begins 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 ([smarttech.com/buy/find-reseller](https://smarttech.com/buy/find-reseller)). The reseller will send you an email to access a product key from the SMART Admin Portal, which you can use to redeem the credits.

- Use the subscription to SMART Remote Management included in your purchase of a SMART Board interactive display. You can claim the subscription in the SMART Admin Portal.

See > *To claim a product key in the SMART Admin Portal* on the next page

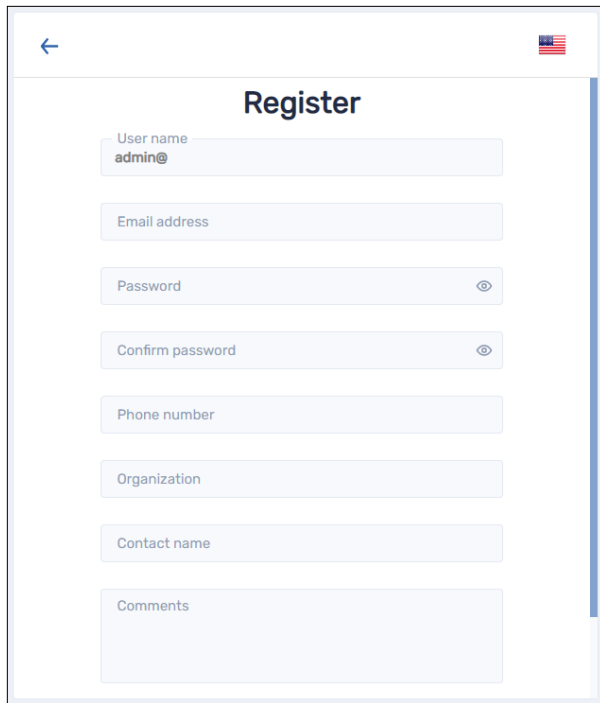
### Note

For more information on credits, see the knowledge base article, [Frequently asked questions about the changes to SMART Remote Management licensing](#).

### To create a domain account and start a trial

1. In a Chrome™ or Firefox® browser, browse to the [SMART Remote Management sign-in screen](#).
2. Click **Register**.

The SMART Remote Management registration page appears.



The screenshot shows a mobile-style registration form with the following fields:

- User name: admin@
- Email address
- Password: [eye icon]
- Confirm password: [eye icon]
- Phone number
- Organization
- Contact name
- Comments



3. In the *User name* field, type a name for the domain after `admin@`.

#### **Example**

`admin@smarttechnologies`

The domain name is the name of your organization's SMART Remote Management account and will be used to create other user accounts and enroll devices. In this example, the domain is "smarttechnologies."

#### **Notes**

- The domain account name must be in the following format:

`admin@domainname`

- Only use numbers or lowercase letters.

4. Enter the remaining information and click **REGISTER**.
5. You will receive an email that includes a link to activate your account. To complete the registration, click the link and sign in using the credentials you created.

After you register, the 30 day trial period starts. If you have a product key, you must enter it to continue using SMART Remote Management after the trial period ends.

#### **Note**

If you don't receive an email, check your junk or spam folder and make sure your mail server isn't blocking emails from `registration@glbth.com`.

### **To claim a product key in the SMART Admin Portal**

1. Sign in to your SMART Admin Portal account. If you or your organization does not have a SMART Admin Portal account, sign up for a free account.

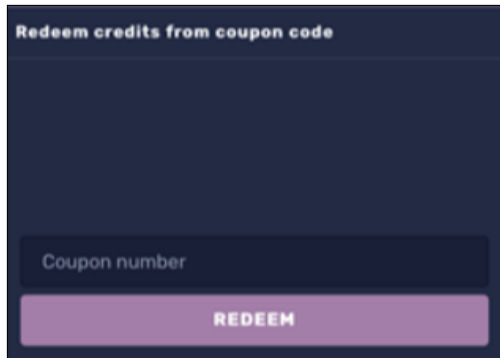


**To redeem credits using a product key to activate your organization's account**

1. Browse to the SMART Remote Management sign-in screen, and sign in using the domain account you created in the previous procedure.

