SynchronEyes™ 7

classroom management software

SMART Technologies™

Registration Benefits

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

Serial Number:

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Introduction

With SynchronEyes™ software, you can manage your classroom and communicate with and assist your students without leaving your computer.

SynchronEyes software lets you monitor and control your students using the Thumbnails view, which displays real-time images of your students' computer desktops and mobile device screens. You can completely customize the appearance of this view. In addition to viewing the thumbnails, you can capture snapshots of a student's screen, take control of a student's desktop, place a temporary lock on your students' computers, remotely shut down your students' computers, block Internet access, block the use of specific applications and broadcast your desktop.

You can also use SynchronEyes software as a way to communicate with your class, a group of students or an individual student. You can broadcast your desktop, conduct polls, send messages to your students and receive replies, send files to your students, distribute interactive quizzes, and more.

If you're using this software in conjunction with a SMART Board™ interactive whiteboard, you can write notes using a pen tray pen and the students will see your notes on their desktops. However, if you're working at a desktop, you can still create notes using the tools in SynchronEyes software.

What's New in SynchronEyes Software 7.0

These features are either new or greatly improved in SynchronEyes software version 7.0.

Mobile Device Support

You can monitor and interact with your students when they are using mobile devices. After you've established a connection between your computer and a student's mobile device, you can:

- view the mobile device screen
- take control of the mobile device or share control with the student
- broadcast your desktop to the mobile device
- broadcast the mobile device's display to the class or a group
- give the student control of a broadcast from the mobile device
- write notes that appear on the students' mobile device
- lock the mobile device
- include the student in a poll of your class or a group
- capture an image of the student's mobile device screen
- send the student a quiz and receive or collect the student's answers
- transfer files to and from the student

User Authentication

The connection between the teacher and students is password protected to prevent unauthorized users from connecting to students.

Encryption Security Enhancements

Encryption provides data security and privacy, preventing third parties from viewing communications between the teacher and the students.

Windows Vista Support

SynchronEyes software 7.0 runs on the Windows Vista operating system.

User Interface Enhancements

SynchronEyes software 7.0 includes a redesigned, easy-to-use interface.

Blocking Individual Students

You can apply application blocking rules to individual students, enabling you to restrict a student's access to specific applications. Previously, you could apply these rules to an entire class only.

Multiple Monitor Support

If a student computer has dual monitors, you can view both monitors. You can either scroll to see an individual monitor or scale the display to view both monitors in one window.

Student No-Exit Option

An additional option in the SynchronEyes student-station software installation settings enables you to remove the Exit button from the student's SynchronEyes software menu.

Importing Quizzes as XML Files

You can import XML quiz bank files that are created in some third-party products. For more information on importing files, see page 70.

Installing SynchronEyes Software

The SynchronEyes software installation is a two-stage process.

- Install SynchronEyes Teacher-Station Software on your computer.
- Install SynchronEyes Student-Station Software on each student's computer or mobile device.

This chapter explains how to customize these installations to suit your environment. The following pages also include information about avoiding possible issues with Internet connection firewalls, reconfiguring student options after installation, installing SynchronEyes software for teacher aides and installing stand-alone versions of the Quiz Wizard.

Internet Connection Firewalls

Before you install SynchronEyes software, ensure there isn't an active Internet connection firewall on the computer. For example, when the Windows XP operating system's Internet Connection Firewall is active, the teacher and students can't make a connection in SynchronEyes software.

To ensure the Windows XP Internet Connection Firewall isn't active

1. Open the Windows *Control Panel*.

2. Click **Network Connection**.

3. Click **Local Area Connection**.

   The *Local Area Connection Status* dialog box appears.

4. Click **Properties**.

   The *Local Area Connection Properties* dialog box appears.

5. Click the **Advanced** tab.

6. (Windows XP SP1 operating system) Ensure that the check box beside **Protect my computer and network by limiting or preventing access to this computer from the Internet** is not selected.

   (Windows XP SP2 operating system) Click **Settings** to open the *Windows Firewall* dialog box, and click **Off**.

7. Click **OK**, and then close all of the dialog boxes.

Installing SynchronEyes Teacher-Station Software

The SynchronEyes software CD contains both the teacher-station and student-station software. Install the teacher-station software first.

NOTE: Alternatively, if you have the necessary administrative rights and you're familiar with MSI installation packages, you can push the installation of SynchronEyes software using .msi files (page 14).

1. Insert the SynchronEyes software CD in the teacher's computer.

2. On most computers, the CD starts automatically and the *SynchronEyes Classroom Management Software* dialog box appears.

   – If the dialog box appears, click **Install** and select **Teacher Program Install**.

   – If the dialog box doesn't appear, browse to the **TeacherSetup** folder on the CD and double-click **SynchronEyesTeacherSetup.exe**.

3. Follow the on-screen instructions.

   NOTES

   – When you install SynchronEyes software, you can enter a Teacher ID to uniquely identify your computer on the network. For example, your Teacher ID could be your name, the name of the course or the classroom location. If you don't define your Teacher ID during the installation, you must define it the first time you use the software.

   – If you select the option to start the software after the installation, you are prompted to activate your software (page 4).

Activating SynchronEyes Software

If you haven't activated the software, you'll be prompted to do so each time you start the software.

To activate SynchronEyes software

1. If you haven't done so already, start SynchronEyes software on the teacher's computer by double-clicking the **SynchronEyes** icon on the desktop.

   The *SynchronEyes 7.0 Evaluation* dialog box appears.

2. Click **Activate License**.

   The *SynchronEyes Activation Serial Number* dialog box appears.

3. Enter the serial number and your e-mail address, and then click **Next**.

   NOTE: Your serial number is printed on an insert inside the CD case.

Setting Password Protection on the Teacher's Computer

You can set password protection for the connections between the teacher and the students. To do this:

• On the teacher's computer, set the password in the SynchronEyes software preferences.

• On the student's computer, set the password when you install SynchronEyes software (page 5).

   OR

   On the student's mobile device, set the password when you change the SynchronEyes software's configuration settings (page 9).

To set a password on the teacher's computer

1. If necessary, start SynchronEyes software on the teacher's computer by double-clicking the **SynchronEyes** icon on the desktop.

2. Select **Options > Preferences**.

    The *Preferences* dialog box appears.

3. Click the **Security** tab.

    When you open the security tab for the first time, the default Teacher Security setting is **None**.

4. Select **Use password**. Type a password in the Password box and type the same characters in the Confirm Password box, and then click **OK**.

Installing SynchronEyes Software on a Student's Computer

When you install SynchronEyes software on a student's computer, you can accept the default settings or configure customized settings.

NOTES

*   As an alternative, if you have the necessary administrative rights and you're familiar with MSI installation packages, you can push the installation of SynchronEyes software using .msi files (page 14).

*   You can also install SynchronEyes software on a student's mobile device (page 8).

To install SynchronEyes software on a student's computer

1. Insert the SynchronEyes software CD in the student's computer.

2. On most computers, the CD starts automatically and the *SynchronEyes Classroom Management Software* dialog box appears.

    –   If the dialog box appears, click **Install** and select **Student Program Install**.

    –   If the dialog box doesn't appear, browse to the **StudentSetup** directory on the CD and double-click **SynchronEyesStudentSetup.exe**.

3. Follow the on-screen instructions.

    NOTE: Select a **Setup Type** of **Complete**. The complete installation includes the Student Configuration Wizard. Using this Wizard, you can reconfigure the software's customized settings at any time (page 8).

4. Click **Finish**.

    The *SynchronEyes Student Configuration* dialog box appears.

5. On each page of the *Student Configuration Wizard* dialog box, select the settings you want, and then click **Next**. The settings are described on the following pages.

    Advanced Options

    You can install an additional feature that prevents the student from using the Task Manager to bypass locks. Click **Advanced** to open the *Advanced Student Options* dialog box. To prevent the student from bypassing locks, select **Install and Enable CTRL+ALT+DEL blocking when student is locked** and click **OK**. This is also the default option. If you don't want to prevent the student from accessing the Task Manager, select **Remove CTRL+ALT+DEL Blocking** and click **OK**.

NOTE: This feature doesn't work if the student's computer runs the Windows Vista operating system. Instead, the student's ability to access the Task Manager using CTRL+ALT+DEL is controlled by the student computer's administrator settings.

Interface Visibility

You can install SynchronEyes software on student computers in either Hidden or Visible mode. In Hidden mode, there's no indication in the student interface that SynchronEyes software is running, and your students are only aware of the software if you distribute a quiz, conduct a poll, broadcast a media file, broadcast a desktop, or lock their computers.

In Hidden mode, SynchronEyes software automatically starts in the background when a student logs on to a computer. However, Hidden mode isn't suitable for some environments. For example, it greatly limits what students can do when they use SynchronEyes software.

In Visible mode, the students know that SynchronEyes software is running on their computers. The SynchronEyes icon appears in the notification area. This icon provides menu options that enables students to connect to a teacher, connect to a different teacher, exit SynchronEyes software, join a group, ask the teacher a question, cast a vote, chat with the teacher or other students, submit responses to a quiz, submit a file to the teacher and browse files sent by the teacher. Visible mode is the default mode.

NOTE: Even if a student has access to these features, you still control what your students can and can't do. For example, you can enable or disable students' ability to chat at any time.

Program Startup

If you install SynchronEyes software in Visible mode, you can set the software to start automatically each time the student starts the computer. However, you can also disable automatic program startup and make your students responsible for starting the software.

NOTE: If you install SynchronEyes software in Hidden mode, you can't deactivate automatic program startup. In Hidden mode, the software starts automatically in the background each time the student starts the computer.

Connection Style

You can set up the student connection to work in one of three ways:

Allow Students to Browse for and Connect to Teachers

If you select this option, your students must connect to the appropriate Teacher ID at the start of each class. The advantage of this option is that students are not restricted to only one Teacher ID. It's your students' responsibility to connect promptly to the correct Teacher ID.

NOTE: You can't select this connection style if SynchronEyes software runs in Hidden mode.

Connect to the Same Teacher Every Time

If you select this option, your students connect to the same teacher automatically. However, this option won't be suitable in some classrooms. For example, this option doesn't support multiple Teacher IDs.

If you select this option and click **Next**, the *Automatic Connection* dialog box appears. Type the Teacher ID, the IP address or host name for the connection.

Accept Connection from a Teacher

If you select this option, you connect to the correct students for your class by instructing SynchronEyes software to connect to every student included in a particular class list. A class list is a customizable list of the students who attend a particular class.

The advantage of using class lists is that it makes the student connection more flexible. However, you still have complete control of the class lists. This prevents students from connecting to the wrong class or from taking too much time to connect.

NOTE: When you create a class list and SynchronEyes software searches for students, it locates students only if their connection style is set to **Accept connection from a teacher**.

Student Features

You can disable the student's ability to ask questions, chat, submit files, and exit SynchronEyes software. All these options are enabled by default.

NOTE: If you enable student chat during the installation, you can enable and disable a student's ability to chat at any time from within the software.

Student Name

You can set up the software to display the student's name as:

– the student's user account name combined with the host name of the computer

– the student's user account name

– the computer's host name

– a name the student chooses

– a customized name

Teacher Password

NOTE: You defined the teacher's password after you installed SynchronEyes software on the teacher's computer (page 3).

To enable password-protection on the connection between the student and a teacher, select **Password required**, enter the teacher's password and then confirm the teacher's password. This restricts the student from connecting to any other teacher.

If you select **No Password**, the student can connect to any teacher.

Shared Files Folder

You can specify the destination folder for all the files you send to the student. The default destination is the student's My Documents folder. However, you can also click **Browse** and select a different folder.

NOTE: If you change the file location, select a location that's accessible to students.

Network Adapter Selection

NOTE: If the computer has only one network adapter, this page doesn't appear.

If the student's computer has more than one network adapters, SynchronEyes software uses the network adapter that is selected by the operating system. However, you can specify the order in which the operating system tries to use the network adapters.

NOTE: You can specify a selection order of network adapters for a teacher's computer when you customize the teacher's advanced settings.

6. When you've finished selecting the configuration settings, click **Finish**.

7. Repeat steps 1 through 6 on each student's computer.

Reconfiguring Student Options after Installation

Using the Student Configuration Wizard, you can change any of the configuration settings.

To reconfigure the installation options

1. Browse to the SynchronEyes software folder on the student's computer.

2. Double-click **StudentConfig.exe**.

   The *SynchronEyes Student Configuration* dialog box appears.

3. On each page of the *SynchronEyes Student Configuration* dialog box, select the options you want, and then click **Next**.

   For more information on the installation options for SynchronEyes student-station software, see pages 5 through 7.

4. Click **Finish**.

5. Repeat steps 1 through 4 on each student's computer.

> **TIP** To configure the other students' computers with the same options as the first student computer (without having to select all the same options with each installation), copy the **SynchronEyesClient.ini** file from the SynchronEyes Student folder on the student's computer, and paste it into the same folder on the other students' computers.
>
> The student's installation settings are taken from the SynchronEyes software configuration file (**SynchronEyesClient.ini**) each time a student logs on to the computer.

Installing SynchronEyes Software on a Student's Mobile Device

You can install SynchronEyes software on a student's mobile device using Microsoft® ActiveSync® software on a connected computer.

You can reconfigure the default settings after installation (page 9).

NOTE: If you don't have ActiveSync software, browse to the **StudentSetupWinCE** directory on the SynchronEyes software CD, transfer the **SynchronEyes70SetupWinCE.CAB** file to the mobile device using another file transfer method and run this file on the mobile device.

To install SynchronEyes software on a mobile device using Microsoft ActiveSync software

1. Connect the student's mobile device to a computer that's running an appropriate version of ActiveSync software.

   NOTE: For more information, see the instructions you received with the mobile device.

2. On the computer, start ActiveSync software.

   NOTE: To install SynchronEyes software on more than one mobile device simultaneously, connect multiple mobile devices to the computer. As you connect each mobile device and the *Synchronization Setup Wizard* dialog box appears, click **Cancel** to establish a guest relationship between each mobile device and ActiveSync software.

3. Insert the SynchronEyes software CD in the computer.

4. On most computers, the CD starts automatically and the *SynchronEyes Classroom Management Software* dialog box appears.

– If the dialog box appears, click **Install** and then select **Student Program Install For Mobile Devices**.

– If the dialog box doesn't appear, browse to the **StudentSetupWinCE** directory and double-click **SynchronEyes70SetupWinCE.exe**.

As SynchronEyes software is installed on the computer, ActiveSync software installs it automatically on the mobile device.

If the software doesn't install automatically on the mobile device, install the software as follows:

i. In ActiveSync software, select **Tools > Add/Remove programs**.

ii. Select **SMART Technologies Inc. SynchronEyes Student WinCE** and click **OK**.

Reconfiguring Student Options after Installation on a Mobile Device

You can reconfigure the student options of a SynchronEyes software installation on a mobile device.

