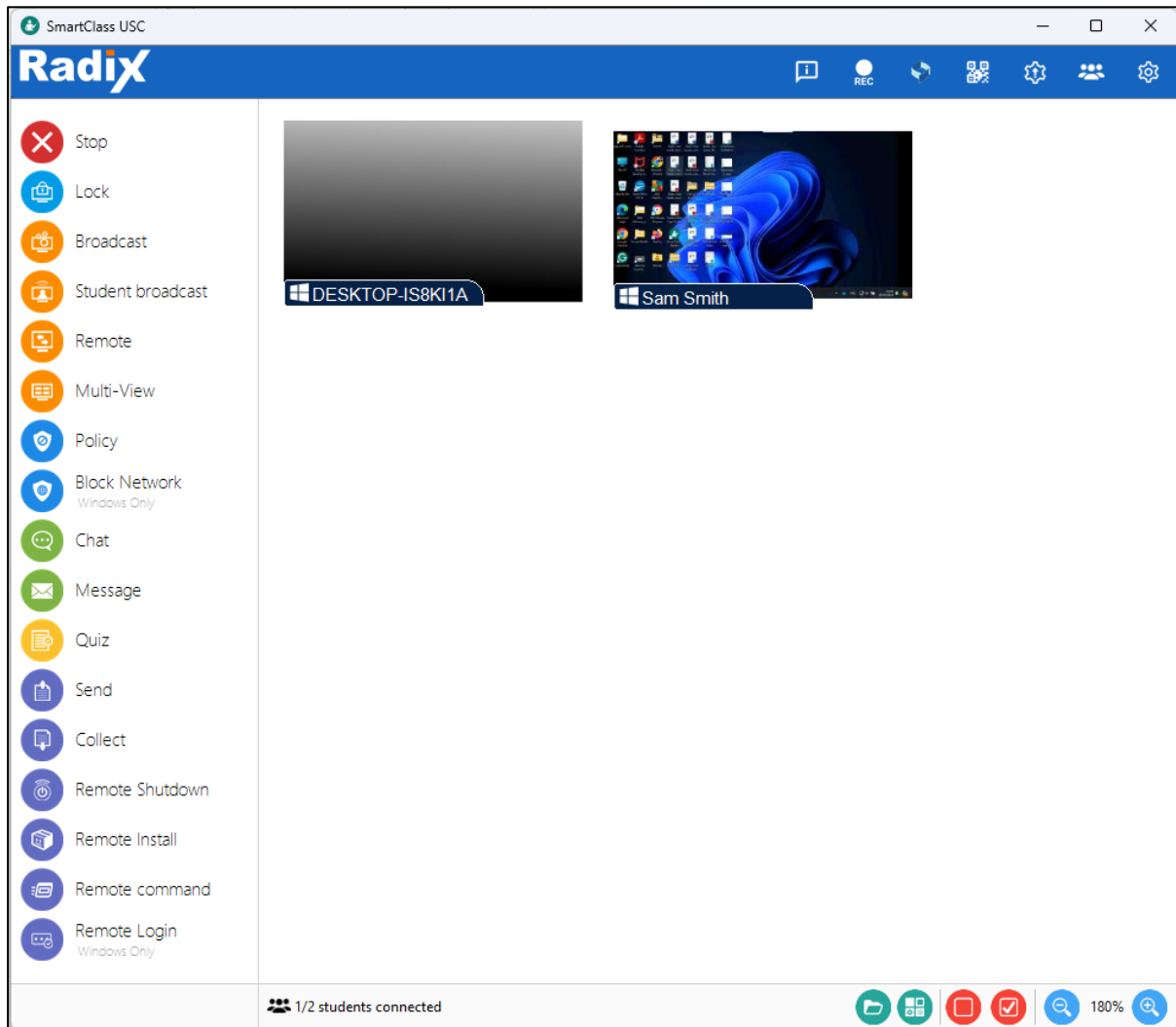


# SmartClass USC User Guide



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## 1 Introduction

Radix SmartClass is a cloud-based classroom management solution that gives educators and students the necessary tools for collaborative distance learning. It is significantly richer in features than a standard video conference call that you can perform using Google Meet or Zoom. SmartClass gives you features such as:

- A chat option, where the teacher can send text messages either to individual students or to the entire class
- An option to broadcast either the teacher's display or a student's display to the class
- A quiz option, to send the students individual quiz questions, where you can see and save their responses
- An option to share a website with the students
- An option to send files or entire folders of learning materials to the students
- An option to collect homework from the students
- Options to supervise what the students are doing,
- Options to block the students from distracting websites
- Options to limit the students to particular software applications
- Options to install and run software on students' workstations remotely,
- And much more.

SmartClass has the tools to help you conduct a remote learning lesson in a way that lets you share learning materials with ease. You will also be able to remove distractions and keep students focused on the lessons.

**Note:** This guide is for installing the Radix SmartClass USC 12.15 on the Microsoft Windows operating system. It is also possible to install the SmartClass program on iOS and Android devices.

If the teacher or students experience any problems with the functioning of the SmartClass app, they should first adjust the firewall settings on their computers to allow SmartClass.

For more information, feel free to contact [Radix's technical support team](#).

## 2 Windows Installation

### 2.1 System Requirements

Radix SmartClass USC can be installed on any computer running Windows Vista or any later version of Windows. However, there are a few prerequisites to ensure that the app will function properly:

- **Install .NET Framework:** Before installing the SmartClass software, you must check which version of the .NET platform you have installed on your Windows computer. The teacher's and students' workstations must have the **Microsoft .NET Framework 4.0 Extended**, or later. If it wasn't installed with your version of Windows, you can download it from the [Microsoft Download Center website](#). (The current version of the .NET Framework as of May 2024 is **Version 4.8.1**.)

