



SMART Sync™ 2010

Quick Start Guide

Windows® Operating Systems

Extraordinary made simple™

SMART™

Product Registration

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at www.smarttech.com/registration.

Keep the following information available in case you need to contact SMART Support.

Product Key: _____

Date of Purchase: _____

Trademark Notice

SMART Sync, SMART Board, the SMART logo and smarttech are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. Windows, Windows Vista, Internet Explorer and DirectX are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other third-party product and company names may be trademarks of their respective owners.

Copyright Notice

©2010 SMART Technologies ULC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language in any form by any means without the prior written consent of SMART Technologies ULC. Information in this manual is subject to change without notice and does not represent a commitment on the part of SMART.

Patents pending.

04/2010

Contents

Getting Started	1
Installing SMART Sync	3
Computer Requirements	4
Installing SMART Sync Teacher	5
Installing SMART Sync Student	6
Configuring SMART Sync Student	7
Using SMART Sync	9
Starting SMART Sync	9
Observing a Student's Desktop	10
Controlling a Student's Desktop	10
Locking Student Desktops	11
Broadcasting Your Desktop	12
Broadcasting a Student's Desktop	13
Shutting Down, Logging Off and Restarting Students'	
Computers	14
Customer Support	16
Online Information and Support	16
Training	16
Technical Support	16
General Inquires	17
Registration	17

Chapter 1

Getting Started

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

SMART Sync lets you observe and control your students' computers using the Thumbnails view, which displays real-time images of your students' computer desktops. You can customize this view's appearance. In addition to viewing the desktops, you can capture snapshots of students' screens, take control of students' desktops, temporarily lock students' computers, remotely shut down students' computers, block Internet access and block the use of specific applications.

You can also use SMART Sync to communicate with your entire class, a group of students or an individual student. You can broadcast your desktop, conduct polls, send messages to students and receive replies, send files to your students, organize student collaboration and more.

If you're using SMART Sync with a SMART Board™ interactive whiteboard, you can write notes using a pen tray pen and your students will see your notes on their desktops. If you're working at a computer, you can write notes using the tools in SMART Sync.

This guide explains how to install SMART Sync Teacher on your computer and SMART Sync Student on your students' computers

using the installation wizards and then use the core features of the software to manage your classroom.

If you want to install SMART Sync using tools other than the installation wizards or want to learn more about other features of the software, refer to these additional resources:



The *SMART Sync 2010 User's Guide* ([document 144148](#)) includes detailed information on SMART Sync Teacher.



The *SMART Sync 2010 System Administrator's Guide* ([document 144150](#)) explains how to deploy SMART Sync components on a network as well as how to use SMART Sync Class List Server and SMART Sync Administrator Tool to centrally manage class information.



The SMART Sync 2010 Help includes detailed information on SMART Sync Teacher, SMART Sync Class List Server and SMART Sync Administrator Tool in a searchable online format.



NOTE

The guides are included on the SMART Sync CD. The Help is available from the SMART Sync Teacher menu (**Help > Contents**).

Chapter 2

Installing SMART Sync

Install SMART Sync Teacher on your computer and SMART Sync Student on your students' computers using the installation wizards.

You can start the installation wizards by inserting the SMART Sync CD into the computer or downloading executable (.exe) files from the SMART website.

Computer Requirements

Teacher Computers

- Pentium® III 600 MHz processor
- 256 MB of RAM
- 100 MB of free hard disk space
- Windows XP, Windows Vista® or Windows 7 operating system
- 800 × 600 or higher resolution display with 16-bit color quality
- Internet Explorer® Internet browser version 5.0 or later
- DirectX® technology version 7.0a or later

Student Computers

- Pentium III 500 MHz processor
- 128 MB of RAM
- 55 MB of free hard disk space
- Windows XP, Windows Vista or Windows 7 operating system
- 600 × 480 or higher resolution display with 16-bit color quality
- Internet Explorer Internet browser version 5.0 or later
- DirectX technology version 7.0a or later

Network

- 802.11 a/g wireless network (minimum)
100 Mbps wired network or 802.11 n wireless network
(recommended)

Installing SMART Sync Teacher

To install SMART Sync Teacher from the CD

1. Insert the SMART Sync CD in the computer.

The *SMART Sync Classroom Management Software* dialog box appears.



