

PLEASE THINK BEFORE YOU PRINT



# SMART Response™

## User's Guide

Extraordinary made simple™

**SMART**™

# Product Registration

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

Register online at [www.smarttech.com/registration](http://www.smarttech.com/registration).

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

Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

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12/2009

# Important Information

Before you use the SMART Response™ interactive response system, please read and understand the safety warnings and precautions described in this guide. These safety warnings and precautions instruct you in the safe and correct operation of the system and its accessories so you can prevent injuries to yourself, others or damage to the equipment. You must always ensure that the SMART Response interactive response system is being used correctly.

## NOTE

If you own a SMART product other than a SMART Response interactive response system, refer to the user's guide that came with your product for relevant warnings and maintenance instructions.

# Safety Information

## WARNING

- Failure to follow the installation instructions that ship with the SMART product could result in personal injury or damage to the product.
- When using the SMART Response interactive response system with a SMART Board™ interactive whiteboard and projector, do not stare into the beam of light created by the projector. Instruct children not to look in the direction of, or stare at, this beam of light.
- Ensure that any cables extending across the floor to your SMART product are properly bundled and marked to avoid a trip hazard.
- To reduce the risk of fire or electric shock, do not expose the components to rain or moisture.

 **CAUTION**

- Use only the batteries provided or equivalent replacements. Do not attempt to recharge the batteries.
- Do not install batteries with the polarity (+/–) reversed.
- Do not dispose of batteries in a fire or incinerator.

Dispose of batteries according to the laws and regulations of your region. If you do not know the applicable rules for your region, consult the battery manufacturer.

- Never use abrasive erasers or harsh chemicals when cleaning SMART Response interactive response system hardware.
- Do not open the receiver or clicker units to attempt repairs. Refer all service to authorized SMART service personnel.

 **IMPORTANT**

- You must connect the USB cable that came with your SMART product to a computer that has a USB compliant interface and that bears the USB logo. In addition, the USB source computer must be compliant with CSA/UL/EN 60950 and bear the CE mark and CSA and/or UL Mark(s) for CAS/UL 60950. This is for operating safety and to avoid damage to the SMART product.
- If your SMART product requires replacement parts, make sure the service technician uses replacement parts specified by SMART Technologies or parts with the same characteristics as the original.

## Compliance

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications to this equipment not expressly approved by SMART Technologies may void the user's authority to operate this equipment.

 **NOTE**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiver or clicker units.
- Increase the separation between the equipment and the product.
- Connect the affected equipment to an outlet on a circuit different from that to which the receiver's computer is connected.
- Consult your SMART service representative or an experienced radio/TV technician for help.



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## Chapter 1

# About SMART Response

The SMART Response interactive response system is an assessment tool that enhances learning. It facilitates summative and formative assessment by allowing you to pose a question before, during or after a lesson to find out whether students are on track. You can use the feedback to help shape the rest of your lesson.

Once you finish the lesson, create a question set with SMART Response assessment software to evaluate learning more formally. You can feel confident that the students have answered the way they intended, because they can verify and change their self-paced responses directly on the clicker.

Teachers can easily add creativity to questions by combining text with images to make questions more dynamic. SMART Response comes with SMART Notebook collaborative learning software, and offers 6,000 learning objects that you can easily add to quizzes.

SMART Response also increases one-to-one interaction by allowing teachers to survey and engage students and collect responses.

## Features

Feature	Description
Teacher Tools	<p>Access, view and manage all assessment data in one location. This powerful tool allows you to create class lists, and set up, conduct and manage tests and quizzes.</p> <p>You can also monitor each student's progress during a test and instantly view their results.</p>
Smooth integration	<p>SMART Response software integrates with SMART Notebook.</p>
New user interface	<p>With its simple interface, SMART Response's intuitive software allows you to create pages that have clear, contextual and concise information for both novice and expert users.</p>
Integrated Gradebook	<p>Through Gradebook, you can build comprehensive reports based on your students' grades, and you can sort, organize and monitor your students' progress.</p> <p>Reports can be as simple or as detailed as you need. Create high-level comparisons of class performance, specific reports based on tagged characteristics such as demographics or curriculum standards, or personalized reports on how individual students are doing.</p>
Integration with third-party question bank	<p>You can easily integrate third-party questions into SMART Notebook.</p>
Tagging	<p>You can tag students and questions, and automatically generate reports with comprehensive student and class performance breakdowns.</p> <p>You can also tag key words to describe various characteristics, correlate questions to curriculum standards and break down performance into a printable chart.</p> <p>Teacher Tools makes it easy to keep everything organized. The easy-to-use management tool automatically files test results in the built-in Gradebook. It also lets you view performance reports and test scores, and manage your class lists, all from one location.</p>

<b>Feature</b>	<b>Description</b>
Ability to assign partial points to answers	With this feature, you can assign partial points for individual questions.
Content pages	You can use SMART Notebook page groups to present a story on a content page, and then follow it up with relevant questions.
One-window control of classrooms and assessments	Teacher Tools adds powerful grading and reporting functionality. It brings your class lists and assessment scores into one place, and automatically files assessment results into Gradebook. Files save to a single .teacher file for easier data management.
Monitoring students during and after the test through the quiz introduction page	You can monitor how much time is remaining for a quiz through the introduction page. Grades are immediately calculated after the test and displayed in graphical charts and numeric tables.
Monitoring time per response and per student	SMART Response's interface can determine which student answered first, and who answered what.
One-click instant reporting through Gradebook	Create one-click instant reports that display a student's, or class's, performance and progress. Gradebook gives you quick access to test results, making it easy to prepare reports and conduct analysis.

## Software

Feature	Description
Flexible assessment	This feature gives teachers frequent opportunities to ask questions and obtain feedback, which can engage students more actively in the material they're studying. You can display feedback in a bar or pie chart. All feedback statistically summarizes student responses, and helps teachers record and track each student's progress.
Anonymity	Students can send private responses through the anonymity feature. With this feature, the system logs each response according to an assigned number for each student. Only the teacher knows which student has which number, so students can answer questions without feeling judged by their peers.
Dynamic content	Use SMART Notebook to create questions and assessments with pictures, sound, video and Adobe® Flash® Player compatible files from the Gallery.
Instant, measurable results	This feature allows teachers to instantly pose questions and receive responses from within SMART Notebook.
Question variety	Teachers can ask different types of questions, including true or false, yes or no, multiple choice, numeric response, multiple answer.
File import and export	This feature allows teachers to export to their online performance reporting systems, or a reporting system of their choice.  Convenient monitoring options allow teachers to monitor students during and after tests, see how much time is left, who has completed the questions, who answered first, and which questions were answered.  The comprehensive Gradebook allows teachers to create new class lists, conduct SMART Notebook assessments, and view class reports.
Import and export assessments	Teachers can export assessment results to other gradebooking or database applications. They can also import scores from other activities and quizzes to include in SMART Response's Gradebook for complete reporting.

## Hardware – Clickers and Receivers

Feature	Description
Radio frequency (RF) technology	RF technology provides a reliable wireless connection between the student clickers and the central receiver. You don't need a line of sight to the clickers.  The receiver verifies receipt of every signal, and messages are automatically resent if they weren't received.
100' (30 m) range	With a good RF path, the student clickers and central receiver can connect within a 100' (30 m) range.
Ergonomic design	Designed to fit comfortably in young hands or lie flat on a desk, the SMART Response clicker has 21 input buttons that make responding to questions quick and easy.  Even young students will find the handheld device easy to use and comfortable to hold.
LCD screen	The easy-to-read LCD screen has room to display three lines of text. Students can see whether responses have been sent and review the status of their clicker's battery power and network connection.
Descriptive icons	Icons on an LCD screen allow students to monitor battery power and the network status of their clicker.
Extended battery life	Each clicker uses two long-lasting AA batteries.
Easy connection	The receiver connects via a USB cable to a computer, and it doesn't require an additional power adapter.
Flexible installation	The receiver weighs just under 6 oz. (165 g), measures 4 3/4" W × 7/8" H × 2 1/4" D (12 cm × 2.2 cm × 5.7 cm) and easily mounts onto walls, desks or tables.
Status features	The LED lights indicate power status and whether information is being sent or received.
Compatibility	SMART Response is compatible with both the Microsoft® Windows® operating system and Mac OS X operating system software.





## Chapter 2

# Installing SMART Response

## Environmental Requirements

Before installing or using your SMART Response system, review the following environmental requirements and compliance statements.

### Temperature

SMART Response's components can operate in the temperature range of 41°F to 95°F (5°C to 35°C). In addition, the product can withstand storage temperatures from -40°F to 120°F (-40°C to 50°C).

### Humidity

SMART Response's system components can operate in up to 80% relative humidity non-condensing.

### Water and Fluid Resistance

SMART Response's components are for indoor use only and don't meet any salt-spray or water-ingress requirements. Don't pour or spray any liquids directly onto SMART Response components. These liquids could get into areas where they could damage sensitive electronic components.

### Dust and Scratching

SMART Response components are for use in office and classroom environments, and aren't for industrial use where heavy dust and pollutants can cause malfunctions or impaired operation. They're designed for pollution degree 1 (P1) as per EN61558-1, which is defined as "No pollution or only dry non-conductive pollution."

## Electrostatic Discharge (ESD)

SMART Response components meet the requirements of EN61000-4-2 severity level 4 for direct and indirect ESD. No malfunction or damage up to 15 kV (both polarities) with a 330 ohm, 150 pF probe (air discharge). Unmated connectors meet 8 kV for direct (contact) discharge.

## Conducted and Radiated Emissions

SMART Response hardware's narrowband radiated electric field meets the limits for Class B performance, as defined in EN55022/CISPR 22.

# Installing SMART Response Assessment Software

## System Requirements

### Windows Operating Systems

Pentium® III 750 MHz or later processor

512 MB RAM (1 GB recommended)

750 MB of free hard disk space for minimum installation

(2150 MB for full installation with Gallery collections)

Windows XP, Windows Vista® or Windows 7 operating system

Internet Explorer® Internet browser 6.0 or later

Adobe Flash Player 10 plugins for Internet Explorer Internet browser and

Firefox® web browser (provided with SMART Response)

Adobe Reader® 8.0 or later

Microsoft DirectX® application programming interface 8.1 or later

(required for SMART Video Player)

**Mac OS X Operating System Software**

1 GHz PowerPC® G4 or G5 processor or Intel® processor (universal binary)

512 MB RAM

700 MB of free hard disk space for minimum installation

(1500 MB for full installation with Gallery collections)

Mac OS X 10.5.x or 10.6.x operating system software

Safari application program 3.0.4 or later

Adobe Flash Player 10 plugin (provided with SMART Response)

** NOTES**

- 1 MB = 1024<sup>2</sup> bytes, 1 GB = 1024<sup>3</sup> bytes.
- SMART Response software runs on 32-bit operating systems only.
- You're unable to use SMART Response software on Windows computers with Intel Itanium® processors.