If you are unsure if the .NET Framework is installed on your workstation, the SmartClass program will check which version of the .NET Framework is installed on your computer during installation. If the correct version isn't presently installed on your workstation, you will be rerouted to Microsoft's Download Center website, where you can find the latest version of the .NET Framework.

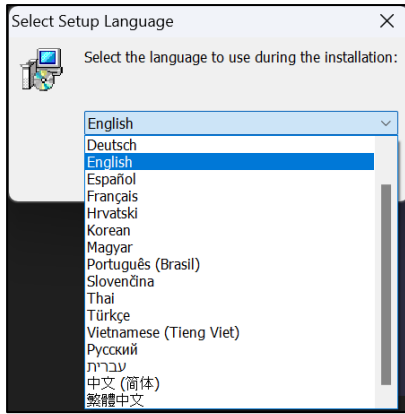
- **Install Windows Updates:** SmartClass should run on Windows Vista, as well as Windows 7, 8, 8.1, 10, or 11. However, you should also check for and install Windows Updates before installing SmartClass. SmartClass may not function properly if your version of Windows does not have the most recent updates.

### 2.2 Downloading and Installing SmartClass

Installing SmartClass is quick and straightforward and should not require any special system settings or adjustments. Both the teacher and student interface can be installed from the same installation file. During the installation, you will be prompted whether you are installing the app on a teacher workstation or a student workstation.

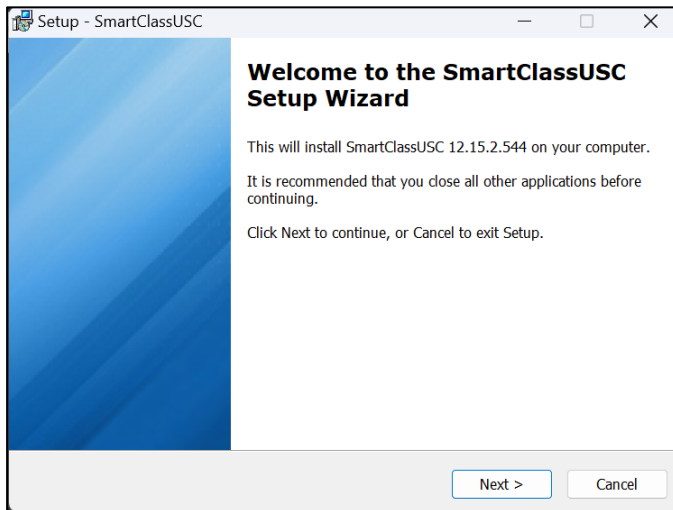
To install Radix SmartClass USC:

1. Download the executable from the [Radix website](#). (You will also find downloads there for devices running iOS or Android and installation files for earlier versions of the SmartClass app for Windows.)
2. Click on the latest version of the SmartClass setup file:  
**RadixSmartClassUSC\_12.15.2.544\_2303162\_setup.exe.**
3. If your installation of Windows is in a language other than English, you will be prompted as to whether you want to install SmartClass in another interface language.

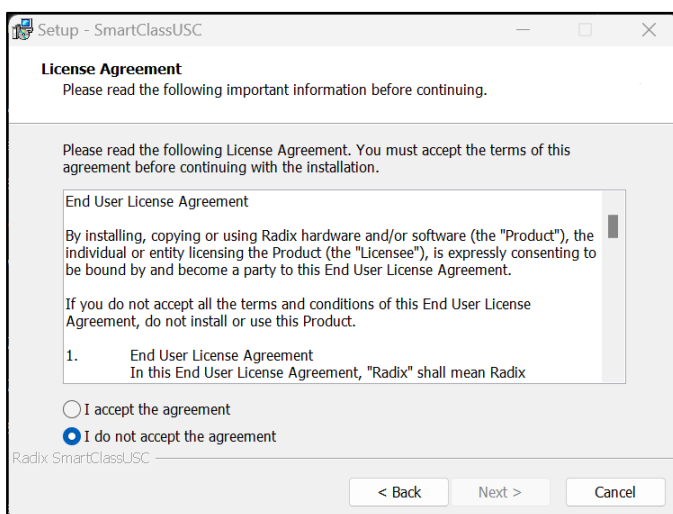


You can also change the interface language later after installing SmartClass, in the Settings menu (see **Section 5.3.7.1.1, General Settings**).

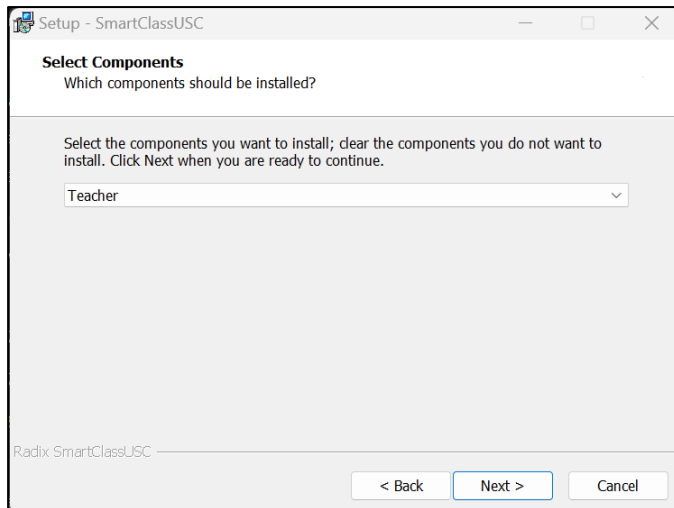
4. Upon selecting the interface language and clicking **OK**, the following window opens:



