



SMART Sync 2009 Installation Guide

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Patents pending.

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Chapter 1

Welcome to SMART Sync

With SMART Sync, teachers in your school can manage their classrooms and communicate with and assist students without leaving their computers.

Using SMART Sync, teachers can monitor and control students' computers using the Thumbnails view, which displays up-to-the-moment images of students' screens. Teachers can customize the appearance of this view. In addition to viewing the thumbnails, teachers can do the following:

- Capture snapshots of a student's screen
- Take control of a student's computer
- Place a temporary lock on students' computers
- Remotely shut down students' computers
- Allow or block Internet access
- Allow or block the use of specific applications

Teachers can also use SMART Sync to communicate with their entire class, a group of students or an individual student. Teachers can broadcast their desktops, conduct polls, send messages to students and receive replies, send files to students and more.

This guide is for teacher or administrators who are responsible for installing SMART Sync at their schools using the CD.

SMART Sync Components

From an administrator's perspective, SMART Sync consists of four components:

- **SMART Sync Teacher:** An application that resides on the teachers' computers and allows them to connect with students and other teachers as teacher aides
- **SMART Sync Student:** An application that resides on the students' computers and allows them to connect with teachers
- **SMART Sync Class List Server:** Server software that connects students and teachers
- **SMART Sync Administrator Tool:** An application that allows you to create and edit SMART School files, which are central repositories of student, teacher, class, computer lab and computer information, and application and Internet blocking rules



NOTE

Class List Server and Administrator Tool are optional. You don't need to install them to use SMART Sync Teacher and SMART Sync Student. However, there are benefits to installing them. See the *SMART Sync 2009 System Administrator's Guide* ([document 129773](#)).

Chapter 2

Installing SMART Sync

You can install SMART Sync Teacher, Student, Class List Server and Administrator Tool using:

- the installation wizard on the SMART Sync CD or downloaded from the SMART website
- the command line interface
- SMART Install Manager (using Windows® Group Policy for deployment)

This guide covers installing SMART Sync using the installation wizard. For instructions on installing SMART Sync using the other two options, see the *SMART Sync 2009 System Administrator's Guide* ([document 129773](#)).

Although you can install SMART Sync Class List Server, Administrator Tool, Teacher, and Student in any order, SMART Technologies recommends that you ensure SMART Sync Class List Server is running before you run and configure SMART Sync Teacher and SMART Sync Student.

Depending on your environment, you can install SMART Sync Class List Server and Administrator Tool on the same computer or different computers. In either case, SMART Sync Class List Server must be on a computer that is accessible to all teacher and student computers on your school's network.

Before You Start

Display Settings

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

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

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

SMART Sync works best when the screen resolution is 1024 × 768. Refer to the following table for the optimal screen resolution and color depth for your school's monitors.

Screen Resolution	High Color (16 bit)	True Color (32 bit)
1024 × 768 or less	Optimal	Optimal
1152 × 864	Acceptable	Acceptable
1280 × 1024	Acceptable	Acceptable
1600 × 1200	Acceptable	Not recommended

Network Size and Speed

The preferred TCP/IP network configuration for SMART Sync is a switch or a switching hub that restricts network traffic to a particular segment of your local area network. In this configuration, other network traffic doesn't affect your system and SMART Sync doesn't slow down other segments of the network. Network activity is faster when the number of connected students is smaller.

Network Type	Maximum Number of Students
10 Mbps	40
100 Mbps	80
Wireless (single 802.11 a/g access point)	30

Graphics-rich backgrounds on your students' screens may slow SMART Sync's performance. Performance is best if your students' screens have simple, single-color backgrounds.

Internet Connection Firewalls

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

Port	Purpose
5463 (TCP)	Main Teacher-to-Student communications port
5485 (TCP)	Main Teacher-to-Teacher communications port
5496 (UDP)	Teacher discovery port
5491 (UDP)	Broadcast port
5493 (UDP)	Broadcast recovery port

Starting the Installation

You can start the installation by inserting the SMART Sync CD into your computer or downloading the teacher or student installation wizard executable (.exe) file from the SMART website.

To start the installation from the SMART Sync 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, navigate to and open **[CD Drive]\CDBrowser.exe** using Windows® Explorer.

2. Click **Install Teacher Edition** to install SMART Sync Teacher, Class List Server and Administrator Tool (see page 7).

OR

Click **Install Student Edition** to install SMART Sync Student (see page 9).

To start the installation from the SMART website

1. In a Web browser, navigate to www2.smarttech.com/st/en-US/Support/Downloads/smartsync/Windows/Sync2009.htm.
2. Follow the on-screen instructions to download the teacher or student installation wizard executable file.
3. Double-click the executable file.
4. Install SMART Sync Teacher, Class List Server and Administrator Tool (see page 7).