See > page 8

2. Click  and select **Billing**.
3. Enter your product key in the *Coupon number* box and click **REDEEM**.



**Note**

If you experience problems when redeeming credits, contact SMART support ([smarttech.com/contactsupport](https://smarttech.com/contactsupport)).

# Chapter 3 **Creating users**

After setting up the domain account for your organization, you can create and manage users.

A user's access to SMART Remote Management varies according to the following factors:

- **The user type you assign the user**

You can assign the user an Admin or User user type. The account admin you created when you first set up SMART Remote Management has complete access to the domain account.

See > *Creating and activating a domain account* on page 7

The Admin and User user types have limited access, as shown in this table.

Feature	Account admin	Admin	User
View the devices dashboard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Use SMART Remote Management features	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add users	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manage domain account settings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delete the domain account	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **The permissions you grant the user**

You can grant the user permissions to different features in SMART Remote Management. The user's permissions are independent of the assigned profile.

Permission	Description
Telemetry	View the device dashboard
Settings	Change a device's settings remotely
Remote View	View (but not control) a device remotely
Remote Control	View and control a device remotely
Power Manage	Restart, shut down, or wake a device remotely
Packages Install	Install apps on devices
Packages Manage	Manage installation packages
Device Location	View a device's current location
Remote Execute	Send remote execution commands and scripts to SMART Board interactive displays and Android and Windows devices
Device List Manage	Manage the list of devices in the <i>Device</i> view
Billing	View billing information in the domain account dashboard
Account Config	Manage domain account settings
Device Lock	Lock and unlock a device
Device Wipe	Return a device to factory settings
Policies	Add or remove allowlist, blocklist, and other policies to a device

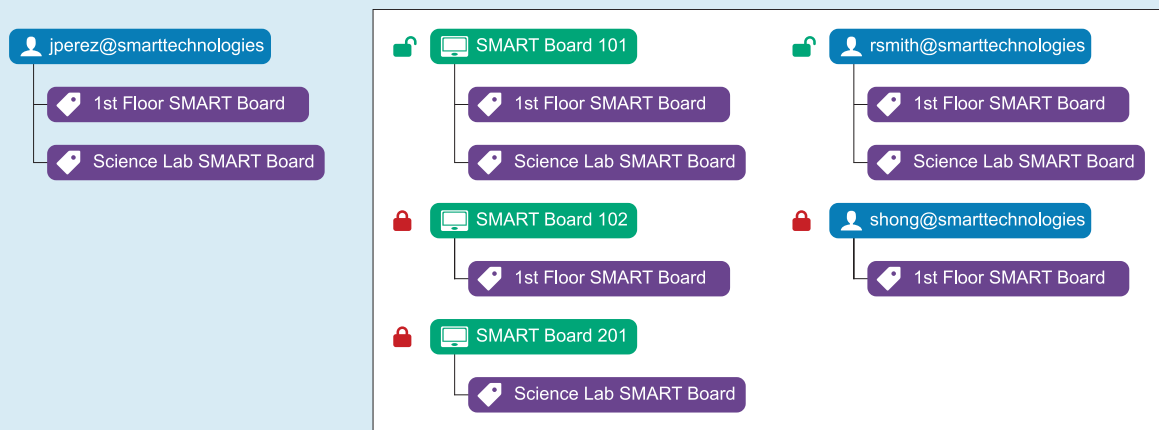
- **The tags you assign to the user**

If you assign a tag to a user, the user can access only devices and other users assigned the same tag.

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:



If you don't assign tags to a user, the user has access to all devices enrolled in SMART Remote Management and all users.

You can create an account with a password for a user in SMART Remote Management or allow the user to sign in to SMART Remote Management using a Google or Microsoft® account.

### To create an account with a password for a user

1. Click **Users**  to open the *Users* view.
2. Click **Add new user**  .  
The *New user* window appears.
3. Select **Visio user** in the *Select user* drop-down list.

4. Type a name, email address, and password for the user.

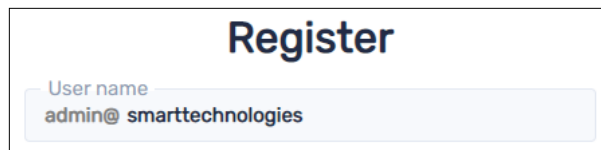
#### Notes

- The user name must be in the following format:

`username@domainname`

Remember to use only lowercase letters and numbers.