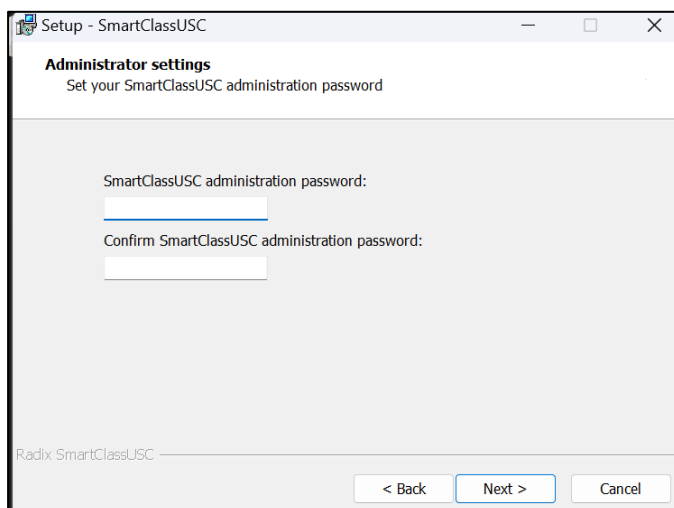
5. Click **Next**. The EULA screen appears:



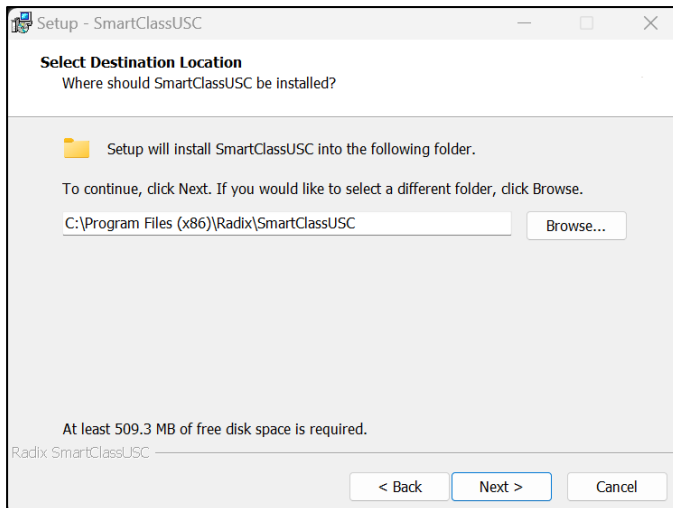
6. Click **“I accept the agreement”** and click **Next**.
7. Select either a **Teacher** or **Student** installation in the next window and click **Next**.



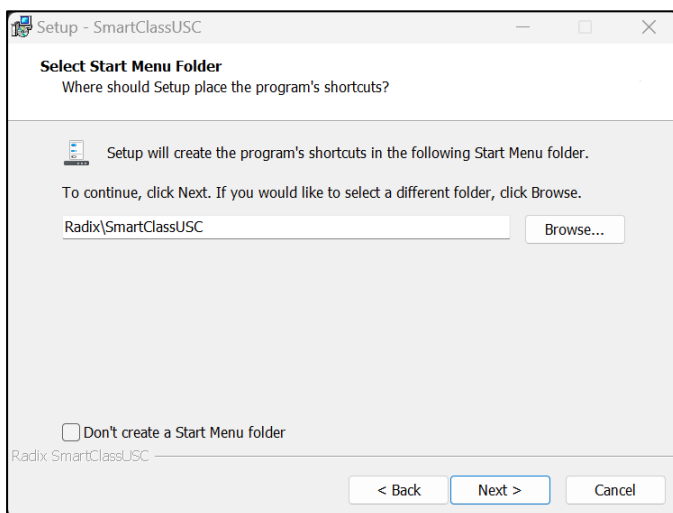
8. If you are installing the SmartClass student app, you will be prompted as to whether you want to set an administration password. The default password is blank, or **admin**. The student will be able to change the password after the SmartClass interface is installed, in **Section 7.8.4, Change Password**.



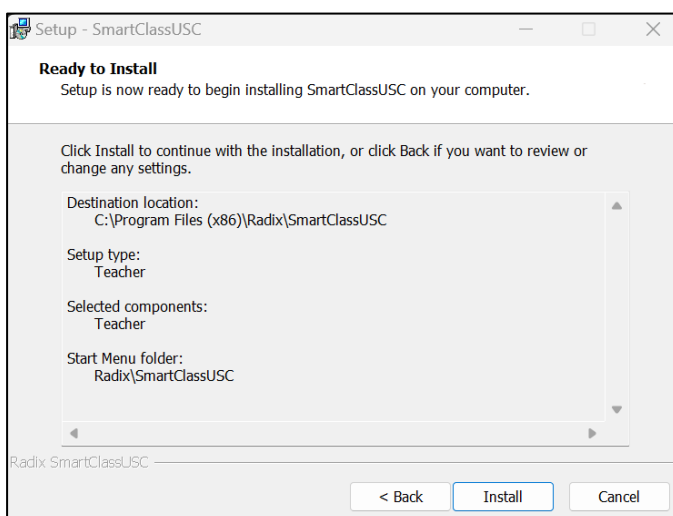
9. Click **Next** to create a SmartClass USC folder on your computer for the installation files. If you wish to choose another folder, click **Browse**.



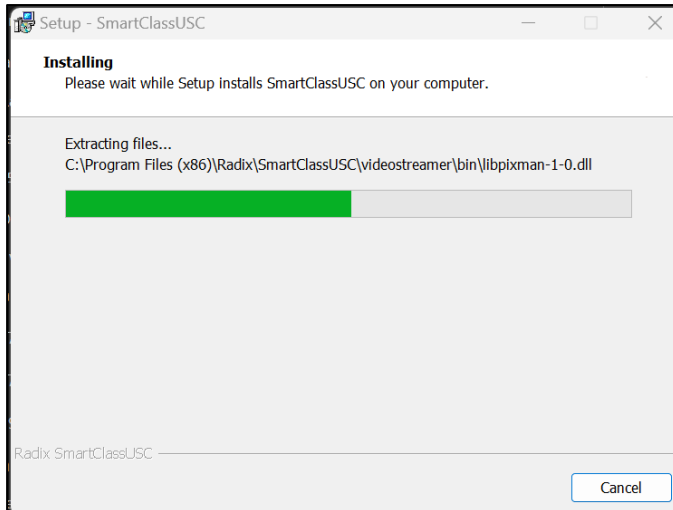
10. The next window will prompt you for a location to place a shortcut to the SmartClass program:



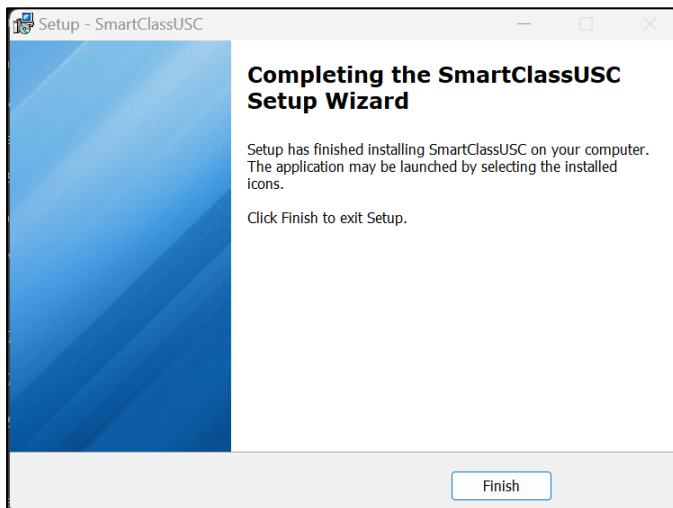
11. Click **Next**. The next window will display a summary of the installation components, before completing the installation. To proceed with the installation, click **Install**.



A status bar will display the progress of the installation.



12. When installation is completed, you will be prompted to restart your computer, to finalize the changes.



## 3 Registration

When the teacher runs the SmartClass program on their computer for the first time, the **SmartClass USC Registration** window will appear. The teacher will be requested to register their device. You will have two options:

1. Activating your account over the Internet (for computers with an Internet connection),  
or
2. Activating your account manually by providing your account number.

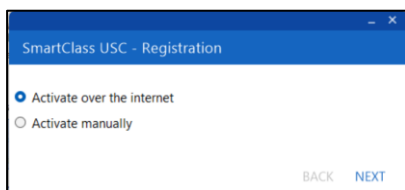
If you are only testing the SmartClass app and you don't have a license yet, you can activate the account for a 30-day trial period with a demo Product ID built into the program: "USC\_TEACHER-DEMO".

### 3.1 Activating a Teacher's Account

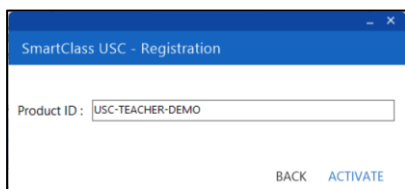
#### 3.1.1 Activation of a Teacher's Account over the Internet

To activate your teacher's account over the Internet:

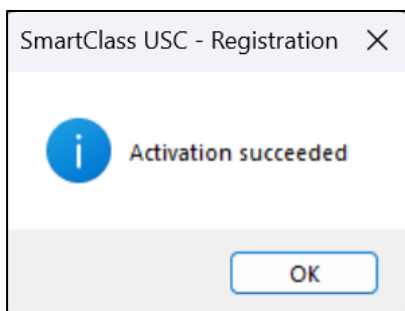
1. Select "Activate over the Internet" and click **Next**.



2. Enter the license code with which you have been provided and click **Activate**. If you are only using the SmartClass app for a trial period, the license code will be **USC-TEACHER-DEMO**.



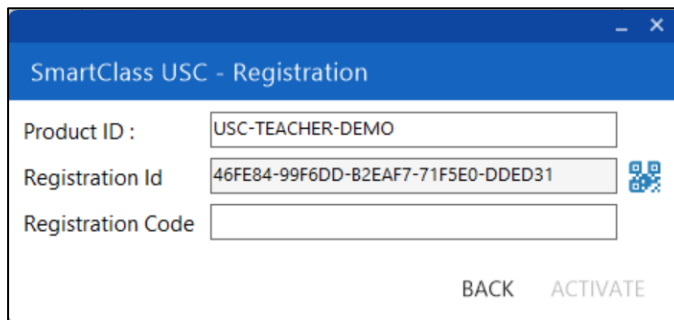
You will receive a notification that the activation was successful:



#### 3.1.2 Activating a Teacher's Account Manually

To activate your account manually:

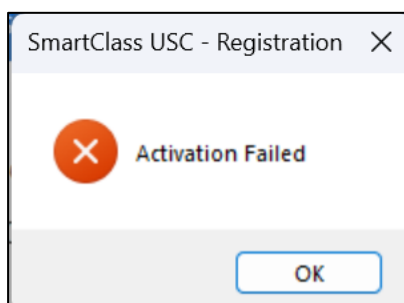
1. Select **Activate manually** and click **Next**.
2. In the field “Product ID”, enter the Product ID with which you have been provided. The code that appears in the field “Registration ID” is generated automatically and differs from one computer to another.



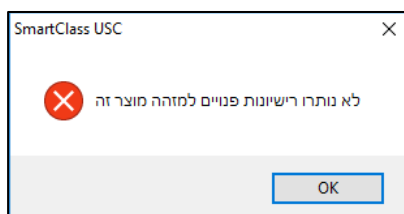
3. In the “Registration Code” field, provide the registration code that you have been provided with by Radix.
4. If the Registration ID that you provided is correct, the activation process will take several seconds. You will then receive a notification that the activation was successful.

### 3.1.3 Problems with Registration

If the registration code is incorrect, the activation process will fail, and you will receive the following message:



If you have exceeded the number of licenses that you have been allotted, you will receive the following message:



To resolve the problem, submit a request to Radix to allow for licenses for more devices.

## 3.2 Activating a Student's Account

At the end of the installation of the student software, whether it was installed manually or via the command line, the operating system will perform a reboot to finish the installation process.