NOTE

If the dialog box doesn't appear, browse to and open **[CD Drive]\CDBrowser.exe**.

2. Click **Install Teacher Edition**.

The SMART Sync Teacher installation wizard appears.

3. Follow the on-screen instructions.
4. Click **Install**.

Windows Installer installs SMART Sync Teacher.

To install SMART Sync Teacher from the website

1. Go to www.smarttech.com/downloads.
2. Browse to the SMART Sync 2010 download page, and then follow the on-screen instructions to download the SMART Sync Teacher executable file.
3. Double-click the executable file.

The SMART Sync Teacher installation wizard appears.

4. Follow the on-screen instructions.
5. Click **Install**.

Windows Installer installs SMART Sync Teacher.

Installing SMART Sync Student

To install SMART Sync Student from the CD

1. Insert the SMART Sync CD in the computer.

The *SMART Sync Classroom Management Software* dialog box appears.



NOTE

If the dialog box doesn't appear, browse to and open **[CD Drive]\CDBrowser.exe**.

2. Click **Install Student Edition**.

The SMART Sync Student installation wizard appears.

3. Follow the on-screen instructions.
4. Click **Install**.

Windows Installer installs SMART Sync Student.

To install SMART Sync Student from the website

1. Go to www.smarttech.com/downloads.
2. Browse to the SMART Sync 2010 download page, and then follow the on-screen instructions to download the SMART Sync Student executable file.
3. Double-click the executable file.

The SMART Sync Student installation wizard appears.

4. Follow the on-screen instructions.
5. Click **Install**.

Windows Installer installs SMART Sync Student.

Configuring SMART Sync Student

After installing SMART Sync Student on students' computers, you can configure it using the SMART Sync Student Configuration Tool.

You configure SMART Sync Student on students' computers in one of two modes:

Mode	Description
Visible	The user interface is visible to students.
Hidden	The user interface is hidden from students.

You then select a connection option depending on the chosen mode:

Connection Option	Description	Visible Mode	Hidden Mode
Allows the student to select from a list of available teachers	Students must manually connect to the correct teacher ID.	Yes	No
Automatically connects with this Teacher ID	Students automatically connect to a teacher ID.	Yes	Yes
Automatically connects with this hostname or IP address	Students automatically connect to a teacher through the host name or IP address. (Host names and IP addresses identify computers on a network.)	Yes	Yes

To run the SMART Sync Student Configuration Tool

1. Select **Start > All Programs > SMART Technologies > SMART Sync > SMART Sync Student Configuration Tool 2010**.

The *SMART Sync Student Configuration Tool* dialog box appears.

2. Click **Next**.
3. Follow the on-screen instructions to configure SMART Sync Student.
4. Restart the computer.

Chapter 3

Using SMART Sync

After installing SMART Sync on your and students' computers, you can start SMART Sync Teacher and connect to your students as described in this chapter.

Starting SMART Sync

When you first start SMART Sync, you create a teacher ID and class. Students can then connect to the class (see *Configuring SMART Sync Student* on page 7).

To create a new teacher ID

1. Double-click the **SMART Sync Teacher 2010** icon on your desktop.

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

2. Type the teacher ID in the *Teacher* box.
3. Click **OK**.

A message appears, asking if you want to create a new teacher ID.

4. Click **Yes**.

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



To save a class

1. Select **File > Save Class As**.
A dialog box appears.
2. Type a new class name, and then click **Save**.

Observing a Student's Desktop

You can view a student's desktop and switch between the live image of your student's desktop and the other parts of SMART Sync, such as the Chat, Quiz and File Transfer views.