To reconfigure the installation options

1. Using the mobile device, navigate to the Start menu and click **SynchronEyes Student 7.0**.

2. Click the **SynchronEyes** icon in the lower right of the screen.

3. Select **Configure**.

4. On each page of the *SynchronEyes Student Configuration* dialog box, select the options you want. To move between pages, press a tab or a left or right arrow.

The following pages include further information on the options.

Connection Style

You can set up the student connection to work in one of three ways:

Allow Students to Browse for and Connect to Teachers

If you select this option, the students must connect to the appropriate Teacher ID at the start of each class. The advantage of this option is that students are not restricted to only one Teacher ID. It's your students' responsibility to connect promptly to the correct Teacher ID.

Accept Connection from a Teacher

If you select this option, you connect to the correct students for your class by instructing SynchronEyes software to connect to every student included in a class list. A class list is a customizable list of the students who attend a class.

The advantage of using class lists is that it makes the student connection more flexible. However, you still have complete control of the class lists. This prevents students from connecting to the wrong class or from taking too much time to connect.

NOTE: When you create a class list and SynchronEyes software searches for students, it locates students only if their connection style is set to **Accept connection from a teacher**.

Connect to the Same Teacher Every Time

If you select this option, your students connect to the same teacher automatically. However, this option won't be suitable in some classrooms since it doesn't support multiple Teacher IDs.

If you select this option, the *Automatic Connection* dialog box appears. Type the Teacher ID, the IP address or host name for the connection.

Student Name

You can set up the software to display the student's name as:

– the mobile device owner's name combined with the mobile device's name

– the mobile device owner's name

– the mobile device's name

– a name the student chooses

– a customized name

Shared Files Folder

You can specify the destination folder for all the files you send to the student. The default destination is the student's My Documents\Shared Files folder.

NOTES:

– If you change the file location, select a location that's accessible to students.

– You can also specify an external storage space.

Teacher Password

To set password protection on the connection between the student and a teacher, select **Password required**, enter the teacher's password and then confirm the teacher's password. This restricts the student from connecting to any other teacher.

NOTE: You defined the teacher's password after you installed SynchronEyes software on the teacher's computer (page 3).

If you select **No Password**, the student can connect to any teacher.

5. When you've finished selecting the settings, click **OK**.

6. A message appears asking if you want to save the changes. Click **Yes**.

7. A message appears telling you that you need to restart the application. Click **Yes**.

Installing SynchronEyes Software for Teacher Aides

You can allow colleagues limited access to SynchronEyes software so that they can monitor your class. SynchronEyes software 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 have SynchronEyes teacher-station software installed to monitor a class as a teacher aide. However, you don't need an additional license for this installation.

To install SynchronEyes software for teacher aides

1. Install SynchronEyes software on the teacher's computer (page 3).

2. Each time you start SynchronEyes software, the *SynchronEyes 7.0 Evaluation* dialog box appears. Click **Continue Evaluation**. Using an evaluation version of SynchronEyes software, you can use all of its features for a limited time.

3. When you start SynchronEyes software for the first time after the evaluation period expires, the *SynchronEyes 7.0 Evaluation Expires* dialog box appears. Click **Continue as TA**.

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

Installing the Quiz Wizard as a Stand-Alone Application

The Quiz Wizard is installed automatically when you install SynchronEyes teacher-station software. You can use the Quiz Wizard to create interactive quizzes that you can distribute to student computers through SynchronEyes software's Quiz view. If you want to create quizzes at home, you can install the Quiz Wizard on your home computer as a stand-alone application.

To install SynchronEyes Quiz Wizard as a stand-alone application

1. Insert the SynchronEyes software CD in the computer.

2. On most computers, the CD starts automatically and the *SynchronEyes Classroom Management Software* dialog box appears.

   – If the dialog box appears, click **Install** and select **Quiz Wizard Program Install**.

   – If the dialog box doesn't appear, browse to the SynchronEyes software CD and double-click the **SynchronEyesQuizSetup.exe** file.

3. Follow the on-screen instructions.

Color and Resolution Settings for Optimal Performance

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

Similarly, if a broadcasting station has a higher color setting than a viewing station, that broadcasting station's colors are reduced so you can see it at the viewing station. For example, if a student's computer has a higher color setting than your computer, you'll see a **Color Reduced** message below the thumbnail, and, when you view a live, full-screen image, the colors appear slightly degraded.

Recommended Color Depth and Screen Resolution Settings

For enhanced speed and program performance, the recommended screen resolution is 1024 × 768. Refer to the chart below for the optimal color depth and screen resolution settings for your monitor.

Color Depth/ 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

However, if some or all of your students are using mobile devices, you may need to reduce your desktop's color and resolution settings before you broadcast to accommodate a mobile device's limited memory. For example, if a student's mobile device has 64 MB of memory and 64 MB of storage space, a broadcasted image must be less than approximately 2 MB.

The following table includes examples of screen width, screen height and color depth and indicates whether a mobile device with 64 MB of memory and 64 MB of storage space can display the image successfully.

Screen Width	Screen Height	Color Depth (bpp)	Image Size (MB)	Successfully Displayed?
1280	1024	32	5.0	No
		24	3.75	No
		16	2.5	No
1280	768	32	3.75	No
		24	2.8	No
		16	1.9	Yes
1152	864	32	3.8	No
		24	2.8	No
		16	2.0	Yes
1024	768	32	3.0	No
		24	2.2	Yes
		16	1.5	Yes
< 1024	< 768	32	< 2.2	Yes
		24	< 2.2	Yes
		16	< 2.0	Yes

Network Size and Speed Considerations

The preferred TCP/IP network configuration for SynchronEyes software is a switching hub, which isolates network traffic to a particular segment of your local area network. With this configuration, the performance of SynchronEyes software is not affected by other network traffic, nor is the entire network slowed down because of SynchronEyes software activity. Of course, the smaller the number of students connected to the Teacher ID, the faster the activity.

As a minimum, your network should be a 10 Mbps TCP/IP network (subnet recommended). Use the following chart to determine the appropriate number of student stations that can be connected with SynchronEyes software.

10 Mbps Network	100 Mbps Network	Wireless Network (single 802.11 a/b/g access point)
Up to 40 students	Up to 80 students	Up to 30 students

Adjustments are made for any differences in color settings or resolutions within the hub. If a broadcasting station (either teacher or student) is running at a higher resolution than a viewing station, scroll bars appear on the viewing station so that the entire higher-resolution screen can be viewed by scrolling. If a broadcasting station has a higher color setting than a viewing station, they are viewed with reduced colors on the viewing station.

TIP Graphics-rich backgrounds on your students' desktops may slow SynchronEyes software's performance. We recommend that your students' computers have simple, single-color desktop backgrounds. As an alternative, customize your Advanced preferences to ignore backgrounds (page 30).

Ports Required for SynchronEyes Software

If you install SynchronEyes software on a computer with an active Internet connection firewall, the firewall may cause network problems. If possible, set your firewall to allow network traffic from SynchronEyes software. If this doesn't resolve the problem, ensure the following ports are open.

Port	Purpose
5461 (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

If you're upgrading from previous versions of SynchronEyes software, you may need to open the ports listed in the following table.

Port	SynchronEyes Software Version
5492 (TCP)	Any version prior to 3.0
5494 (TCP)	3.0
5497 (TCP)	3.01 to 4.0
5460 (TCP)	4.1 to 5.1

Installing SynchronEyes Software Using an MSI Install

If you have the necessary administrative rights, you can push the installation of SynchronEyes software using .msi files as an alternative to installing SynchronEyes software on every computer from the CD.

NOTE: Don't attempt an MSI install unless you're familiar with the commands described.

To install SynchronEyes software on a teacher's computer using an MSI installation package

Type **msiexec /i "<*path to the msi file*>\SynchronEyes Teacher 7.0.msi" /qn**.

This installs SynchronEyes software on the teachers' computers.

To install SynchronEyes software on a student's computer using an MSI installation package

Type **msiexec /i "<*path to the msi file*>\SynchronEyes Student 7.0.msi" /qn**.

This installs SynchronEyes software on the students' computers with default settings.

NOTE: To install SynchronEyes software on your students' computers with custom installation settings, install the software on a student's computer and select the installation settings you want. Copy the **SynchronEyesClient.ini** file from the Student folder on the first student's computer and paste it into the folder that contains the .msi file. Then run the installation command as detailed above. The .ini file and all of its settings is copied to each student's computer automatically.

The Teacher Interface

SynchronEyes teacher-station software offers five views:

- Thumbnails view
- Quiz view
- File Transfer view
- Chat view
- Applications view

You can access a view by clicking its icon in the **Views** toolbar on the left side or by selecting a view from the **View** menu.

You can manage student groups, lock students' desktops, respond to student's questions, block Internet access and conduct polls from any of these five views.

NOTE: You can customize the SynchronEyes teacher-station to show or hide toolbars (page 25).

Thumbnails View

When you start SynchronEyes software, you'll see thumbnails (miniature images) of the connected students' desktops. These thumbnails change in real time (though slightly delayed) with every instance of student input. You can customize the appearance of the Thumbnails view by editing thumbnail names, changing thumbnail sizes, rearranging the thumbnails and refreshing the view.

In the Thumbnails view, you can monitor the class, monitor and take control of a student desktop, broadcast your desktop, broadcast a student's desktop, capture an image of a student desktop, broadcast media files, open a Web page (within Internet Explorer) on students' computers, and shut down, log off or restart a student's computer.

Quiz View

The Quiz view provides access to the Quiz Wizard. Using the Quiz Wizard template, you can create anything from a pop quiz with a handful of questions to a lengthy final exam. The Quiz Wizard also lists all the quizzes that you've created for distribution to the class. When you select a quiz in the upper half of the Quiz view, a quiz preview displays in the lower half.

After you distribute a quiz and receive the students' responses, SynchronEyes software can automatically mark most types of questions. The Quiz view displays your students' results and a class average.

In the Quiz view, you can create, edit or delete a quiz, add a quiz created under another Teacher ID (or in the stand-alone Quiz Wizard), import a quiz from a text file and distribute a quiz to your class or a group. You can also collect, view and save your students' answers, and view and save the quiz results summary.

File Transfer View

The File Transfer view is divided into:

- Files Sent, which lists the files you've sent to students
- Files Received, which lists the files you've received from students

Both sections list the name of the student who sent or received the file, the percentage of the file that has been transmitted, the size of the file and its network path.

In the File Transfer view, you can send files to students, check if you've received any files from students, cancel a file transfer, open a sent or received file and clear a file from the list.

Chat View

Using SynchronEyes software, you can chat with your whole class, a specific group or selected students. The Chat view displays all the messages, including the messages between students.

In Chat view you can:

- chat with your students (either with the entire class or selected groups)
- chat privately with selected students
- control student chat
- save the current chat session as a text (.txt) file
- clear the chat history

Applications View

Within the Applications view, you can block applications on your students' computers, giving you complete control over what applications your students can use at any time. You can also remotely launch and close applications on your students' computers.

Main Toolbar and Menus

Although some buttons and menu options are available regardless of the current view, some buttons and menu options are specific to a particular view. For example, the **Activate** button appears only in the Applications view.

When you select a view, the toolbar buttons and the menu options automatically change to the buttons and options appropriate for that view.

NOTE: If you want, you can hide the main toolbar (page 25).

Group Tabs

If you want to interact with some but not all of the class, you can create groups within SynchronEyes software. When you create a new group, SynchronEyes software creates a group tab for the group.
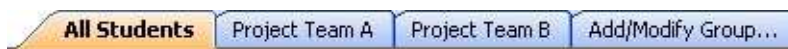
When you select a group's tab, you can interact with the members of the group. For example, you can lock the group's desktops, broadcast your desktop for the group, chat with the group, send a file to the group, conduct a poll of the group and more.

By creating groups, you can tailor specific actions to a certain section of the class. For example, you can create a group made up of students who are more easily distracted, and then monitor the thumbnails of that group.

All Students, which includes all the connected students, is the default group.

The Students List

The Students list appears on the right side of the interface when you're in the Chat, Applications, File Transfer and Quiz views.

NOTE: The Thumbnails view doesn't include the Students list because you can get the same information from the students' thumbnails.

The Students list includes:

- all the currently connected students (if you're viewing the All Students tab)
- all the currently connected students in a group (if you're viewing a group's tab)

When you select one or more students from the Students list, you can interact with them in a number of ways, such as by locking their desktops, broadcasting, chatting, sending and receiving files, conducting polls and more.

The symbol next to each student's name indicates the student's status.

The symbols are shown in the following table in order of priority from most important (**Disconnected**) to least important (**Connected**).

Symbol	Status
	Disconnected – The student has disconnected.
	Disconnected Mobile Device - The student is using a mobile device but has disconnected
	Locked Out – The student is locked out.
	Quiz – The student is completing an interactive quiz.
	Vote – The student has yet to respond to a vote.

Symbol	Status
	Vote Yes – The student has responded affirmatively to a vote.
	Vote No – The student has responded negatively to a vote.
	Question – The student has a question.
	Application Block – The student is blocked from using one or more applications.
	Internet Block – The student is blocked from using the Internet.
	Mobile Device - The student is connected and using a mobile device
	Connected – The student is connected.

When more than one status applies to a student, the symbol of greater importance appears. For example, if a student is both connected and asking a question, the **Question** symbol displays alongside the student's name.

Sticky vs. Standard Selection

You can change SynchronEyes software's selection method to suit your preferences. The two available methods are Sticky and Standard.

In Standard selection:

- If you click two items, you select only the second item.
- If you hold the CTRL key and click two items, you select both items.
- If you hold the SHIFT key and click two items, you select both items and all the items listed between the two items.

In Sticky selection:

- If you click two items, you select both items.
- If you click a previously selected item, you clear its selection.
- Holding the CTRL or SHIFT keys has no effect.

To set the selection method to Standard

Select **Options > Selection Types > Standard Selection**.

To set the selection method to Sticky

Select **Options > Selection Types > Sticky Selection**.

The Teacher Interface

Connecting to Students

In this section, you'll learn how to:

- open SynchronEyes software (see below)

- connect to students (see below)

- create class lists (page 20)

Opening SynchronEyes Software

To open SynchronEyes teacher-station software, double-click the **SynchronEyes** icon on your desktop. By default, SynchronEyes software displays the Thumbnails view and the All Students tab.

NOTE: If you create class lists (see pages 20 through 22) and select the option to open the *SynchronEyes Student Connection Wizard* automatically at startup, the connection wizard opens before the main SynchronEyes software interface. After you've created, selected or modified the class list you want, SynchronEyes software opens with the Thumbnails view active and the All Students tab selected.

By default, SynchronEyes teacher-station software always opens to the last Teacher ID used. However, you can select a different Teacher ID, and your customized profile loads automatically. For more information on creating and selecting Teacher IDs, see page 23.

Connecting to Students

When you set up student connection during the SynchronEyes student-station software installation, you select one of three connection styles.

Allow Students to Browse for and Connect to Teachers:

If you select this connection style, your students must connect to the correct Teacher ID manually.

Connect to the Same Teacher Every Time:

If you select this connection style, students connect to the same Teacher ID automatically.