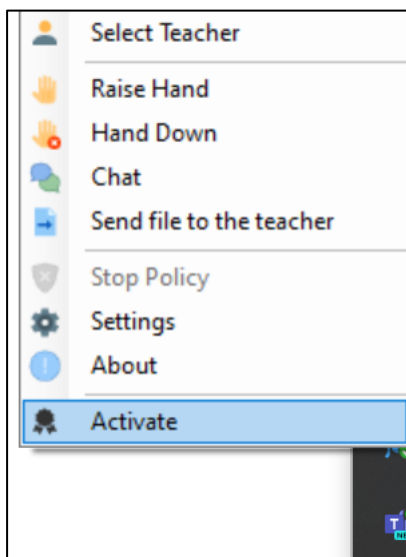
In this product version, there are three options for activation (at the student’s workstation only):

1. Activation over the Internet
2. Manual activation
3. By scanning a QR code

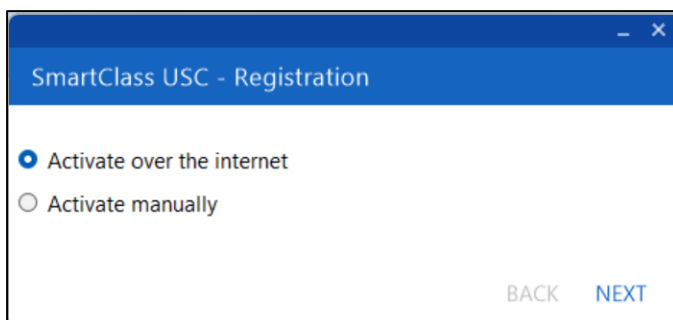
### 3.2.1 Activating a Student Account over the Internet

To start the activation over the Internet:

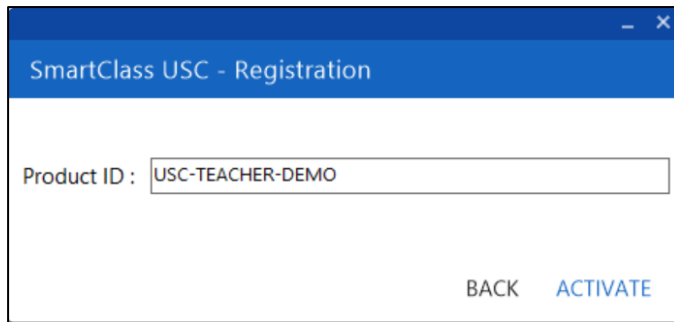
1. Place the mouse cursor on the SmartClass Student app icon (located next to the system clock in the Taskbar) and select **Activate**.



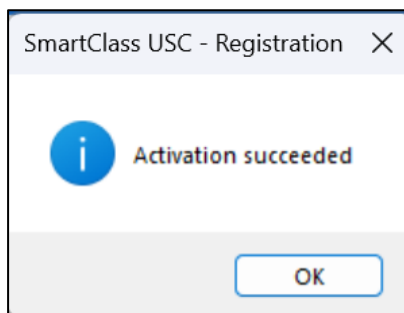
The activation window opens up.



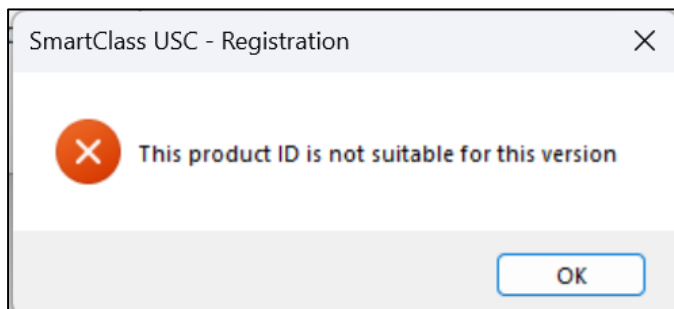
2. Select **Activate over the Internet** and click **Next**.
3. If you select **Activate over the Internet**, you will activate the student account directly through the Radix activation server. In the field “Product ID”, supply the Product ID Radix has provided, and click **Activate**.



4. If the product code was entered correctly, you will receive a message that the activation succeeded:



If you have made a mistake in entering the Product ID, you will receive a notification such as the following:

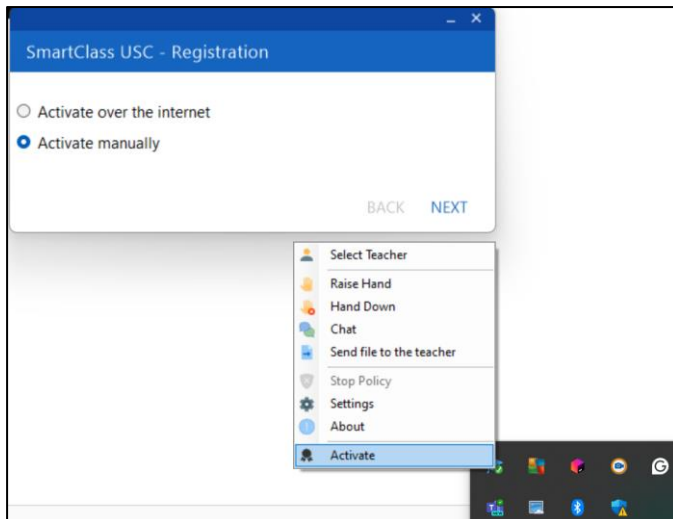


### 3.2.2 Activating a Student Account Manually

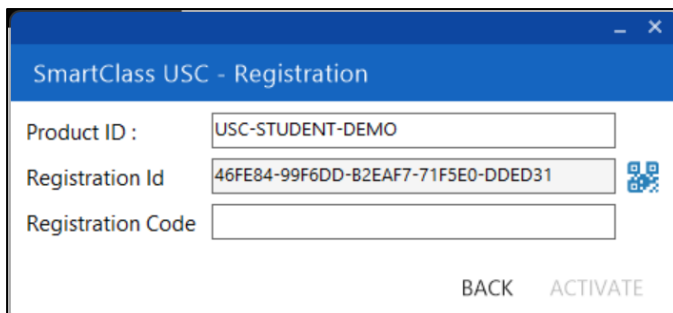
You can also activate the students' accounts manually by entering an activation code. You do not need an Internet connection to activate the student's account manually. You must send the Teacher's workstation Registration ID to Radix to receive an activation code.