## SMART Response Software Components

In the following procedures, you'll install all of these software components:

- Teacher Tools
- Drivers for the receiver
- SMART Notebook, including the *Response* menu

** IMPORTANT**

SMART Response includes SMART Notebook software. However, if you need to connect SMART Response to a SMART Board interactive whiteboard, visit the SMART Support website to download the appropriate drivers.

Windows: [www2.smarttech.com/st/en-US/Support/Downloads/SMARTResponse/ResponseWin.htm](http://www2.smarttech.com/st/en-US/Support/Downloads/SMARTResponse/ResponseWin.htm).

Mac: [www2.smarttech.com/st/en-US/Support/Downloads/SMARTResponse/ResponseMac.htm](http://www2.smarttech.com/st/en-US/Support/Downloads/SMARTResponse/ResponseMac.htm).

**To install  
SMART Response on  
Windows computers**

1. Insert the SMART Response CD in your computer's drive.  
The installation wizard appears. If the wizard doesn't start automatically, locate and double-click the **CDBrowser.exe** file on the CD.
2. Click **Install SMART Response** to start the wizard, and then click **Next**.  
The *Licence Agreement* dialog box appears.
3. Select the **I accept** option, and then click **Next**.
4. Click **Next** to install the software to the default folder.
5. Optionally, type your name, organization and product key in the text boxes, and then click **Next**.
6. Select the check box if you want to install a 30-day trial of SMART Notebook Math Tools, and then click **Next**.
7. Click **SMART Response clickers**, and then click **Next**.
8. Select the Gallery collections you want to install, and then click **Next**.
9. Select the language you want to use for handwriting recognition, and then click **Next**.
10. Click **Install** to start the installation.
11. Click **Finish**.  
If your computer is connected to the Internet, after a short delay, the *SMART Product Update* dialog box appears.
12. If software updates are available, click **Update**.  
OR  
If software updates aren't available, or if you don't want to update your software, click **Close**.  
After a short delay, a message appears asking you to restart your computer.

**To install  
SMART Response on  
Mac computers**

1. Insert the SMART Response CD in your computer's drive.  
A **SMART Response** CD icon appears on the desktop.
2. Double-click the **SMART Response** CD icon, and then double-click the **CDBrowser** icon.  
The *SMART Response* window appears.
3. Click **Install SMART Response** to start the wizard.  
The *Install SMART Response* dialog box appears.

4. Click **Continue**.

The *Software License Agreement* page appears.

5. Click **Continue**, and then click **Agree** if you agree with the terms of the license agreement.
6. Select the Gallery collections you want to install, and then click **Continue**.
7. Click **Continue** to accept the default option for starting SMART Board Tools.
8. Click **SMART Response clickers**, and then click **Continue**.
9. Click **Install** to start the installation.

**NOTE**

If the installer asks you for a password, type your password, and then click **OK**.

10. Click **Continue Installation** to complete the installation.

If your computer is connected to the Internet, the Gallery Essentials and Lesson Activity Toolkit dialog box appears. Select the categories you want to install, and then click **Next**.

The *SMART Product Update* dialog box appears. If your computer is connected to the Internet, the dialog box displays the current versions of your SMART product software, and displays the latest updates available for download from SMART's website.

11. If software updates are available, click **Update**.

OR

If software updates aren't available, or if you don't want to update your software, click **Close**.

After a short delay, a message appears asking you to restart your computer.

12. Click **Restart**.

---

## Activating SMART Response Software

You must register SMART Response software within 30 days of installation to keep it active.

**IMPORTANT**

SMART Response software automatically activates when you connect your SMART Response receiver. If the activation is not successful, use the following procedure to find your license code and activate the software.

You must connect your computer to the Internet and connect the SMART Response receiver to your computer before searching for a license code. After you complete the following procedure to find your license code, use the code to activate the software on other computers, as outlined in the *License* tab in the *About SMART Response Assessment Software* dialog box.

**i NOTE**

After you find your license code, you don't need to connect the SMART Response receiver to the other computers that you want to activate SMART Response software on.

**To find the license code and activate SMART Response**

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Activate SMART Response Assessment Software**.

The *Software Evaluation* dialog box appears displaying the time remaining in your software evaluation period.

**i NOTE**

- If your SMART Response software is already activated, the *Activate SMART Response Assessment Software* command is replaced by *Check for Updates*. See the next procedure to find the license code in the activated software.
- If your evaluation period has expired, a dialog box appears asking you to enter your product key.

2. Click **Activate Now**.
3. If a dialog box appears requesting a password, type the administrator's password, and then click **OK**.

**i NOTE**

Contact your system administrator if you don't know your password.

4. Click **Find License Code**.

**i NOTE**

You must connect your computer to the Internet, and connect the SMART Response receiver to your computer, before searching for a license code.

5. Click **Find License Code**.

The license code appears. The activation program automatically copies your license code into the **License Code** box.

**i NOTE**

If you didn't connect the receiver, a warning message appears. Click **OK** to close the dialog box.

6. Record the license code, and then click **Close**.

7. Type your e-mail address in the **License Code** box, and then click **Next**.

Your SMART Response software activates.

8. Click **Finish**.

Now that you have your license code, complete the steps below to activate SMART Response on other computers.

---

**To activate  
SMART Response on  
other computers**

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Activate SMART Response Assessment Software**.

The *SMART Response Software Evaluation* dialog box appears and displays the time remaining in your software evaluation period.

2. Click **Activate Now**.

If a dialog box appears requesting a password, type the administrator's password.

3. Type your license code and e-mail address, and then click **Next**.

4. Click **Finish**.

Your SMART Response software activates.

 **NOTE**

You don't need to connect your SMART Response receiver during this procedure.

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**To find the license  
code after the  
software is activated**

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **About SMART Response**.

2. Record the license code that appears on the *Description* tab.
-

# Installing and Setting up SMART Response

## Connecting the SMART Response Receiver

### **IMPORTANT**

- Do not connect the receiver to your computer until after you install SMART Response.
- For operating safety and to avoid damage to the receiver, you must only connect the interactive whiteboard's USB connector to a computer that has a USB compliant interface and that bears the USB logo. In addition, the USB source computer must be compliant with CSA/UL/EN 60950 and bear the CE mark and CSA and/or UL mark (s) for CSA/UL 60950.
- The receiver has a USB 2.0 full-speed peripheral interface that runs at speeds of up to 12 Mbps. The unit works with USB 2.0- and USB 1.1-compliant USB interfaces.

## Recommended Height for Mounting the Receiver

Although SMART Response receivers don't require an unobstructed line-of-sight transmission path such as that required by infrared devices, you can operate SMART Response over larger distances if you minimize interference, signal reflections and the number and size of objects between the receiver and the clickers.

Choose a location for the receiver that's as high as possible, and in plain view of the students' clickers. For permanent installations, use a USB extender to mount the receiver high on a wall. To minimize interference from other radio-frequency equipment, position the receiver away from other wireless products, such as 2.4 GHz routers and cordless telephones.

### **WARNING**

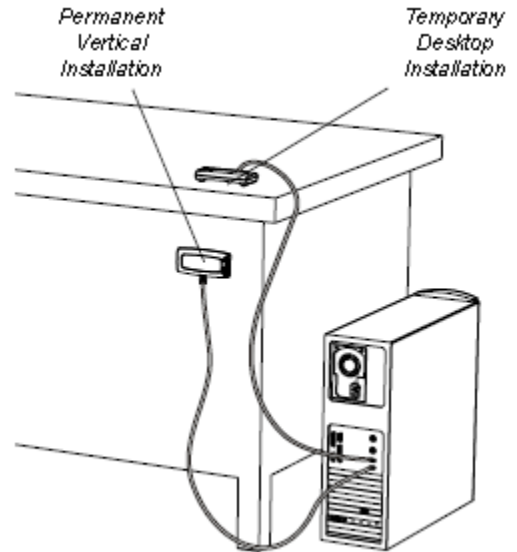
To prevent product damage or personal injury, route the USB cable where it will not be stepped on or tripped over.



**To connect the receiver**

1. Position the receiver in an unobstructed location away from other wireless products, such as 2.4 GHz routers and cordless telephones.

- For temporary installations, place the receiver on top of your desk.
- For permanent installations, mount the receiver on a wall, or on the front of a piece of furniture using two screws (not provided).



2. Orient the receiver with the long side or edge facing the class as shown.

- Connect the receiver's captive USB cable connector to an available USB receptacle on your computer.
- On Windows computers, a balloon message appears in the notification area indicating that new hardware has been detected. The top LED light on the receiver lights up to indicate that it's receiving power.
- On Mac computers, a balloon message appears indicating that the hardware is ready to use. The top LED light on the receiver lights up to indicate that it's receiving power.

**IMPORTANT**

If the balloon message indicates that Windows is starting to try to locate a driver from the Microsoft website, stop the search. If Windows can't find the driver on your computer, you have not installed SMART Response software. Install the software and repeat the above procedure.

## Extending the USB Cable

If the provided 6' (1.8 m) USB cable attached to the receiver isn't long enough, use active USB extender cables, USB extenders or hubs.

The graphic to the right shows the SMART active USB extension cable (Part No. USB-XT). In some cases, you can use up to four cables to extend the length to about 80' (25 m), which is the limit of the USB specification. Passive USB extension cables aren't supported.



### **i** NOTES

- Some computers use internal active hubs to provide more USB receptacles. The computer's operating system could see these internal hubs as external devices, limiting the number of USB extenders you can use.
- Alternatively, USB extenders that use Cat 5 cabling can extend the range to approximately 325' (100 m), at a much higher cost. The more economical SMART USB extender pair (Part No. CAT5-XT) can extend the USB connection up to 120' (36.6 m) on Windows computers or 90' (27.5 m) on Mac computers using an RJ45 Cat 5 cable.
- These units require that you use the provided 6' (1.8 m) cables or use cables and connectors that meet the same specifications. Impedance mismatches and poor connections can cause signal degradation and performance problems. USB hubs should also work with receivers. If you also use streaming audio through a shared USB hub, the receiver's performance might become intermittent or otherwise unacceptable.
- USB extenders and hubs must be USB 1.1- or USB 2.0- compliant to work correctly. They must also provide at least 100 mA to the receiver.



## Selecting How Students Answer Questions

Students can answer questions using one of four available devices:

- SMART Response PE clickers
- SMART Response clickers
- SMART Response LE clickers
- SMART Notebook SE software on student computers

Each of these devices has a corresponding mode in SMART Response. When you or your system administrator first installed SMART Response, you selected the appropriate mode for the devices in your classroom. You can change the mode after installation using the SMART Response Setup Tool.

### NOTES

- You must have administrative privileges on your computer to use the SMART Response Setup Tool.
- Different question types may be available to different student devices.

---

#### To open the tool on Windows computer

1. Stop any running classes, and close SMART Notebook and Teacher Tools if they're open.
2. Select **Start > All Programs > SMART Technologies > SMART Response > Setup Tool**.

