SMART TeamWorks 3.3
Room and Connected editions

INSTALLATION AND CONFIGURATION GUIDE

FOR IT ADMINISTRATORS

SMART®

Learn more

This guide and other resources for SMART TeamWorks 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.

Contents

Welcome

This guide explains how to install and configure SMART TeamWorks software, which also includes SMART Product Drivers and SMART Ink™.

This guide is intended only for IT administrators and others experienced with deploying and administering software in a networked environment. To use this guide, you must have:

- Knowledge of IT terminology such as "registry" and "domain controller"

- Knowledge of basic administrative tasks in the operating system

- Knowledge of Microsoft Exchange administration

Installing SMART TeamWorks Room and Connected editions

You can install SMART TeamWorks Room and Connected editions using the installer package documented in this guide.

The complete installer package available from the SMART website includes SMART TeamWorks software, SMART Product Drivers and SMART Ink.

Overview of the installation and configuration process

Preparing for Installation ••• Installing and activating ••• Configuring the experience

Step 1: Preparing for installation

1. Confirm the computer meets installation requirements. See *Computer requirements* on page 6.

2. Review the guidance in the Network readiness section. See *Network readiness* on page 8.

3. Configure a room resource account on the Microsoft® Exchange server. See *Creating a meeting room resource account on the Microsoft Exchange Server* on page 14.

4. Set up a user account or domain in your organization's IT environment for the meeting room computer and configure the computer as an unattended computer. See *Configuring the computer* on page 16.

5. Configure the SMART Board interactive display with iQ (with Intel Compute Card) for SMART TeamWorks. See *Configuring SMART Board interactive displays with iQ* on page 18.

Step 2: Installing and activating

1. Install SMART TeamWorks software. See *Installing SMART TeamWorks* on page 21.

2. Activate the license. See *Activating the license* on page 24.

Step 3: Configuring the experience

1. Configure SMART TeamWorks settings. See *Chapter 4: Configuring SMART TeamWorks* on page 26.

Preparing for installation

Preparing for Installation   • • •   Installing and activating   • • •   Configuring the experience

Computer requirements

Before you install the software, ensure that the computers on which you plan to install SMART TeamWorks software, SMART Product Drivers, and SMART Ink, meet the minimum requirements.

If you're using a SMART Board® interactive display with SMART iQ appliance with the Intel Compute Card (AM50)[1], this appliance meets all the computer specification requirements for SMART TeamWorks.

Meeting room computer minimum requirements

General	
Supported operating systems	Windows® 10 64-bit (with Fall Creators Update 1803 or later)
	NOTE Windows version 1809 is recommended for Miracast™ touchback support.
Hard disk space	1 GB
Processor	Intel® Compute Card i5 7th generation
RAM	8 GB
Storage	64 GB SSD (minimum) 128 GB SSD (recommended)
Other requirements	
USB support	USB 2.0 (minimum) USB 3.0 (recommended)
Network and web access	Internet access for downloading and activating SMART software Wireless 5 GHz recommended (with Wi-Fi® 802.11ac standard) Wired Ethernet connection
Programs	Microsoft .NET Framework 4.5.1 for SMART Ink Microsoft Visual Studio® Tools for Office Adobe® Reader® 11.0.1 or later (for SMART Ink plugin)
Exchange Server	Exchange 2013 or later (on premises or online)

SMART hardware requirements

If you're installing SMART TeamWorks on the Windows 10 Pro operating system (on the AM50 iQ appliance's Intel Compute Card), make sure the hardware has the latest firmware and system software for the iQ appliance installed. For more information on how to check for and apply the latest updates, see *Configuring SMART Board interactive displays with iQ* on page 18.

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[1]AM50 with Intel Core i5 processor

Network readiness

This section describes dependencies and the setup process for network readiness. Network administrators need to configure the network to enable SMART TeamWorks to function properly.

Review the information in this section to set up the network environment and gather the information needed for installing and configuring SMART TeamWorks software.

Reviewing dependencies

Review these dependencies to make sure SMART TeamWorks features will work within the IT infrastructure.

If using Active Directory and MDM for device management

Dependency	Description
Active Directory® or Azure Active Directory (Azure AD)	SMART TeamWorks software uses an Active Directory or Azure AD account (the meeting room's account) to access Microsoft Exchange and Skype® for Business services. SMART TeamWorks must be able to connect to the Active Directory domain controller or to the Azure AD tenant to validate the meeting room account's credentials and access account information (such as the display name, alias, and Exchange server). To authorize a group of users to configure settings in SMART TeamWorks, use domain join or Azure AD join SMART TeamWorks.
Mobile device management (MDM) solution (Microsoft Intune, System Center Configuration Manager, or supported third-party MDM provider)	If your organization has an MDM solution, it can be used for applying settings and remotely installing apps to multiple devices at a time. Additionally, the device must be registered in that MDM solution. This will enable central deployment of the SMART TeamWorks app to all registered devices. Refer to your organization's MDM best practices.

If integrating a Microsoft Exchange calendar with SMART TeamWorks

Dependency	Description
Exchange (Exchange Online, or Exchange 2013 or later) and Exchange ActiveSync	SMART TeamWorks integrates with Exchange to enable the software's calendar and file services features. It also enables SMART TeamWorks' one-touch meeting start feature. Exchange Web Service (EWS) is used to sync the meeting room account's calendar to SMART TeamWorks software. If the meeting room's computer cannot use EWS, SMART TeamWorks will not show meetings in its launcher and starting meetings from the integrated calendar will not be available.

NOTE

Microsoft Office 365, Exchange on-premises, and hybrid configurations are supported.

Preparing the network environment for SMART TeamWorks installation

Network and internet access
To function properly, SMART TeamWorks software should have access to a wired or wireless network.

NOTE

A wired connection is strongly recommended to reduce wireless interference and to improve the performance of screen sharing.

If your organization does not allow full internet access, whitelist the following URLs so that license activation can be completed:

- Any URL with the domain *remago.com

- Any URL with the domain *airserver.com

Ports
SMART TeamWorks uses the following ports for communication and to enable its collaboration features:

Port	Purpose
80 and 443	- For outbound connection to the internet **NOTE** A dedicated IP address is strongly recommended.
8033	- For inbound connection of meeting participants using the SMART TeamWorks apps to connect to a whiteboard session. - Enables meeting participants to download the SMART TeamWorks apps from the meeting room computer's SMART TeamWorks home screen.

Additional open ports may be required if you're using SMART TeamWorks with a third-party web conferencing application, such as Skype for Business or WebEx. Refer to the web conferencing application's documentation for further guidance.

Proxy servers
If your organization's network topology requires a connection to a proxy server to reach internet services, you can configure the connection the first time you run a new computer, or any time after in the computer's Windows Settings.

Proxy credentials are stored across sessions of SMART TeamWorks meetings and only need to be set once.

802.1X authentication

If your organization uses 802.1X authentication, you will need to install the certificate for this authentication on the meeting room computer.

802.1X authentication is supported for both wired and wireless connections.

In Windows 10, version 1803 or later, 802.1X authentication for wired and wireless connections is enabled by default in SMART TeamWorks software. If your organization uses 802.1X authentication, ensure that the authentication certificate is installed for SMART TeamWorks in your MDM solution.

If your organization doesn't use 802.1X authentication, no configuration is required and SMART TeamWorks software will continue to function as normal.

To install the certificate for 802.1X authentication

Install the certificate following the guidance provided in *ClientCertificateInstall CSP*.

OR

Install the certificate the first time you run a new computer, or any time after in the computer's Windows Settings.

After the certificate is installed for SMART TeamWorks, 802.1X authentication will start automatically.

IPs

The SMART TeamWorks software can be configured to use a static IP, as well DHCP, to assign an IP address. Static IPs are strongly recommended.

Setting up the network environment for SMART TeamWorks' Screen Share feature

Use the following network setup to enable the screen share feature for SMART TeamWorks.

1. Disable Access Point/AP isolation, also known as *client / wireless isolation* or *guest mode*.

2. In the router's settings, enable Multicast, Universal Plug and Play (UPnP), and Internet Group Management Protocol (IGMP).

3. Confirm that the video card's refresh rate is set to 60 Hz.

4. Add the following URLs to the network whitelist:

   ○ Any URL with the domain *remago.com

   ○ Any URL with the domain *airserver.com

5. Open the required TCP/UDP ports to allow mobile devices and computers to use Apple AirPlay™, Google Cast™, and / or Miracast for screen sharing:

Port	Port range	Feature	Used for
TCP/UDP	53	DNS	Google Cast
TCP	80	Outbound http	Google Cast
UDP	123	Network Time Protocol	Google Cast
TCP	443	AirPlay, PhotoStream, iTunes Store	AirPlay, Google Cast
UDP	1900	Bonjour	AirPlay, Google Cast
TCP	3689	iTunes music sharing, AirPlay, Home Sharing	AirPlay
TCP	5000	Audio streaming	AirPlay
TCP	5297	Bonjour	AirPlay
TCP/UDP	5298	Bonjour	AirPlay
UDP	5350	Bonjour	AirPlay
UDP	5351	Bonjour	AirPlay
TCP/UDP	5353	mDNS, Bonjour, AirPlay, Home Sharing	AirPlay, Miracast
UDP	6010-6012	AirPlay audio	AirPlay
TCP	7000	Picture sharing	AirPlay
TCP	8000-8999	iTunes radio streams	AirPlay, Google Cast
TCP	7001	Video streaming	AirPlay
UDP	7010	Display mirroring	AirPlay
UDP	7011	Display mirroring	AirPlay
TCP	7100	Display mirroring	AirPlay
TCP/UDP	7236	Negotiation	Miracast
TCP	7250	Video streaming	Miracast
TCP	42000-42999	iTunes radio streams	AirPlay

Port	Port range	Feature	Used for
TCP	47000	Audio negotiation	AirPlay
TCP/UDP	49152–65535	Dynamic ports	AirPlay, Google Cast
UDP	49159	Bonjour, AirPlay	AirPlay
UDP	49163	Bonjour, AirPlay	AirPlay
TCP	49228	Google Cast	Google Cast
TCP/UDP	50000	Negotiation	Miracast
TCP	50259	Google Cast	Google Cast
UDP	54780	Google Cast	Google Cast
UDP	62572	Google Cast	Google Cast

6. Configure the network to allow Bonjour and mDNS (multicast).

7. Configure the network to allow Network Time Protocol (NTP) requests to internet time servers.

    NOTE

    Using a 5 GHz wireless network connection may provide a better screen sharing experience. A wired connection to the meeting room is recommended to reduce wireless interference and to improve the performance of screen sharing.