Accept a Connection from a Teacher:

If you select this connection style, you connect to your students by selecting a class list (that is, a customizable list of the students who attend a particular class). Using this connection style prevents students from connecting to the wrong class or from taking too much time to connect.

Class Lists

When you create a class list, it's automatically saved, so you'll never need to create the same list twice. The next time you teach the same class, you can select the same list and automatically connect to all of the students on that list. You can also edit existing class lists and delete class lists that you don't need anymore.

NOTE: When you create a class list, you save it under your current Teacher ID. You can select only class lists saved under your current Teacher ID.

To create a class list

1. Select **Connect > Student Connection Wizard**.

   The *SynchronEyes Student Connection Wizard* appears.

   NOTE: If you want, select **Show Student Connection Wizard on Startup**. If you select this option, the connection wizard appears automatically when you open SynchronEyes teacher-station software.

2. Select **Create a new class list**.

3. Click **Next**.

   The *Searching* message appears. This message closes automatically when SynchronEyes software finds all available students.

   The next page of the connection wizard appears. This page lists all available students. If they're currently connected to a class, this page also lists the name of their current teacher.

   NOTE: The list of available students includes only students whose connection style is **Accept a connection from a Teacher**.

4. Select the students you want in the class list.

5. When you've finished selecting students, click **Next**.

   The *Connecting* dialog box appears.

   If any of the selected students are already in a class with another teacher, a dialog box appears on the teacher's screen, asking for permission to transfer the student to your class.

6. If any of the connections fail, the *Student Connection Failed* dialog box appears, listing the Student Name and the Reason for each failed connection. For example, if one of the students is already connected to another class and the teacher for that class has refused your transfer request, this registers as a failed connection.

   If you want to try to connect to one or more of these students again, select the Student Name and click **Retry**. If one or more of the connections fail again, repeat this step.

   If you want to continue without connecting to these students, click **Continue**.

7. To save this class list, select the **Save this class list for future use** option and type a Class List Name.

   NOTE: When you save a class list, you save it under your current Teacher ID.

8. Click **Finish**.

To select a class list

1. Select **Connect > Student Connection Wizard**.

   The *SynchronEyes Student Connection Wizard* appears.

   NOTE: If you want, select **Show Student Connection Wizard on Startup**. If you select this option, the connection wizard appears automatically when you open SynchronEyes teacher-station software.

2. Select **Use a saved class list** and select an existing class list.

   NOTE: You can select only class lists saved under your current Teacher ID.

3. Click **Next**.

The *Connecting* dialog box appears.

If any of the selected students are already in a class with another teacher, a dialog box appears on the teacher's screen, asking them for permission to transfer the student to your class.

4. If any of the connections fail, the *Student Connection Failed* dialog box appears, listing the Student Name and the Reason for each failed connection.

    If you want to try to connect to one or more of these students again, select the Student Name and click **Retry**. If one or more of the connections fail again, repeat this step.

    If you want to continue without connecting to these students, click **Continue**.

5. Click **Finish**.

To edit a class list

1. Select **Connect > Student Connection Wizard**.

    The *SynchronEyes Student Connection Wizard* appears.

    NOTE: If you want, select **Show Student Connection Wizard on Startup**. If you select this option, the connection wizard appears automatically when you open SynchronEyes teacher-station software.

2. Select **Modify a saved class list** and select a class list.

    NOTE: You can select only class lists saved under your current Teacher ID.

3. Click **Next**.

    The *Searching* message appears. This message closes automatically when SynchronEyes software finds all available students.

    The next page of the connection wizard appears. This page lists all available students. If they are currently connected to a class, this page also lists the name of their current teacher.

    NOTE: The list of available students includes only students whose connection style is **Accept a connection from a Teacher**.

4. Select the students you want in the class list.

5. When you've finished selecting students, click **Next**.

    The *Connecting* dialog box appears.

    If any of the selected students are already in a class with another teacher, a dialog box appears on the teacher's screen, asking them for permission to transfer the student to your class.

6. If any of the connections fail, the *Student Connection Failed* dialog box appears, listing the Student Name and the Reason for each failed connection.

    If you want to try to connect to one or more of these students again, select the Student Name and click **Retry**. If one or more of the connections fail again, repeat this step.

    If you want to continue without connecting to these students, click **Continue**.

7. To save the changes to the class list, select the **Save this class list for future use** option.

    To save your list as a *new* class list, select the **Save this class list for future use** option and type a new Class List Name.

8. Click **Finish**.

To delete a class list

1. Select **Connect > Delete Class List**.

   The *Delete Class List* dialog box appears.

2. Select the class list you want to delete.

   NOTE: You can select only class lists saved under your current Teacher ID.

3. Click **Delete**.

4. Click **OK**.

Customizing the Teacher-Station Software Interface

You can customize the teacher-station software interface to suit your needs. In this section, you'll learn how to:

- create multiple Teacher IDs (this page)
- organize your students into groups (page 24)
- show or hide toolbars (page 25)
- change the size of the student thumbnails (page 26)
- rearrange thumbnails (page 26)
- change the name of a thumbnail (page 27)
- refresh the Thumbnails view (page 28)

Creating Multiple Teacher IDs

Every class is unique. The only similarity between two classes may be the room in which they are taught. Everything else may be very different, including the students who attend, the seating plan, and more.

To help you keep the different classes organized, use SynchronEyes software to create a different Teacher ID for each class. Each Teacher ID is associated with a unique profile of settings, student groups, class lists and quizzes. This profile is applied each time you select that Teacher ID.

By default, SynchronEyes teacher-station software always opens to the last Teacher ID used. However, you can select another Teacher ID at any time, and the customized profile loads automatically.

To create a new Teacher ID

1. Select **Connect > Change Teacher ID**.

   The *Teacher ID* dialog box appears. If you have a current Teacher ID, it appears in the Teacher ID box.

2. If the *Teacher ID* dialog box displays a Teacher ID, clear the ID.

   NOTE: You're not deleting the ID or any of its settings. Clearing the box simply lets you create a different ID.

3. Type a unique Teacher ID of up to 40 characters.

4. Click **OK**.

The SynchronEyes software Title bar changes to reflect the new Teacher ID.

If any students were connected to the previous Teacher ID, they receive a message asking them if they want to switch to the new Teacher ID. They must click **Yes** to connect to the new Teacher ID.

To change to a different Teacher ID

1. Select **Connect > Change Teacher ID**.

   The *Teacher ID* dialog box appears, displaying your current Teacher ID.

2. Clear the current Teacher ID and type the Teacher ID you want.

   OR

   Select the Teacher ID you want from the list.

   NOTE: The list includes the 10 most recently used Teacher IDs.

3. Click **OK**.

   The SynchronEyes software Title bar changes to reflect the new Teacher ID.

   If any students were connected to the previous Teacher ID, they receive a message asking them if they want to switch to the new Teacher ID. They must click **Yes** to connect to the new Teacher ID.

Organizing Students into Groups

If you want to interact with some, but not all, of the class, you can use SynchronEyes software to create groups. When you create a new group, SynchronEyes software creates a group tab for the group. **All Students**, which includes all the connected students, is the default group.

When you select a group's tab, you can interact with the members of the group. For example, you can lock the group's desktops, broadcast your desktop for the group, chat with the group, send a file to the group, conduct a poll of the group and more.

By creating groups, you can tailor specific actions to a certain section of the class. For example, you can create a group made up of students who are more easily distracted, and then monitor the thumbnails of just that group.

To create a group

1. Click the **Add/Modify Groups** tab or select **Edit > Groups**.

   The *Groups* dialog box appears.

2. Click **New**.

   The *New Group* dialog box appears.

3. Type a Group Name that identifies the group of students.

4. If you want, select **Allow students to join this group on their own**. If you select this option, students can join or leave the group. If you don't select this option, you're the only person who can add or remove students from this group.

   NOTE: Students using mobile devices can't join or leave groups on their own.

5. Click **OK** to close the *New Group* dialog box.

6. Click **OK** to close the *Groups* dialog box, or select the new group and click **Edit** to begin editing the list of group members (see page 25).

   The new group appears as a tab in the main SynchronEyes software window.

To edit the list of group members

1. Click the **Add/Modify Group** tab or select **Edit > Groups**.

   The *Groups* dialog box appears.

2. Select the group you'd like to edit from the list.

3. Click **Edit**.

   The *Edit* dialog box appears.

4. If you want, edit the Group Name that identifies the group of students.

5. To add a student to a group, select the student's name in the Students list and click **Add**.

6. To remove a student from a group, select the student's name in the Group Members list and click **Remove**.

7. If you want, select **Allow students to join this group on their own**. If you select this option, students can join or leave the group. If this option isn't selected, you're the only person who can add or remove students from this group.

8. When you've finished editing the group, click **OK** to close the *Edit* dialog box.

9. Click **OK** to close the *Groups* dialog box.

To select a group

To interact with a group, click that group's tab.

To interact with all your students, rather than a particular group, click the **All Students** tab.

To delete a group

1. Click the **Add/Modify Group** tab or select **Edit > Groups**.

   The *Groups* dialog box appears.

2. Select the group you want to delete.

3. Click **Remove**.

   NOTE: You're not asked for confirmation before the group is deleted. Make sure you've selected the correct group before you click **Remove**.

4. Click **OK** to close the *Groups* dialog box.

Showing or Hiding Toolbars

If you want to customize the interface, you can show or hide the toolbars.

To show or hide the main toolbar

To show the main toolbar, select **View > Toolbars > Main**.

To hide the main toolbar, clear the selection of **View > Toolbars > Main**.

To show or hide the Views toolbar

To show the Views toolbar, select **View > Toolbars > View**.

To hide the Views toolbar, clear the selection of **View > Toolbars > View**.

Changing Thumbnail Size

When you're monitoring a class or group in the Thumbnails view, you can change the size of the thumbnails. There are advantages and disadvantages to increasing the size of the thumbnails. If the thumbnails are larger, it's easier to see the details, but you'll likely have to scroll to view some of them. If you reduce the size of the thumbnails, you can display more of them without having to scroll, but it's more difficult to see the details.

To change the thumbnail size

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. Select **View > Thumbnail Size** and then select one of the following:

   – **Very large** (two thumbnails wide)

   – **Large** (three thumbnails wide)

   – **Medium** (four thumbnails wide)

   – **Small** (five thumbnails wide)

   – **Very Small** (six thumbnails wide)

   – **Best Fit** (automatically adjusts to the best arrangement for the current number of connected students)

Rearranging Thumbnails

By default, the Thumbnails view arranges the student thumbnails alphabetically. However, you can rearrange the thumbnails in any way you like. For example, you can rearrange them to more closely reflect the seating plan in the room. You can customize the thumbnails in this way for all students and for all groups.

The new thumbnail arrangement becomes part of the class or group information and remains in effect in subsequent sessions. However, you can easily restore alphabetical order.

To rearrange the thumbnails

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. If you want to arrange the thumbnails for the whole class, click the **All Students** tab. If you want to rearrange the thumbnails of a group, click the group's tab.

3. To rearrange the thumbnails into a customized pattern (perhaps to reflect the class seating plan), clear the selection of **View > Thumbnail Arrangement > Align to Grid**. Click and move the thumbnails vertically or horizontally. If a new student joins the class or group, that student's thumbnail appears at the end of the thumbnail arrangement.

4. To rearrange the thumbnails alphabetically, select **View > Thumbnail Arrangement > Alphabetical Ordering**. The thumbnails are rearranged in alphabetical order starting in the upper left corner. If a new student joins the class or group, that student's thumbnail appears in the thumbnail arrangement in alphabetical order.

Editing Thumbnail Names

You can edit the name displayed under each thumbnail. The thumbnail retains this name until you close SynchronEyes software but returns to its default name when you next open the software.

To rename a thumbnail permanently, you must reconfigure the installation options on the student's computer.

To change the thumbnail name (for the current session)

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. Select the thumbnail name that you want to change.

3. Type a new name.

To change the thumbnail name (for future sessions) for a student computer

NOTE: The *Student Configuration Wizard* must be installed on the student's computer before you can change the thumbnail name permanently. For more information on student installation options, see page 5.

1. On the computer of the student you want to rename, browse to the **C:\Program Files\SynchronEyes Student** folder and double-click **StudentConfig.exe**.

2. Click **Next** until you reach the **Student Name** window.

3. Select **The Following** and type a new name.

4. Click **Next** until you reach the final window, and click **OK**.

To change the thumbnail name (for future sessions) on a mobile device

NOTE: The Student Configuration Wizard must be installed on the student's computer before you can change the thumbnail name permanently.

1. Using the mobile device, navigate to the Start menu and tap **SynchronEyes Student 7.0**.

2. Tap on the SynchronEyes icon in the bottom right of the screen.

3. Select **Configure**.

4. Select the **Student Name** tab.

5. Select the student naming style you want from the five options available:

    – the mobile device owner's name combined with the mobile device's name

    – the mobile device owner's name

    – the mobile device's name

    – a name of the student's choosing

    – a customized name

6. Tap **OK**.

7. A message appears asking if you want to save the changes. Tap **Yes**.

8. A message appears telling you that you need to restart the application. Tap **Yes**.

Refreshing the Thumbnails View

You can refresh the Thumbnails view to remove the thumbnails of students who have disconnected. By refreshing the view, you make more room on your monitor for active thumbnails; you'll scroll less and be able to see more thumbnail detail.

If a student has disconnected, a red **X** is superimposed over the student's desktop thumbnail.

To refresh your Thumbnails view

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

    The Thumbnails view appears.

2. Select **View > Refresh**.

Customizing the Preferences

When you change to a different Teacher ID, SynchronEyes software automatically loads the preferences you have defined for that ID. You can customize your preferences for the current Teacher ID for the following features:

- locking the student's screen (page 38)
- controlling the student's screen (page 37)
- broadcasting (page 49)
- annotating (page 51)
- transferring files (page 59)
- distributing quizzes (page 71)
- setting a user authentication password (page 30)
- changing advanced settings (page 30)
- logging (page 32)

Setting a User Authentication Password

You can enable password protection on the connections between the teacher and the students. To do this:

- On the teacher's computer, set the password in the SynchronEyes software preferences.
- On the student's computer, set the password when you install SynchronEyes student-station software.

    OR

    On the student's mobile device, set the password when you change the SynchronEyes software configuration settings.

If you set a password on a student's computer or mobile device, the student can connect only to a teacher who has the same password.

NOTE: If a student has no password, the student can connect to any teacher.

To create a user authentication password

1. On the teacher's computer, select **Options > Preferences**.

    The *Preferences* dialog box appears.

2. Click the **Security** tab.

3. Select the **Use password** option and the **Enter Password** dialog box opens. The password that you enter is saved on the teacher's computer.

To change a user authentication password

1. On the teacher's computer, select **Options > Preferences**.

    The *Preferences* dialog box appears.

2. Click the **Security** tab.

3. Click **Change Password**.

   NOTE: The **Change Password** button is available only if you have already created a password.

4. Type your current password and then type and confirm the new password.

5. Click **OK**.

To remove a user authentication password

1. On the teacher's computer, select **Options > Preferences**.

   The *Preferences* dialog box appears.