The *SMART Response Setup Tool* window opens.

---

#### To open the tool on Mac computers

1. Stop any running classes, and close SMART Notebook and Teacher Tools if they're open.
2. In the Finder, browse to and double-click **Applications/SMART Technologies/SMART Response/SMART Response Setup Tool**.

The *SMART Response Setup Tool* window opens.

---

**To select how students answer questions**

1. Open the SMART Response Setup Tool.
2. Select one of the following options:
  - **SMART Response PE clickers**
  - **SMART Response clickers**
  - **SMART Response LE clickers**
  - **SMART Notebook SE**

**i NOTES**

- SMART Notebook SE input is not yet available for Mac OS X operating system software.
  - If you select **SMART Notebook SE**, you need to provide a SMART Response CE product key after switching modes, even if you previously activated SMART Response.
3. Click **OK**.

A message appears stating that your setup has changed.
  4. Click **OK**.

When you start SMART Response, your students can answer questions using the device you selected in step 2.
- 

## Naming Your Classroom

**i NOTE**

You're unable to assign a classroom name while installing SMART Response. You can create a classroom name only after SMART Response is installed, and Teacher Tools starts for the first time.

---

**To name the classroom**

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then click **Teacher Tools**.
2. Type a classroom name of one to eight characters, and then click **Begin**.

**i NOTE**

The **Begin** button enables only after you type in your classroom name.

A dialog box appears indicating that SMART Response isn't ready, that the receiver isn't plugged in or that you can use SMART Response in Anonymous mode if the receiver is connected.

---

## Renaming the Classroom

If you move the SMART Response hardware to another location, use the following steps to change the classroom name.

---

### To change the classroom name

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then click the icon below **Teacher Tools**.
2. If Teacher Tools opens to *Basic* view, click **...switch to Gradebook view**.

**i** **NOTE**

If you want Teacher Tools to open to *Gradebook* view when you start Teacher Tools, select the **Start here when you start Teacher Tools** option in the bottom-left corner of the window.

3. Click **Gradebook**.

The *Gradebook* window appears.

**i** **NOTE**

You're unable to change the classroom name if a class is started.

4. Click **Edit** (the blue underlined text beside the gradebook name).

The *Edit Gradebook Information* window appears.

5. In the **Classroom Name** box, type a new name of one to eight characters, and then click **Done**.
-



## Chapter 3

# Managing SMART Response

Teacher Tools is your primary tool for checking the receiver and clicker status, evaluating student performance, selecting the operating mode, managing class lists, starting and stopping sessions and viewing historical information about students and clickers.

### NOTE

You can safely close Teacher Tools while clickers are connected and question sets are running. Restart Teacher Tools at any time from the Windows notification area or Mac menu bar, or by clicking **Response > Teacher Tools** in SMART Notebook software. After restarting the software, Teacher Tools displays the current connection mode, as well as the student and clicker status.

## Checking the Receiver

If you've installed the receiver, you're ready to start a class session. Check the receiver's communication status at any time using the following procedure.

### To check the receiver status

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar.

---

A message appears below the *Configure Hardware* heading indicating how many receivers are connected.

- Click your class name under the *Configure Hardware* heading.

Teacher Tools starts, and the Devices window appears.

If a “Your SMART Response receiver is connected and working” message appears, the SMART Response receiver is connected and communicating with the SMART Response clickers. The receiver name appears below the *Devices* heading.

If a “Your SMART Response receiver is not connected” message appears, the SMART Response receiver isn’t connected or isn’t working properly. The receiver name doesn’t appear below the *Devices* heading. Check the receiver’s USB connection.

- Click **My Receiver** to view the class name and the make, model and hardware ID (MAC address) of the receiver.

## Selecting the Operating Mode

Before starting a class session, you must decide whether you want the system to operate in Sign In mode or Anonymous mode. This table summarizes the characteristics of each mode.

Sign In Mode	Anonymous Mode
You must operate the system with a class list that identifies each student by name and a unique ID number.	You can operate the system without a class list.
Students can connect their clickers but must sign in with their assigned ID number.	Students can connect their clickers without identifying themselves.
Teachers can control when students can sign in by locking a class.	Teachers can’t control when a student can sign in to their class.
Under the teacher’s control, students can see their own scores but can’t see any other student’s scores.	Under the teacher’s control, students can see their own scores but can’t see any other student’s scores.
Teachers can identify individual students as they connect and sign in with their clickers.	Teachers can see how many clickers are connected.
Teachers can use <i>Gradebook</i> to save and evaluate student and class performance over time.	Teachers can’t save and evaluate student and class performance over time.



<b>Sign In Mode</b>	<b>Anonymous Mode</b>
Teachers can generate student and class reports.	Teachers can't generate student or class performance reports.
Teachers can see, export and print the total class score.	Teachers can see, export and print the total class score.
Teachers can see, export and print total scores for each question.	Teachers can see, export and print the total score for each question.
Teachers can prevent individual students from signing in for a time interval and can disconnect individual students.	Teachers can't prevent a student from signing in and can't remotely disconnect individual students.
Teachers can see, export and print each student's score for each question and their total score.	Teachers can't identify student names or individual scores.

## Starting in Sign In Mode

Before connecting the clickers in Sign In mode, you need to create a class list (see page 27) and then open it.

### To open a class list in Sign In Mode

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select the icon below **Teacher Tools**.
2. If Teacher Tools opens to *Basic* view, click **Start a Class**, and then select the class from the drop-down list.

OR

If Teacher Tools opens to *Gradebook* view, select the class from the area below *Gradebook*, and then click **Start Class**.

The receiver's Power LED light flashes, and then turns solid green, and the receiver's Transmit LED light flashes green. You can now ask the students to turn on and connect their clickers.

## Starting in Anonymous Mode

You don't need a class list to operate SMART Response in Anonymous mode.

### To start in Anonymous mode

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select the icon below **Teacher Tools**.
2. If Teacher Tools opens to *Basic* view, click **Start a Class**, and then select **Anonymous Mode** from the drop-down list.

OR

If Teacher Tools opens to *Gradebook* view, select **Anonymous Mode** from the area below *Gradebook*, and then click **Start Class**.

The receiver's Power LED light flashes, and then turns solid green, and the receiver's Transmit LED light flashes green. You can now ask the students to turn on and connect their clickers.

#### NOTES

- If the students have already signed in to a class, and you select **Anonymous Mode**, the clickers switch to Anonymous mode.
- If the clickers are in Anonymous mode, and you start a class that requires sign-in, the clickers sign off and then ask the students to sign in.

## Locking Sign In

At any time after you start SMART Response in Sign In mode you can restrict students from signing in. Select **Lock Sign In** to restrict students from signing in before you're ready, or select it to restrict late students from signing in. When you start SMART Response, Sign In is unlocked by default. If you stop and restart SMART Response, or open a new class list, Sign In is unlocked.

#### NOTE

Sign in locking is available only in Sign In mode.

### To lock sign in

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Teacher Tools**.
2. If Teacher Tools opens to *Basic* view, click **...switch to Gradebook view**.

#### NOTE

If you want Teacher Tools to open to the *Gradebook* view when you start Teacher Tools, select the **Start here when you start Teacher Tools** option in the bottom-left corner of the window.

3. If a class isn't already started, select a class in the *Gradebook* area, and then click **Start Class**.

4. Click **Lock Sign In**.

Students are unable to sign in.



#### NOTE

If a student disconnects their clicker when Sign In is locked, they're unable to sign in again until you select **Unlock Sign In**.

## SMART Response Alert

SMART Response generates alert messages for four events by default:

- Student sign-in
- Student sign-out
- Student question
- Low clicker battery

### To enable or disable alert messages

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and select the icon below **Teacher Tools**.
2. If Teacher Tools opens to *Basic* view, click **...switch to Gradebook view** if it isn't already selected.



#### NOTE

If you want Teacher Tools to open to the *Gradebook* view when you start Teacher Tools, select the **Start here when you start Teacher Tools** option in the bottom-left corner of the window.

3. Click **Edit** (Windows) or **Teacher Tools** (Mac) on the menu and then select **Preferences**.

The *SMART Response Preferences* dialog box appears.

4. Select or clear the applicable check box to enable or disable alert messages from appearing.



## Chapter 4

# Managing Class Lists

Use Teacher Tools to create, import or modify class lists.

**i** **NOTE**

You're unable to create, import or modify class lists once a class is started.

## Creating Class Lists in Teacher Tools

**i** **NOTE**

You don't need to create class lists to start a class in Anonymous mode.

---

### To create a class list

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and select **Click here to start a class**.
2. If Teacher Tools opens to *Basic* view, click **...switch to Gradebook view**.

**i** **NOTE**

If you want Teacher Tools to open to the *Gradebook* view when you start, select the **Start here when you start Teacher Tools** option in the bottom-left corner of the window.

3. Click **Add a Class** in the *Gradebook* area on the left.
4. Type a name for your class, add other details to the *Class Information* boxes if desired, and then click **Add**.

After a short delay, the new class's window appears, and the class name appears in the *Gradebook* area.

5. Click the **Students** tab at the top of the window.
6. Select **Edit > Add**, or click the **Add** button in the tool bar.

The *Properties* window appears below the table.

7. Type a unique number between 1 and 15 digits in the **Student ID** box.

**i** **NOTES**

- You must type a unique valid ID in the **Student ID** box.
- You can type a student's name in the **Name** boxes. The student's e-mail address and **Tags** are optional. You can also type name and ID information directly in the table fields.
- Use tags to categorize the students in custom groupings that SMART Response uses when you create student reports.

The student information saves to the class list as you enter it.

8. Repeat steps 6 and 7 for each new student.

---

## Tagging Students

Use tags to identify groups or categories of students. SMART Response uses the tags to sort student results when you generate Class Performance reports. For example, you can assign the tags “Senior” and “Junior” to the students, and SMART Response will add one chart to the report with two bars, one for each tag.

Assign multiple tags to a student by separating them with a semicolon (;), for example “Senior;Honors” and “Junior;Honors”. SMART Response then generates a report including a chart with three bars for “Senior”, “Junior” and “Honors”, respectively.

Create tag subcategories by separating them with a colon (:), for example, “Gender:Male” and “Gender:Female”. In this case, SMART Response generates a single report section for “Gender” showing data grouped in “Male” and “Female” subsections.

## Importing Class Lists from Microsoft Excel® Software (Windows Operating Systems Only)

If you use Microsoft Excel to maintain student rosters, you can import an XLS file into Teacher Tools to create a class list.

**i** **NOTE**

You might find it easier to copy the list of names into a new Excel spreadsheet.

**To create a class list  
in a Microsoft  
Excel Spreadsheet**

1. Open the spreadsheet listing your student names in Microsoft Excel.
2. Insert a blank row at the top of the spreadsheet, if it doesn't have one.
3. In the first cell (A1), type **ID Number**.
4. In the first cell of the second column (B1), type **First Name**.
5. In the first cell of the third column (C1), type **Last Name**.
6. Move the first and last names into columns B and C, directly below the headings.
7. Type a unique ID number from 1 to 15 digits for each student into column A, and then save the spreadsheet.