8. For highly complex and secure environments using Windows Defender firewall, exclude **%systemroot%System32\WUDFHost.exe** for private / public / domain.

NOTE

When SMART TeamWorks is installed, a script will be run to optimize the operating system for AirServer, the service which enables screen sharing in SMART TeamWorks.

Creating a meeting room resource account on the Microsoft Exchange Server

Use the Microsoft Office 365 admin center to add a new meeting room resource.

> **❗ IMPORTANT**
>
> This step should be carried out by your organization's IT Administrator or the person responsible for administering Microsoft Exchange.

To create a meeting room resource account

1. Open the *Microsoft Office 365 admin center*.

2. Browse to **Resources** > **Rooms & equipment**.

3. Click **Add** and follow the on-screen instructions to create a meeting room resource account.

4. Record the following details for the new account:

   ○ Name

   ○ Email

   You will need these details when you configure the SMART TeamWorks Connected edition software.

5. Browse to **Users > Active Users** and select the room you just created.

6. Click **Reset password**.

7. Select **Let me create the password and enter a new password**.

8. Clear the **Make this user change their password when they first sign in** check box.

9. Click **Reset**.

10. If you need to log in to Skype for Business from the meeting room account, activate the related license for the room resource account through the Product licenses option.

    The room resource account should have the default lowest access rights level. You don't need to add the account to special groups or assign it a specific role..

11. Open a *PowerShell* console and start a *Microsoft Online Service* session.

12. Execute the following commands in the session:

Function	Command

Show the meeting subject in the SMART TeamWorks calendar	`Set-CalendarProcessing -Identity "Room ID" -AddOrganizerToSubject 0`
	`Set-CalendarProcessing -Identity "Room ID" -DeleteSubject 0`
	By default, the meeting's subject contains the organizer's name. However, you need to get the actual meeting subject.

Create a meeting room resource list	`New-DistributionGroup -Name "Room List ID" -DisplayName "Room List Friendly Name" –PrimarySmtpAddress roomlist1@domain.com –RoomList`
Add the new meeting room resource account to the list of meeting room resources	`Add-DistributionGroupMember –Identity "Room List ID" -Member "Room ID"`

To execute the above commands, you may need to execute the following commands:

Function	Command
Get a list of all meeting room resources	`Get-Mailbox	Where-Object {$_.RecipientTypeDetails -eq "RoomMailbox"}	Format-Table DisplayName,Identity,PrimarySmtpAddress`
Get a list of all meeting room resources lists	`Get-DistributionGroup	Where {$_.RecipientTypeDetails -eq "RoomList"}	Format-Table DisplayName,Identity,PrimarySmtpAddress`

Configuring the computer

It is important to correctly configure the meeting room computer for SMART TeamWorks before the software is installed. The following section explains how to best prepare the operating system for SMART TeamWorks.

SMART TeamWorks supports configuring the operating system as a kiosk or to require users to log in with their account credentials before accessing the computer desktop.

Connect to the network

For the best display responsiveness, SMART recommends connecting the meeting room computer to your organization's local-area network using a wired connection.

If you can't use a wired network connection, wireless connections are still supported. However, if you use the wireless option, SMART recommends disabling any unused network devices on the meeting room's computer to optimize performance.

Optimize computer settings

The SMART TeamWorks software installers do not automatically configure the Windows 10 operating system or the computer's BIOS options. It is important to read *Network readiness* on page 8 for network security setup and ensure the computer meets the minimum requirements listed in *Computer requirements* on page 6.

To optimize a computer's settings for use as a hub

1. Open the computer's *Settings* window.

2. Select **System** > **Notifications & actions**.

3. Turn off all system alerts and notifications.

4. Select **Power & sleep**.

5. Use the following power management settings:

   ○ Disable screen savers

   ○ Set the computer to never go to standby mode

   ○ Set the computer to never to log out

   ○ Set the screen to never turn off

   NOTES

   Many of these settings can also be managed with a command line utility such as Microsoft's Windows native Powercfg utility. See *Powercfg Command-Line Options* for a list of command-line options.

   You can also configure these settings using the Windows Group Policy. Group policy references such as *Group Policy Settings Reference for Windows and Windows Server* may help you find the appropriate settings for the power management settings listed in this step.

   Some examples of policy configuration options you can set include:

   ○ Setting "Enable Screen Saver" to "Disable" will prevent screen savers from running.

   ○ Setting "Specify the unattended sleep timeout" to "0" will prevent the OS from sleeping automatically.

6. Disable automatic updates for major Windows operating system updates on the computer. You can leave automatic Windows security patch updates for the computer enabled.

   Refer to *Computer requirements* on page 6 for the latest Windows version supported by SMART TeamWorks.

7. Enter the computer's BIOS setup.

8. For the boot sequence, disable any unused boot devices. For example, the PXE network boot and USB removable device boot.

9. Save the configuration changes and exit the BIOS setup utility.

Install commonly used applications

To enable users to insert files into the SMART TeamWorks whiteboard, the files' native applications must be installed on the meeting room computer. For example, Microsoft Office and Adobe PDF applications must be installed on the computer before users can insert or interact with files from those programs.

Configuring SMART Board interactive displays with iQ

When you're installing SMART TeamWorks on a SMART Board interactive display with an AM50 iQ appliance with Intel Compute Card, it's important to follow the provided textless installation instructions and the Installation and Maintenance guides for the displays.

During the installation, make sure that the displays have the latest scalar firmware and AM50 iQ appliance system software installed. Without the latest firmware and system software, the displays may not behave as expected, and some features of SMART TeamWorks and other software might not be available.

Checking for and applying firmware updates

The SMART Board display uses firmware on its processor. To SMART TeamWorks installs correctly and all features behave as expected, make sure the latest firmware is installed on the display.

When an update to the firmware is available, the display downloads the update in the background then waits for four hours of inactivity. When that happens, the display shows a two-minute countdown before beginning the update. The countdown can be interrupted at any time. The update begins when the countdown finishes.

To check the display's current firmware version

1. Turn on the SMART Board interactive display.

2. Tap **Home** ▭ and then tap **Settings** ⚙.

3. Under *System Settings*, tap **About**.

   The current system software version appears under *Build Number* in the *Board Details* area.

To update the display's firmware

1. Go to support.smarttech.com/downloads/other-hardware/displays.
2. Select your display.

3. Select the latest firmware version.

4. Follow the instructions provided on the download page.

Checking for and applying iQ software updates

When the display is connected to the internet, it updates its system software automatically.

When a system software update is available, the display downloads the update in the background then waits for four hours of inactivity. When that happens, the display shows a two-minute countdown before beginning the update (the countdown can be interrupted at any time). During the update, the display is blank for four minutes. After the update has finished, the display shows the Whiteboard and any content that was on Whiteboard before the update.

NOTE

You can configure your organization's network to allow or prevent automatic system software updates.

You can also download system software updates at smarttech.com/downloads/iq-appliance and follow the instructions on the download page.

If the display has downloaded the system software update but hasn't yet applied the update, you can start the update process manually from Settings.

To check for and apply iQ appliance software updates

1. Turn on the SMART Board interactive display.

2. Tap **Home** and then tap **Settings** .

3. Scroll to **Auto Update**.

4. Tap **Check for Updates Now**.

   ❗ **IMPORTANT**

   A network connection is required for checking for updates and installing them.

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5. If an update is available, tap **Apply Update Now** under *Check for Updates Now*.

Configuring the display

Finish configuring the display following the instructions provided in the Installation and Maintenance guides:

- SMART Board 7000 and 7000 pro installation and maintenancen guide (smarttech.com/kb/171164)

- SMART Board 7000R and 7000R pro installation and maintenance guide (smarttech.com/kb/171538)

- SMART Board 6000 and 6000 pro installation and maintenance guide
  (smarttech.com/kb/171167)
- SMART Board 6000S and 6000S pro installation and maintenance guide
  (smarttech.com/kb/171414)

Installing SMART TeamWorks

Preparing for Installation

Installing and activating

Configuring the experience

Installing SMART TeamWorks

> ❗ **IMPORTANT**
>
> The configuration files for SMART TeamWorks are written based on the user account that's logged in to the computer when the software is run for the first time. A different account, such as a domain administrator account, may be used to configure the computer for SMART TeamWorks and install SMART TeamWorks software, however, *before* you run the software for the first time and activate it, you must log out of the administrator account and then log back in using the user account created for the meeting room so that the files' permissions are correctly written.

Pre-installation checklist

To make sure SMART TeamWorks works as expected, confirm the following is complete before
downloading and installing SMART TeamWorks:

☐   The computer meets the minimum requirements. See *Computer requirements* on page 6.