2. Click the **Security** tab.

3. Select **None**.

4. Click **OK**.

Customizing the Advanced Preferences

From the Advanced tab of the *Preference Settings* dialog box, you can customize advanced preferences such as the thumbnails frame rate, multicast, unicast and screen capture settings. Don't change the advanced preferences unless you're instructed to by Technical Support or if you're familiar with the settings described.

To customize Advanced preferences

1. Select **Options > Preferences**.

   The *Preference Settings* dialog box appears.

2. Click the **Advanced** tab.

3. If you want, edit the **Thumbnail frame rate**. The default value is 5000 milliseconds per frame.

4. If you want, edit the **Multicast TTL** (Time To Live) value for IP multicasting.

   By default, SynchronEyes multicast packets are sent with a TTL of one, which prevents them from being forwarded beyond a single subnetwork. Multicast datagrams with a TTL of greater than one can deliver to more than one subnetwork (if there are one or more multicast routers attached to the first-hop subnetwork).

   Typically used TTL thresholds are:

TTL Threshold	Scope
1	Restricted to the same subnet
15	Restricted to the same site
63	Restricted to the same region
127	Worldwide
191	Worldwide; limited bandwidth
255	Unrestricted in scope

5. If you want, select **Enable for screen broadcast**. If you select this option, multicast UDP is used to broadcast screen images. If you don't select this option, TCP/IP is used to broadcast screen images.

    NOTE: For best results, don't select **Enable for screen broadcast** if some of your students use mobile devices.

    If a teacher's computer has multiple network adapters, SynchronEyes software uses the network adapter that is selected by the operating system. However, you can specify in what order the operating system will try using the network adapters. If you select **Enable for screen broadcast** and your computer has more than one network adapter, the **Choose Network Adapter** button appears.

    i. Click **Choose Network Adapter** to open the *Preferences Network Adapter Selection* dialog box.

    ii. To allow the operating system to select the network adapter, select **Use Windows to Automatically Choose**. This is the default option. Click **Next** and follow the on-screen instructions to confirm the setting.

        To specify the selection order of the available network adapters, clear the selection of **Use Windows to Automatically Choose**. Highlight a network adapter and click the up and down arrows to change its position in the list. Move the other network adapters in this way until the network adapters are listed in the order in which you would like your computer to try them, with your preferred choice listed first. Click **Next** and follow the on-screen instructions to confirm the setting.

    NOTE: You can also specify a selection order for a student's computer's network adapters, either when you install SynchronEyes software on the student's computer (page 5) or if you reconfigure the installation options on the student's computer (page 8).

6. If you want, select **TCP no delay**. This option must be set for some laptops with special NICs and drivers. This option might also be required with computers with faulty network hardware or drivers.

7. If you want, select **Use Redraw Hooks DLL**. This option improves SynchronEyes software's screen capture performance.

8. If you want, select **Use Mirror Driver**. This option improves SynchronEyes software's screen capture performance.

    NOTE: If you experience capture problems, clear the selection of **Use Mirror Driver**, as it is not suitable for all systems. If you continue to experience capture problems, clear the selection of **Use Redraw Hooks DLL**, as this option doesn't work well with some special applications. Disabling these options increases the time required to capture screen images but doesn't affect any other aspect of SynchronEyes software.

9. If you want, select **Hide Desktop Background**. If you select this option, the desktop background is not included when you observe, control or broadcast a student's desktop.

10. If you want, select the **Hide window content while dragging and resizing** box.

11. If you want, select the **Allow frequent capture** box.

12. When you have finished customizing the advanced preferences, click **OK**.

Customizing the Logging Tab

From the Logging tab of the *Preference Settings* dialog box, you can control the generation of system logs. Technical support uses these logs to review software processes. This is particularly helpful in tracking unexpected behavior. By default, logging is turned off so that it doesn't affect the speed and efficiency of your computer. Activate logging *only if you're advised to by Technical Support*.

Monitoring and Controlling Students' Desktops

In this section, you'll learn how to:

- monitor the class (this page)
- monitor a student (page 35)
- capture an image of a student's desktop (page 36)
- control a student's desktop (page 36)
- lock out all students or a single student (page 38)
- shut down, log off or restart a student's computer (page 39)
- remotely disconnect a student (page 39)
- block Internet access (page 40)
- block specific applications (page 41)
- remotely launch an application on students' computers (page 44)
- remotely close an application on students' computers (page 44)

Monitoring the Class

You can monitor the desktops of your students. The Thumbnails view displays images of your students' desktops, enabling you to determine at a glance that everyone is focused on the assigned task. You can view the thumbnails of your entire class or of a group. As an alternative, you can view an individual student's desktop (page 35).

When you're monitoring a class or group, you can interact with the students by locking their desktops, blocking their Internet access, conducting a poll, responding to their questions, broadcasting your screen, broadcasting media files and shutting down their computers.

To monitor the class or a group

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. To monitor the whole class, click the **All Students** tab.

   To monitor a specific group, click the group's tab.

   The Thumbnails view displays the thumbnails of the class or the selected group.

   NOTE: You can customize the appearance of the Thumbnails view by changing the size of the thumbnails (page 26), rearranging the thumbnails (page 26) and editing the names of the thumbnails (page 26).

The symbol in the top left corner of each thumbnail indicates the student's current status. When more than one status applies to a student, the symbol of greatest importance is displayed. For example, if a student is both blocked from using the Internet and is asking a question, the **Question** symbol is displayed. The symbols appear below in order of priority from most important (**Locked Out**) to least important (**Active Application**).

Symbol	Status
	Locked Out – The student is locked out.
	Quiz – The student is completing an interactive quiz.
	Vote – The student has yet to respond to a vote.
	Vote Yes – The student has responded affirmatively to a vote.
	Vote No – The student has responded negatively to a vote.
	Question – The student has a question.
	Application Block – The student is blocked from using one or more applications.
	Internet Block – The student is blocked from using the Internet.
	Active Application – If none of the situations above are true, then the icon for the student's currently active application is displayed as a symbol. For example, if the student is using Microsoft Word, then the Microsoft Word icon is displayed.

The Thumbnails view displays all thumbnails in a 4:3 ratio to make it easier for you to view and reorganize the thumbnails, and adds borders to the image as necessary to ensure that the thumbnail is not distorted by a change in ratio.

If a student logs off SynchronEyes software, a large red **X** appears over that student's thumbnail. To clear the thumbnails of disconnected students from the Thumbnails view, select **View > Refresh**.

Monitoring a Student's Desktop

You can watch a live image of a student's desktop from the Thumbnails view. You can view desktops simply to monitor students' work, but you can also take control of a student's desktop, write over the top of student's desktop, broadcast the desktop to the rest of the class, and more.

You can view a student's desktop in Full Screen mode (the student's desktop fills your screen) or Window mode (the student's desktop appears in a resizable window, with the Thumbnails view open at the same time). Window mode lets you switch between the live image of your student's desktop and the other parts of SynchronEyes software, such as the Chat, Quiz and File Transfer views.

NOTE: If a student uses dual monitors, you can view both displays. Either scroll to see an individual display or scale the displays to view them both in one window.

To view a student's desktop

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. Double-click the student's thumbnail, or select the thumbnail and click **Observe**.

3. You can view the student's desktop in either Full Screen or Window mode.

   – To view the desktop in Full Screen mode, click **Full Screen** or select **Menu > Full Screen**. A full screen view of the student's desktop appears. The Student's Desktop toolbar also appears.

   – To view the desktop in Window mode, select **Menu > View in Window Mode** from the Student's Desktop toolbar. A window view of the student's desktop appears.

4. To take control of the student's desktop, click **Control** or select **Menu > Control**. For more information on controlling a student's desktop, see page 36.

5. To broadcast the student's screen to the class, click **Broadcast** or select **Menu > Broadcast**. For more information on broadcasting, see page 47.

6. To capture an image of the student's desktop, click **Capture** or select **Menu > Capture**. For more information on capturing an image of a desktop, see page 36.

7. If you're observing the student's desktop on a SMART Board interactive whiteboard, you can use a pen tray pen to write notes, and your notes appear on the student's desktop. Otherwise, if you want to write over the student's desktop, click **Pen** or select **Menu > Pen**. For more information on writing notes over a student's desktop, see page 51.

8. To stop viewing the student's desktop and close the window (or the full screen display), click **Stop** or select **Menu > Stop Observing**.

Capturing an Image of a Student's Desktop

When you're monitoring a student, you can capture an image of the student's desktop for your records and save it as a .jpg, .bmp or .png file. By default, the screen captures are saved to C:\My Documents. However, you can customize SynchronEyes software to store these files anywhere.

To capture an image of a student's desktop

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. Select the thumbnail of the student whose desktop you want to capture.

3. Click **Capture** or select **File > Capture**.

   The *Save As* dialog box appears.

   The default file name contains the student's name, followed by the date and the time of the screen capture. The default graphics file type is .jpg.

4. If you want, type a new file name.

5. If you want to change the graphics file type, select **Bitmap file (.bmp)** or **Portable Networks Graphics (.png)** from the list.

6. Browse to the folder where you want to save the file and click **Save**.

To view the screen capture

1. Browse to the folder you selected in step 6 above.

2. Double-click the graphics file.

Controlling a Student Desktop

When you're monitoring a student, you can take control of the student's desktop, and any changes that you make are visible to the student in real time.

By default, you have sole control over the student's desktop. However, you can choose to share control with the student. If you share control, both you and the student can control the student's desktop. However, in the instances where both of you are attempting to control the desktop, your actions take precedence over the student's.

NOTES

- If you take control of a student's computer and the student's computer is running Windows Vista, the control of the computer is always shared, regardless of your Control preferences. In instances in which both you and the student control the computer, *the student's* actions take precedence.

- You can control the display of a student's mobile device. However, the control of the mobile device is always shared, regardless of your Control preferences. In instances in which both you and the student control the mobile device, *the student's* actions take precedence.

To take control of a student's desktop

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. To take control of a specific student's desktop, select the student's thumbnail and click **Control**, or select the thumbnail and select **View > Control**.

3. You can view the student's desktop in either Full Screen or Window mode.

   – To view the desktop in Full Screen mode, click **Full Screen** or select **Menu > Full Screen**. A full-screen view of the student's desktop appears. The Student's Desktop toolbar also appears.

   – To view the desktop in Window mode, select **Menu > View in Window Mode** from the Student's Desktop toolbar.

4. To stop controlling the student's desktop but continue monitoring it, click **Observe** or select **Menu > Observe**. For more information on monitoring a student's desktop, see page 35.

5. To broadcast the student's screen to the class, click **Broadcast** or select **Menu > Broadcast**. For more information on broadcasting, see page 49.

6. To capture an image of the student's desktop, click **Capture** or select **Menu > Capture**. For more information on capturing an image of a desktop, see page 36.

7. If you're controlling the student's desktop from a SMART Board interactive whiteboard, you can use a pen tray pen to write notes, and your notes appear on the student's desktop. Otherwise, if you want to write over the student's desktop, click **Pen** or select **Menu > Pen**. For more information on writing notes over a student's desktop, see page 51.

8. To stop controlling the student's desktop and close the window (or the full screen display), click **Stop** or select **Menu > Stop Controlling**.

To customize Control preferences

1. Select **Options > Preferences**.

   The *Preference Settings* dialog box appears.

2. Click the **Control** tab.

3. If you want sole control whenever you take control of a student's desktop, select **Teacher-Only**.

   If you want to share control with the student, select **Shared**.

   NOTES

   – If you take control of a student's computer and the student's computer is running Windows Vista, the control of the computer is always shared, regardless of your Control preferences. In instances in which both you and the student control the computer, *the student's* actions take precedence*.

   – You can also control a student's mobile device. However, the control of the mobile device is always shared, regardless of your Control preferences. In instances in which both you and the student control the mobile device, *the student's* actions take precedence.

4. Click **OK**.

NOTE: If you make a change to the preferences while you're controlling a student's desktop, the change takes effect immediately. So, if you have sole control of a student's desktop and you change the setting to **Shared**, you immediately share control of the student's desktop with the student.

Locking Out Your Student(s)

You can get the attention of your class, a group or an individual student by locking mouse devices, keyboards and desktops and displaying a simple message. The default message is "Eyes to the front, please." However, you can customize this message.

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

> **TIP**
>
> A lock-out message is more attention-grabbing than a chat message. Consider using a customized lock-out message to communicate with students who are not focusing on their work.

To lock out students

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. If you want to lock all of your students' desktops, click the **All Students** tab.

   If you want to lock a group's desktops, click the group's tab.

   If you want to lock an individual student's desktop, select the student's thumbnail or select the student's name from the Students list.

3. Click **Lock** or select **Edit > Lock**.

   A lock symbol appears over the locked desktops in the Thumbnails view. Lock symbols also appear beside locked-out students in the Students list.

   The lock-out message appears on the selected students' desktops. If you haven't edited the lock-out message, the message is "Eyes to the front, please."

To cancel the lock

Click **Lock** or select **Edit > Lock**.

To edit the default lock-out message

1. Select **Options > Preferences**.

   The *Preference Settings* dialog box appears.

2. Edit the lock-out message.

3. If you want to change the text color, click the button next to **Text**, select a color and click **OK**.

4. If you want to change the background color, click the button next to **Background**, select a color and click **OK**.

5. Click **OK**.

Shutting Down, Logging Off or 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; others may leave all their applications running. Using SynchronEyes software, you can remotely shut down (or log off or restart) the computers of your class, a group 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.

NOTE: You can't shut down, log off or restart in this way if the student is using a mobile device.

To shut down, log off or restart student computers

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

    The Thumbnails view appears.

2. If you want to shut down, log off or restart all of your students' computers, click the **All Students** tab.

    If you want to shut down, log off or restart all of a group's computers, click the group's tab.

    If you want to shut down, log off or restart an individual student's computer, select the student's thumbnail.

3. Click **Shut Down** or select **Edit > Shut Down**.

    The *Shut Down Student(s)* dialog box appears.

4. If you want the students' computers to shut down, select **Shut Down** from the list.

    OR

    If you want the students' computers to end the current Windows session, but leave Windows running and the *Enter Network Password* dialog box open, select **Log Off** from the list.

    OR

    If you want the students' computers to end the current Windows session and restart, select **Restart** from the list.

5. Click **OK**.

Disconnecting a Student's Computer

At the end of a class, some students may leave without disconnecting from SynchronEyes software. You can remotely disconnect a student's connection.

You can also control the student's ability to disconnect. For example, you can ensure that the student computers remain up and running from one class to another or prevent students from logging out and avoiding your surveillance.

If a student clicks the **SynchronEyes** icon in the system tray and you've removed the student's ability to disconnect, the student:

- can't click **Exit**

- can click **Connect**, but when the *Connect to Teacher* dialog box appears, the student can't connect to a different teacher

NOTE: When a student disconnects from SynchronEyes software, a large red **X** is superimposed over the student's thumbnail on your screen. See page 28 for information on refreshing your Thumbnails view to clear inactive thumbnails.