OR

Install SMART Sync Student (see page 9).

Installing SMART Sync Teacher, Class List Server and Administrator Tool

There are three components of SMART Sync for teachers and administrators:

- SMART Sync Teacher allows teacher to communicate with and assist students.
- SMART Sync Class List Server facilitates the connections between SMART Sync Teacher and SMART Sync Student installations in your school.
- SMART Sync Administrator Tool allows you to create SMART School (.school) files. A SMART School file contains information about students, teachers, classes and computer labs in your school. By referencing a SMART School file, teachers can access a central repository of class and computer lab information as well as application and Internet blocking rules.

To install SMART Sync Teacher, Class List Server and Administrator Tool

1. Start the installation (see page 6).
2. Click **Next**.
3. Read the license agreement. If you accept the terms, click **I accept the terms in the license agreement**, and then click **Next**.
4. Select or clear the following check boxes to define which components you want to install:
 - **Install SMART Sync Teacher**
 - **Install SMART Sync Class List Server**
 - **Install SMART Sync Administrator Tool**
5. Click **Next**.

6. Click **Install**.

The installation wizard installs the components you selected in step 4.

7. Select or clear the post-installation check boxes as appropriate, and then click **Finish**.

To activate SMART Sync Teacher on a teacher's computer

1. If you haven't done so already, start SMART Sync Teacher by double-clicking the **SMART Sync Teacher 2009** icon on the desktop.

The *Evaluation Version* dialog box appears.

2. Click **Activate License**.

The *SMART Software Activation: SMART Sync Software* dialog box appears.

3. Follow the on-screen instructions to enter the product key and activate the software.

NOTE

The product key is printed on an insert inside the CD case.

4. Click **Next**.

Installing SMART Sync Teacher on Teacher Aides' Computers

You can allow other teachers limited access to SMART Sync so that they can monitor a teacher's class. SMART Sync refers to these additional teachers as teacher aides. They can access the Thumbnails view and monitor the whole class, a group or an individual student.

NOTE

You must install SMART Sync Teacher to monitor a class as a teacher aide. However, you don't need an additional license for a teacher aide installation.

To install SMART Sync Teacher on a teacher aide's computer

Follow the instructions for installing SMART Sync Teacher on a teacher's computer (see page 7).

Each time the teacher aide starts SMART Sync Teacher, the *Evaluation Version* dialog box appears, and the teacher aide must click **OK** to continue.

Using an evaluation version of SMART Sync Teacher, the teacher aide can use all of its features for 30 days.

When the teacher aide starts SMART Sync for the first time after the evaluation period expires, the *SMART Sync Evaluation Expires* dialog box appears. The teacher aide can then click **Continue as TA** to continue using his or her installation of SMART Sync Teacher as a teacher aide.

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

Installing SMART Sync Student

Install SMART Sync Student on the students' computers. SMART Technologies recommends that you install SMART Sync Teacher on your teacher's computers first so that you can detect the Teacher installations on your school's network when running the SMART Sync Student Configuration Tool.

**IMPORTANT**

After installing SMART Sync Student, ensure the student does not have administrative rights. Otherwise, the student can close SMART Sync Student by ending the process.

**TIP**

After installing and configuring SMART Sync Student on one student's computer, you can use the SyncClient.ini file from that computer to configure all other installations of SMART Sync Student. For more information, see the *SMART Sync 2009 System Administrator's Guide* ([document 129773](#)).

To install SMART Sync Student on a student's computer

1. Start the installation (see page 6).
 2. Click **Next**.
 3. Read the license agreement. If you accept the terms, click **I accept the terms in the license agreement**, and then click **Next**.
 4. If you don't want to include shortcuts to SMART Sync Student on the desktop and in the **Start** menu, clear the **Install Desktop and Start Menu Shortcuts** check box, and then click **Next**.
 5. Click **Install**.
- The installation wizard installs SMART Sync Student on the student's computer.
6. Click **Finish**.

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

Reconfiguring SMART Sync Student

You can reconfigure SMART Sync Student by starting and running the SMART Sync Student Configuration Tool.

To reconfigure SMART Sync Student

1. Select **Start > All Programs > SMART Technologies > SMART Sync > SMART Sync Student Configuration Tool 2009**.

OR

Navigate to and open **C:\Program Files\SMART Technologies\SMART Sync Student\StudentConfig.exe**.

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

2. Click **Next**.
3. Click one of the following options:

Option	Click this option to:
Visible to students	Show the SMART Sync user interface to the student.
Hidden from students	Hide the SMART Sync user interface from the student.