☐   The SMART Board interactive display is connected to a network and has the latest firmware
    and iQ software installed. See *Configuring SMART Board interactive displays with iQ* on
    page 18.

☐   The appropriate network access has been set up by the Network administrator. Specifically:

    - Websites have been whitelisted
    - Network ports have been opened

    For complete details about which websites to whitelist and what open ports are required, see
    Network readiness on page 8.

☐   The IT Administrator has configured a new room resource on the organization's Exchange
    server for the SMART TeamWorks meeting room. See *Creating a meeting room resource
    account on the Microsoft Exchange Server* on page 14.

☐   The IT Administrator has configured the computer's operating system for
    SMART TeamWorks. See *Configuring the computer* on page 16.

To install SMART TeamWorks software

1. Visit smarttech.com/products/business-software/smart-teamworks/download.

2. Download the SMART TeamWorks .exe file.

3. Launch the executable file to start the installation wizard.

4. Agree to the terms and conditions and click **Next**.

5. Enter the destination for SMART TeamWorks to be installed if different from the
   default location and click **Next**.

6. Select the components to install and click **Next**:

Component	Description
SMART TeamWorks	Required component
SMART Product Drivers	Required component if using SMART TeamWorks with a SMART Board interactive display. This installs SMART Ink and Product Drivers software
Demo Samples	Optional component This installs a few demonstration files, which include a PDF, video, PPT, and image file.

7. Click **Install** to launch the *SMART Ink and Product Drivers installer*.

8. Follow the on-screen instructions to install SMART Ink and Product Drivers software. Once SMART Ink and Product Drivers is finished installing, you will be returned to the SMART TeamWorks installation wizard.

9. To have SMART TeamWorks to start automatically when a user logs on or the computer is restarted, select the **Run SMART TeamWorks at startup** check box.

10. Click **Finish**. SMART TeamWorks may require a computer restart to finish installing. When the install is complete, a completion window opens. Complete the installation for the scenario that matches your situation:

    a. If you are logged in to the computer using an administrator account, clear the **Launch SMART TeamWorks** check box and click **Finish**.

    b. Log out of the administrator account and log back in using user account created for the meeting room.

    > **❗ IMPORTANT**
    >
    > When SMART TeamWorks software is run for the first time, the file permissions for SMART TeamWorks are set based on the user account that's logged in to the computer. This means that if you remain logged in as an administrator or other account type used for configuring a computer, when you run the software for the first time, that is the only user account who will have permissions to view and change the software's settings. These settings include some basic user settings you may want meeting participants to be able to see. If you need to lock down the settings, use the password field in the settings window.

    c. Launch SMART TeamWorks.

    OR

    a. If you are logged in to the computer using the account created for the meeting room, select the **Launch SMART TeamWorks** check box and click **Finish**.

11. Activate the license and configure the SMART TeamWorks software. See *Activating the license* on the next page and *Chapter 4: Configuring SMART TeamWorks* on page 26.

    > **NOTE**
    >
    > During the software's configuration you can lock all the software's settings with a PIN to prevent users from making changes.

Activating the license

Activate your copy of SMART TeamWorks or start a 30-day trial.

> ⚠ **IMPORTANT**
>
> You must be connected to the internet to activate the license. If your organization does not allow full internet access, whitelist the following URLs so that license activation can be completed:
>
> - Any URL with the domain *remago.com
> - Any URL with the domain *airserver.com

To activate your SMART TeamWorks license

1. Confirm the Windows date and time settings are correct.
2. Click the SMART TeamWorks icon on the desktop to start the program.

   The license activation window opens.
3. Enter the license key provided in the Welcome email you received after purchasing the software.

   > **NOTE**
   >
   > The license key defines which edition of SMART TeamWorks will be activated.

4. Click the **Activate license** button.

To activate your SMART TeamWorks license offline

1. Confirm the Windows date and time settings are correct.
2. Click the SMART TeamWorks icon on the desktop to start the program.

   The license activation window opens.
3. Click the blue clipboard icon next to the Install ID to copy the ID to the clipboard.
4. Open Windows Notepad or another text editor and paste the Install ID you copied in the previous step.
5. Save the file as a .txt file.

6. Visit support.smarttech.com/forms/contact and complete the form to contact support, or use the number provided on the page to call SMART Support.

   If you use the form, attach the .txt file that contains the Install ID. The support agent will need this information to assist with your offline activation.

   After you've contacted SMART Support, an agent will assist you with completing the offline activation.

To start a trial for SMART TeamWorks

1. Confirm the Windows date and time settings are correct.

2. Click the SMART TeamWorks icon on the desktop to start the program.

   The license activation window opens.

3. Click the **Start trial** button.

   NOTE

   SMART TeamWorks offers a 30-day trial. This trial is associated with the machine ID of the computer on which it is installed. Therefore, the trial period is unaffected by reinstalling the operating system and continues to count down from the date it was first started.

Returning an activation

Return a license activation so you can use it on a different computer.

To return a license activation

1. Open SMART TeamWorks.

2. Tap ![icon] or press **ALT** + **S** to open the settings window.

3. In the top-right corner of the window, tap ![icon] to open the license window.

4. Tap **Deactivate license**.

Configuring SMART TeamWorks

Preparing for Installation

Installing and activating

Configuring the experience

Accessing the settings window

Using the settings window you can configure the following:

- General settings
- SMART TeamWorks launcher
- Whiteboard options
- Meeting server settings
- Screen sharing
- Voice commands

To open the settings window

1. From the launcher, tap .

   OR

   Press **ALT** + **S** on the keyboard.

   OR

   From the Windows notification area, right-click the SMART TeamWorks icon and select **Settings**.

Protect the settings with a password

Add a password to lock the SMART TeamWorks settings so that only administrators can make changes. Locking the settings will prevent users from accessing the license key information or changing Outlook calendar integration settings, server services, and any other settings configured in this window.

To lock settings

1. From the settings window, open the *Settings* tab.
2. In the *Protect this window* box, enter a password to lock the settings.

Configuring general settings

Configure general settings to control how certain features, such as meeting recaps, image search, and browsers work in SMART TeamWorks meetings.

Use the options in the *Settings* tab to configure the following items:

- the interface's language

- the default search engine for images

- folder access for saving whiteboard meeting recaps and files

- default email information (SMTP settings)
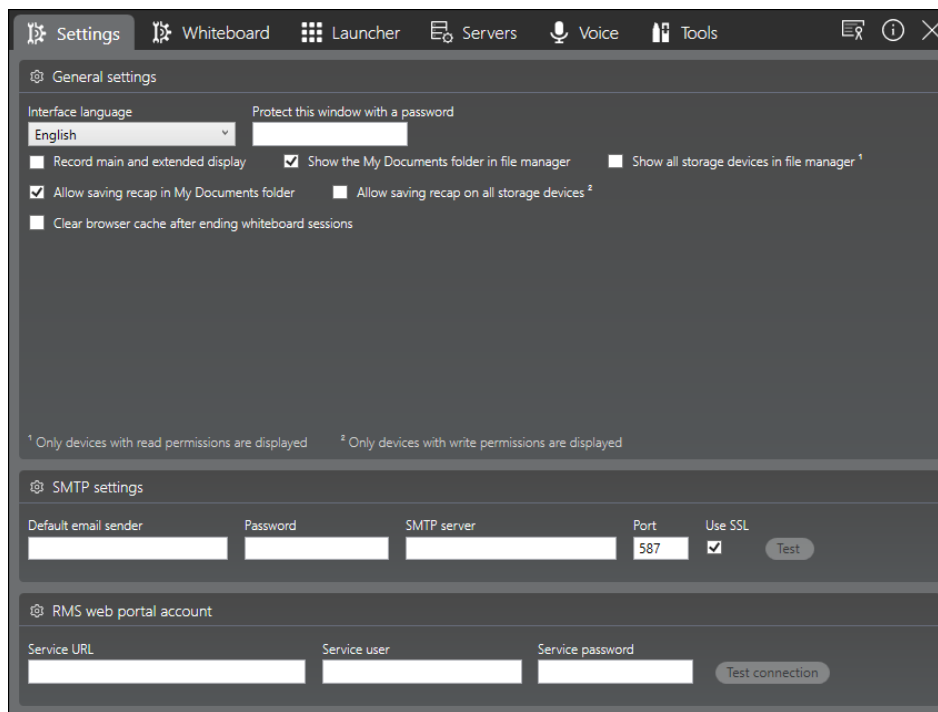
- SMART TeamWorks Server details (RMS settings)

> **NOTE**
>
> The server details are only applicable if your organization has SMART TeamWorks Server installed with SMART TeamWorks Connected edition. These details are automatically updated after you enter the calendar settings in the *Launcher* tab.

Setting the language

1. From the settings window, open the *Settings* tab.

2. In the *General settings* section, select the language from the *Interface language* drop-down

3. Restart SMART TeamWorks to apply the change.

Setting file access

1. From the settings window, open the *Settings* tab.

2. In the *Settings* section, set the following preferences to suit your needs:

Option	Description
Record main and extended displays	If the meeting room computer is connected to multiple displays, select this option to allow SMART TeamWorks to record both the main and extended displays when meeting participants use the SMART TeamWorks recording feature.
Allow saving recap in My Documents folder	Select this option to allow SMART TeamWorks to save whiteboard meeting recaps to the computer's local **My Documents** folder.
Clear browser cache after ending whiteboard sessions	Select this option to have the browser cache cleared each time a whiteboard session ends.
Show the My Documents folder in file manager	Select to show the meeting room computer's **My Documents** folder in the whiteboard's file manager.
Allow saving recap on all storage devices	Select this option to allow SMART TeamWorks to save whiteboard meeting recaps on all storage devices, such as a USB drive, that are connected to the meeting room computer. **NOTE** Write access to these devices is required.
Show all storage devices in file manager	Select to show all storage devices connected to the meeting room computer in the file manager. **NOTE** Write access to these devices is required.