To disconnect a student

1. If you're in the Thumbnails view, select the thumbnail of the student you want to disconnect.

   OR

   If you're in the Chat, Applications, File Transfer or Quiz views, select the student you want to disconnect from the Students list.

2. Select **Connect > Disconnect Student(s)**.

   A message appears asking you for confirmation.

3. Click **Yes**.

   SynchronEyes student-station software automatically exits on the student's computer.

To disable student disconnection

Clear the selection of **Options > Allow Student to Disconnect**.

To enable student disconnection

Select **Options > Allow Student to Disconnect**.

Blocking Internet Access

You can block your students' access to the Internet. When a blocked student clicks the Internet Explorer browser, a message appears indicating that access to the Internet is restricted.

NOTES

- This block is specific to the Microsoft Internet Explorer browser and doesn't affect other browsers. If your students use an Internet browser other than Internet Explorer, you can block that application (page 41).

- You can't block the Internet access of a student who is using a mobile device. If you activate an Internet block for a class or group of students, some of whom have computers and some of whom have mobile devices, the Internet block applies to the computers only.

You can also give your students limited access to the Internet by blocking their access to all Internet pages except for the ones you specify.

To block Internet access

1. If you want to apply the block to all of your students, click the **All Students** tab.

    If you want to apply the block to a group, click the group's tab.

    If you want to apply the block to selected students, select their names in the Students list.

2. Click **Internet** (so it's selected) or select **Edit > Internet Block** (so it's checked).

    If a student starts Internet Explorer and you've blocked Internet access, they receive a message informing them that Internet access is restricted.

To set exceptions to the Internet block

1. Select **Edit > Internet Block Exceptions**.

    The *Internet Block Exceptions* dialog box appears.

2. Click **Add**.

    The *Add Internet Block Exception* dialog box appears.

3. Type the Web address.

4. Click **OK** to close the *Add Internet Block Exception* dialog box.

5. Click **OK** to close the *Internet Block Exceptions* dialog box.

    NOTE: The Web addresses you add to this list are the only ones the students can access. Any Web addresses you don't include in this list are blocked.

> **TIP**
>
> To allow a student to access an entire website, type the root address for the site. For example, type www.smarttech.com instead of www.smarttech.com\index.asp.

6. To remove a Web address from the list, select the address and click **Remove**. A message appears asking for confirmation. Click **OK**.

7. When you've finished adding and removing web addresses from the list, click **OK**.

8. Block your students' Internet access (see previous page). Even with the block enabled, your students can access the Web addresses you have set as exceptions.

To remove the Internet block

Click **Internet** (so it isn't selected) or clear the selection of **Edit > Internet Block**.

Blocking Applications

You can block your students' access to specific applications using customized application blocking rules. You can customize rules as either:

•   a list of restricted applications (which blocks students from opening any application on the list)

•   a list of approved applications (which blocks students from opening an application that's not on the list)

You can create application blocking rules in advance, and then activate and deactivate the rules at appropriate times during a lesson.

SynchronEyes software comes with five application blocking rules already defined:

- Block all except Internet Browser
- Block all except Microsoft Office
- Block Internet Browser
- Block Windows Games
- Block Windows Media® Player

NOTE: You can't block applications in this way for a student who is using a mobile device. If you activate an application blocking rule for a class or group of students, some of whom have computers and some of whom have mobile devices, the application block applies to the computers only.

To create an application blocking rule

1. Click **Applications** in the **Views** toolbar or select **View > Applications**.

   The Applications view appears.

2. Click **Add New** or select **Edit > New Rule**.

   The *New Application Blocking Rule* dialog box appears.

3. Type a name for your blocking rule.

4. If you want to create a list of restricted applications (enabling you to block students from using any application included in the list), select **Block the following applications**.

   If you want to create a list of approved applications (enabling you to block students from using any applications other than the applications included in the list), select **Block all except the following applications**.

5. To add an application to the block list, select it from the List of Applications and click **Add**.

   To remove an application from the block list, select it and click **Remove**.

   If you want to block an application that's not included in the list of applications, click **Browse**, navigate to and select the application's executable file, and click **Open**. Select it from the List of Applications and click **Add**.

   If you want to block an application that's neither included in the list of applications nor installed on your computer, click **New App**. Type the product name and the executable name (this must match the real file name exactly), and click **OK**. Select it from the List of Applications and click **Add**.

6. When you have finished adding and removing applications, click **OK**.

   The new application block rule appears in the Applications View.

To activate an application blocking rule

1. Click **Applications** in the **Views** toolbar or select **View > Applications**.

   The Applications view appears.

2. If you want to apply the block to all of your students, click the **All Students** tab.

   If you want to apply the block to a group, click the group's tab.

3. Select the application blocking rule you want to activate.

4. Click **Activate** or select **Edit > Activate**.

5. If you activate a block on a list of restricted applications, a message appears asking for confirmation. Click **Block Applications**. If one of the selected students is running a restricted application, the student's application closes automatically and any unsaved work is lost. Advise students to save their work before you complete this step. If one of the selected students tries to open a restricted application, a message appears, advising them that the application is blocked.

   If you activate a block on all applications, except for approved applications, the rule activates without asking for confirmation. If one of the selected students is already running an unlisted application, the student's application *doesn't* close. If one of the selected students tries to open an unlisted application, a message appears indicating that the application is blocked.

   The Application Block symbol appears beside the selected students in the Students list and next to the activated rule in the Application Blocking Rule list.

To deactivate an application blocking rule

1. Click **Applications** in the **Views** toolbar or select **View > Applications**.

   The Applications view appears.

2. If you want to remove a block from all of your students, click the **All Students** tab.

   If you want to remove a block from a group, click the group's tab.

   If you want to remove a block from specific students, select their names in the Students List.

3. Select the application blocking rule you want to deactivate.

4. Click **Deactivate** or select **Edit > Deactivate**.

To edit an application blocking rule

1. Click **Applications** in the **Views** toolbar or select **View > Applications**.

   The Applications view appears.

2. Select the rule you want to edit.

3. Click **Edit Rule** or select **Edit > Edit Rule**.

   The *Edit Application Blocking Rule* dialog box appears.

4. If you want, edit the **Block Rule Name**.

5. Edit the application blocking rule in the same way as you created it (page 42).

6. When you have finished, click **OK**.

To delete an application blocking rule

1. Click **Applications** in the **Views** toolbar or select **View > Applications**.

   The Applications view appears.

2. Select the rule you want to delete.

3. Click **Delete** or select **Edit > Delete Rules**.

   A message appears asking you to confirm that you want to delete the rule.

4. Click **Yes**.

Launching an Application on Students' Computers

With SynchronEyes software, you can remotely launch an application on every student's computer with the click of a button. For example, you can start an application on every student's computer before class starts, so everyone sits down to the same program.

NOTE: You can't launch an application in this way if the student is using a mobile device. If you launch an application for a class or group of students, some of whom have computers and some of whom have mobile devices, the application launches on the computers only.

To launch an application on students' computers

1. Click **Applications** in the **Views** toolbar or select **View > Applications**.

   The Applications view appears.

2. If you want to launch an application for all your students, click the **All Students** tab.

   If you want to launch an application for the members of a group, click the group's tab.

3. Click **Launch** or select **Edit > Launch Application**.

   The *Launch Applications* dialog box appears.

4. Select an application and click **Launch**.

   The application starts on the selected students' computers.

   If the application launches successfully on all the selected students' computers, a message appears indicating that the application launched successfully. Click **OK** to clear the message.

   If the application isn't installed on a selected student's computer, a message appears indicating that the application failed to launch on that student's computer. Click **OK** to clear the message.

5. To launch another application on the selected students' desktops, repeat step 4.

6. When you've finished launching applications, click **Cancel**.

Closing an Application on Students' Computers

You can remotely close an application on your students' computers.

To close an application on students' computers

1. Click **Applications** in the **Views** toolbar or select **View > Applications**.

   The Applications view appears.

2. If you want to close an application for all your students, click the **All Students** tab.

   If you want to close an application for the members of a group, click the group's tab.

3. Click **Close** or select **Edit > Close Application**.

   The *Close Applications* dialog box appears.

NOTE: If you remotely close a student's application, the application closes immediately and any unsaved work is lost. Advise students to save their work before you perform the next step.

4. Select an application and click **Close**.

   The selected application closes on each selected student's computer.

5. To close another application, repeat step 4.

6. When you've finished closing applications, click **Cancel**.

Monitoring and Controlling Students' Desktops

Interacting with Students

In this section, you'll learn how to:

- broadcast your desktop or a student's desktop (this page)

- pass control of a broadcast to a student (page 50)

- write notes over a student's desktop or a broadcast (page 50)

- view and respond to a student's question (page 52)

- conduct a poll (page 53)

- show media to your students (page 53)

- chat with students (page 55)

- send files to and receive files from students (page 57)

- display a specific Web page on your students' screens (page 60)

Broadcasting Teacher and Student Desktops

You can broadcast your desktop to the entire class or to a group 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.

You can also 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.

When you broadcast either your desktop or a student's desktop, you can give temporary control of the broadcast to a student (page 50).

If you're broadcasting your desktop from a SMART Board interactive whiteboard, you can write on the board using a pen tray pen and your notes appear on the students' desktops. You can also write over the students' desktops using the My Desktop toolbar. For more information, see page 50.

To broadcast your desktop

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. If you want to broadcast to all of your students, click the **All Students** tab.

   If you want to broadcast to a group, click the group's tab.

3. Click **Broadcast** or select **View > Broadcast**.

   A message appears, asking if you want to broadcast your desktop.

4. Click **Yes**.

   Your desktop appears to the selected students. The My Desktop toolbar appears on your desktop.

NOTE: Your desktop is surrounded by a blue border for the duration of the broadcast.

5. If you're broadcasting from a SMART Board interactive whiteboard, you can write using a pen tray pen and your notes appear on the students' desktops. Otherwise, if you want to write over the student's desktop, select **Menu > Pen**. For more information on writing notes over a student's desktop, see page 50.

6. To stop the broadcast, select **Menu > Stop Broadcasting** from the My Desktop toolbar.

NOTE: You can broadcast your desktop to an entire class or to a group, even if some or all of those students are using mobile devices. However, you should limit your broadcast to ten students or less. You'll also need to change some of your system settings and SynchronEyes software preferences.

• If the broadcast doesn't work as expected, reduce your desktop's color and resolution settings because of the limitation on the mobile device's available memory.

• For best results, disable UDP broadcasting by clearing the selection of **Enable for Screen Broadcast** in the Advanced preferences.

All broadcasts to a mobile device are full-screen, regardless of your Broadcast preferences.

To broadcast a student's desktop

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. Select the thumbnail of the student whose desktop you want to broadcast.

3. Click **Broadcast** or select **View > Broadcast**.

   A message appears, asking if you want to broadcast the selected desktop.

4. Click **Yes**.

   The desktop appears on the other students' desktops. The My Desktop toolbar appears on your desktop.

   NOTE: The student's desktop is surrounded by a blue border for the duration of the broadcast.

5. To stop the broadcast and continue to monitor the student's desktop, click **Observe** or select **Menu > Observe**. For more information on observing a student's desktop, see page 35.

6. To stop the broadcast and take control of the student's desktop, click **Control** or select **Menu > Control**. For more information on controlling a student's desktop, see page 37.

7. To capture an image of the student's desktop, click **Capture** or select **Menu > Capture**. For more information on capturing an image of a desktop, see page 35.

8. If you're broadcasting from a SMART Board interactive whiteboard, you can write using a pen tray pen and your notes appear on the students' desktops. Otherwise, if you want to write over the student's desktop, click **Pen** or select **Menu > Pen**. For more information on writing notes over a student's desktop, see page 50.

9. To stop the broadcast and close the window (or the full screen display), click **Stop** or select **Menu > Stop Broadcasting** from the My Desktop toolbar.

NOTE: You can broadcast a student's desktop to an entire class or to a group, even if some or all of those students are using mobile devices. However, you should limit your broadcast to ten students or less. You'll also need to change some of your system settings and SynchronEyes software preferences.

- If the broadcast doesn't work as expected, reduce your desktop's color and resolution settings to accommodate the mobile device's limited available memory.

- For best results, disable UDP broadcasting by clearing the selection of **Enable for Screen Broadcast** in the Advanced preferences.

All broadcasts are full-screen on mobile devices, regardless of your Broadcast preferences. Also, if you're broadcasting the display of a student's mobile device, the control of the mobile device is always shared, regardless of your preferences. In the instances in which both you and the student control the mobile device, the *student's* actions take precedence.

To set the broadcast mode

1. Select **Options > Preferences**.

   The *Preference Settings* dialog box appears.

2. Click the **Broadcast** tab.

3. Set the broadcast mode as either:

   - **Full Screen** (your broadcast fills the student's screen and they can't view or use other applications)

   - **Window** (your desktop appears in a window on the student's desktop and they can switch between this window and other applications)

   NOTE: All broadcasts are full-screen on mobile devices, regardless of your Broadcast preferences.

4. Set the mouse and keyboard control for the broadcast of a student's desktop as either:

   - **Teacher-only** (the teacher has exclusive control of the student's mouse or keyboard during the broadcast)

   - **Student-only** (the student has exclusive control of the mouse or keyboard during the broadcast)

   - **Shared** (both you and the student can control the student's mouse and keyboard during the broadcast, but your actions take precedence over the student's)

   NOTES:

   - If you broadcast a student's computer and the student's computer is running Windows Vista, the control of the computer is always shared, regardless of your Broadcast preferences. In the instances in which both you and the student control the computer, *the student's* actions take precedence.

   - If you're broadcasting the display of a student's mobile device, the control of the mobile device is always shared. However, in the instances in which both you and the student control the mobile device, *the student's* actions take precedence.

5. Click **OK**.

Giving Control of a Broadcast to a Student

When you broadcast either your desktop or a student's desktop, you can give temporary control of the broadcast to a student.

To give control during a broadcast to a student

1. Broadcast your desktop or a student's desktop (page 47).

   Your desktop appears on the students' monitors and the My Desktop toolbar appears on your desktop.

2. Select **Menu > Pass the Chalk** from the My Desktop toolbar.

   The *Pass the Chalk* dialog box appears. The alphabetical list of students includes every student who's receiving your broadcast.

3. Select a student, type a message, and click **Pass the Chalk**.

   Your message appears on the student's screen. When the student clicks **OK**, they have control of your desktop. The desktop's border changes from blue to red.

   NOTE: If you give control to one of your students, you can still use your mouse and keyboard. If both you and the student use the mouse or keyboard at the same time, your actions take precedence over the student's. In addition, if you broadcast a student's computer and the student's computer is running Windows Vista, the student whose display is broadcast always shares control, regardless of your Broadcast preferences.

4. To regain control of your desktop, select **Menu > End Pass the Chalk** from the My Desktop toolbar.

5. To end the broadcast, select **Menu > Stop Broadcasting** from the My Desktop toolbar.

Writing Notes over a Student Desktop or a Broadcast

If you're monitoring a student or controlling a student's desktop, you can write over that student's desktop. Your notes are only visible on that student's desktop.