	A	B	C	D
1	ID Number	Clicker ID	First Name	Last Name
2	12345	1	David	Jones
3	67890	2	Jane	Doe
4	56789	3	John	Swartz
5	34567	4	Mary	Smith
6				

**To import a class list from  
Microsoft Excel**

1. Click the **SMART Response** icon in the notification area, and then select **Teacher Tools**.
2. Click **...switch to Gradebook view** if you aren't already in *Gradebook* view, and then click **Add a Class** in the *Gradebook* area on the left.
3. Type a name for your class, add any optional details to the *Class Information* boxes, and then click **Add**.  
  
After a short delay, the new class's window appears, and the class name appears in the *Gradebook* area.
4. Click the **Students** tab at the top of the window.
5. Click the **Import** button at the top of the window, and then select **Students** from the drop-down list.  
  
The *Import* dialog box appears.
6. Select the class you want to import the student list into, and then click **Next**.
7. Select **Microsoft Excel** from the *Import from* list, and then click **Next**.
8. Browse to and select the XLS or XLSX file containing the student list, and then click **Open**.

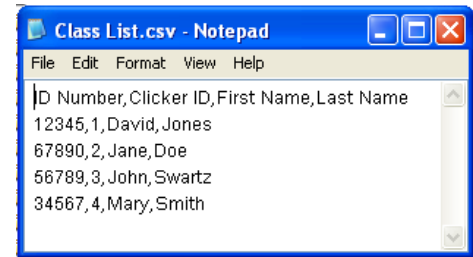
The student list information appears in the table. You can now edit each student's properties as required.

## Importing Class Lists from a CSV File

If you use a database or spreadsheet program to maintain student lists, you may be able to export the student list as a comma separated values (CSV) files. Refer to your software's Help system or user's guide for procedures.

### To create a class list in CSV format

After exporting your student list as a CSV file, format your file in a text editor so that the first three values are **ID Number**, **First Name** and **Last Name** as shown in this example.



### TIPS

- The order of the columns isn't important, but the first row must contain the column headings identifying what's in each column.
- You must have a column with the heading "ID Number".
  - You must put a single space between "ID" and "Number".
  - In place of "ID Number", you can use "ID", "Student ID" or "Number".
  - If you don't use a correct column name for the "ID Number", the import fails.
- Specify student first and last names in separate columns.
  - For the student's given names, you can use "First Name" for the column heading.
  - For the student's family names, you can use "Last Name" as the column heading.
  - You must put a single space between "First" (or Last) and "Name".
  - In place of "First Name", you can use "Given Name".
  - In place of "Last Name", you can use "Last", "Family Name" or "Surname".



- Use the heading “Full Name” to import a single value that combines the first and last names.
  - You must put a single space between “Full” and “Name”.
  - In place of “Full Name”, you can use “Full” or “Name”.
  - If you use “Full Name”, the software first checks to see if the first and last names are separated by a comma. For instance, “Last”, “First”. If there isn’t a comma, it separates the names with a space. For instance, “First Last”.
  - If you enter three or more names with spaces between the names, the software uses the last word as the last name and joins all of the first words to form the first name. For instance, “Michael John Smith” is split with the last name as Smith and the first name as Michael John.
  - If your spreadsheet or database software inserts double quotation marks around the comma separated values, the software ignores them and the import works properly.

### To import a class list from a CSV file

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Click here to start a class**.
2. Click **...switch to Gradebook view** if you aren’t already in *Gradebook* view.
3. Click **Add a Class** in the *Gradebook* area on the left.
4. Type a name for your class, add any optional details to the *Class Information* boxes, and then click **Add**.

After a short delay, the new class’s window appears, and the class name appears in the *Gradebook* area.

5. Click the **Students** tab at the top of the window.
6. Click the **Import** button at the top of the window, and then select **Students**.  
The *Import* dialog box appears.
7. Select the class to which you want to import the student list, and then click **Next**.
8. Select **Comma Separated Values (CSV)** from the *Import from* list, and then click **Next**.
9. Browse to and select the CSV file, and then click **Open**.

After a short delay, the names and IDs from your CSV file appear in the *Students* page. You can now edit each student’s properties, as required.

## Modifying Class Lists

### NOTE

You're unable to modify student information if a class is started.

#### To edit student information

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Teacher Tools**.
2. Click **...switch to Gradebook view** if you aren't already in *Gradebook* view.
3. Select the class in the *Gradebook* area on the left.
4. Click the **Students** tab.  
The class list appears.
5. Select the student whose information you want to edit.  
The *Properties* window appears.
6. Type the changes in the *Properties* text boxes.
7. Repeat steps 5 and 6 for each student.

## Adding Students to Class Lists

#### To add a student to a class list

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Teacher Tools**.
2. Click **...switch to Gradebook view** if you aren't already in *Gradebook* view.
3. Select the class from the *Gradebook* area on the left.
4. Click the **Students** tab.  
The class list appears.
5. Click the **Add** button in the toolbar.  
The *Properties* window appears.
6. Type a unique number between 1 and 15 digits in the **Student ID** box.  
The student information saves to the class list as you enter it.  
If you add students while you're in Anonymous mode, SMART Response switches to Sign In mode.

### NOTE

You must type a unique valid ID in the student properties.

7. Type a student's name in the *Name* boxes. The student's e-mail address and tags are optional. You can also type the name and ID information directly into the table fields.

 **TIP**

You can use tags to categorize the students in custom groupings that SMART Response uses when you create student reports.

8. Repeat steps 5 through 7 for each new student.
- 

## Removing Students from Class Lists

 **NOTE**

You're unable to remove students from a class list while a class is running.

---

**To remove a student  
from a class list**

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Teacher Tools**.
  2. Click **...switch to Gradebook view** if you aren't already in *Gradebook* view.
  3. Select the class in the *Gradebook* area on the left.
  4. Click the **Students** tab.  
The class list appears.
  5. Select the student you want to remove, and then click **Delete** on the toolbar.  
A message appears asking you to confirm the deletion.
  6. Click **Yes**.
  7. Repeat steps 5 and 6 for each student you want to remove.
-

## Changing a Class's Passing Grade

When you create a class list, you define the passing grade for the class. You can change this grade.

---

### To change a class's passing grade

1. Open Teacher Tools in *Gradebook* view (see *Starting in Sign In Mode* on page 23).
  2. Select the class name in the *Gradebook* class list.
  3. Click **Edit** (the blue underlined text beside the class name).  
The *Edit Class Information* window appears.
  4. Edit the **Passing Grade**, and then click **Done**.
-

## Chapter 5

# Connecting and Disconnecting the Clickers

## Connecting the Clickers in Sign In Mode

### **i** NOTE

In this mode, students must know the classroom name. They must also sign in with a unique ID number that you assigned to them when you created the class list.

When the “SMART Response is ready to use” balloon message appears, tell your students to follow these steps.

### **To connect clickers in Sign In mode**

1. Press the clicker's **Power** button for one second.

A message appears asking if you want to join the last class the clicker was connected to, or find a different class.

2. Press **Enter** to join the last class.

OR

Press **Down** to select **Find a class**, and then press **Enter**.

The clicker scans for classes, and then displays a list of classes within range.

3. Press the **Up** and **Down** buttons to select the correct class, and then press **Enter**.

A connecting message appears, followed by a message asking for an ID number.

4. Press the number buttons to enter your ID number, and then press **Enter**.  
If you enter a valid ID, a message appears asking you to confirm your name.

**NOTE**

If the teacher selected the **Lock Sign In** option, the clicker returns to the ID screen.

5. Press **Enter** to connect.

A welcome message appears.

When all of your students are connected, you can start asking questions.

**NOTE**

If a student attempts to sign in using an ID already in use by another student, the clicker displays a message indicating that they're unable to sign in, and allows them to retry.

## Connecting Clickers in Anonymous Mode

After you start an Anonymous class, ask your students to follow these steps.

**NOTE**

In this mode, students must know the classroom name.

### To connect clickers in Anonymous mode

1. Press the clicker's **Power** button for one second.

A message appears asking if you want to join the last class the clicker was connected to, or find a different class.

2. Press the **Enter** button to join the last class.

OR

Press the **Down** button to select **Find a class**, and then press **Enter**.

The clicker scans for classes, and then displays a list of classes within range.

Press the **Up** and **Down** buttons to select the correct class, and then press **Enter**.

3. Press the **Enter** button to connect.

**NOTE**

When all of your students are connected, you can start asking questions.

## Disconnecting the Clickers

You can disconnect and turn off all clickers simultaneously.

### NOTE

You can disconnect individual clickers using Teacher Tools but only in Sign In mode.

#### To disconnect all clickers using Teacher Tools

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Teacher Tools**.
2. Select a class in the *Gradebook* area, and then click **Stop Class**.

All student clickers disconnect and turn off.

A message appears on the clickers indicating that the class is over, and that the clickers are turning off. The Power LED light turns red and the Transmit and Receive LED lights turn off on the receiver.

#### To disconnect all clickers using the Devices menu

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Teacher Tools**.
2. Select **Devices**, and then click **Turn off all clickers**.

A message appears on the clickers indicating that the class is over, and that the clickers are turning off. The Power, Transmit and Receive LED lights on the receiver turn off.

#### To disconnect individual clickers using Teacher Tools

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Teacher Tools**.
2. Select the active class in the *Gradebook* area.
3. Click the **Students** tab.
4. Select the row of the student you want to disconnect.

The *Properties* window appears below the student list table.

5. Click the **Disconnect Clicker** button at the top-right of the window.

The *Log Off Student* dialog box appears.

6. Click **OK** to log off the student.

OR

If you don't want the student to log on for a while, select **Also ban this student for**, select the number of minutes, and then click **OK**.

## Getting Students to Disconnect their Clickers

Students can disconnect their clickers by pressing the **Power** button for one or two seconds.

If signed-in students turn off their clickers when a question set is started, they can turn on their clickers, sign in with the same ID and rejoin the assessment in progress without losing the answers they previously entered. If students anonymously reconnect, they lose any previously entered answers when they reconnect.

If students connect to the wrong class, ask them to log off by pressing the **Menu** button, selecting **Sign out**, and then pressing the **Enter** button. They can then connect and sign in to the correct class without turning off their clickers.

## Checking the Clickers

You can use Teacher Tools to check the status of each clicker. You can see if a clicker is logged on or if it's in Anonymous mode. You can also see the clicker serial number (MAC address) and identify which students are logged on.

The clicker displays the signal strength, as measured by the receiver. If the signal level is low for one or more clickers, and they're having communication problems, you consider repositioning the receiver or removing signal path obstructions.

---

### To check the clickers

1. Start a class and have your students connect their clickers.

The Transmit LED light flashes green, and the Ready LED light is solid green.

2. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then click the icon below the **Configure Hardware** heading.
3. Click **Devices** in the left column.

The *Devices* window appears and displays a “Your SMART Response receiver is connected and working” message. The receiver name appears below the *Devices* button.

4. Click **My Receiver**, and then click the **Clickers** tab at the top of the window.

The *Clickers* window appears and displays a table of all connected clickers. Each row of the table shows one clicker's signal strength, battery condition, student name and hardware ID (MAC address).

### NOTE

If students' clickers are connected anonymously, the *Student Name* field displays *Anonymous*.

---



## Adjusting Privacy and Alert Options

You can set the level of student information that appears on your display, and define whether you want student sign-in and sign-out alerts to appear.

### Using Privacy Mode

By default, SMART Response hides sensitive student information, such as ID numbers and grades, so that it isn't displayed in front of your class.

To display student information, click the **Privacy: On** button in the upper right corner of the screen.



To hide student information, click the **Privacy: Off** button in the upper right corner of the screen.



### Changing Alerts

You can set SMART Response to display an alert message on your screen when students connect or disconnect their clickers. See *SMART Response Alert* on page 25 for more details.

#### To set sign in and sign out alerts

1. Open Teacher Tools in *Gradebook* view (see *Starting in Sign In Mode* on page 23).
2. Select **Edit > Preferences** on Windows computers.  
OR  
Select **Teacher Tools > Preferences** on Mac computers.  
The *SMART Response Preferences* dialog box appears.
3. Click the **Alerts** tab.
4. Select or clear the check boxes for the alerts you want to display.
5. Click **OK**.



## Chapter 6

# Using SMART Response

## About SMART Notebook Software

Use SMART Notebook software to save notes written on a SMART interactive product or at your computer as a series of pages. You can use SMART Notebook to create a presentation full of colorful clip art, graphics, text and Adobe Flash Player compatible files. Then present that SMART Notebook file, keeping your audience's attention as you move and interact with these objects. When your audience provides comments and suggestions, write their input on a page using the pen tray tools or the pen buttons in SMART Notebook.

Because SMART Notebook works on many platforms, you can share files created on a Windows computer with people who use a Mac computer. You can also export your SMART Notebook file as a cross-platform HTML or PDF file, or as a series of image files.

## SMART Notebook with SMART Response

SMART's addition of SMART Response software to SMART Notebook means that you can create question sets, import questions from Microsoft Word or XML files and start and stop question sessions directly from SMART Notebook. You can export the class's and individual students' results to a Microsoft Excel file or an HTML page. Using SMART Response's printing feature, create handout materials, copies of the questions and graded results pages for each student and for the class.

This section introduces the SMART Response software features in SMART Notebook. For more information about using other SMART Notebook features, refer to SMART Notebook's online Help or the SMART website.

## SMART Response Preferences

You can customize the default behavior of some of SMART Notebook's SMART Response features.

---

### To define how SMART Response inserts instant questions

1. In SMART Notebook, click **Response** in the menu, and then select **Preferences**.
2. If you want the **Instant Question** button to insert the question on a SMART Notebook page that already has notes or images, select **Insert on current page**.

If you want to create a new page containing your question, select **Always insert on a new page**.

If you want SMART Response to ask you each time, select **Always ask before inserting**. This is the default setting.

---

### To define Response tab options

1. In SMART Notebook, click **Response** in the menu, and then select **Preferences**.
2. Select the type of results chart (pie or bar) you want to display by default.
3. If you want to display the *Response* tab immediately after you start an assessment so you can monitor the progress of the assessment, select **Show the Response tab when you start an assessment**.

OR

If you want to display the *Response* tab immediately after you stop an assessment so you can display the assessment results, select **Show the Response tab when you stop an assessment**.

---

## Chapter 7

# Using SMART Notebook to Ask Questions and Create Assessments

By creating assessments, you can collect results for a set of questions simultaneously. You can print and hand out the assessment pages so students can answer questions at their own pace.

## Question Types

You can use SMART Notebook to create, import and run assessments with five types of questions.

Question Type	Description
Yes or no	Students press the <b>Y</b> or <b>N</b> button to answer a question. You can also select the <b>Opinion</b> option to allow either answer.
Multiple choice	Students press a single button, <b>A</b> through <b>J</b> , to answer the question. Select from 2 to 10 choices for a question. You can also choose the <b>Opinion</b> option to allow any answer.
Number, fraction or decimal	Ask a question with a numeric answer using whole numbers, fractions or decimals. You can also select the <b>Opinion</b> option to allow any answer.
True or false	Students press the <b>T</b> or <b>F</b> button to answer a question. You can also select the <b>Opinion</b> option to allow either answer.
Multiple answer	Students use the <b>A</b> through <b>J</b> buttons to select the correct combination of answers to the question. Select up to 6 answers for the question. You can also select the <b>Opinion</b> option to allow any answer.

## Asking Questions with SMART Notebook

### Creating Instant Questions

Use the **Instant Question** feature to introduce the SMART Response interactive response system to your students. When you use Instant Questions, you're unable to type a question or assign a correct answer. You can ask questions verbally, by writing on a whiteboard or by typing the question and adding objects directly onto the SMART Notebook page.

 **NOTE**

Make sure that you start your class and that all students' clickers are connected before asking individual questions.

**To ask individual questions using the Instant Question feature**

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Open Notebook Software**.

A blank SMART Notebook page appears.

2. Click (Windows) or hold down (Mac)  **Insert Question**.

 **NOTE**

If the **Insert Question** button isn't in the menu bar, you can right-click (or Control-click) the menu bar and add the button.

3. Click one of the **Instant Question** buttons.

The *Instant Question* dialog box appears asking if you want to insert the question on this page or a new page.

4. Select one of the options.



**NOTE**

If you want to use the same option by default, select the **Always perform this action** option. You can change the default in the Preferences menu.

A SMART Notebook page appears showing the possible answer to the question. The *Response* tab changes to *Single Question*, and the *Progress* button is selected. The question starts automatically, and appears on the clickers.

5. Present your question to the class.
6. When all students have answered the question, click **Stop this question** in the *Response* tab.
7. To save the results, select **File > Save** (or **Save As**).

OR

To ask the same type of question again, select **Response > Clear**.

OR

To add another question without clearing the results of the previous question, don't click **Clear**, and then repeat steps 2 through 5.

---

## Adding Questions with the Insert Question Wizard

You can use SMART Notebook software to create five types of questions you can ask students and then collect their answers.

### To add questions using the Insert Question wizard


1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Open Notebook Software**.

A blank SMART Notebook page appears.



**NOTE**

Add questions to an existing SMART Notebook file by clicking **Open Existing File**.

2. Click (Windows) or hold down (Mac)  **Insert Question**, and then click **Insert Question**.

**i** **NOTE**

If the **Insert Question** button isn't in the menu bar, you can right-click (or control-click) the menu bar and add the button.

The *Insert Question* wizard appears.

3. Click the thumbnail of the question type you want, and then click **Next**.
4. Type the question in the text box.
5. If you use tags to create categories in your reports, type them in the **Tags** box using the examples, and then click **Next**.
6. For yes or no and true or false questions, select the correct answer or the **Opinion** option.

For number, fraction or decimal questions, type the correct answer or select the **Opinion** option.

For multiple choice or multiple answer questions, select the number of answers, type the answers into the text boxes, click **Next**, and then select the correct answers or the **Opinion** option.

7. Assign the number of points that the student will receive if they answer the question correctly.

**i** **NOTE**

The value can be a whole or decimal number.

8. If you want to create more questions, click **Insert Another**, and then repeat steps 3 through 7.

**i** **NOTE**

If you create another question on the next page, a message asks if you want to add a title page to the questions, which groups those questions.

9. Optionally, use SMART Notebook software tools to add images or Adobe Flash Player compatible file from the Gallery.
-



## Collecting Question Responses

### NOTE

Make sure that you start your class and that all the students' clickers are connected before you ask questions.

---

### To collect question responses

1. Click **Response > Start Assessment** in the menu.

If you haven't started a class, a message appears asking you to select a class. Select a class, and then click **Start Class**.

A message appears on the clickers asking the students to respond.

2. When all students have answered, click **Response > Stop Assessment**.

### NOTE

SMART Notebook stores the results in your document. Remember to save your document after collecting responses.

3. If you want to save the questions as a SMART Notebook file, click **File > Save** (or **Save As**).

A *Save As* dialog box appears.

4. Browse to a destination folder, type a file name, and then click **Save**.
-

## Creating Assessments

By creating assessments, you can collect results for each question and for the entire assessment at the same time. You can print and hand out the assessment pages so that students can answer the questions at their own pace.

You can install SMART Response on a computer that isn't connected to a receiver and create question sets that you can later copy to and run on the computer system in your classroom.

### NOTE

You're unable to run assessment files on a computer with standard SMART Notebook software installed. You must have SMART Notebook software that is included with SMART Response.

### To create an assessment

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Open Notebook Software**.

A blank SMART Notebook page appears.

2. Click the **Response** tab.



### TIP

Clear the **Auto-hide** option to keep the options visible while you work on your assessment.

3. Click the **Title Page** button.

OR

Click **Response**, and then select **Insert Title Page**.

The *Insert SMART Response Title Page* dialog box appears.

4. In the top text box, type a title for your assessment.
5. Select the type of assessment you want to create, and then click **Add**. Optionally, type in **Subject** and **Topic** information.

The title page information appears on the SMART Notebook page, and the tab displays several options that allow you to customize your assessment.

### To edit the assessment title page and description

1. On the SMART Notebook page, double-click the title, **Grade**, **Subject** or **Date** text to change its display properties or edit the text.
2. In the *Description* area, edit or change the options you defined when you created the assessment.



#### NOTE

If you edit the SMART Notebook page, the *Description* information doesn't change. The reverse is also true.

---

### To add a question to your assessment

1. Click **Add a question to the next page**.

The *Insert Question* wizard appears.

2. Click the thumbnail for the question type you want, and then click **Next**.
3. Type the question.
4. If you use tags to create categories in your reports, type them in the *Tags* box using the examples, and then click **Next**.

For yes or no and true or false questions, select the correct answer or the **Opinion** option.

For number, fraction or decimal questions, type the correct answer or select the **Opinion** option.

For multiple choice or multiple answer questions, select the number of answers, type the answers into the text boxes, click **Next**, and then select the correct answers or the **Opinion** option.

Optionally, you can add notes that appear when you print the assessment results.

5. Assign the number of points that the student will receive if they answer the question correctly.
6. If you want to create more questions, click the **Next Steps** button, click **Add a question to the next page**, and then repeat steps 3 through 5.



#### NOTE

Optionally, you can use SMART Notebook software's tools to add images or Adobe Flash Player compatible files from the SMART Notebook Gallery.

---

### To add a choice to your question page

1. Click the thumbnail of the question page to which you want to add a choice.
2. Select **Response > Add Choice**.
3. Follow the on-screen instructions.
4. If you have to change the correct answer for the question, select **Response > Set All Answers**, and then make the changes.