To activate the students' accounts manually (= without Internet):

1. Select "**Activate manually**" and click **Next**.



2. In the “Product ID” field, enter the product ID you have received. The code that appears in the “Registration ID” field is generated automatically and differs from one computer to another.



3. In the “Registration code” field, enter the registration code you received from Radix. It is recommended that the teacher use the Excel spreadsheet from the attached link to store the registration IDs of all student workstations and send the spreadsheet to Radix. Afterward, you will receive the Excel form with the students’ activation codes.
4. At the top of the Excel spreadsheet, there is a field for entering the license number you received. This item is mandatory. Enter your product ID in this field.
5. In the “Teacher” field, enter the name of the teacher’s workstation (optional).
6. In the “Student” field, enter the name of the student’s workstation (optional).
7. In the “Registration ID” field, enter the registration ID of each workstation (required).

### 3.2.3 Activation by Scanning a QR Code

If the students’ computers do not have Internet access, they can also activate their accounts manually by scanning a QR code with their smartphone. They can scan the registration details appearing on the screen and send the information directly to Radix.

To activate using a QR code:

1. When you select the **Activate manually** option, next to the field **Registration ID**, you’ll see a QR code button. (If you did not enter the details correctly in the Registration ID field, you will not see this QR code button option to create a QR code to register.)

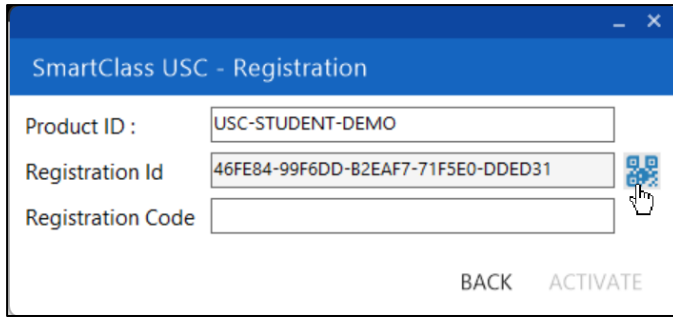
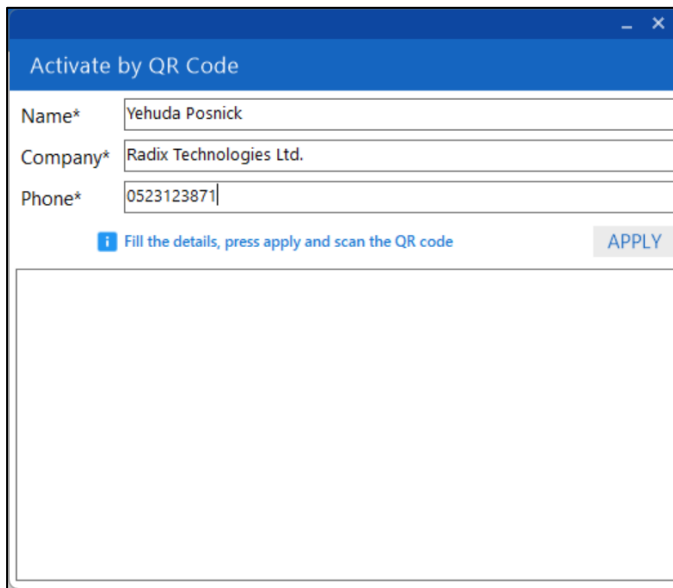
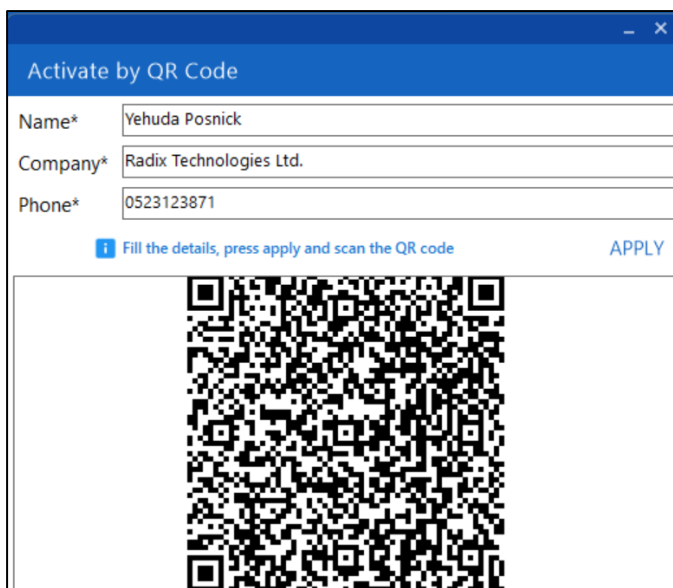