You can also write over a broadcast and the digital ink displays on the desktops of everyone receiving your broadcast. This is a great way to direct your students' attention and make helpful notes for them.

• If you're working on SynchronEyes software on a SMART Board interactive whiteboard, you can write notes using a pen tray pen. You can change the appearance of the digital ink using the options within SMART Board software. For more information, see the *SMART Board Software Help Center*.

• If you're working at your desktop, you can write notes using the menu options in the floating toolbar. You can change the width, color and transparency of the digital ink in SynchronEyes software's preference settings.

The digital ink is temporary and the underlying application is unaffected by your notes.

> **TIP**
>
> If you want to save your notes, capture the screen (page 35) before you clear the digital ink.

To write over a student desktop (using a SMART Board interactive whiteboard)

1. Monitor a student (page 35) or take control of a student's desktop (page 37).
2. Pick up a pen tray pen and write on the interactive whiteboard.
3. When you've finished writing, put the pen tray pen back in its slot. When you next make contact with the interactive whiteboard, your notes disappear.

To write over a student desktop (using the Student's Desktop toolbar)

1. Monitor a student (page 35) or take control of a student's desktop (page 37).
2. Click **Pen** on the Student's Desktop toolbar.
3. Click and move your mouse across your desktop to write in digital ink.
4. When you've finished writing, click **Mouse** on the Student's Desktop toolbar to make your notes disappear.

To write over a broadcast (using a SMART Board interactive whiteboard)

1. Broadcast your desktop or broadcast a student's desktop (page 47).
2. Pick up a pen tray pen and write on the interactive whiteboard.
3. When you've finished writing, put the pen tray pen back in its slot. When you next make contact with the interactive whiteboard, your notes disappear.

To write over a broadcast (using the My Desktop toolbar)

1. Broadcast your desktop or broadcast a student's desktop (page 47).
2. Click **Pen** on the My Desktop toolbar.
3. Click and move your mouse across your desktop to write in digital ink.
4. When you've finished writing, click **Mouse** on the My Desktop toolbar to make your notes disappear.

To change the digital ink's appearance

1. Select **Options > Preferences**.

   The *Preference Settings* dialog box appears.
2. Click the **Annotation Pen** tab.
3. Set the **Width** of the digital ink to between 1 and 32 pixels.
4. Click the **Color** box, select a color, and click **OK**.
5. If you want, select the **Highlighter** check box to give the digital ink a greater degree of transparency.
6. Click **OK**.

Viewing and Responding to Students' Questions

If your students' SynchronEyes software was installed in Visible mode, they can send questions to you and you can send responses to each question. You can save even more time by responding to several questions at the same time with a single answer.

When a student asks a question, a **Question** symbol appears over the student's thumbnail and beside the student's name in the Students list.

NOTES

- If you're broadcasting (page 47), you can view questions but you must wait until after the broadcast to answer.

- Students using mobile devices can't ask questions or view responses.

To respond to a student's question

1. Click **Questions** or select **Edit > Questions**.

   The *Questions* dialog box appears.

2. Select a question and click **Chat**.

   The *Answer Student's Question* dialog box appears.

   NOTE: As an alternative, you can answer several questions at the same time by selecting multiple questions and then clicking **Chat**.

3. Type your reply in the Message box at the bottom of the dialog box and press the ENTER key.

   Your answer appears in the History window of the *Answer Student's Question* dialog box.

   Your message also appears on the Teacher tab in the student's *SynchronEyes Student Chat* dialog box. The other students can't view the question or the reply.

   Students can also respond to your reply. Similarly, you can continue to send messages to this student by typing text in the Message box at the bottom of the dialog box and pressing the ENTER key.

4. When you've finished sending messages to this student, close the *Answer Student's Question* dialog box.

   NOTE: When you close this dialog box, the student can still view your answers but if they want to communicate with you further, they must create a new question.

5. To answer other student questions, repeat steps 2 through 4.

6. If you want to delete a question from the *Questions* dialog box, select the question and click **Clear**.

7. When you've finished answering questions, click **Close**.

To view student questions during a broadcast

1. During the broadcast, select **Menu > Questions**.

   The *Questions* dialog box appears.

2. When you've finished viewing the questions, click **Close**.

   NOTE: You must wait until after the broadcast to answer questions.

Conducting a Poll

You can send a Yes/No question to your class or a group for them to vote on. SynchronEyes software automatically tallies the responses and displays the result of the poll at the bottom of the window.

To poll students

1. If you want to conduct a poll of all of your students, click the **All Students** tab.

   If you want to conduct a poll of a group of students, click the group's tab.

2. Click **Vote** or select **Edit > Vote**.

   The *Vote* dialog box appears.

3. Type the question.

4. Click **OK**.

   On each student's computer, a *Quick Response for Vote* dialog box appears. Students select **Yes** or **No**, and then click **Submit**.

   On your desktop, a response symbol appears beside each student's name in the Students list and over each thumbnail in the Thumbnails view. The three response symbols are as follows:

   – Student has yet to respond

   – Student voted yes

   – Student voted no

   The result of the poll appears at the bottom of the screen.

5. To clear the responses, click **Vote** or select **Edit > Vote**, and then click **Yes**.

Showing Media to Students

You can play media files on your computer and broadcast the media to the entire class, to a group or to an individual student.

NOTES

- To broadcast a .wmv file on a student's computer, the student's computer must have Windows Media Player 7 or later and Direct x 9.0 or later.

- You can't broadcast a media file for a student who is using a mobile device. If you play a media file for a class or group of students, some of whom have computers and some of whom have mobile devices, the media file plays on the computers only.

To show media

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The Thumbnails view appears.

2. If you want to play the media file to all of your students, click the **All Students** tab.

   If you want to play the media file to a group, click the group's tab.

   If you want to play the media file to selected students, select their names in the Students list.

3. Click **Show Media** or select **View > Show Media**.

   The *Send Media File* dialog box appears.

4. Browse to and select the media file you want to play. Click **Send**.

   The *Sending Media* dialog box appears. This dialog box displays the estimated time it will take to send this file to the selected students. All of the media file controls, such as the **Play** and **Stop** buttons, are disabled until all the students have received the file. When all students have received the media file, it starts playing automatically.

   NOTE: If you decide that you don't want to play the media file (for example, if the estimated time is too long or you decide to play a different media file), click **Cancel**. When the message appears asking for confirmation, click **Yes**.

5. When all the selected students have received the file, you can control the media file as follows:

   – Click **Play** or select **Control > Play** to play the media file.

   – Click **Pause** or select **Control > Pause** to pause the media file.

     NOTE: If you click **Pause** and then click **Play**, the media file restarts from the point at which you paused it.

   – Click **Stop** or select **Control > Stop** to stop the media file.

     NOTE: If you click **Stop** and then click **Play**, the media file restarts from the beginning.

     Whenever you click a media control button, the action affects the display of all the selected students. All the students see the same segment of the media file.

6. You can control the size of the media window. When you change the size of the window on your screen, this change is mirrored by the media window on each student's screen.

   Select **View > 50%**, **View > 100%** or **View > 200%** to change the size of the media window.

   Click **Full Screen** or select **View > Full Screen** to display the media file as full screen on both your screen and your students' screens. To return to Window mode, click **Back to Window**.

   NOTES

   – If you play the media file in full screen, the Playing Media toolbar appears. You can use this toolbar to play, pause and stop the file.

   – If you want to prevent students from using other applications during the broadcast of the media file, display the media file in full screen.

7. To leave the media window open but play a different media file, select **File > Open**, browse to and select the media file you want to play, and click **Open**.

8. To close the media window, select **File > Exit**.

Chatting with Students

SynchronEyes software allows you to chat with your whole class or a specific group. By restricting your comments to a group, you don't distract students with messages that don't apply to them. If you want to send a message to several students only, you can send a private message which is only visible to the selected students.

You can view all chat messages, including the ones between students, in the History window of the Chat view. All students can view the chat history of messages displayed on the All Students tab. However, students must be a member of the group to view the messages on a group's chat history.

At any time during your chat, you can save the chat history as a text (.txt) file.

> **TIP**
>
> For easier file management, create separate chat folders for each group, and enter the current date as part of the file name.

You can also clear the messages in the chat history for the current group tab.

If you want, you can allow students (either the whole class or a group) to chat with each other, even when you're not contributing to the messages.

NOTES

- Students using SynchronEyes software in Hidden mode can't initiate a chat, even if you allow chatting. However, they can respond to your messages.

- Students using mobile devices can't view or respond to student chat.

To chat with students

1. Click **Chat** in the **Views** toolbar or select **View > Chat**.

    The Chat view appears.

2. If you want to chat with all of your students, click the **All Students** tab.

    If you want to chat with a group, click the group's tab.

    NOTE: If you want to chat with selected students, use private messages instead. For more information, see page 56.

3. Type your message in the Message text box at the bottom of the screen and press the ENTER key.

    On the current group tab, your message appears in the History window of the Chat view.

    Your message also appears in the equivalent tab of the students' *SynchronEyes Student Chat* dialog box. Each student's *SynchronEyes Student Chat* dialog box has a tab for every group of which that student is a member. Students can't view a group's chat history if they're not in that group.

    NOTE: If your students haven't opened their SynchronEyes Student Chat dialog box, tell them to double-click the **SynchronEyes** icon in the system tray and select **Chat**.

4. To allow students to participate in the chat session, click **Enable** (so it appears selected) or select **Edit > Enable Chat** (so it's checked).

NOTE: If you don't enable student chat, students can't reply to your message.

When a student creates a new message in the *SynchronEyes Student Chat* dialog box, this message appears on your desktop in the History window of the Chat view. If a student sends the message to a specific group, the message appears on your desktop on the equivalent group tab.

5. Continue to type new messages and view your students' replies.

6. When you've finished chatting, you can click **Enable** (so it doesn't appear selected) or clear the selection of **Edit > Enable Chat** to prevent your students from continuing to chat. If you disable student chat, students can still view the chat history but can't add new messages. To prevent students from viewing the chat history, clear the messages for the current group tab.

To chat privately with selected students

1. If you are using the Quiz, File Transfer, Chat or Applications view, select a student or several students from the Students list.

    If you are using the Thumbnails view, select a student's thumbnail (or several students' thumbnails).

2. Click **Message** or select **Edit > Message**.

    The *Chat* dialog box appears.

3. Type a message in the Send Message box at the bottom of the dialog box, and press the ENTER key or click **Send**.

    Your message appears in the History window of the *Chat* dialog box.

    Your message also appears in the students' *SynchronEyes Student Chat* dialog box. Each student's *SynchronEyes Student Chat* dialog box has a tab for every group of which that student is a member. When a student receives a private message from you, your message appears in an additional tab called **Teacher**. The other students can't view the private message.

    When a student selects the **Teacher** tab and creates a new message, the message appears in the *Chat* dialog box on your desktop.

4. Continue to add new messages and view your students' replies.

5. When you've finished chatting, close the *Chat* dialog box.

    NOTE: When you end the chat, the selected students can still view the chat history but can't add new messages.

To save the chat history

1. Click **Chat** in the **Views** toolbar or select **View > Chat**.

    The Chat view appears.

2. Select the group tab for the chat history you want to view and save.

3. Click **Save** or select **File > Save**.

    The *Save As* dialog box appears.

4. Browse to an appropriate location for the file.

5. Type the File Name.

6. Click **Save**.

   NOTE: Students can't save the chat history.

   > **TIP**
   >
   > You can also copy the chat history by highlighting text and pressing the CTRL+C keys

To clear the chat history

1. Click **Chat** in the **Views** toolbar or select **View > Chat**.

   The Chat view appears.

2. Select the group tab for the chat history you want to clear.

3. Click **Clear** or select **Edit > Clear History**.

   A message appears asking for confirmation.

4. Click **Yes**.

   NOTE: This clears the chat history only for the current group tab.

To enable or disable student chat

1. Click **Chat** in the **Views** toolbar or select **View > Chat**.

   The Chat view appears.

2. If you want to enable or disable student chat for your whole class, click the **All Students** tab.

   If you want to enable or disable student chat for a group, click the group's tab.

3. To enable student chat, click **Enable** (so it appears selected) or select **Edit > Enable Chat**.

   To prevent student chat, click **Enable** (so it doesn't appear selected) or clear the selection of **Edit > Enable Chat**. If you disable student chat, your students can still view the chat history, but can't add new messages. To prevent students from viewing the chat history, clear the messages for the current group tab.

NOTES

• You can enable student chat for one group and disable it for another.

• Students using SynchronEyes software in Hidden mode can't initiate a chat, even if you allow chatting. However, they can respond to your messages.

• Students using mobile devices can't view or respond to student chat.

Sending and Receiving Files

You can easily send files to your class using SynchronEyes software and, if your students' SynchronEyes student-station software was installed in Visible mode, they can send files to you. The File Transfer view lists all of the files that you send or receive.

You can also cancel file transfers, open sent and received files, and clear files from the File Transfer view.

You can change the preferences to customize the behavior of files that you send to and receive from students. You can also use preferences to:

- launch sent files automatically
- change the file location of received files
- customize the organization of received files

If you send a file to one student, the file transfer goes very quickly. However, if you send a file to many students at once, the transfer takes longer and your students won't necessarily receive the file at the same time. In general, transfer speed is affected by:

- the variability of the student computers (for example, a mix of slow and fast computers)
- the amount of other network traffic
- the network's speed

NOTE: If some of your students use mobile devices, don't send a file that would cause problems for the mobile device's limited available memory.

To send a file to students

1. Click **File Transfer** in the **Views** toolbar or select **View > File Transfer**.

   The File Transfer view appears.

2. If you want to send the file to all of your students, click the **All Students** tab.

   If you want to send the file to a group, click the group's tab.

   If you want to send the file to selected students, select their names in the Students list.

3. Click **Send File** or select **File > Send File**.

   The *Send File* dialog box appears.

4. Browse to and select the file you want to send, and click **Send**.

   NOTES

   – If you want to cancel a file transfer that's in progress, select the file in the Files Sent list and click **Cancel**. No portion of the file is transferred and the file is removed from the Files Sent list.

   – If you or the student closes SynchronEyes software while a file transfer is in progress, the transfer is cancelled.

   As the file transfer begins, the file name appears in the Files Sent list. When the transfer is complete, the status changes from the percentage transferred to **Complete**.

   NOTE: If your students' SynchronEyes software was installed in Visible mode, they can browse and open received files using SynchronEyes software.

To check for sent files from students

1. Click **File Transfer** in the **Views** toolbar or select **View > File Transfer**.

   The File Transfer view appears.

2. If you want to check for files sent by all of your students, click the **All Students** tab.

   If you want to check for files sent by a group, click the group's tab.

NOTE: If you close SynchronEyes teacher-station software while a file transfer is in progress, the transfer is cancelled.

To open a file

1. Click **File Transfer** in the **Views** toolbar or select **View > File Transfer**.

   The File Transfer view appears.