- The domain name is the one you used to create the domain admin account when you registered for SMART Remote Management:





The screenshot shows a registration form with a large blue 'Register' button at the top. Below it is a text input field labeled 'User name' containing the text 'admin@smarttechnologies'.

See > *Creating and activating a domain account on page 7*

5. Select a user type for the user from the *User type* drop-down list.
6. Optional > If the user should see SMART Remote Management in a language other than the default, select a language from the language drop-down list.
7. Optional > If you want to limit the user's access to devices and other users with assigned tags, type a name of each tag you want to assign to the user in the *Add a tag and press enter* box and press ENTER.
8. Click **CHANGE USER PERMISSIONS**.  
The *User permissions* window appears.
9. Disable any permissions you don't want to grant to the user and click **CONFIRM**.
10. Click **CONFIRM**.

#### **To allow a user to sign in to SMART Remote Management using a Google or Microsoft account**

1. Click **Users**  to open the *Users* view.
2. Click **Add new user**  .  
The *New user* window appears.
3. Select **Google account** or **Microsoft account** from the *Select user* drop-down list.

4. Type the email address associated with the Google or Microsoft account in the *Email address* box.

**Note**

SMART Remote Management sends an email to this address.

5. Select a user type for the user from the *User type* drop-down list.
6. Optional > If the user should see SMART Remote Management in a language other than the default, select a language from the *Select language* drop-down list.
7. Optional > If you want to limit the user's access to devices and other users with assigned tags, type a name of each tag you want to assign to the user in the *Add a tag and press enter* box and press ENTER.
8. Click **CHANGE USER PERMISSIONS**.  
The *User permissions* window appears.
9. Disable any permissions you don't want to grant to the user and click **CONFIRM**.
10. Click **CONFIRM**.

SMART Remote Management sends an email to the email address you specified in step 4. The user can then click **Confirm my account** in the email to confirm the use of the Google or Microsoft account to sign in to SMART Remote Management.

 **Important**

A Google or Microsoft account can be linked to only one SMART Remote Management domain. If you want to link a Google or Microsoft account to another domain, you must first remove it from the first domain.

**Note**

If the user doesn't receive the email from SMART Remote Management, click the user's row in the *Users* view, and then click **RESEND CONFIRMATION EMAIL**.



# Chapter 4 Enrolling devices

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## Enrolling SMART Board interactive displays

SMART Board interactive displays with iQ and SMART Board GX series interactive displays have a built-in feature that enables you to enroll the displays with your organization's SMART Remote Management account. When you enroll a SMART Board interactive display, you can use SMART Remote Management to remotely monitor, manage, and control the display.

### Notes

- The steps for enrolling 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.)
- When you enroll a display, SMART Remote Management automatically assigns the "new" tag and adds the display to the All and New Devices groups.

### Enrolling SMART Board interactive displays with iQ 4

In most situations, you can enroll a SMART Board interactive display with iQ 4 directly from the display settings by providing the domain name you created for your organization and reviewing and accepting the terms and conditions.

In some situations, you may want to provide additional information, including the MDM server address, the device's name, and a password for locking the display's settings in SMART Remote Management. In these situations, you can use the advanced wizard.

**To enroll a SMART Board interactive display with iQ 4**

1. Make sure the SMART Board interactive display with iQ 4 is connected to the internet and that it has the latest version of iQ 4 system software.
2. On the display, open the apps menu and tap the **SMART Remote Management** app.

**Note**

When you first open the SMART Remote Management app, the app might ask for permission to access device data. Allow the app to access device data.

3. Type the domain name you created for your organization (for example “smarttechnologies”) in the *Account name* box.
4. Tap **I accept the terms and conditions**, review the terms and conditions, and select the check box if you accept them.
5. Click **Enroll**.

The display is now enrolled in SMART Remote Management. Next time you sign in to SMART Remote Management, you’ll see the display listed in the *Devices* view.

**To enroll a SMART Board interactive display with iQ 4 using the advanced wizard**

1. Make sure the SMART Board interactive display with iQ 4 is connected to the internet and that it has the latest version of iQ 4 system software.
2. On the display, open the apps menu and tap the **SMART Remote Management** app.