Option	Description
Automatically open share meeting window on whiteboard	Select to have SMART TeamWorks prompt users with the *Host Meeting* dialog box when they start a whiteboard session from the launcher. Users can use this dialog box to invite participants to join the whiteboard session. **NOTE** This option is only available if the *Calendar service type* in the *Launcher* tab is set to **RMS Enterprise**.

Setting the default email address

Set up a default email address the SMART TeamWorks software will use when:

- Sending whiteboard session recaps

- Sending objects (such as images or files) added to the whiteboard

- Sharing the whiteboard session's URL (available only if SMART TeamWorks Server is installed in your organization)

To configure the default email address for the meeting room

1. From the settings window, open the *Settings* tab.

2. In the *SMTP settings* section, set the following preferences to suit your needs:

Option	Description
Default email sender	Enter the email for the meeting room or the account your organization has created for smtp settings. This will appear as the sender when emails are sent from the SMART TeamWorks whiteboard.
Password	Enter the Exchange password for the email you entered in **Default email sender** field.
SMTP Server	Enter the SMTP server for the email address you entered in the **Default email sender** field.
Port	Enter the port for your organization's SMTP server.
Use SSL	Select this option if your organization uses SSL.

The settings are automatically saved.

3. Click or tap **Test connection** to confirm the settings you entered are correct.

# Configuring whiteboard settings for SMART TeamWorks

Configure whiteboard settings to control how certain features, such as meeting recaps, image search, and browsers work in SMART TeamWorks meetings.

Use the options in the *Whiteboard* tab to configure the following items:

- drawing mode settings
- display extension settings
- the default search engine for images
- default browser size and the maximum number of browsers allowed in each whiteboard page
- the maximum number of objects (such as files, images, videos, browsers, and so on) that can be inserted in each whiteboard page
- Ultrasonic pairing

To configure whiteboard options

1. From the settings window, open the *Whiteboard* tab.
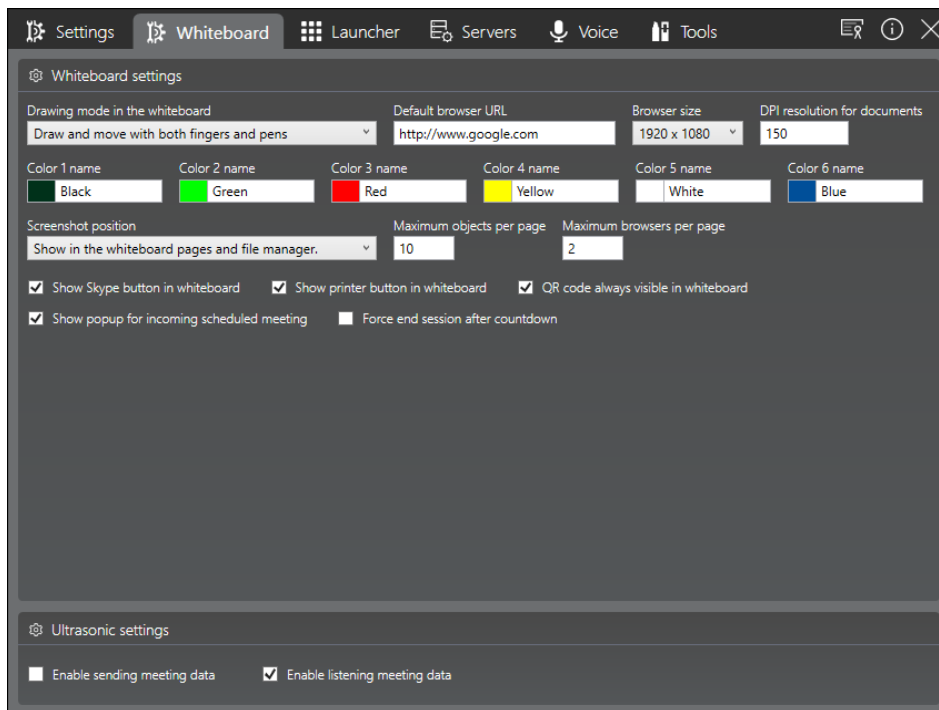
2. In the *Whiteboard settings* section, set the following preferences to suit your needs:

Option	Description
Drawing mode in the whiteboard	Open the drop-down and select how you want pen and touch interactions to behave: **Draw and move with both fingers and pens**: Use fingers and pens to draw in digital ink and interact with objects in the whiteboard. If you select this option, you will see the Draw mode and Touch mode buttons in the whiteboard. **Draw with pens and move objects with fingers**: Use only pens to add digital ink to the whiteboard and use only fingers to interact with objects in the whiteboard. If you select this option, the Draw mode and Touch mode buttons will be hidden in the whiteboard.
Default browser url	Enter the URL you want to use as the default page when meeting participants add a browser object to the whiteboard page.
Browser size	Select a default browser size for browser objects. When meeting participants insert a browser into the whiteboard, it will be inserted with the dimensions you've selected.
DPI resolution for documents	Enter a value for the DPI resolution that documents will be rendered in when added from the file manager to the whiteboard. The default and recommended value is 150
Color options	Tap a color's square to select a different color and enter a name for the new color you selected. This customizes the color options for the pens available in the whiteboard.
Screenshot position	Choose how screenshots are saved. You can save screenshots in both the whiteboard page and file manager, saved to only the whiteboard page, or saved to only the file manager.
Maximum objects per page	Enter a value for the maximum number of objects, such as files, videos, browsers, and images, that meeting participants can insert into a whiteboard page.
Maximum browsers per page	Enter a value for the maximum number of browser object that meeting participants can insert into a whiteboard page.

Option	Description
Show Skype button in whiteboard	Select to show the Skype button in the whiteboard.
Show printer button in whiteboard	Select to show the printer button in the whiteboard.
QR code always visible in whiteboard	Select to always show the QR code that meeting participants can use to connect to the whiteboard.
Show popup for incoming scheduled meeting	Select to have a notification pop-up to alert meeting participants of an upcoming meeting in the room.
Force end session after countdown	Select this option to have SMART TeamWorks force participants to end their current whiteboard session when the next scheduled meeting is about to start.

The settings are saved automatically.

To configure ultrasonic pairing

1. If not open from the previous procedure, open the *Whiteboard* tab in the settings window.

2. In the *Ultrasonic settings* section, use the following settings according to your needs:

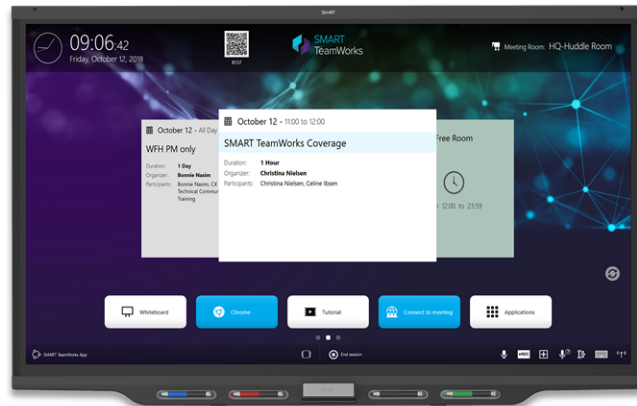| Option	Description
Enable sending meeting data	Select to turn on sending ultrasonic waves for the meeting room. This will enable the speakers of the meeting room's interactive display to send out an ultrasonic audio signal that a device can use to connect to the whiteboard session.
Enable listening meeting data	Select to turn on receiving ultrasonic waves for the meeting room. This will enable a microphone connected to the meeting room's interactive display to listen for ultrasonic waves sent by other devices.

NOTES

- Ultrasonic pairing only sends data that enables meeting participants to join a whiteboard session. No other data is shared with this type of signal.

- Participants must be in the meeting room to use ultrasonic pairing.

- Ultrasonic pairing uses a frequency range of 17.5 kHz to 20 kHz. If the speakers cannot support this frequency range, you may hear a high-pitched sound. If this occurs, either use speakers with the required frequency range or disable the ultrasonic pairing feature.
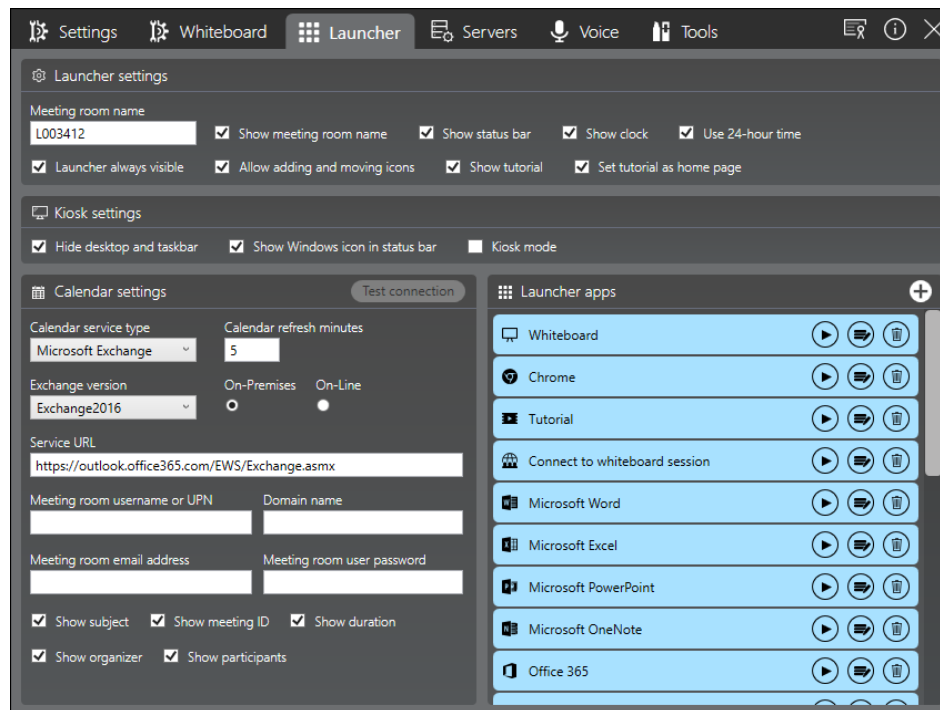
The settings are saved automatically.