2. Click the appropriate group tab.

3. Select the file you'd like to open.

4. Click **Open** or select **File > Open**.

To customize file transfer preferences

1. Select **Options > Preferences**.

   The *Preference Settings* dialog box appears.

2. Click the **File Transfer** tab.

3. If you want the files you send to open automatically, select the **Open Files Automatically on Student's Computers** check box. Otherwise, clear the selection in this check box.

4. If you want to change the default file location of received files, click **Custom**. Click **Browse**, navigate to and select the folder that you want, and click **OK**.

5. If you want to organize received files by date, select the **Organize the stored files by their submission date** option.

6. Click **OK**.

To clear a file from the file list

1. Click **File Transfer** in the **Views** toolbar or select **View > File Transfer**.

   The File Transfer view appears.

2. Click the appropriate group tab.

3. Select the file in the file list.

   NOTE: A confirmation message won't appear. Ensure you have selected the correct file before you perform the next step.

4. Click **Clear** or select **Edit > Clear**.

To clear all files (both sent and received)

1. Click **File Transfer** in the **Views** toolbar or select **View > File Transfer**.

   The File Transfer view appears.

2. Click the appropriate group tab.

3. Make sure no files are selected in the file list.

4. Click **Clear** or select **Edit > Clear**.

   A message appears asking for confirmation.

5. Click **Yes**.

Launching a Web Page

You can remotely launch Internet Explorer and open a specific Web page on the desktops of your whole class, a group or selected students. You can also launch a Web page on your students' computers using the SynchronEyes software toolbar in Internet Explorer.

NOTES

- You can't launch Internet Explorer on a student's desktop if the student is blocked from accessing the Internet or blocked from using Internet Explorer.

- You can't launch a web page for a student who uses a mobile device. If you launch a Web page for a class or group of students, some of whom have computers and some of whom have mobile devices, the Web page launches on the computers only.

To launch a Web page

1. Click **Thumbnails** in the **Views** toolbar or select **View > Thumbnails**.

   The File Transfer view appears.

2. If you want to display the Web page on the desktops of all of your students, click the **All Students** tab.

   If you want to display the Web page on the desktops of a group, click the group's tab.

   If you want to display the Web page on the desktops of selected students, select their name in the Students List.

3. Click **Send Web** or select **File > Send Web**.

   The *Internet Share Web Address* dialog box appears.

4. Enter the Web address, or click **Favorites** and select a Web address.

5. Click **Send WWW**.

   Internet Explorer starts and opens the Web page on both your desktop and the desktops of the selected students.

To launch a Web page using the SynchronEyes software toolbar

1. Open Internet Explorer.

2. Browse to the Web page that you want to display to your students.

3. If you have not done so already, select **View > Toolbar > SynchronEyes** within Internet Explorer to display the SynchronEyes software toolbar.

4. Click **Send to Students**.

   NOTE: Using this method, you automatically display the Web page on the desktops of all the connected students. You can't display it solely for a group or individual students.

Creating and Distributing Interactive Quizzes

SynchronEyes software facilitates every aspect of quizzes, from creating, distributing, collecting and marking quizzes to saving student responses and summarizing results.

Using the Quiz Wizard, you can quickly create an interactive quiz made up of various types of questions. You can customize the questions using images, font styles and colors, mathematical symbols and more.

You can distribute the quiz to your whole class or to a specific group of students. When students finish a distributed quiz, they can click **Submit to Teacher** to send the completed quiz back to you. If some students don't return their quizzes within the time you have allotted for the quiz, you can collect the remaining quizzes automatically.

SynchronEyes software automatically marks all Multiple Choice, Ordering and Matching questions. It also marks any Question and Answer type questions that you've set as Mark Automatically. However, SynchronEyes software can't mark Essay questions. You'll receive a Summary of Results, including the average score for the class, individual student scores and percentages.

SynchronEyes software automatically saves all quizzes (.sqz files) and class-result summaries (.html files). By default, all the files are stored in your My Documents folder, but you can store them anywhere you like. If you create a quiz using a different Teacher ID, you can add that quiz to the current Quiz view. Quiz results and quiz summaries are automatically stored in the same folder as the distributed quiz.

> **TIP**
>
> You can install a stand-alone version of the Quiz Wizard on a separate computer. This enables you to prepare quizzes at home. For more information on installing a stand-alone version of the Quiz Wizard, see page 11.

Creating a Quiz

You can create an interactive quiz using the templates in the Quiz Wizard.

NOTES

- When you create a quiz, it's automatically saved under your current Teacher ID. However, if you want to distribute a quiz that was created under a different Teacher ID, you can add the quiz to the Quizzes list (page 67).

- If you might distribute this quiz to students who use mobile devices, include less than 40 questions. Large quizzes may cause problems for the mobile device's limited available memory. Also, limit the number of images and don't include a Matching question.

To create a quiz

1. Click **Quiz** in the **Views** toolbar or select **View > Quiz**.

   The Quiz view appears.

2. Click **Add New** or select **File > Add New**.

The *Create New Quiz* dialog box appears.

3. Type a name for the new quiz and click **Save**.

   NOTE: Don't include a # symbol in quiz names.

   The *SynchronEyes Quiz Wizard* appears.

4. Type the Quiz Name, Class, Teacher and Instructions. When the quiz appears in the Quiz window on the students' screens, this information appears at the top of that quiz window.

5. Create the questions. For more information on creating questions, see the following pages.

   NOTE: You can preview the quiz at any time. To preview your question, select **View > Preview Quiz**. When you've finished previewing the quiz, select **View > Create/Edit Quiz**.

6. When you've typed all of the questions, click **Save**, or select **File > Save**.

7. Select **File > Exit** to close the *Quiz Wizard*.

   The new quiz is added to the Quizzes list.

Creating Questions

Using the Quiz Wizard, you can create interactive quizzes that contain a mixture of question types. Create your quiz using the Quiz Wizard's templates, and customize the questions using images, font styles and colors, mathematical symbols and more.

To create a new question

1. If you're creating the first question, a blank template appears automatically. If you're creating an additional question, click **New Question** or select **Edit > New Question**.

2. Type the question in the Question box.

3. Set the question type and enter the appropriate type of information for the question. For a description of question types, see page 62.

4. If you want, you can add an image to the question (page 63).

5. If you want, you can change the appearance of the question or answer (page 64).

6. If you want, you can insert a mathematical symbol into the question or answer (page 64).

7. To create additional questions, repeat steps 1 through 6.

To set the question type

When you create or edit a question, its key characteristic is its question type, because this dictates how the student answers the question. For all types of questions, except for essays, you must provide additional information after you select the question type.

Multiple Choice (Random Answer Order)

1. Select **Multiple Choice (Random Answer Order)** from the Type list.

2. Type the Correct Response and up to four Incorrect Responses.

   The correct and incorrect responses are presented in a random order when the question appears on the students' screens.

Multiple Choice (Static Answer Order)

1. Select **Multiple Choice (Static Answer Order)** from the Type list.

2. Type up to five possible Answers. Indicate which is the correct answer by clicking on that response in the Correct Answer column.

   The answers appear in this order when the question appears on the students' screens.

Question and Answer

1. Select **Question and Answer** from the Type list.

2. If you want, you can click **Mark Automatically** and type the answers you would accept as a correct response. This is only appropriate if the answer is short because the student's answer has to match a correct response exactly before it can be marked correct.

Ordering

1. Select **Ordering** from the Type list.

2. Type up to five answers that you want the student to arrange into the right order. When this question appears on the students' screens, the five answers are presented in a random order.

3. If you want to customize the marking of this question, perform these steps:

   i. Click **Customized Marking**.

      The *Customized Marking* dialog box appears.

   ii. Type the number of points to be awarded when all the items are ordered correctly or the number of points to be awarded for each correctly ordered item.

   iii. Click **OK**.

Matching

NOTE: If you might distribute this quiz to students who use mobile devices, don't include a Matching question.

1. Select **Matching** from the Type list.

2. Type up to five Items and the Correct Matches for these items. When this question appears on the students' screens, the five correct matches are presented in a random order.

3. If you want to customize the marking of this question, perform these steps:

   i. Click **Customized Marking**.

      The *Customized Marking* dialog box appears.

   ii. Type the number of points to be awarded when all the items are matched correctly or the number of points to be awarded for each correctly matched pair.

   iii. Click **OK**.

Essay

Select **Essay** from the Type list. You don't need to provide additional information for Essay questions.

To add an image to a question

1. Select the question to which you want to add the image.

2. Click **Add Image** or select **Edit > Add Image**.

   The *Insert an Image File* dialog box appears.

3. Browse to and select the image that you want to add.

4. Click **Insert**.

   NOTE: The maximum image size is 540 × 540 pixels. If you insert a larger image, the image is scaled to fit within a 540 × 540 area.

To add an image to a question using the drag and drop feature

1. Browse to the folder that contains the image using Windows Explorer.

2. Drag the image from this folder and drop it onto the question in the Quiz Wizard.

To copy an image into another question using the drag and drop feature

1. Scroll to the question that contains the image in the Quiz Wizard.

2. Drag the image from this question and drop it onto the other question in the Quiz Wizard.

To remove an image from a question

1. Select the question from which you want to remove the image.

2. Click **Delete Image** or select **Edit > Remove Image**.

To edit the appearance of a question

1. Select the question you want to edit.

2. Highlight the portion of text you want to change and select **Format > Font**.

   The *Font* dialog box appears.

3. Select the Font, Font Style and Size. If you want to, select a different Color from the list. If you want to add a text effect, select Superscript, Subscript or Underline.

4. Click **OK**.

   NOTE: You can also change font settings by highlighting text and using the formatting buttons in the toolbar.

To insert a mathematical symbol in a question

1. Click **Math Symbols** or select **Format > Mathematical Symbols**.

   The *Mathematical Symbols* dialog box appears.

2. Select the question to which you want to add a mathematical symbol.

3. Position the cursor where you want to insert the symbol.

4. Click a mathematical symbol type, for example, click **alpha** to display a list of lowercase Greek characters.

5. Click the mathematical symbol you want to insert.

   The selected mathematical symbol appears in your question.

6. If you want to add more mathematical symbols, repeat steps 2 through 5.

7. Close the *Mathematical Symbols* dialog box.

To select an existing question

To select a question, click to the left side of the question or anywhere within the boundaries of the question.

The currently selected question has a black triangle on its left side.

You can also navigate through the Quiz Wizard's text boxes using menu options.

- To select the next box, click **Next Item** or select **Edit > Next Item**.
- To select the previous box, click **Previous Item** or select **Edit > Previous Item**.

To copy a question and paste it in the current quiz using menu options

1. Within the Quiz Wizard, select the question you want to copy.
2. Click **Copy** or select **Edit > Copy**.
3. Select the question that you want to immediately precede the copied question.
4. Click **Paste** or select **Edit > Paste**.

   The copied question appears after the selected question.

To copy a question and paste it in the current quiz using the drag and drop feature

1. Within the Quiz Wizard, click and hold on the top left corner of the question you want to copy. A blue border appears around the selected question.
2. Drag the question to its new position but don't release the mouse button. The new position is indicated by a thick, blue line.
3. Press and hold the CTRL key.
4. Release the mouse button.
5. Release the CTRL key.

   The copied question appears.

To copy a question and paste it into another quiz using menu options

1. If you haven't done so already, open both quizzes, each in their own Quiz Wizard.
2. Select the question you want to copy.
3. Click **Copy** or select **Edit > Copy**.
4. *In the other Quiz Wizard*, select the question that you want to immediately precede the copied question.
5. Click **Paste** or select **Edit > Paste**.

   The copied question appears after the selected question.

To copy a question and paste it into another quiz using the drag and drop feature

1. If you haven't done so already, open both quizzes, each in their own Quiz Wizard.

2. Click and hold on the top left corner of the question that you want to copy. A blue border appears around the selected question.

3. Drag the question into the other Quiz Wizard. The question's position in the other quiz is indicated by a thick, blue line.

4. Release the mouse button.

   The copied question appears.

To copy a question and paste it into another program using menu options

1. Within the Quiz Wizard, select the question you want to copy.

2. Click **Copy** or select **Edit > Copy** in the Quiz Wizard.

3. Click **Paste** or select **Edit > Paste** in the other program.

To copy a question and paste it into another program using the drag and drop feature

1. Within the Quiz Wizard, click and hold on the top left corner of the question. A blue border appears around the selected question.

2. Drag the question into the other program.

   NOTE: For information on how to edit the quiz within another program, see page 69.

To move a question using menu options

1. Select the question that you want to move.

   NOTE: The currently selected question is indicated by a black triangle on its left side.

2. To move a question to later in the quiz, select the question, and then click **Move Downward** or select **Edit > Move Question Down**.

   To move a question to earlier in the quiz, select the question, and then click **Move Upward** or select **Edit > Move Question Up**.

   As an alternative, select the question that you want to move, click **Cut** or select **Edit > Cut**, select the question that you want to immediately precede the copied question, and click **Paste** or select **Edit > Paste**.

To move a question using the drag and drop feature

1. Click and hold on the top left corner of the question that you want to move. A blue border appears around the selected question.

2. Drag the question to its new position in the quiz. The new position is indicated by a thick, blue line.

3. Release the mouse button.

To delete a question

1. Select the question that you want to delete.

   NOTE: The currently selected question has a black triangle on its left side.

2. Click **Delete Question** or select **Edit > Delete Question**.

   The *Confirm Question Deletion* message appears.

3. Click **Yes**.

Adding a Quiz

When you create a quiz within SynchronEyes software, you automatically save it under your current Teacher ID. If you want to distribute a quiz that was created under a different Teacher ID (or in the stand-alone version of the Quiz Wizard), you can add it to the current Quiz view.

To add a quiz

1. Click **Quiz** in the **Views** toolbar or select **View > Quiz**.

   The *Quiz* view appears.

2. If you want to distribute the quiz to all of your students, click the **All Students** tab.

   If you want to distribute the quiz to a group, click the group's tab.

3. Click **Add** or select **Edit > Add**.

   The *Add Quiz* dialog box appears.

4. Select the quiz that you want to add to the Quiz view and click **Add**.

   The quiz appears in the Quizzes list.

Viewing and Editing a Quiz

You can edit a previously created quiz using the Quiz Wizard.

NOTES

- You can only view and edit quizzes saved under the current Teacher ID. To edit a quiz that was created under a different Teacher ID (or in the stand-alone version of the Quiz Wizard), add the quiz to the Quizzes list for your current Teacher ID (see above).

- If you might distribute this quiz to students who use mobile devices, include less than 40 questions in the quiz. Large quizzes may cause problems for the mobile device's limited available memory. Also, limit the number of images and don't include a Matching question.

To edit a quiz

1. Click **Quiz** in the **Views** toolbar or select **View > Quiz**.

   The Quiz view appears.

2. Select the quiz you want to edit from the Quizzes list, and click **View** or select **File > View**.

   The *SynchronEyes Quiz Wizard* appears.