**Note**

When you first open the SMART Remote Management app, the app might ask for permission to access device data. Allow the app to access device data.

3. Tap **Click here to enroll using the ‘Advanced wizard’**.
4. Complete the connection wizard. Refer to this table for details about the required information.

Field	Description
Account name	The domain name you created for your organization (for example “smarttechnologies”).
MDM Server address	This field contains <code>https://smart.glbth.com/glbth/v1</code> by default.

5. Tap **Next**.
6. Optional > Enter one or more tags for the display and tap **Next**.

7. Optional > Enter a password for the SMART Remote Management agent and tap **Next**.

**Note**

This password will be used in SMART Remote Management to manage the display if you want to lock its settings.

8. Tap **Next**.
9. Review and accept the terms and conditions by selecting **I agree**, tap **Next**, and then tap **Finish**.

The display is now enrolled in SMART Remote Management. Next time you sign in to SMART Remote Management, you'll see the display listed in the *Devices* view.

## Enrolling SMART Board interactive displays with iQ 3

In most situations, you can enroll a SMART Board interactive display with iQ 3 directly from the display settings by providing the domain name you created for your organization and reviewing and accepting the terms and conditions.

In some situations, you may want to provide additional information, including the MDM server address, the device's name, and a password for locking the display's settings in SMART Remote Management. In these situations, you can use the advanced wizard.

**Note**

Some SMART Board interactive displays with iQ 3 have a compute card or a Windows OPS PC. If you want to use SMART Remote Management to manage the compute card's or OPS PC's operating system, you need to enroll it as a separate device.

See > *Enrolling other devices* on page 21

### To enroll a SMART Board interactive display with iQ 3

1. Make sure the SMART Board interactive display with iQ 3 is connected to the internet and that it has the latest version of iQ 3 system software.
2. Open the display's settings.

**Note**

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

3. Navigate to **Remote Management** > **Remote Management Enabled** and enable SMART Remote Management on the display.
4. Navigate to **Remote Management** > **Launch Remote Management Settings**.

5. Type the domain name you created for your organization (for example “smarttechnologies”) in the *Account name* box.
6. Tap **I accept the terms and conditions**, review the terms and conditions, and select the check box if you accept them.
7. Click **Enroll**.

The display is now enrolled in SMART Remote Management. Next time you sign in to SMART Remote Management, you’ll see the display listed in the *Devices* view.

**To enroll a SMART Board interactive display with iQ 3 using the advanced wizard**

1. Make sure the SMART Board interactive display with iQ 3 is connected to the internet and that it has the latest version of iQ 3 system software.
2. Open the display’s settings.

**Note**

For information about opening the display’s settings, see the display’s documentation.

3. Navigate to **Remote Management > Remote Management Enabled** and enable SMART Remote Management on the display.
4. Navigate to **Remote Management > Launch Remote Management Settings**.
5. Tap **Click here to enroll using the ‘Advanced wizard’**.
6. Complete the connection wizard. Refer to this table for details about the required information.

Field	Description
Account name	The domain name you created for your organization (for example “smarttechnologies”).
MDM Server address	This field contains <code>https://smart.glbth.com/glbth/v1</code> by default.

7. Tap **Next**.
8. Optional > Enter one or more tags for the display and tap **Next**.
9. Optional > Enter a password for the SMART Remote Management agent and tap **Next**.

**Note**

This password will be used in SMART Remote Management to manage the display if you want to lock its settings.

10. Tap **Next**.

- Review and accept the terms and conditions by selecting **I agree**, tap **Next**, and then tap **Finish**.

The display is now enrolled in SMART Remote Management. Next time you sign in to SMART Remote Management, you'll see the display listed in the *Devices* view.

## Enrolling SMART Board GX series interactive displays

- Make sure the SMART Board GX series interactive display is connected to the internet and that it has the latest firmware.
- On the display, open the apps menu and tap the **SMART Remote Management** app.
- Tap **Add a device**.
- Complete the connection wizard. Refer to this table for details about the required information.

Field	Description
Account name	Enter the domain name you created for your organization (for example "smarttechnologies").
MDM Server address	Enter <code>https://smart.glbth.com</code> .
Name	Enter a name for the device.

**Tip**

Choose a name that describes the type of device and its location. This will help you identify it in the *Devices* view.