To view a student's desktop

1. Click **Thumbnails** .
The Thumbnails view appears.
2. Double-click the student's thumbnail.
The student's desktop appears in Window mode.
3. Click **Stop**  to stop viewing the student's desktop.

Controlling a Student's Desktop

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

To control a student's desktop


1. Click **Thumbnails** .
The Thumbnails view appears.
2. Select the student's thumbnail, and then click **Control** .
The student's desktop appears in Window mode.
3. Click **Stop**  to stop controlling the student's desktop.

Locking Student Desktops

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

When you lock students' computers, you don't delete any of their work. When you remove the lock, the students' desktop views and control are completely restored.

To lock student desktops

1. Click **Thumbnails** .
The Thumbnails view appears.
2. Click **All Computers** or **All Students** to lock all students' desktops.

OR
Select a student's thumbnail to lock only the desktop of that student.


3. Click **Lock** .

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

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



NOTE

To cancel the lock, click **Lock** .

Broadcasting Your Desktop

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

To broadcast your desktop


1. Click **Thumbnails** .

The Thumbnails view appears.

2. Click **All Computers** or **All Students** to broadcast to all students.

OR

Select students' thumbnails to broadcast to only those students.



3. Click **Broadcast** .
A message appears, asking if you want to broadcast your desktop.
4. Click **Yes**.
Your desktop appears on the selected students' computers.
The My Desktop toolbar appears on your computer.
5. Select **Menu > Stop Broadcasting** when you're finished.

Broadcasting a Student's Desktop

You can broadcast a student's desktop to the entire class or to a group. You can take control of the student's mouse and keyboard, share control with the student or let the student keep control.

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

To broadcast a student's desktop

1. Click **Thumbnails** .
The Thumbnails view appears.
2. Select the thumbnail of the student whose desktop you want to broadcast.
3. Click **Broadcast** .
A message appears, asking to broadcast the selected desktop.

4. Click **Yes**.

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

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

Shutting Down, Logging Off and Restarting Students' Computers

Students may leave their computers in a variety of states at the end of the day. Some students may log off and shut down, and others may leave their applications running. You can remotely shut down, log off or restart the computers of your entire class or a selected student.



CAUTION

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

To shut down, log off or restart students' computers

1. Click **Thumbnails** .

The Thumbnails view appears.

2. Click **All Computers** or **All Students** to shut down, log off or restart all students' computers.

OR

Select a student's thumbnail to shut down, log off or restart that student's computer.

3. Click **Shut Down** .

The *Shut Down Students* dialog box appears.

4. Select **Shut down** from the drop-down list.

OR

Select **Log off** from the drop-down list.

OR

Select **Restart** from the drop-down list.

5. Click **OK**.

Appendix A

Customer Support

Online Information and Support

Visit www.smarttech.com/support to view and download user's guides, how-to and troubleshooting articles, software and more.

Training

Visit www.smarttech.com/trainingcenter for training materials and information about our training services.

Technical Support

If you experience difficulty with your SMART product, please contact your local reseller before contacting SMART Support. Your local reseller can resolve most issues without delay.



NOTE

To locate your local reseller, visit www.smarttech.com/where.

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

Online	www.smarttech.com/contactsupport
Telephone	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada) (Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)
Fax	+1.403.806.1256
E-mail	support@smarttech.com

General Inquires

Address	SMART Technologies 3636 Research Road NW Calgary, AB T2L 1Y1 CANADA
Switchboard	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada)
Fax	+1.403.228.2500
E-mail	info@smarttech.com

Registration

To help us serve you, register online at
www.smarttech.com/registration.

SMARTTM

Toll Free 1.866.518.6791 (U.S./Canada)
or +1.403.228.5940
www.smarttech.com

99-01072-20 A0