Configuring the SMART TeamWorks launcher

When SMART TeamWorks is started, the launcher opens. In the launcher you can see the meetings scheduled for that room, launch applications, use the SMART TeamWorks whiteboard, and perform many other tasks.
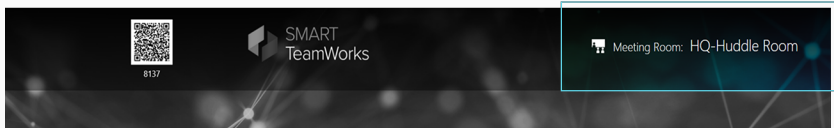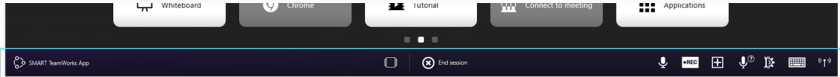

Configuring the launcher's general settings

1. From the settings window, open the *Launcher* tab.

2. In the *Launcher settings* section, set the following options:

Option	Description
Meeting room name	Enter a name for the meeting room that will appear in the launcher's title bar. This name defaults to the computer's devices name as defined in the operating system. If you enter a new name, you will be prompted to confirm the change to the computer's device name. The name that appears here also appears in the list of available devices to connect to when participants use screen sharing from their devices. OR If you do not allow the change to the computer's device name, then only the *Meeting Room* name shown in the above image will change. This name will not match what meeting participants see when trying to connect for screen sharing. SMART recommends that the name you use here matches the computer's device name. This allows meeting participants to easily select this display when sharing their device's screen.
Show meeting room name	Select to display the meeting room's name in the launcher's title bar.
Show status bar	Select this option to show the launcher's status bar.
Show clock	Select this option to display the current date and time in the launcher.
Use 24-hour time	Select this option to display time in the 24-hour format.
Launcher always visible	Select this option to make the launcher visible at all times while SMART TeamWorks is running.

Option	Description
Allow adding and moving icons	Select this option to enable users to move apps in the launcher. Users can press and hold apps to drag them to a new position in the launcher.
Show tutorial	Select this option to show the SMART TeamWorks tutorials for screen sharing and whiteboard use in the launcher.
Set the tutorial as home page	Select this option to have the SMART TeamWorks tutorial appear as the first screen in the launcher. If you select this option, meeting participants swipe left to view the home screen.

Configuring the launcher for kiosk mode

If you want the meeting room computer to be set up as a kiosk-style computer, use the options described in the following procedure to configure SMART TeamWorks.

To configure the launcher for kiosk mode

1. From the settings window, open the *Launcher* tab.

2. In the *Kiosk settings* section, set the following options:

Option	Description
Hide desktop and task bar	Select to hide the Windows desktop and task bar while SMART TeamWorks is running.
Show Windows icon in Status bar	Select to show the Windows Start button in the launcher's *Status* bar. **NOTE** This option is only available if you selected the **Hide desktop and task bar** option.
Kiosk mode	Select this option to have SMART TeamWorks run the KioskMode program which optimizes the computer for functioning as a kiosk.

Configuring the launcher's calendar settings for SMART TeamWorks Room and Connected editions

Set up the calendar settings in the launcher. When you configure the calendar, it shows the meetings booked for the room for that day. You need the following information to configure the calendar:

- The Exchange version

- The meeting room's email account and password (this should be set up on your organizations email service by IT administrators before configuring the calendar)

> **!** **IMPORTANT**
>
> Without this information, the calendar feature cannot be configured.

Some settings vary depending on the edition of SMART TeamWorks you are installing.

To configure the calendar for Room and Connected editions

1. From the settings window, open the *Launcher* tab.

2. In the *Calendar settings* section, configure the following settings:

Option	Description
Calendar service type	Select **Microsoft Exchange**.
Calendar refresh minutes	Enter the interval in minutes at which the calendar checks for updates.
Exchange version	Select the Microsoft Exchange version in use at your organization.
On-premises	Select this option if Microsoft Exchange is hosted in an on-premises server.
On-Line	Select this option if using Microsoft 365.
Service url	Enter the service URL for the email server.

Option	Description
Meeting room user name or UPN	The meeting room user name refers to the User Principal Name (UPN) for the meeting room's user account. If the UPN is the same as the meeting room's email, leave this field blank. If the UPN and the meeting room's email are different, enter the UPN here. If you don't know the UPN for the meeting room's user account, check the account's *userPrincipalName* attribute in your organization's Active Directory. If you don't have access to your organization's Active Directory, contact your IT administrator and ask for the account's UPN.
Meeting room email address	Enter the email address for the room resource account created for the meeting room.
Meeting room user password	Enter the password for the room resource account created for the meeting room.

The settings are saved automatically and the launcher updates to show the meeting room's calendar.

NOTE

You may need to close and reopen the SMART TeamWorks software before the changes appear.

Configuring the launcher's calendar settings for SMART TeamWorks Connected edition with SMART TeamWorks Server credentials

If your organization has installed the SMART TeamWorks Server, you need the following information to configure the SMART TeamWorks Connected edition calendar:

- The Exchange version (if Microsoft Exchange is the email service your organization uses)

- The meeting room's email account and password (this should be set up on your organizations email service by IT administrators before configuring the calendar)

  ❗ IMPORTANT

  Without this information, the calendar feature cannot be configured.

To configure the calendar with SMART TeamWorks Server credentials

1. From the settings window, open the *Launcher* tab.

   NOTE

   When you update the settings here, the settings in the *Settings* tab's *RMS Web Portal* section are automatically updated with your changes.

2. In the *Calendar settings* section, configure the following settings:

Option	Description
Calendar service type	Select **RMS Enterprise**.
Calendar refresh minutes	Enter the interval in minutes at which the calendar checks for updates.
Service url	Enter the URL for the SMART TeamWorks Server's web portal. For example, https://teamworksportal.company.com.
Meeting room email address	Enter the user name for the account created for the meeting room in your organization's SMART TeamWorks Server web portal. **TIP** This account is managed in the web portal for your organization's SMART TeamWorks Server.
Meeting room user password	Enter the password for the account created for the meeting room in your organization's SMART TeamWorks Server web portal. **TIP** This account is managed in the web portal for your organization's SMART TeamWorks Server.

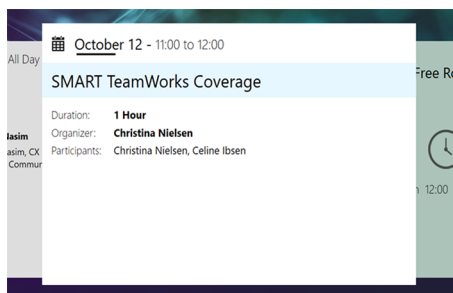   The settings are saved automatically and the launcher updates to show the meeting room's calendar.

Customizing the calendar's information

After configuring the meeting room's calendar, the launcher displays all the room's scheduled meetings for the day. You can customize the information about the meetings that appears in the launcher.

To customize the calendar's information

In the *Calendar settings* section, configure the following settings:

Option	Description
Show subject	Select to show the meeting's subject.
Show meeting ID	Select to show the meeting's ID. **NOTE** The meeting ID is visible only if SMART TeamWorks Server is installed. Other editions of SMART TeamWorks do not display meeting IDs in the calendar.
Show duration	Select to show how long the meeting is scheduled for.
Show organizer	Select to show the name of the person who scheduled (organized) the meeting.
Show participants	Select to show the list of people who are scheduled to attend the meeting.
Hide whiteboard button with an active calendar	Select to hide the **Whiteboard** button from the launcher when the SMART TeamWorks calendar is configured. **NOTE** This option is only available if the *Calendar service type* is set to **RMS Enterprise**.