- Optional > Enter one or more tags for the display and tap **Next**.
- Optional > Enter a password for the SMART Remote Management agent and tap **Next**.

### Note

This password will be used in SMART Remote Management to manage the display if you want to lock its settings.

- Review and accept the terms and conditions by selecting **I agree**, tap **Next**, and then tap **Finish**.

The display is now enrolled in SMART Remote Management. Next time you sign in to SMART Remote Management, you'll see the display listed in the *Devices* view.

## Enrolling other devices

In addition to using SMART Remote Management to monitor, manage, or control SMART Board interactive displays remotely, you can also remotely monitor, manage, and control Android, iOS, macOS, Windows, and Chrome OS devices.

To enroll an Android, iOS, macOS, Windows, or Chrome OS device, you need to install a remote management connection agent on the device. Use the same procedure to enroll Android, Windows, and Chrome OS devices and a slightly different procedure to enroll iOS and macOS devices.

### Note

When you enroll a device, SMART Remote Management automatically assigns the “new” tag and adds the device to the All and New Devices groups.

## Enrolling Android, Windows, and Chrome OS devices

1. On the device, open an internet browser and visit [radix-int.com/radix-viso-mdm-download-links](https://radix-int.com/radix-viso-mdm-download-links).
2. Download and install the Viso MDM agent for the device.
3. Run the Viso MDM agent connection wizard.
4. Enter the required information in the *Connection info* page. Refer to this table about the required information:

Field	Description
Account name	Enter the domain name you created for your organization (for example “smarttechnologies”).
MDM Server address	Enter <a href="https://smart.glbth.com">https://smart.glbth.com</a> .
Name	Enter a name for the device.

**Tip**

Choose a name that describes the type of device and its location. This will help you identify it in the *Devices* view.

5. Click **Next**.
6. Optional > Enter one or more tags for the device and click **Next**.
7. Enter a password and click **Next**.
8. Review the account domain details and click **Next**.

9. Click **Finish**.

**Note**

Android devices require enabling the following permissions:

- User
- Root
- Device owner
- Profile owner
- Samsung Knox
- Sony®

## Enrolling iOS and macOS devices

**!** **Important**

The certificate used to enroll iOS and macOS devices in SMART Remote Management currently points to an incorrect server and is expired. SMART has contacted Apple to update the certificate. In the meantime, it is not possible to enroll iOS and macOS devices in SMART Remote Management.

# Appendix A **Managing the domain account**

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## Managing domain account settings

Using the *Account settings* window, you can change settings for the domain account you created in *Creating and activating a domain account* on page 7 or delete the domain account entirely.







### **To change domain-account-level settings**

1. Click **Account settings** .

The *Account settings* window appears.



## 2. Change domain-account-level settings:

Icon	Tab	Description
	<b>Remote control</b>	<p>Enable or disable the permission requirement for starting remote control sessions.</p> <p>Type an email address in the <i>Alerts mail</i> box to receive email alerts from SMART Remote Management.</p>
	<b>Pair with organization domain</b>	<p>Pair SMART Remote Management with your organization's domain account (for use with Chrome OS devices).</p>
	<b>DEP settings</b>	<p>Add your organization's DEP server account to SMART Remote Management.</p> <p>See &gt; <a href="#">Apple DEP/VPP MDM account pairing</a></p> <p><b>Note</b></p> <p>Apple School Manager and Apple Business Manager replace the Device Enrollment Program (DEP). However, the term "DEP" is still used in SMART Remote Management and in this documentation.</p>
	<b>VPP settings</b>	<p>Add your organization's VPP account to SMART Remote Management.</p> <p>See &gt; <a href="#">Apple DEP/VPP MDM account pairing</a></p> <p><b>Note</b></p> <p>Apple School Manager and Apple Business Manager replace the Volume Purchase Program (VPP). However, the term "VPP" is still used in SMART Remote Management and in this documentation.</p>
	<b>Android For Work</b>	<p>Enroll in Android for Work.</p> <p>See &gt; <a href="#">Android for Word (AFW)—Google EMM enrollment</a></p>
	<b>Device pairing</b>	<p>Use to add a pairing code for the device.</p> <p><b>Note</b></p> <p>Device pairing is a new security layer added to device provisioning. After a pairing password is set, device enrollment includes an account password verification. This helps prevent accidental enrollment in a wrong account.</p>

3. Click **SAVE**.

**To delete the domain account****!** **Important**

- Only the account admin can delete the domain account.
- Deleting the domain account removes all information from SMART Remote Management and cannot be undone.