#### NOTE

If you add choices to true or false; yes or no; *or* number, fraction or decimal questions, the question changes to multiple choice.

---

## Tagging Questions

Using the *Insert Question* wizard, you can add tags to the questions you create in SMART Notebook assessments. You can also add or change the tags to questions after you finish creating an assessment.

You can use tags to identify groups of question categories when you generate student performance and class performance reports. For example, if you assign the tags “Difficult” and “Easy” to the questions, SMART Response creates one chart in the report for questions with “Difficult” and “Easy” tags.

You can assign multiple tags to a question by separating them with a semicolon (;). For example, if you assign the tags “Science; Nature” and “Science; Astronomy”, SMART Response creates one chart with three bars for “Science”, “Nature” and “Astronomy”.

You can also create tag subcategories by separating them with a colon (:). For example, if you create the subcategories “Science: Basic” and “Science: Advanced”, SMART Response generates a single report section for “Science” showing data grouped in “Basic” and “Advanced” subsections.

---

### To add or change tags in existing questions

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Open Notebook Software**.

A blank SMART Notebook page appears.

2. Select **File > Open**, and then double-click your assessment file.

The file appears displaying the title page.

3. Click the **Page Sorter** tab, and then click the thumbnail of the page with the question to which you want to add tags.

The question page appears.

4. Click the **Response** tab, and then click the **Properties** button.
5. If the *Tags* box isn't visible, click **Show** beside the *Answer Key* heading.
6. Type your tags in the **Tags** box. When finished, click the whiteboard view.
7. Press **Page Up** or **Page Down** to select other questions as required, and then repeat step 6.
8. Save your assessment.

---

## Adding a Content Page

You can add content pages anywhere in your assessment to introduce questions or provide background information for questions that follow.

### To add a content page

1. Click the **Page Sorter** tab, and then scroll to the SMART Notebook page you want to add a content page after.
2. Click the **Response** tab, click **Next Steps**, and then click **Make the next page a content page**.  
A blank page appears.
3. Use SMART Notebook software's tools to add text, images or Adobe Flash Player compatible files from the Gallery.

### To save your assessment

1. Select **File > Save** (or **Save As**).  
A *Save As* dialog box appears.
2. Browse to a folder, type a name for the file, and then click **Save**.

---

## Importing Questions from a Microsoft Word Document



### NOTE

This feature is available in SMART Response for Windows operating systems only.

When you import questions from a Microsoft Word document, SMART Response's conversion utility identifies which paragraphs are questions, which are possible answers and what type of question to create. Its most basic identification technique is to format the numbering of the paragraphs. The software also searches for key words when parsing the paragraphs. The software then converts the paragraphs into SMART Notebook assessment pages.

**i NOTE**

SMART Response software doesn't provide the correct answers to the imported questions; however, you can specify the correct answers after importing the questions (see page 56).

### Example Word Document Question Formats

1. According to the U.S. Census Bureau, the majority of poor children live in:
  - a. urban areas
  - b. suburban areas
  - c. rural areas
2. Can you fill a 10 L aquarium with five 2 L pitchers of water?  
Yes  
No
3. True or false: Half of all even whole numbers are divisible by 4.  
True  
False
4. Let  $x = 3$ . Compute  $y$  from the equation below.  
 $y = 20 - 4x$   
Answer: \_\_\_\_\_
5. Which Native American group lived in the highlighted area on the map?
  - a. Kwakiutl
  - b. Sioux
  - c. Iroquois

**i NOTE**

Ensure that you format the questions in your Microsoft Word document before you begin this procedure. In most cases, the import utility ignores headers and footers in the Word document.

### To import questions from a Microsoft Word document

1. Click the **SMART Response** icon in the notification area, and then select **Open Notebook Software**.  
A blank SMART Notebook page appears.
2. Select **Response > Import Questions From > Microsoft Word** from the menu.
3. Browse to and select the Word document, and then click **Open**.  
A progress bar appears and closes when the conversion is complete.
4. In the *Page Sorter* tab, select the thumbnail for the title page.
5. Edit and customize the page and description as needed.
6. In the *Page Sorter* tab, select the thumbnail for the first question page, and then check it carefully to verify that the conversion process was successful.
7. Repeat step 6 for all questions in the assessment.

---

### To set the answers for imported questions

1. In the *Page Sorter* tab, select the thumbnail for the first question page.
2. Select **Response > Set All Answers** from the menu.  
The *Set All Answers* dialog box appears.
3. Type or select the correct answer from the options, and then click **Done**.
4. Repeat steps 1 through 3 for all questions.
5. Select **File > Save** (or **Save As**).  
The *Save As* dialog box appears.
6. Browse to a folder, type a file name, and then click **Save**.  
You can run the question set on this computer, or copy the assessment file to any computer that has SMART Response installed.

---

## Importing Questions from an XML or SQZ File

SMART Response includes an import feature for converting questions from ExamView® format XML files or SynchronEyes™ software SQZ files into question sets. SMART Response uses the tags in the XML and SQZ files to extract questions, answers and correct responses, and then converts the information into SMART Notebook pages.

**i NOTE**

You must create an ExamView formatted XML file or a SynchronEyes SQZ file before performing this procedure. Binary ExamView formatted files aren't supported.

---

**To import questions from an XML or SQZ file**

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Open Notebook Software**.

A blank SMART Notebook page appears.

2. Select **Response > Import Question From > XML**.
3. Browse to and select an XML file or a SynchronEyes (SQZ) file, and then click **Open**.

A progress bar appears, followed by the title page for the new question set.

4. Add a title page to the assessment, and then customize the page and description as desired.
5. In the *Page Sorter* tab, select the first question page.
6. Edit and customize the page as desired.

Check the question carefully, including the correct answer (see below), to verify that the conversion process was successful.

7. Repeat step 6 for all questions in the set.
8. Select **File > Save** (or **Save As**).

A *Save As* dialog box appears.

9. Browse to a folder, type a file name, and then click **Save**.

---

**To set the answers for imported questions**

1. In the *Page Sorter* tab, select the thumbnail for the first question page.
2. Select **Response > Set All Answers**.

The *Set All Answers* dialog box appears.

3. Type or select the correct answers from the options, and then click **Done**.
4. Select **File > Save** (or **Save As**).

A *Save As* dialog box appears.

5. Browse to a folder, type a file name, and then click **Save**.

You can run the question set on the current computer or copy the assessment file to any computer that has SMART Response software installed.

---



## Importing Questions from a PDF File

### NOTE

This feature is available with SMART Response for Mac operating system software only.

When you import questions from a PDF file, the SMART Response conversion utility detects the numbering of the paragraphs. The software also recognizes key words when parsing the paragraphs. The software then converts the paragraphs into SMART Notebook assessment pages.

### NOTE

You can't run assessment files on a computer with standard SMART Notebook installed. You must have SMART Notebook that includes SMART Response.

### PDF Document Formatting

The text below shows examples of multiple choice or multiple answer questions formatted so that SMART Response can easily convert them to question pages.

1. How is the boy involved in the dog's care?
  - a. He feeds the dog twice a day.
  - b. He walks the dog once a day.
  - c. He cleans up the dog's messes.
  - d. He gives the dog a lot of affection.
  
2. What percentage of the U.S. Government budget goes to welfare and Social Security?
  - a. 25% to welfare and 25% to Social Security
  - b. less than 1% to welfare and 20% to Social Security
  - c. 20% to welfare and 1% to Social Security
  - d. less than 1% to welfare and less than 1% to Social Security

**i** **NOTES**

- You can import only multiple choice questions.
- You should remove headers and footers from your PDF file because the import utility will attempt to convert them into questions.
- Introduction, background or source information not related to questions should be on separate pages.
- Text and graphics that the import utility can't convert into questions are imported to a SMART Notebook page as a graphic.

---

**To import questions from a PDF file**

1. Click the **Response** icon in the menu bar, and then select **Open Notebook Software**.

A blank SMART Notebook page appears.

2. Select **Response > Import Question From > PDF File**.
3. Browse to and select the PDF file, and then click **Open**.

A progress bar appears and closes when the conversion is complete.

4. In the *Page Sorter* tab, select the thumbnail of the title page.
5. Edit and customize the page and description as desired.
6. Edit and customize the first question page as desired.
7. Check the questions carefully to verify that the conversion process was successful.
8. Repeat steps 6 and 7 for all questions in the assessment.

---

**To set the answers for imported questions**

1. In the *Page Sorter* tab, select the thumbnail for the first question page.
2. Select **Response > Set All Answers**.

The *Set All Answers* dialog box appears.

3. Type or select the correct answers from the options, and then click **Done**.
4. Select **File > Save** (or **Save As**).

A *Save As* dialog box appears.


5. Browse to a folder, type a file name, and then click **Save**.

You can run the question set on the current computer, or copy the assessment file to any computer that has SMART Response installed.

---

## Printing from SMART Notebook Software’s Response Menu

You can print a variety of information from the **Response** menu in SMART Notebook software. You can create and include header, footer and date information, and select a page range to print.

Print Option	Description
Thumbnails	Print from one to six full-color reduced images of each SMART Notebook title page and question page on one page. You can include page numbers, image borders and page titles.
Handouts	Print from one to three full-color, reduced images of each title and question page with ruled lines for notes on one page. You can include page numbers, image borders and page titles.
Full page	Print one full-color image of each SMART Notebook question page on separate pages. You can include page numbers.
Questions	<p>Print several questions on a page. If the question page doesn’t have any objects or images, the questions appear on the page in text-only format. If there are objects on the question page, a full-color thumbnail of the question appears.</p> <p>You can include page numbers. In the <i>Print Preview</i> view, click the question to toggle from thumbnail to text-only format.</p>
Results	<p> <b>NOTE</b> This option is available only after you stop a question or assessment.</p> <p>Print several questions on a page. If the question page doesn’t have any objects or images, only the text appears on the page. If there are objects on the question page, a full-color thumbnail of the question appears.</p> <p>The correct answer and the student’s response appear beside each question, and the total score appears at the top of the first page. You can include page numbers.</p> <p>You can print a results summary for all students in the class list, or you can print the results for selected students.</p>

To print questions or results, click **Response > Print**, and then select the option that you want to print. For other options, click **Response > Print > More Print Options** or press CTRL+P (Windows) or ⌘ +P (Mac) to open SMART Response’s *Print* window.

**i NOTE**

The Questions and Results print options are available only if the SMART Notebook file includes SMART Response questions and saved results information. If the assessment is still running, or if it's stopped before any student answers a question, no results are saved.

## Exporting Results to an Excel, HTML or CSV File

If you save and close your SMART Notebook file after you ask questions or run an assessment, you can open the file to view, print or export the results.

You can export the results to a Microsoft Excel spreadsheet (Windows computers only), to an HTML page for viewing on a web browser or to a CSV file that you can import into many spreadsheet and database applications.