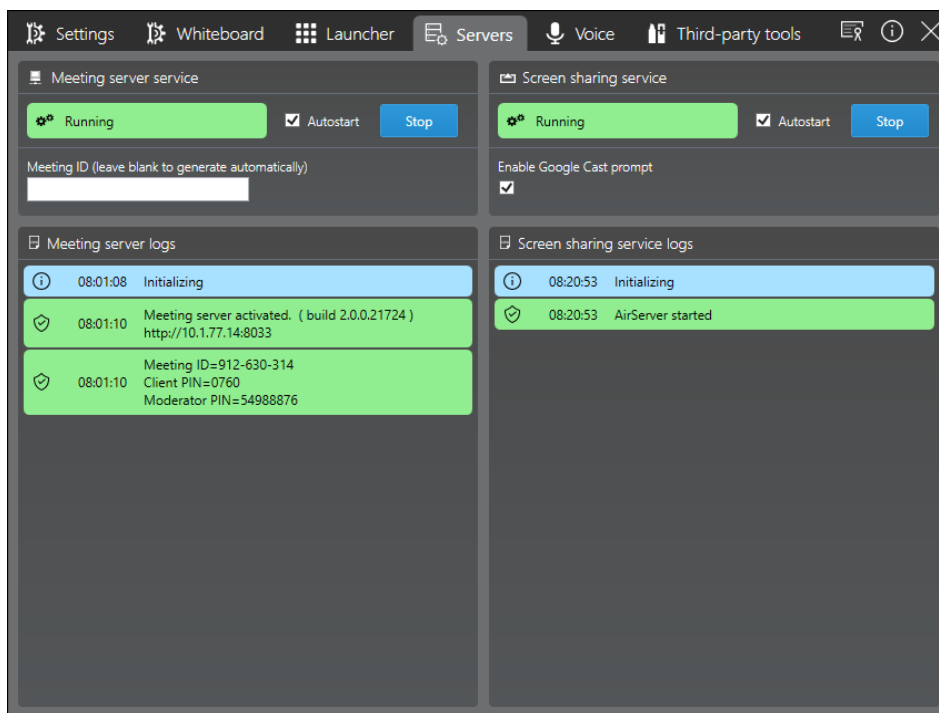# Configuring the meeting server service

SMART TeamWorks Connected edition comes with its own meeting server service. This service is enabled by default, and it enables up to eight meeting participants to connect to the whiteboard using the SMART TeamWorks Contributor app on their devices. This service also displays the meeting room's QR code at the top of the launcher. Meeting participants can scan the QR code with their devices to join the meeting.

NOTES

- The meeting server service is available in SMART TeamWorks Connected edition only.

- Meeting participants must install the SMART TeamWorks Contributor app on their devices and use it to join meetings.

To start the meeting server service

1. From the settings window, open the *Servers* tab.

> ⓘ **IMPORTANT**
>
> If you are installing SMART TeamWorks Connected edition with SMART TeamWorks Server, the meeting server service will automatically turn off when you enter **RMS Enterprise** credentials in the *Launcher* tab. This is because SMART TeamWorks Server is managing the whiteboard connections instead of this local meeting server service.

2. In the *Meeting server service* section, tap or click the **Start** button.

   The meeting server service begins and the meeting room's QR code appears in the SMART TeamWorks launcher. This may take a few seconds.
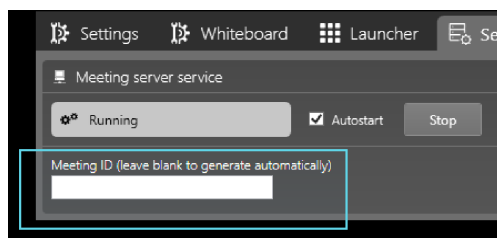

   TIP

   You can hide the QR code from the SMART TeamWorks whiteboard by opening the *Settings* tab and clearing the **QR code always visible in whiteboard** check box.

   ---

3. In the **Meeting ID** field, enter a number. Leave the field blank to have the software generate a random number.

   Meeting participants can use this ID to connect to the whiteboard during meetings.

4. To start the meeting server service automatically when SMART TeamWorks is running, select the **Autostart** check box.

Enabling screen sharing

Configure SMART TeamWorks' screen sharing feature so that meeting participants can share their screens to the meeting room's SMART Board interactive display. To set up the screen sharing feature, you need to turn on the screen sharing service.

To start the screen sharing service

1. From the settings window, open the *Servers* tab.
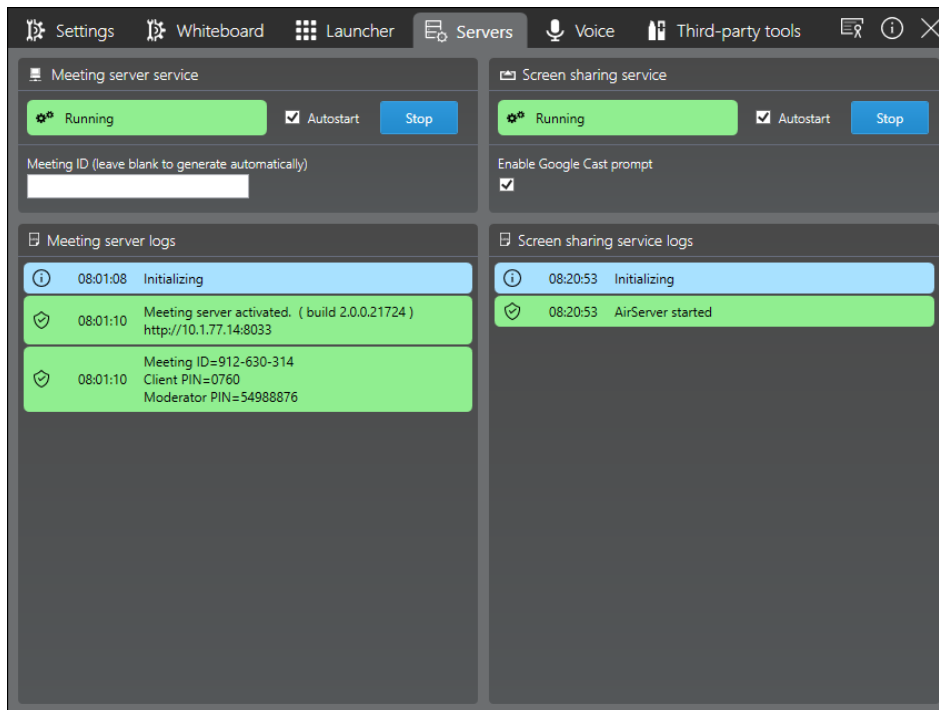
2. In the *Screen sharing service* section, tap or click **Start**.

3. Select the **Enable Google Cast prompt** check box.

   This turns on the prompt that appears on the display when participants have devices that use Google Cast for screen sharing.

   > **TIP**
   >
   > To turn on PIN authentication for AirPlay and Miracast, open **Windows' settings > Projecting to this PC** and turn on the **Require PIN for pairing** option.

4. To start the screen sharing service automatically when SMART TeamWorks is running, select the **Autostart** check box.

   > **NOTE**
   >
   > For additional information on setting up the network environment and to learn what ports are used for screen sharing, see *Setting up the network environment for SMART TeamWorks' Screen Share feature* on page 11.

5. Check the computer's firewall to make sure the following apps are allowed:

| Name	Domain	Private	Public
SMARTTeamWorks Server	☑	☑	
AirServer®	☑	☑	☑

6. Check the security settings of all third-party security applications, such as Norton™ Security, Kaspersky™, McAfee®, and so on, and allow the following applications:

   ○ SMARTTeamWorks Server

   ○ AirServer

Configuring voice commands

Use voice commands in SMART TeamWorks to complete common tasks quickly. Before you can use voice commands, start the voice command service and enable microphone access and speech recognition.

To start the voice command service

1. From the settings window, open the *Voice* tab.
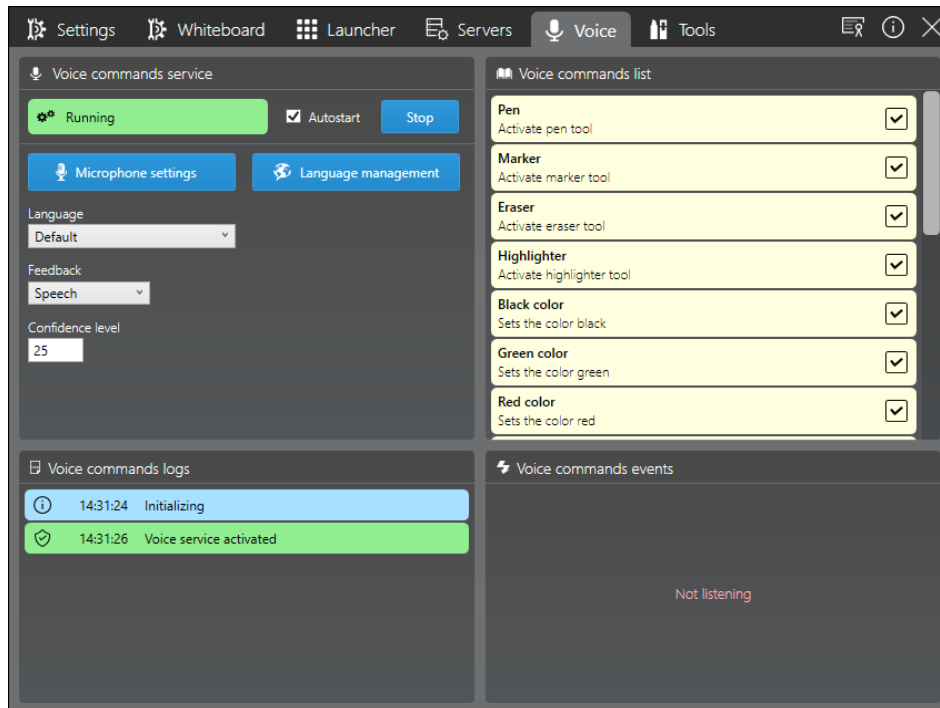
2. In the *Voice commands* section, tap or click the **Microphone settings** button to open the Windows *Sound* setting dialog box and configure the microphone that will be used to capture voice commands.

3. Select a language from the *Language* drop-down. Selecting **Default** will use the computer's default language.

> **! IMPORTANT**
>
> To add a language to this list, download and install the language pack for Windows 10. The language pack must include speech. See *Changing the language settings* below.

4. Tap or click the **Start** button.

   The voice command service starts. You can view the list of available voice commands in the *Voice commands list*.