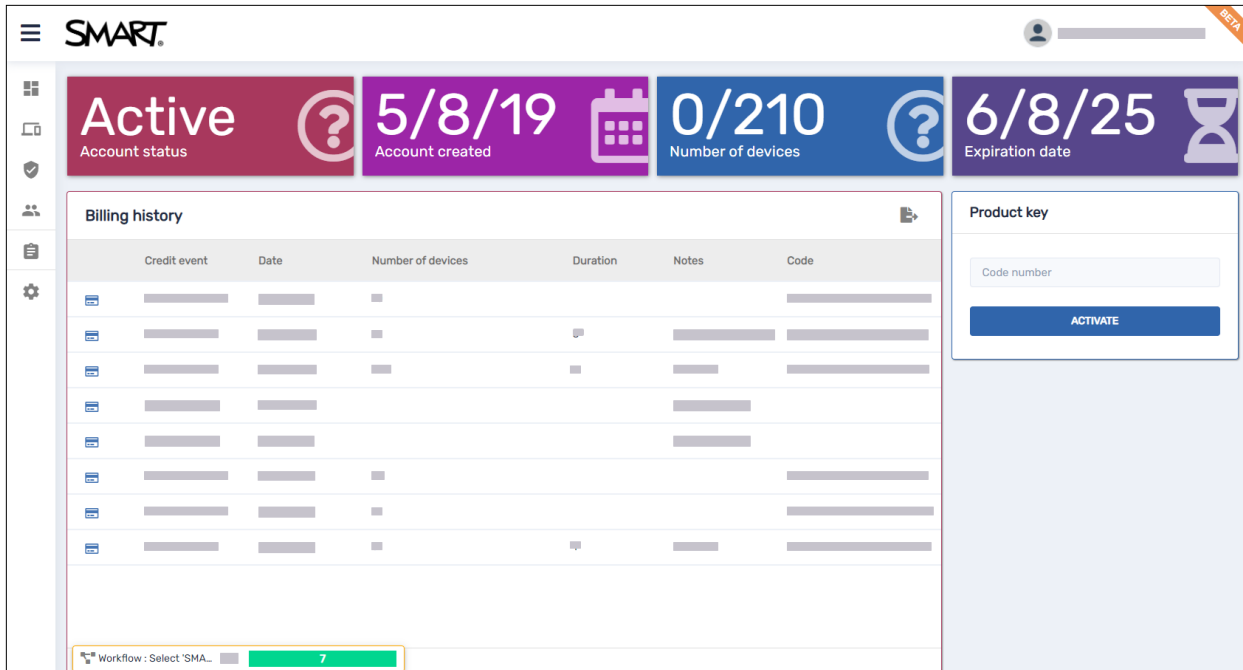
1. Click **Account settings** .

The *Account settings* window appears.

2. Click **DELETE ACCOUNT**.


## Monitoring domain account information

You can use the domain account dashboard to view information about the domain account you created in *Creating and activating a domain account* on page 7, including the status of the domain account, the number of enrolled and available devices, and billing history.



The screenshot displays the SMART Remote Management interface for a domain account dashboard. At the top, there are four summary cards: 'Active Account status', 'Account created 5/8/19', 'Number of devices 0/210', and 'Expiration date 6/8/25'. Below these is a 'Billing history' table with columns for Credit event, Date, Number of devices, Duration, Notes, and Code. To the right is a 'Product key' section with a 'Code number' input field and an 'ACTIVATE' button. A 'Workflow: Select 'SMA...' 7' indicator is visible at the bottom left.

Credit event	Date	Number of devices	Duration	Notes	Code
...	...	...	...	...	...
...	...	...	...	...	...
...	...	...	...	...	...
...	...	...	...	...	...
...	...	...	...	...	...
...	...	...	...	...	...
...	...	...	...	...	...
...	...	...	...	...	...

To open the domain account dashboard from anywhere in SMART Remote Management, click  and select **Billing**.

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