NOTE

If you click **Hidden from students**, the student won't be able to do the following:

- Connect to a teacher by selecting the teacher's name from a list
- Manually start SMART Sync Student
- Manually enter an ID after starting SMART Sync Student

The relevant controls in SMART Sync Student Configuration Tool will be disabled or hidden.

4. Click **Next**.
5. Click one of the following options:

Option	Click this option to:
Allows the student to select from a list of available teachers	Allow the student to select a teacher from a list. i NOTE This option is disabled if you clicked Hidden from student in step 3.
Automatically connects with this Teacher ID	Connect SMART Sync to a specific teacher through the teacher's ID. Type the ID in the box to the right of the option.
Automatically connects with this hostname or IP address	Connect SMART Sync to a specific teacher through the or IP address. Type the or IP address in the box to the right of the option. i NOTE If your network uses DHCP, refer to the computer by rather than by IP address.
Uses this Class List Server hostname or IP address	Connect SMART Sync to a specific teacher using SMART Sync Class List Server. Type the or IP address of the SMART Sync Class List Server computer in the box to the right of the option. i NOTE If your network uses DHCP, refer to the SMART Sync Class List Server computer by rather than by IP address.

6. If the computer has multiple network adapters, click **Network Adapter Selection** to specify the order of the network adapters.
7. Click **Next**.
8. Clear the **Start SMART Sync Student automatically...** check box if you don't want SMART Sync Student to start when the student first logs on.

**NOTE**

This check box is disabled if you clicked **Hidden from student** in step 3.

9. Select the student's language in the **Language** drop-down list.
10. Select the following check boxes:

Check Box	Select this check box to:
Ask questions	Allow the student to ask questions through SMART Sync.
Chat	Allow the student to chat with other students through SMART Sync.
Submit files	Allow the student to submit files through SMART Sync.
Exit the Student program	Allow the student to close SMART Sync Student.

**NOTE**

These check boxes aren't visible if you clicked **Hidden from student** in step 3.

11. Click **Next**.

12. Click one of the following options:

Option	Click this option to:
Student Controlled	Allow the student to enter an ID when SMART Sync Student starts. NOTE: This option is disabled if you clicked Hidden from student in step 3.
The following	Enter a specific student ID. Type the ID in the box to the right of the option.
Found in this Active Directory field...	Find the student ID in an Active Directory® directory service field of the student's login account. Type the Active Directory directory service field name in the box to the right of the option.
Anonymous	Allow the student to use SMART Sync Student without entering an ID.

13. Click **Next**.

14. Click one of the following options:

Option	Click this option to:
My Documents folder	Store files the teacher shares with the student in the My Documents folder.
Custom folder	Store files in another folder. Type the path to the folder in the box below the option.

15. Click **Next**.

16. Click one of the following options:

Option	Click this option to:
No security	Allow any teacher with SMART Sync Teacher to connect to the student.
Allow only teachers with this class password	Allow only teachers who enter a specified password in SMART Sync Teacher to connect to the student. Type the password in the two boxes to the right of the option.
Allow only Teachers who are part of the following group(s)	Allow only teachers in certain groups to connect to the student. Select the groups in the box below the option.

17. Click **Next**.

18. Click **Finish**.

The *SMART Sync Student 2009 Installer Information* dialog box appears.

19. Save changes in any running applications, and then click **Yes**.
The student's computer restarts.

Chapter 3

Using SMART Sync

After you install SMART Sync, teachers and students can start the software on their computers. They can then refer to the Help system to learn more about using the application.

Starting SMART Sync

To start SMART Sync Teacher

Double-click the **SMART Sync Teacher 2009** icon on the desktop.
OR

Browse to the **SMART Sync 2009** folder and double-click **SMARTSyncTeacher.exe**.

If you haven't already activated the software, SMART Sync Teacher prompts you to do so (see page 8).

To start SMART Sync Student

The method for starting SMART Sync Student depends upon installation settings and the student's hardware.

Depending on the installation settings, SMART Sync Student may start automatically when the student starts the computer.

If the software doesn't start automatically, or if you've closed the software since the computer started, double-click the **SMART Sync Student 2009** icon on the desktop.

Viewing the SMART Sync Help

For information on using SMART Sync Teacher, see the SMART Sync Help.

To access the Help from the teacher's computer

Select **Help > Contents**.

OR

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



NOTE

The SMART Sync CD also includes the *SMART Sync 2009 User's Guide*.

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 Technical Support. Your local reseller can resolve most issues without delay.



NOTE

To locate your local reseller, visit www2.smarttech.com/st/en-US/Where+to+Buy.

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)
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