**i NOTE**

You can export results only after you stop the assessment. If you clear the results after you stop, the results are permanently deleted so you're unable to print or export them.

---

**To export results to a file**

1. Stop the assessment if it's running.  
Don't clear the results.
  2. From the SMART Notebook menu bar, select **Response > Export results to > Microsoft Excel, Web Page (HTML) or Comma Separated Value (CSV)**.  
A *Save As* dialog box appears.
  3. Select a folder, type a name, and then click **Save**.  
Either Microsoft Excel or your default web browser appears and displays the exported file.
-

## Chapter 8

# Using SMART Response in the Classroom

## Before Class Begins

### Safety Tips for Teachers

When using SMART Response with a SMART Board interactive whiteboard and a projector:

- Tell students not to look directly at the light beam from the projector. Instead, encourage them to keep their back to the projector when working at the interactive whiteboard. Before they turn to face the class, they should take a big step (or even two) sideways.
- Make sure you don't look directly into the light beam from the projector. Keep your back to the class when you write over a projected image. Step to the side of the interactive whiteboard before you turn to face the class.
- Tell your students not to touch the projector, because it can become extremely hot during normal operation.
- Don't use a chair to increase a student's reach. If your students can't reach the top of the interactive whiteboard, lower it. You may need to remount a wall-mounted unit to a lower position. If your interactive whiteboard is mounted on a floor stand, lower it with the help of another adult.
- Tell students not to run in the vicinity of the floor stand, because they could trip over the floor stand's feet.

## Starting an Assessment

When you use SMART Notebook software to ask questions, SMART Response software uses the options you set in Teacher Tools to control how students use their clickers. Before starting a SMART Response assessment, check that the receiver is connected and ready. If you don't have a SMART Notebook assessment file, you must create one.

### To open and start an assessment

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Open Notebook Software**.

A blank SMART Notebook page appears.

2. Select **File > Open**.
3. Browse to and select the SMART Notebook file with your questions, and then click **Open**.

The assessment file's title page appears.

4. Click the **Response** tab, and then select the **Properties** button, if it isn't already selected.
5. Select the **Remember names** check box to display student names in the *Response* tab during the assessment.

OR

Clear the **Remember names** check box if you don't want to display student names in the *Response* tab during the assessment.

### NOTES

- Select the **Remember names** check box if you want to identify students when reviewing results during the assessment.
- Clear the **Remember names** check box if you want to display the SMART Notebook file on a SMART Board interactive whiteboard during the assessment but don't want students to see each other's results. (You can review, print and export the results after the assessment even if you clear the **Remember names** check box.)

6. From the *Show grades to students* drop-down list, select one of these options:

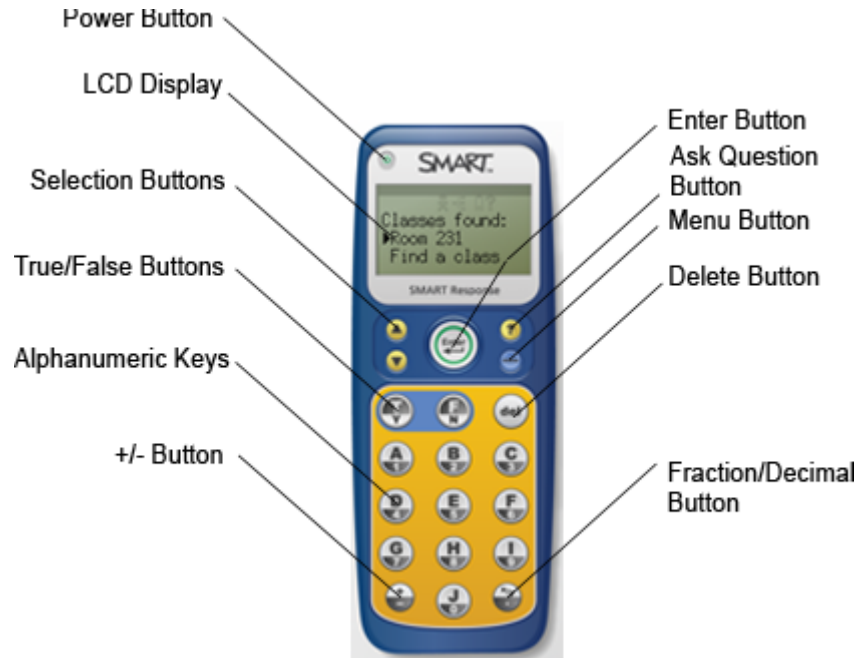
Option	Description
After you stop collecting responses	The clicker shows the students' answers and grades after you click <b>Stop</b> .
After all questions are answered	The clicker shows individual students how they answered each question and displays their grade after they finish answering all questions.
After each question is answered	The clicker shows individual students how they answered each question and displays their grade after they answer each question. Students can't change their answers after submitting them.
Don't show grades on clickers	The clickers don't show results or grades.

7. If the students haven't connected their clickers, have them do so now.
8. Click **Start this assessment now**.
- If you're projecting the questions on a screen, you can control the students' progress by selecting each question page in turn. If you provided printed student handouts, they can control their own pace.
9. When students finish answering the questions, click **Stop this assessment** in the *Response* tab.
- OR
- Click **Response > Stop Assessment** to end the session.
10. If you chose to show grades to students in step 6, select **Response > End Review Mode** when the students are done reviewing their results.
- Clickers return to the Welcome screen.
11. Select **File > Save** (or **Save As**) to save the results.
-

## Using the Clickers

Before you ask questions, remind students how the clicker works.

### Clicker Buttons and Features



Clicker Button	Description
Power	Press for one second to turn on the clicker. Press for one to two seconds to turn off the clicker.
Selection	Scroll up and down option lists.
True/False	Answer true or false, or yes or no questions.
Alphanumeric	Answer multiple choice and numeric questions.
+/-	Make a numeric answer positive or negative.
Enter	Make or confirm a selection.
Ask Question	Alert the teacher or ask a question. See below for details.
Menu	Open clicker menu. See the table on the below for details.
Delete	Delete alphanumeric characters entered.
Fraction/Decimal	Create fraction or decimal answers.



## Receiving Student Questions

At any time during a class, a student can request the teacher’s attention by pressing the clicker’s **Ask Question** button. Teacher Tools displays the number of students who have questions on the class *Home* tab beside the *Questions* heading.

### To identify students who have questions

1. Click the **Students** tab to show the list of student names and IDs.  
The *Status* column indicates any students who have a question with a question icon.
2. After you answer a question, select the row that displays the student’s name, and then click the **Clear Question** button in the top-right corner of the *Properties* window.

## Using the Menu Button

Students can press the **Menu** button at any time to log off the session or change the clicker’s settings. The following options are available in the menu:

Option	Description
Sign out	Log off a class without turning off the clicker.
Language	Select the language displayed on the clicker’s LCD display.
Contrast	Lighten or darken the clicker’s LCD display. Use the up and down arrows to increase or decrease the contrast.
Device information	Display the clicker’s MAC address and firmware version.
Advanced	You must have a valid security code to open this menu. Your customer support representative may provide the code to help troubleshoot clicker problems.

## Reviewing Instant Results

You can use SMART Response to collect and display results instantly while you're running an assessment. You can use assessments as an interactive learning tool and a way to give students continuous feedback about what they're learning.

### To display instant class assessment results

1. After all students answer their questions, return to the assessment's title page.
2. Click the **Response** tab if it isn't already open.
3. Click the **Progress** button, and then click **Stop this assessment**.

The *Progress* button changes to *Results*. A summary of the class's performance appears, including a chart showing the class response to each question.

#### NOTE

You can toggle the type of chart displayed by selecting **Show bar chart** or **Show pie chart**.

4. Press **Results**.

A summary of the class's performance appears, including a chart showing the class response to each question.

5. To display the students' grades, return to the SMART Notebook title page, and then click **Show** beside the *Details* title.

#### NOTE

Use caution when displaying sensitive grade information to all class members.

### To display instant results for each question

1. After all students answer their questions, return to the assessment's title page.
2. Click the **Response** tab if it isn't already open.
3. Click the **Progress** button, and then click **Stop this assessment**.

The *Progress* button changes to *Results*. A chart representing the class's performance appears.

4. Press **Results**.

A summary of the class's performance appears.

5. Click the **Page Sorter** tab, and then select a question.

- Click the **Response** tab.

A summary of the class's response to the question appears, including a chart showing the number of responses to each possible answer.

**i** **NOTES**

- You can toggle the type of chart displayed by selecting **Show bar chart** or **Show pie chart**.
- You can insert the chart into the question page by clicking **Insert chart into Notebook**.

- Click **Show** beside the *Details* title.

A list showing each student's response appears, including the time it took the student to respond.

**i** **NOTE**

Use caution when displaying sensitive grade information to all class members.

## Evaluating Assessment Results

After you run and stop an assessment in Sign In mode, Teacher Tools records the class results and each student's results. At any time after you run an assessment, you can review the student, question or assessment results and performance.

**i** **NOTE**

Use caution when displaying sensitive information to all class members. To hide sensitive information, click the **Privacy: Off** button before you display student or assessment results.

### To display student results

- If a class is running, stop it.
- In Teacher Tools, click the class name in the *Gradebook* area.  
The *Teacher Tools* window appears with the *Home* tab selected.
- Click the **Students** tab.

After a short delay, a table of results appears. If Privacy mode is on, the student IDs and statistics appears as gray shapes in the table.

4. If Privacy mode is on, click **Privacy: On**.

The first columns of the class results table show the student name, ID and average score for all the assessments the student has participated in. The following columns show each student's results for every assessment the class has participated in.

### To display detailed results for each student

1. Complete the previous procedure, and then select the student's row.

The lower pane of the window displays the student properties.

2. Click the **Performance** tab.

An *Assessment Results over Time* chart appears showing the student's results compared to the class average for all assessments since the first assessment was run.

#### **NOTE**

The chart is hidden while Teacher Tools is in Privacy mode.

3. Place your pointer over the chart coordinates to display details about the specific assessment.

4. Click the **Results** tab.

A table appears showing detailed information about each assessment the student has participated in, including the date and the score the student achieved. If the student's score fell below the passing grade you defined when you created the assessment, the score appears in red.

#### **NOTE**

The student grades are hidden while Teacher Tools is in Privacy mode.

### To display class assessment results

1. If a class is running, stop it.
2. In Teacher Tools, click the class name in the *Gradebook* area.

The *Teacher Tools* window appears with the *Home* tab selected.

3. Click the **Assessments** tab.

After a short delay, a table of results appears listing all assessments that the class has participated in, including the class average score for each assessment. If the class average score is below the passing grade you defined when you created the assessment, the score appears in red.

### To display detailed results for each assessment

1. Complete the previous procedure, and then select the assessment's row.

The lower pane of the window displays the assessment's properties.

2. Click the **Performance** tab.

A *Student Achievement per Question* chart appears showing the student responses to each question.

#### **NOTE**

The chart is hidden while Teacher Tools is in Privacy mode.