3. If you want, edit the Quiz Name, Class, Teacher and Instructions. When the quiz appears on the students' screens, these appear at the top of that quiz window.

4. If you want, edit the quiz by:

   – creating new questions (page 62)

   – editing existing questions (page 64)

   – changing the order of the questions (page 66)

   – deleting existing questions (page 66)

> **TIP**
>
> You can preview the quiz at any time. To preview your question, select **View > Preview Quiz**. When you've finished previewing the quiz, select **View > Create/Edit Quiz**.

5. When you've finished editing the quiz, click **Save** or select **File > Save**.

   You can also save your edited quiz with a different name. Select **File > Save As**, type a new file name and click **Save**.

   NOTE: Don't include a # symbol in quiz names.

6. When you've finished editing the quiz, select **File > Exit** to close the Quiz Wizard.

Deleting Quizzes

If you want, you can delete a previously created quiz from the Quizzes list.

You're not deleting the quiz permanently, you're simply removing it from the list. You can add it to the Quizzes list later.

To delete a quiz

1. Click **Quiz** in the **Views** toolbar or select **View > Quiz**.

   The Quiz view appears.

2. Select the quiz you want to edit from the Quizzes list, and click **Remove** or select **File > Remove**.

   A message appears asking you if you are sure you wish to delete the quiz.

3. Click **Yes**.

Printing Quizzes

When you're creating or editing a quiz, you can print the preview of your quiz.

To print a quiz

NOTE: The following instructions assume that you've already opened a quiz in the Quiz Editor either by creating a quiz or editing an existing quiz.

1. Click **Print** or select **File > Print**.

   The *Print Preview* window appears.

2. Click **Print**.

   The *Print* dialog box appears.

3. Select your printer and click **Print**.

Editing Quizzes in Another Program

You can edit quizzes within another program (for example, Microsoft Word).

To edit a quiz in another program

1. Open the quiz in the other program (for example, Microsoft Word).

    The text file of your quiz includes all of the text from your quiz, separated by a series of special tags. The table below explains the meaning of each tag.

Tag	Meaning
`<Quiz>`	The start of a quiz
`<Title>`	The title of the quiz
`<Class>`	The class taking the quiz
`<Teacher>`	The teacher distributing the quiz
`<Instructions>`	The instructions given to the class
`<Q>`	The start of a question
`<MULTI>`	The question type is Multiple Choice
`<QANDA>`	The question type is Question and Answer
`<ORDER>`	The question type is Ordering
`<MATCH>`	The question type is Matching
`<ESSAY>`	The question type is Essay
`<UNDEF>`	The question type is undefined
`<A>`	The start of an answer
`<M>`	The start of an answer that matches with the previous answer in a Matching question
`<C>`	The start of a correct answer in a multiple choice question. If you don't specify the correct answer, the Quiz Wizard assumes the first answer is correct.

An example of a short quiz could be:

```
<Quiz>
<Title>Test Quiz
<Class>5A
<Teacher>Mr. Jones
<Instructions>You have 10 minutes to complete the quiz.

<Q>Multiple Choice Random Question with answer specified: 2+2 = ?
<MULTI>
<A>3
<A>5
<C>4
```

```
<Q>Multiple Choice Static Question without a specified answer: What
color is the sky?
<MULTI>
<A>Blue
<A>Yellow
<A>Pink

<Q>Matching Question: Match the Opposites.
<MATCH>
<A>Good
<M>Bad
<A>Up
<M>Down
<A>Right
<M>Wrong

<Q>Ordering Question: Order the values.
<ORDER>
<A>-5
<A>0
<A>5

<Q>Question and Answer Question, no specified answers: What is the
square root of 16?
<QANDA>

<Q>Question and Answer Question, specified answers: What is the
square root of 25?
<QANDA>
<A>5
<A>-5

<Q>Essay Question: If you know two internal angles and the length of
one side of a right-angled triangle, explain how you would calculate
the third internal angle and the length of the other sides.
<ESSAY>
```

Importing your Quiz as a Text or XML File

You can import quizzes that you've edited and saved within another program (such as Microsoft Word) in .txt, .rtf and .doc formats. You can also import XML quiz bank files created in some third-party products.

To import a text file

1. Click **Quiz** in the **Views** toolbar or select **View > Quiz**.

   The Quiz view appears.

2. Click **Add New** or select **File > Add New**.

   The *Create New Quiz* dialog box appears.

3. Type a file name for the new quiz and click **Save**.

   The *SynchronEyes Quiz Wizard* appears.

4. Select **File > Import Text File**.

The *Import Text File as Quiz* dialog box appears.

5. Browse to and select the text file, and click **Open**.

To import an XML quiz bank file

1. Click **Quiz** in the **Views** toolbar or select **View > Quiz**.

   The Quiz view appears.

2. Click **Add New** or select **File > Add New**.

   The *Create New Quiz* dialog box appears.

3. Type a file name for the new quiz and click **Save**.

   The *SynchronEyes Quiz Wizard* appears.

4. Select **File > Import XML Quiz Bank File**.

   The *Import XML Quiz Bank File* dialog box appears.

5. Browse to and select the text file, and click **Open**.

Setting Quiz Preferences

You can customize the SynchronEyes software preferences that relate to quizzes.

To set quiz preferences

1. Select **Options > Preferences**.

   The *Preference Settings* dialog box appears.

2. Click the **Quiz** tab.

3. If you want the quiz questions to appear in a random order on each student's screen, select the **Randomize question order for each student** check box.

   NOTE: The advantage of randomizing the questions is that if the questions appear in a different order on each student's screen, it's more difficult for a student to copy a neighbor's answers. However, if you want the quiz questions to appear in the order in which they appear in the Quiz Wizard, clear the selection in this check box.

4. By default, when you distribute a quiz, you're asked what you want to return to your students after the quiz is returned and marked. You can choose to return:

   – nothing

   – the quiz results only

   – the quiz results and the marked quizzes

   To receive this question when you distribute a quiz, select **Specify quiz return options every time a quiz is administered**.

   To stop receiving this question, clear the selection. If this question is disabled, SynchronEyes software returns the same amount of information as the most recently distributed quiz.

5. If you want the quiz window to appear in Full Screen mode on the students' computers, select **Show quiz full screen on student computers**.

   If you want the quiz window to appear as a window on the students' computer, select **Show quiz in window mode on student computers**.

NOTE: If students receive their quiz in Full Screen mode, they are automatically restricted from using other applications and the Internet during the quiz. However, if students receive the quiz in Window mode, they can access other applications and the Internet, provided you haven't specifically blocked access to an application or the Internet.

6. If you want SynchronEyes software to generate additional quiz result statistics, including the median, range and standard deviation of your students' scores, select **Enable Advanced Statistics**.

7. If you want to set a pass mark for the quiz, select **Pass/Fail Threshold** and type the pass mark.

8. Click **OK**.

Distributing a Quiz

After you've created, edited, or added a quiz, you can distribute the quiz to the entire class or to a specific group of students.

NOTE: If some of the students use mobile devices, don't distribute a quiz that has more than 40 questions. Large quizzes may cause problems for the mobile device's limited available memory. Also, don't distribute a quiz that has a large number of images or a Matching question.

To distribute a quiz

1. Click **Quiz** in the **Views** toolbar or select **View > Quiz**.

   The Quiz view appears.

2. If you want to send the quiz to all of your students, click the **All Students** tab.

   If you want to send the quiz to a group, click the group's tab.

3. Select the quiz you want to distribute.

4. Click **Start Quiz** or select **Edit > Start Quiz**.

   The quiz either fills each student's screen or appears in a resizable window, depending upon your current preferences. For more information, see page 71.

Collecting Quizzes

Your students can click **Submit to Teacher** to send their completed quizzes back to you. However, if some students don't return their quizzes within the time you've allotted for the quiz, you can collect the remaining quizzes automatically.

To collect quizzes

1. Click **Quiz** in the **Views** toolbar or select **View > Quiz**.

   The Quiz view appears.

2. If you sent the quiz to all of your students, click the **All Students** tab.

   If you sent the quiz to a group, click the group's tab.

3. Select the quiz.

4. Click **End Quiz** or select **Edit > End Quiz**.

By default, quiz results are automatically stored in the same file location as the distributed quiz.

Marking a Quiz

When you receive or collect quizzes, SynchronEyes software automatically marks all Multiple Choice, Ordering and Matching questions. It also marks any Question and Answer type questions that you set as Mark Automatically.

Viewing and Saving Quiz Results

After SynchronEyes software marks the quiz, a results summary appears in the list of quizzes in the Quiz view. If you select this summary, it appears in the lower half of the view. If you double-click the summary, it opens in a separate window. The results summary displays the score and percentage for each student and the average score and percentage for the class. You can view the completed and marked quiz for a particular student by clicking the student's name in the summary of results.

If you selected the **Enable Advanced Statistics** option (see "Setting Quiz Preferences" on page 71), you can also view additional quiz result statistics, including the median, range and standard deviation of your students' scores.

By default, SynchronEyes software automatically saves quiz summaries in the same file location as the distributed quiz.

When you close the SynchronEyes teacher-station software, the result summaries are removed from the Quiz view. However, you can still view them by browsing to their file location.

Mobile Device Support

Using SynchronEyes 7.0, you can monitor and interact with your students when they are using mobile devices (sometimes referred to as handheld devices or PDAs). After you've established a connection between your computer and a student's mobile device, you can:

- view the mobile device screen
- take control of the mobile device
- broadcast your desktop to the mobile device
- broadcast the mobile device's display to the class or a group
- enable the student to control a broadcast from the mobile device
- write notes that appear on the students' mobile device
- lock the mobile device
- include the student in a poll of your class or a group
- capture an image of the student's mobile device screen
- send the student a quiz and receive or collect the student's answers
- transfer files to and from the student

However, if your students are using mobile devices, you can't control their access to the Internet or applications, remotely open or close applications, launch a Web page on their mobile device, send the student a media file, or shut down their mobile device. Also, the student can't view or respond to student chat, and they can't join or leave a group on their own.

You should also consider the following if some of your students use mobile devices.

- There are some actions you can perform if a student is using a computer but not if the student is using a mobile device, such as remotely closing or launching an application. If some students use computers while others use mobile devices, you can still perform these actions for the students using computers. For example, if you launch an application for a class, some of whom have computers and some of whom have mobile devices, the application launches on the computers only.
- Don't send a file that can cause problems for the mobile device's limited available memory.
- You can control the display of a student's mobile device. However, the control of the mobile device is always shared, regardless of your Control preferences. In instances in which both you and the student control the mobile device, *the student's* actions take precedence.
- Before you broadcast a desktop to students who use mobile devices:
  – for best results, clear the selection of **Enable for screen broadcast** in the Advanced preferences.
  – you may also need to reduce the desktop's color depth and resolution settings to accommodate the mobile device's limited available memory.
- You can broadcast a desktop to a maximum of about 10 students.
- All broadcasts are full-screen on mobile devices, regardless of your Broadcast preferences.
- If you're broadcasting the display of a student's mobile device, the control of the mobile device is always shared. In the instances in which both you and the student control the mobile device, *the student's* actions take precedence.

- Don't distribute a quiz that has more than 40 questions, as this may cause problems for the mobile device's limited available memory.

- Don't distribute a quiz that contains many images, as this may cause problems for the mobile device's limited available memory.

- Don't distribute a quiz that includes a Matching question.

Multiple Teachers and Teacher Aides

As the teacher, you can use SynchronEyes software to monitor, control and communicate with your class. However, you can allow colleagues limited access to SynchronEyes software so that they can monitor your class. SynchronEyes software 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. However, teacher aides can monitor your class only if you permit it. You have total control over who can access your class.

You can allow up to five teacher aides to monitor your class at a time.

Teacher aides can monitor classes and students but they can't use the more advanced features of SynchronEyes software, such as taking control of a student's desktop, locking out students, blocking applications and so on.

At any time, you can view which teacher aides have joined your class. You can also withdraw a teacher aide's access to your class.

NOTE: If you want to use a particular installation of SynchronEyes software to only monitor a class as a teacher aide, you don't require an additional license for this installation. If you install an evaluation version of SynchronEyes software (page 10), you can use all of the features of SynchronEyes software for a limited time. After the evaluation period expires, you can't use many of SynchronEyes software's features but you can still monitor another teacher's class as a teacher aide.

Controlling Teacher Aides

Teacher aides can monitor your class only if you select the **Allow Teacher Aides** option and you accept their request to join.

To allow teacher aides

If you think you might accept a join request from a teacher aide, select **Options > Allow Teacher Aides**. If a teacher aide then tries to join your class, you receive a join request (see below). You can still prevent specific teacher aides from joining your class by declining their join request.

To block teacher aides

If you don't want any teacher aides to join your class, clear the selection of **Options > Allow Teacher Aides**. If a teacher aide then tries to join your class, a message advises them that they can't join your class.

To respond to a teacher aide join request

If a teacher aide attempts to join your class and you selected the **Allow Teacher Aides** option (see above), the *Teacher Aide Join Request* dialog box appears.

To allow a teacher aide to join your class, click **Allow**. The Thumbnails view for your class appears on the teacher aide's screen.

To prevent a teacher aide from joining your class, click **Decline**. If you decline a teacher aide's join request, the teacher aide receives a message advising that the request was declined.

Viewing the Teacher Aides and Withdrawing Access

At any time, you can view which teacher aides have joined your class and withdraw a teacher aide's access.

To view the current teacher aides and withdraw access

1. Select **Connect > Teacher's Aides > View Connected**.

   The *View Teacher Aides* dialog box appears.

2. If you want to withdraw a teacher aide's access to your class, select the teacher aide and click **Disconnect**.

3. Click **OK**.

Joining a Class as a Teacher Aide

You can join another teacher's class and monitor the desktops of all the students, a group or an individual student. As a teacher's aide, you can access the Thumbnails view and monitor students. However, you can't use the more advanced features of SynchronEyes software, such as taking control of a student's desktop, locking out students, blocking applications and so on.

To join a class as a teacher's aide, you must request and receive permission from the teacher.

To join a class as a teacher's aide

1. Select **Connect > Teacher's Aide > Join a class**.

   The *Join a Teacher's Class* dialog box appears.

2. Select the **Teacher ID** for the class you want to join.

   OR

   Select **Connect via host name or IP address box**, enter the host name or IP address, and click **Join**.

   If the teacher hasn't selected the **Allow Teacher Aides** option, a message appears advising you that you can't join this class.

   If the teacher has selected the **Allow Teacher Aides** option, the *Teacher Aide Join Request* dialog box appears on the teacher's desktop. This dialog box informs the teacher that you want to join the class and gives them the option to accept or decline your request.

   – If the teacher declines, a message appears advising you that your request has been refused.

   – If the teacher accepts, you join the class as a teacher aide. The Thumbnails view for the class appears on your desktop.

   The teacher can later withdraw your access to the class.

To leave a class

Select **Connect > Teacher's Aide > Disconnect from class**.

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All SMART products include free telephone, fax and e-mail support.

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- when you purchased the product
- the reseller's name
- the version of your operating system

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