5. To turn on voice commands automatically when SMART TeamWorks is running, select the **Auto-start** check box.

To enable or disable specific voice commands

1. From the settings window, open the *Voice* tab.

2. In the *Voice commands list*, scroll to the voice command you want to enable or disable.

3. Select the voice command's check box to enable it or clear the check box to disable it.

Changing the language settings

Change the language settings to support voice commands in a different language. The languages available depend on the language packs installed on the computer, and you also need an XML file for your language. By default SMART TeamWorks provides the following XML language files:

- English
- Chinese (Simplified)
- French (France)
- German (Germany)
- Italian (Italy)
- Japanese
- Portuguese (Brazil)
- Spanish (Spain)
- Russian

To install language packs

1. From the settings window, open the *Voice* tab.
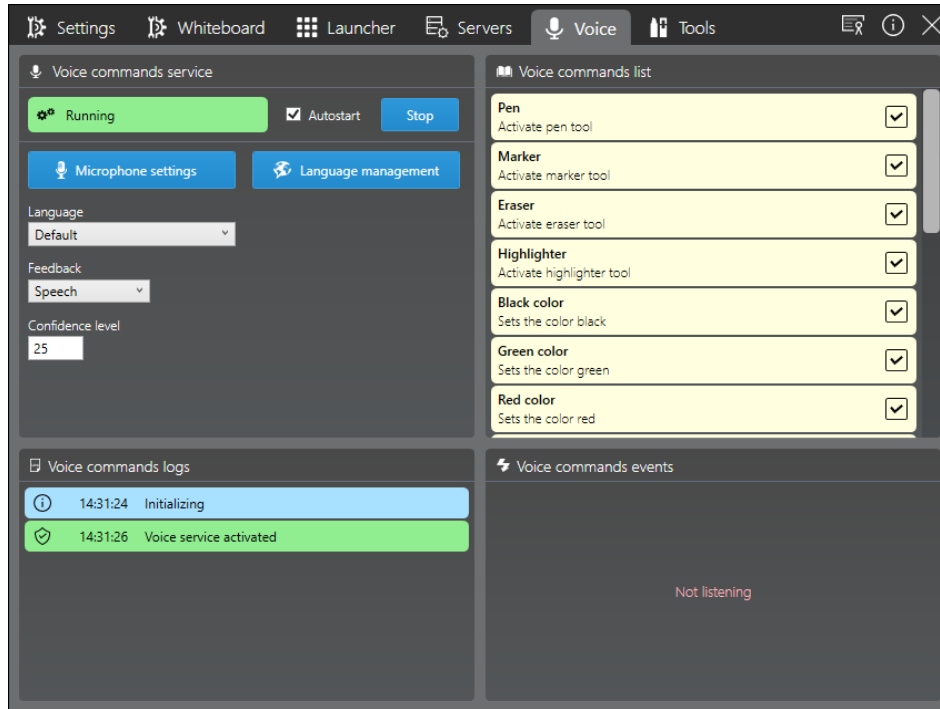
2. In the *Voice commands* section, tap or click the **Language management** button.

   The *Windows Region & Language* dialog box opens.

3. Under *Languages*, tap or click **Add a language**.

4. Find and select the language pack you want to download it.

5. Tap or click **Speech** to open the Windows 10 speech settings.

6. Under *Speech language*, select the language to use for voice commands.

Setting up and enabling a microphone

To use voice commands, you must first set up a microphone. You also need to enable the microphone in the Windows Privacy settings to give SMART TeamWorks permission to access the microphone. Finally, you turn on the Windows speech services.

To set up and test a microphone

See *How to set up and test microphones in Windows 10*.

To enable a microphone

1. From the Windows Start menu, click ▓ to open *Windows Settings*, then select **Privacy**.

2. Under *App permissions*, select **Microphone**.

3. Turn on the *Let apps use my microphone* option.

Microphone

Let apps use my microphone

On

Privacy Statement

4. Test the microphone to ensure it is set up correctly. See *How to set up and test microphones in Windows 10*.

To enable speech to text

1. From the Windows Start menu, click ▓ to open *Windows Settings*, then select **Privacy**.

2. Under *Windows permissions*, select **Speech, inking, & typing**.

3. Click **Turn on speech services and typing suggestions**.

Speech, inking, & typing

Getting to know you

Use your voice to do things like talk to Cortana or Store applications, and use your typing history and handwriting patterns to create a local user dictionary that makes better suggestions for you. Microsoft will use your voice input to make cloud-based speech services work even better.

When this is switched off, you can't speak to Cortana, and your typing and inking user dictionary will be cleared. Speech services that don't rely on the cloud, like Windows Speech Recognition, will still work. Typing suggestion and handwriting recognition using system dictionary will also continue to work.

Turn on speech services and typing suggestions

4. In the dialog box that appears, click **Turn on** to confirm you want to turn on speech services.

We use info like speech and handwriting patterns, and typing history to get to know you better and to improve Microsoft's products and services.

Turn on

Tools

The *Tools* tab in the settings window is used to configure third-party Re Mago Magic Marker tools (remago.com). Only start this service if your organization has purchased and is using Magic Marker Tools by Re Mago.
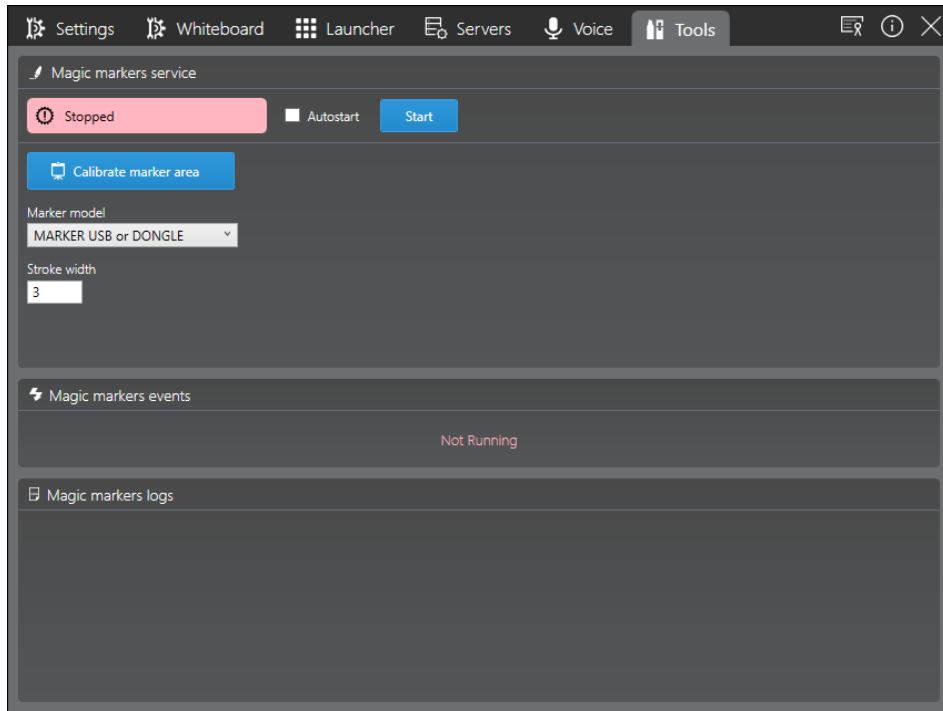
Customizing SMART TeamWorks

This chapter shows you how to customize the SMART TeamWorks interface. You can customize SMART TeamWorks in a number of ways:

- Replace the SMART TeamWorks logo that appears in the title bar

- Choose a custom background for the background of the launcher

- Select the apps which appear on the launcher's home screen and in the app launcher

Customizing the launcher's title bar logo

You can change the SMART TeamWorks logo that appears in the launcher's title bar to show your organization's logo.
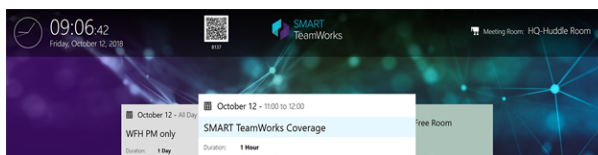
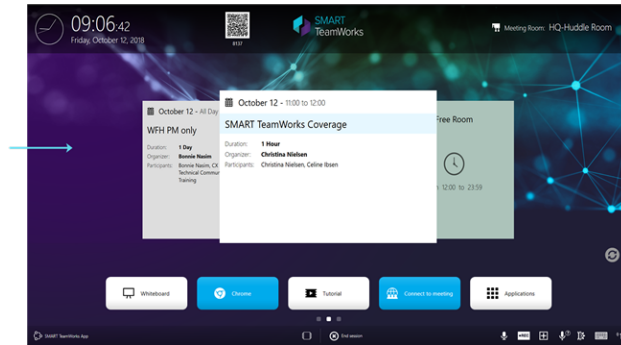The custom logo must be a PNG format image with a transparent background.

To customize the logo

1. Save the image file you want use as **logo.png**.

2. Open File Explorer and browse to **C:\Program Files\SMARTTeamWorks**.

3. Replace the existing **logo.png** file with your custom one.

Customizing the launcher's background

You can change SMART TeamWorks default launcher background to a background personalized for your organization.

The custom background must be a 1920 × 1080 PNG format image.