Figure 3-1: Location of QR registration code button

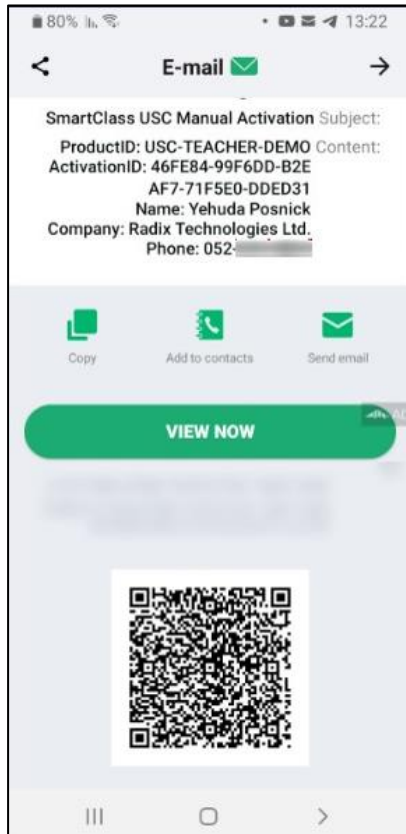
2. Click on the QR code button. The following screen opens:




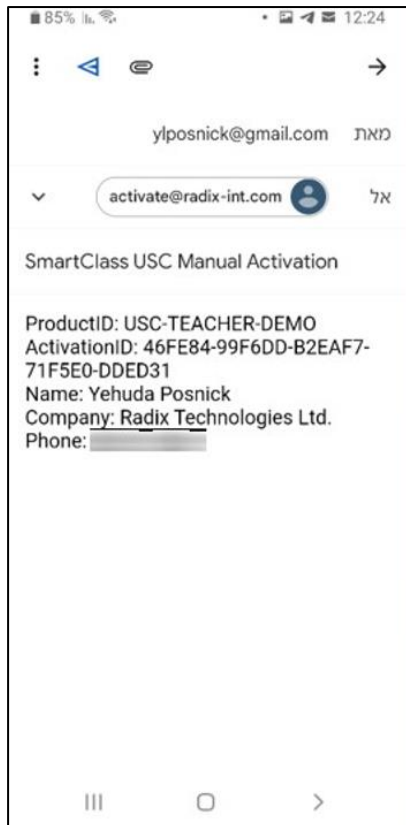
3. When you enter the information in the required fields and click **Apply**, a QR code will be generated:



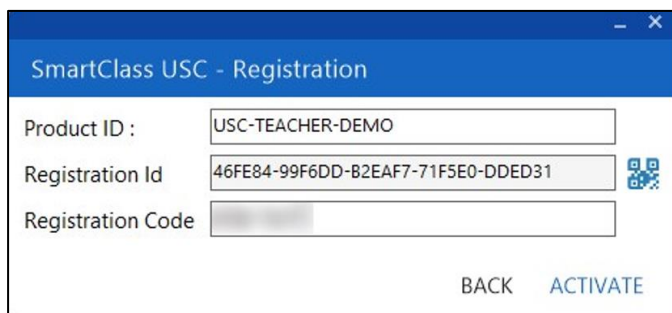
4. You can scan the QR code using a QR code scanner on your phone. Alternatively, a free QR code scanner can be downloaded from the Apple and Android app stores. A sample QR code scanner can be accessed [here](#).
5. Scan the code using the application installed on your device. Place your phone for a few seconds in front of the code that appears on the screen. The scan will be performed automatically. An image similar to the one shown below will appear on your phone's screen.



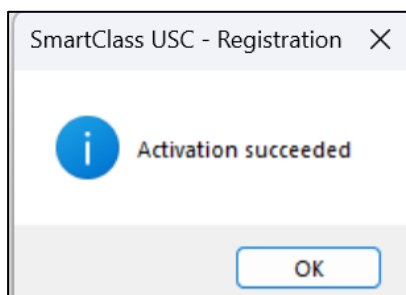
6. Send this message to Radix, by clicking on the “**Send email**” option from within the application.
7. After clicking “**Send email**”, your device’s default e-mail application will open. It will automatically set the email address to which this message will be sent. You only have to click the “**Send**” icon  in your email app.



8. After this message is received by Radix, we will send you the registration code for the product according to the details sent to us.
9. Enter the product code you will receive from us in the “**Registration Code**” field and click “**Activate**” to complete the registration process.



10. If the Registration ID you provided is correct and you have a suitable internet connection, the activation will take a few seconds. You will then receive a notification that the activation succeeded.



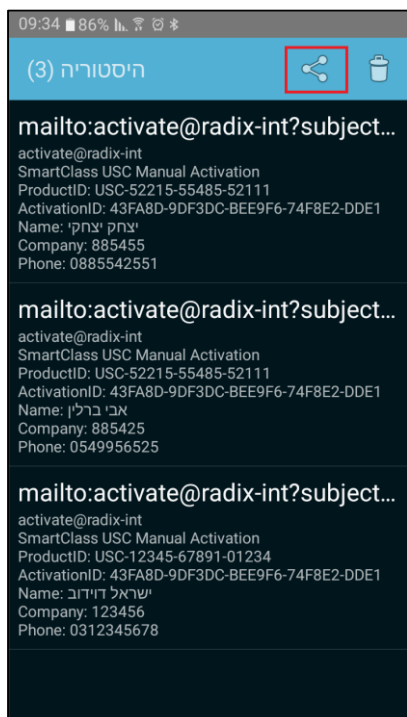
11. Upon clicking **OK**, you will be able to open up the SmartClass Teacher app.

### 3.2.3.1 Activation of Student Accounts on Several Computers

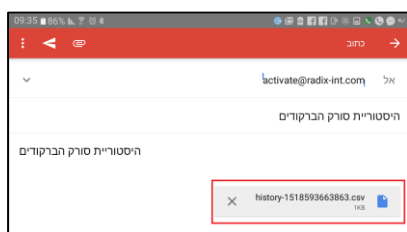
If you wish to perform activation of the SmartClass app for a number of students on several computers, it is not necessary to scan a separate QR code and send a separate email for each computer. You can perform activation by sending a single email with scans of the QR codes for each device.

To receive activation codes for several devices:

1. Click on the **History** button. The following window opens:



2. Enter the history of the QR scanner application and send an e-mail with a file that contains all of the scans of the QR codes for each device (the file is created automatically by the interface).
3. Click on the **Share** icon. Your default mail application will open.
4. In this case, the email address to send the QR codes will not be filled in automatically--you must supply it manually. Enter the mail address [activate@radix-int.com](mailto:activate@radix-int.com), and send the email to Radix.