3. Place your pointer over the chart coordinates to display details about the specific questions.

4. Click the **Results** tab.

A table appears showing the grade each student received for the assessment. If the student's score is below the passing grade you defined when you created the assessment, the grade appears in red.

#### **NOTE**

The student IDs and grades are hidden while Teacher Tools is in Privacy mode.

## Generating Student Performance Reports

You can generate student performance reports after your assessments are complete. You can tailor the reports to include all classes or select classes. You can also create reports for individual students or for all students in the selected classes at one time.

### To generate a student performance report

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Teacher Tools**.

2. Click **...switch to Gradebook view** if you aren't already in *Gradebook* view.

3. In the *Reports* area, click **Student Performance**.

The *Student Performance Report* window appears.

4. In the *Class* drop-down list, select the class that you want to report on.

OR

Select **All Classes** to report on all classes.

5. In the *Student* drop-down list, select the student you want to report on.  
OR  
Select **All Students**.
6. Select the **Report Period** if you want to report information for a specific range of dates.
7. In the *Include* drop-down list, select **Selected assessment types** or **All assessment types**.
8. If you chose **Selected assessment types**, select the types you want to report on from the checklist that appears.
9. Browse to where you want to save the report file, and then click **Create**.

SMART Response software creates one or more reports as PDF files that appear in your default PDF viewer. The files are named using the student name and ID, and the date they're created.

If you generated one report, the report opens automatically. If you generated multiple reports, the reports' folder location appears in Windows Explorer or Mac Finder.

## Generating Class Performance Reports

You can generate class performance reports after your assessments are complete. You can tailor the reports to include all classes or select classes, or you can create reports on all assessment types or on specific types of your choice.

### To generate a class performance report

1. Click the **SMART Response** icon in the Windows notification area or Mac menu bar, and then select **Teacher Tools**.
2. Click **...switch to Gradebook view** if you aren't already in *Gradebook* view.
3. In the Reports area, click **Class Performance**.  
The *Class Performance Report* window appears.
4. In the *Class* drop-down list, select the class you want to report on.  
OR  
Select **All Classes**.
5. Select the **Report Period** if you want to report on information for a specific range of dates.

6. In the *Include* drop-down list, select **Selected assessment types** or **All assessment types**.
7. If you chose **Selected assessment types**, select the types you want to report on from the checklist that appears.
8. Browse to where you want to save the report file, and then click **Create**.

SMART Response software creates one or more reports as PDF files that appear in your default PDF viewer. The files are named using the class name and the date they're created.

If you generated one report, the report opens automatically. If you generated multiple reports, the reports' folder location appears in Windows Explorer or Mac Finder.

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## Chapter 9

# Maintaining SMART Response

## Preventing Component Damage

### CAUTION

- Do not use sharp or pointed objects, such as ballpoint pens or pointers, to press the clicker buttons.
- Never use abrasive erasers or harsh chemicals while cleaning the receiver or clickers.
- Avoid setting up and using your system in an area with excessive levels of dust, humidity or smoke.

### Cleaning the Receiver and Clickers

With proper care, your SMART Response hardware will provide years of trouble-free service. Follow these cleaning tips to maintain your SMART Response system:

- Remove dust with a damp cloth before using a cleaner.
- Clean the unit's surface with a household glass cleaner, such as Windex®, daily, weekly or as required.
- *Do not* spray cleaner directly onto the clicker. Instead, spray a light amount of cleaner on a cloth and then gently wipe the clicker.

### Changing Clicker Batteries

Under normal operating conditions, the clicker batteries can operate for up to 200 days. When replacing them, use fresh batteries of the same type and quality, and change both at the same time.

**▲ CAUTION**

- Do not install batteries with the polarity (+/–) reversed.
- Do not attempt to recharge the batteries.
- Do not dispose of batteries in a fire or incinerator.
- Dispose of batteries according to your region's laws and regulations. If you don't know the applicable rules for your region, consult your battery manufacturer.

**To change the clicker batteries**

1. If the clicker is on, turn it off.
2. Using the included Phillips® screwdriver, remove the screw from the back of the clicker, and then remove the cover.
3. Remove the exhausted batteries, and dispose of them according to local regulations.
4. Insert new AA batteries.
5. Replace the cover and screw.

## Receiver Indicator Lights

Receivers have the following indicator lights:

- The Ready LED light
- The Transmit LED light
- The Receive LED light

The Ready LED light is in the upper-right corner of the receiver. The Ready LED light indicates the operational states of the receiver module. You can see the Transmit and Receive LED lights in the lower-right part of the receiver. The lights flash green, indicating transmit and receive activity between the receiver and the clickers.

**i NOTE**

The following table shows the Ready light's *normal* states. If the light's behavior doesn't match a state listed here, refer to *Troubleshooting the Receiver*.

Ready LED Light State	Meaning
Off	The receiver is disconnected from the computer.
Solid red	The receiver has power, but either it isn't communicating with the computer or no class is started.
Solid green	The receiver is receiving power and communicating successfully with SMART Response.

## Troubleshooting the Receiver

**⚠ CAUTION**

Do not open the receiver or the clicker units to attempt repairs. Refer all service inquiries to authorized SMART service personnel.

### Resetting the Receiver

If your SMART Response software behaves erratically (possibly because of a static discharge or power fade), you might be able to restore normal operation by resetting the receiver.

Reset the receiver completely by disconnecting and then reconnecting the USB cable.

## Troubleshooting Using the Receiver LED Lights

If you experience a problem with your receiver, you can use the receiver LED lights to troubleshoot it.

Ready Light	Transmit Light	Receive Light	Receiver State
Red, green yellow	Green	Green	Receiver is starting up. Lights flash in sequence.
Flashing green	Off	Off	Receiver is scanning radio channels.
Flashing green	Any state	Any state	Receiver is accepting commands from the computer.
Green	Constant flashing	Flashes when it receives data from a clicker	Receiver has power and is communicating with the computer, but isn't receiving commands.
Yellow	Off	Off	Receiver has power, but communication circuits have failed.
Flashing red	Flashing	Flashing	Manufacturing tests running, and receiver isn't operational. All lights flash together.
Flashing yellow	Any state	Any state	Receiver software checksum failed.
Flashing yellow	Flashing	Flashing	Receiver software failure.

## Other Troubleshooting Tips

Symptom/Observation	Action/Remedy
When you export SMART Response question set results from a SMART Notebook file using the CSV command, fractions change to dates.	In your exported results convert the exported dates to fractions, add a space before each fraction and convert the month to its numerical value. The converted month is the fraction's numerator, and the day is the denominator.
Your computer doesn't recognize SMART Response, and the receiver's Status LED light remains solid red.	Remove the SMART Response hardware drivers on your computer, and then reconnect the receiver following the instructions in <a href="#">document 115401</a> .
Responses from SMART Response clickers don't appear in SMART Notebook reports.	Wait at least 10 seconds after the last student responds before you stop a question set.
Additional SMART Response receivers don't connect to the network when you install more than one receiver on your computer.	<ul style="list-style-type: none"> <li>• Disconnect the additional receiver's USB plug to resume normal operation.</li> <li>• Install only one receiver per computer.</li> <li>• Disconnect and reconnect the first receiver's USB plug if it doesn't work, or if the LED light turns red.</li> </ul> <p><b>i NOTE</b> Installing more than one receiver affects your computer's performance and doesn't increase your reception.</p>
During the installation of a SMART software product on the Windows XP SP2 operating system, a dialog box appears informing you that the installation was interrupted.	To prevent interruptions, restart the computer, and follow the procedure outlined in <a href="#">document 77681</a> .

## Transporting SMART Response

If you need to ship your SMART Response hardware, repack it with as much of the original packaging as possible. If you prefer to use your own packaging materials, make sure you adequately protect the product.



## Appendix A

# Hardware Environmental Compliance

SMART Technologies supports global efforts to ensure that electronic equipment is manufactured, sold and disposed of in a safe and environmentally friendly manner.

## Waste Electrical and Electronic Equipment Regulations (WEEE Directive)

Waste Electrical and Electronic Equipment regulations apply to all electrical and electronic equipment sold within the European Union.

When you dispose of any electrical or electronic equipment, including SMART Technologies products, we strongly encourage you to properly recycle the electronic product when it has reached end of its life. If you require further information, please contact your reseller or SMART Technologies for information on which recycling agency to contact.

## Restriction of Certain Chemicals (REACH Directive)

The European Union has enacted the EU REACH Directive which restricts the use of certain chemicals in products. SMART Technologies is committed to complying with this initiative.

## Restriction of Certain Hazardous Substances (RoHS Directive)

This product meets the requirements of the European Union's Restriction of Certain Hazardous Substances (RoHS) Directive 2002/95/EC.

Consequently, this product also complies with other regulations that have arisen in various geographical areas, and that reference the European Union's RoHS directive.

## Batteries

Batteries are regulated in many countries. Check with your reseller to find out how to recycle used batteries.

## Packaging

Many countries have regulations restricting the use of certain heavy metals in product packaging. The packaging used by SMART Technologies to ship products complies with applicable packaging laws.

## Covered Electronics Devices

Many U.S. states classify monitors as Covered Electronic Devices and regulate their disposal. Applicable SMART Technologies products meet the requirements of the Covered Electronic Devices regulations.

## China's Electronic Information Products Regulations

China regulates products that are classified as EIP (Electronic Information Products). SMART Technologies products fall under this classification and meet the requirements for China's EIP regulations.

## *U.S. Consumer Product Safety Improvement Act*

The United States has enacted the *Consumer Product Safety Improvement Act* which limits the lead (Pb) content in products. SMART Technologies is committed to complying with this initiative.



# Appendix B

## Customer Support

### Online Information and Support

Visit [www.smarttech.com/support](http://www.smarttech.com/support) to view and download user's guides, how-to and troubleshooting articles, software and more.

### Training

Visit [www.smarttech.com/trainingcenter](http://www.smarttech.com/trainingcenter) for training materials and information about our training services.

### Technical Support

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

#### **NOTE**

To locate your local reseller, visit [www.smarttech.com/where](http://www.smarttech.com/where).

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

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

### Shipping and Repair Status

Contact SMART's Return of Merchandise Authorization (RMA) group, Option 4, +1.866.518.6791, for shipping damage, missing part and repair status issues.

## General Inquiries

Address SMART Technologies  
3636 Research Road NW  
Calgary, AB T2L 1Y1  
CANADA

Switchboard +1.403.245.0333 or  
Toll Free 1.888.42.SMART (U.S./Canada)

Fax +1.403.228.2500

E-mail [info@smarttech.com](mailto:info@smarttech.com)

## Warranty

Product warranty is governed by the terms and conditions of SMART's "Limited Equipment Warranty" that shipped with the SMART product at the time of purchase.

## Registration

To help us serve you, register online at [www.smarttech.com/registration](http://www.smarttech.com/registration).



**SMART**<sup>TM</sup>

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