To customize the background

1. Save the image file you want use as **homeback.png**.

2. Open File Explorer and navigate to **C:\Program Files\SMARTTeamWorks**.

3. Replace the existing **homeback.png** file with your custom version.

Customizing the launcher's apps

You can add, edit, or delete apps available from the launcher. Some apps appear on the launcher's home screen for quick access:
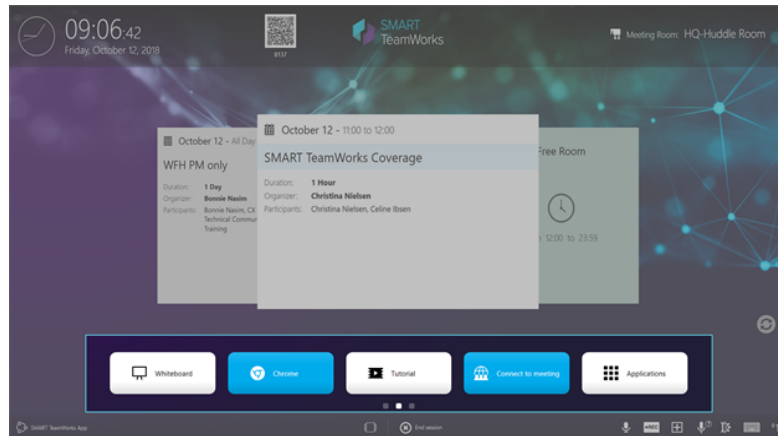
If you swipe left on the home screen, you'll see the application launcher with additional common apps:

Apps on both screens can be customized to suite your organization's needs.
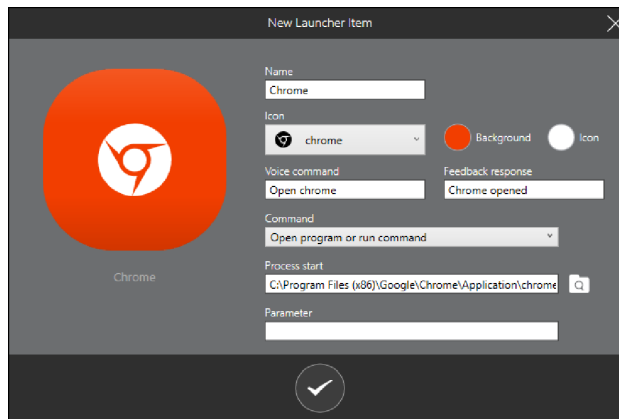

⚠ **CAUTION**

SMART does not recommend editing or deleting the Whiteboard app from the home screen.

To add a new app

1. From the settings window, open the *Launcher* tab.

2. In the *Launcher items* section, tap ⊕.

    The *New Launcher Item* dialog box opens.

> ⚠️ **IMPORTANT**
>
> Some programs, such as Microsoft Office applications, must be installed and licensed on
> the meeting room's computer before you can add them to the SMART TeamWorks app
> launcher.

3. Complete the following settings:

Field	Description
Name	Type a name for the new app.
Icon	Select an icon for the app from the drop-down list.
Background and Icon	Choose a color for the app button background and icon.
Voice Command	(Optional) If you've enabled voice commands, type a voice command that opens the app. For example, "Open Chrome."
Feedback response	(Optional) If you've enabled voice commands, type a response the software will use when the software completes the action. For example, when you say "Open Chrome" and the software launches a Chrome browser, the software will respond, "Chrome opened."
Command	Select the command you want the app to run when users tap it or open it with a voice command. If you select **Open program or run command**, you may need to set up additional options for the app.
Start process	If you chose **Open program or run command** from the *Command* list, tap [icon] to browse to the program or command you want the app to run.
Parameter	If you chose **Open program or run command** from the *Command* list, add required parameters here.

4. Tap ✔ to save the new app.

The new app is added to the application launcher. To move it to the launcher's home screen, tap and drag it. The home screen can accommodate up to five apps.

TIP

You can test the new app from the *Settings* dialog box by tapping ▶ for the new app in the *Launcher items* section.
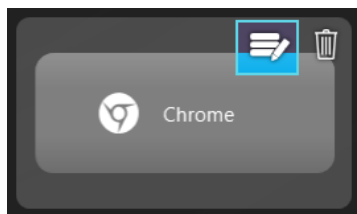

To edit an existing app

1. From the *Launcher* tab in the settings window, locate the app you want to edit in the *Launcher items* section then tap 📝.

OR

From the launcher, tap and hold the app you want to edit, then tap the edit icon that appears:

> ⚠ **CAUTION**
>
> SMART does not recommend editing or deleting the Whiteboard app from the home screen.

2. Edit the item to suit your needs.
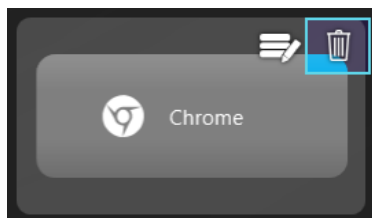
3. Tap ✓ to save your changes.

> **TIP**
>
> To move an app's position in the launcher, press and hold the app, then drag it to the new location.

To delete an app

1. From the *Launcher* tab in the settings window, find the app you want to delete in the *Launcher items* section, and then tap 🗑.

   OR

   From the launcher, tap and hold the app you want to delete, and then tap the trashcan icon that appears:

> ⚠ **CAUTION**
>
> SMART does not recommend editing or deleting the Whiteboard app from the home screen.

2. Tap ✓ to delete the app.

Check the install and troubleshooting resources

The following key steps can help you confirm that you've correctly completed the installation and configuration of SMART TeamWorks Room and Connected editions. Some steps are required to be completed before downloading and installing SMART TeamWorks, while others are completed after installing the software.

TIP

A downloadable PDF of this checklist is available at smarttech.com/kb/171408

Before installing SMART TeamWorks

Before you download and install SMART TeamWorks Room or Connected editions, check the items described below.

☐	The computer meets the minimum requirements (see page 6).
☐	The computer is connected to a network with internet access (wired connection strongly recommended).
☐	The SMART Board interactive display is connected to a network and has the latest firmware and iQ software installed. See page 18.

NOTE

This is required only if you're installing SMART TeamWorks for use with a SMART Board interactive display.

☐	The network administrator has whitelisted the following:
	• Any URL with the domain *remago.com
	• Any URL with the domain *airserver.com
☐	The network administrator has opened ports 80, 443, and 8033 on the meeting room computer.

☐ If you plan to use the screen sharing feature, the network administrator has enabled the feature by opening additional ports on the sending and receiving devices (see page 11).

☐ The IT administrator has configured a new room resource, using the required PowerShell commands (see *Creating a meeting room resource account on the Microsoft Exchange Server* on page 14), on the organization's Exchange server for the SMART TeamWorks meeting room.

☐ The IT Administrator has configured the computer's operating system for SMART TeamWorks and applied available Windows updates (see page 16).

☐ The IT Administrator has installed commonly used applications on the meeting room computer—in particular, Microsoft Office and Adobe PDF (see page 17).

After installing SMART TeamWorks

☐ If you're installing SMART TeamWorks for use with a SMART Board interactive display, confirm that SMART Ink and Product Drivers is installed. SMART Ink and Product Drivers is an optional component that must be selected when you install SMART TeamWorks. If this software was not installed, uninstall and reinstall SMART TeamWorks, making sure to select **SMART Product Drivers**.

☐ Check the computer's firewall to make sure the following apps are allowed:

Name	Domain	Private	Public
SMARTTeamWorks Server	☑	☑	
AirServer®	☑	☑	☑

☐ Check the security settings of all third-party security applications, such as Norton™ Security, Kaspersky™, McAfee®, and so on, and allow the following applications:

- SMARTTeamWorks Server
- AirServer

☐ If you're integrating SMART TeamWorks with Microsoft Exchange, confirm that the calendar appears correctly in the SMART TeamWorks launcher (see page 14).

☐ Open the SMART TeamWorks settings window and confirm the Meeting server service is running. If this service does not run, even after clicking **Start**, consult the troubleshooting section of the SMART TeamWorks support page (support.smarttech.com/docs/redirect/?product=teamworks&context=troubleshooting).

☐	Open the SMART TeamWorks settings window and confirm the screen share server service is running. If this service does not run, even after clicking **Start**, consult the troubleshooting section of the SMART TeamWorks support page (support.smarttech.com/docs/redirect/?product=teamworks&context=troubleshooting).
	NOTE This isn't required if your organization is not enabling the screen share feature.
☐	Test screen sharing using your own device. Devices must be on the same network as the meeting room computer to use screen sharing.
☐	Test joining a whiteboard session using the SMART TeamWorks Contributor app on your own device. Devices must be on the same subnet/network as the meeting room computer to connect to the SMART TeamWorks whiteboard session.
	NOTE If your organization has also installed SMART TeamWorks Server, devices can be on the a different subnet/network as the meeting room computer.
☐	If enabling voice commands, start a SMART TeamWorks whiteboard session and make a voice command. Check the following items to make sure voice commands and speech to text will work correctly: • A microphone is connected • Windows speech services are turned on • The recording device is enabled in the Windows 10 settings and SMART TeamWorks has permission to use the microphone • The speech, inking, and typing services are turned on in the Windows 10 settings See *Configuring voice commands* on page 45 for complete instructions.

Troubleshooting resources

Need help troubleshooting? Complete up-to-date troubleshooting information, is available on the SMART TeamWorks support page on support.smarttech.com (support.smarttech.com/docs/software/smart-teamworks/en/home.cshtml).

Additionally, you can check out the following resources for troubleshooting help:

Communities forums	Search the communities discussion forums for an answer, or post a description of the issue. SMART Support and other SMART Product users regularly monitor the forums, so it's a great place to find answers to help resolve the issue. Visit: community.smarttech.com/s/topic/0TO0P000000MYVJWA4/smart-teamworks

Knowledge base (Communities articles)	The knowledge base contains articles to help with advanced troubleshooting. Search for the issue to see if a published resource offers a solution. Visit: community.smarttech.com/s/topic/0TO0P000000MYVJWA4/smart-teamworks#articles