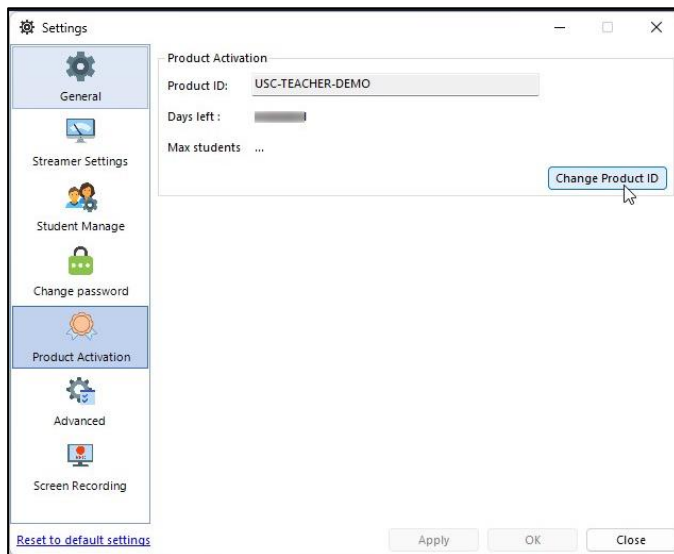


### 3.3 Reactivation of the SmartClass App

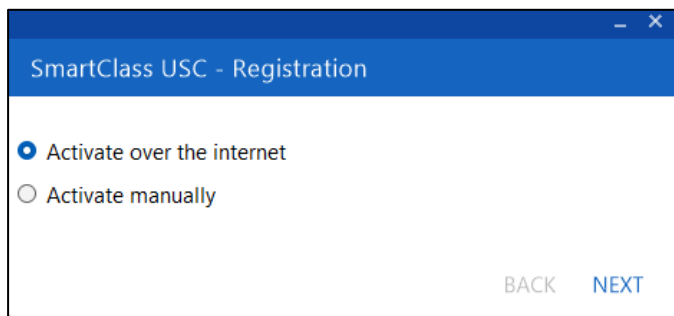
If at any point the teacher or students have changed their computers, motherboards, or hard drives, it may be required to reactivate the SmartClass application. To reactivate, you will have to contact Radix Technical Support to request renewal of the product activations.

To reactivate the SmartClass app:

1. Go to “**Settings**” in the teacher or student software, click “**Product Activation**” and “**Change Product ID**”.



The SmartClass USC – Registration screen opens.



2. The activation process continues as explained above in **Section 3.1** and **Section 3.2**.

In order to be able to renew activations, it is necessary to go to the following page and work according to the instructions listed.

If you uninstalled the student or teacher app and installed it again on the same computer without making any of the aforementioned changes to the hardware, you can perform a reactivation without referring to Radix Tech Support to renew activation.

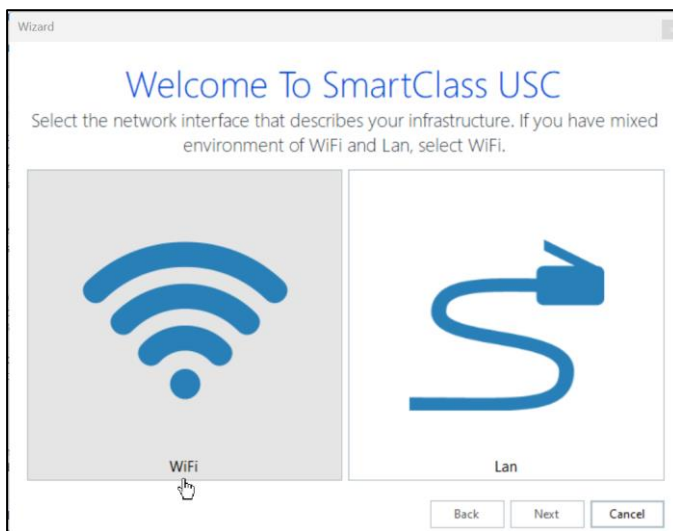
## 4 SmartClass Welcome Screen

The first time you use the SmartClass Teacher app after activation, a **Settings Wizard** will open that will help you set the quality of the software's performance based on the desired usage. (The settings can also be changed afterward from the **Settings** icon in the SmartClass Teacher app.)

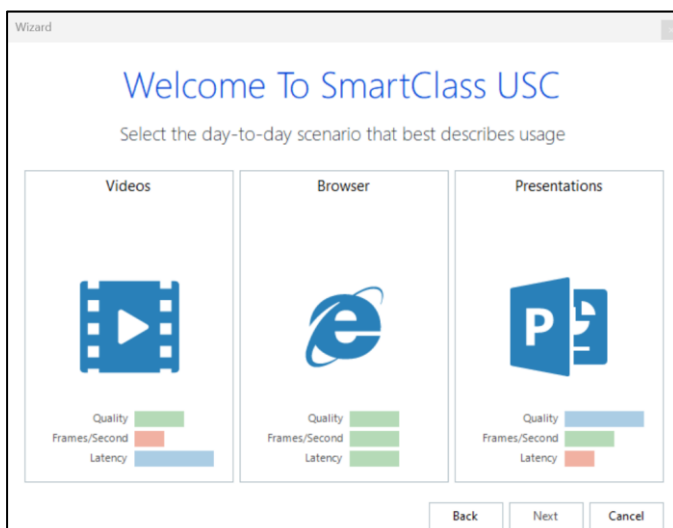
### 4.1 Selecting System Settings

To select the system settings when starting the SmartClass app:

1. Select the desired network type where the system will work: Wi-Fi/LAN (=wireless/wired). If there are students who are connected in wireless mode, it is recommended to select the wireless network option.

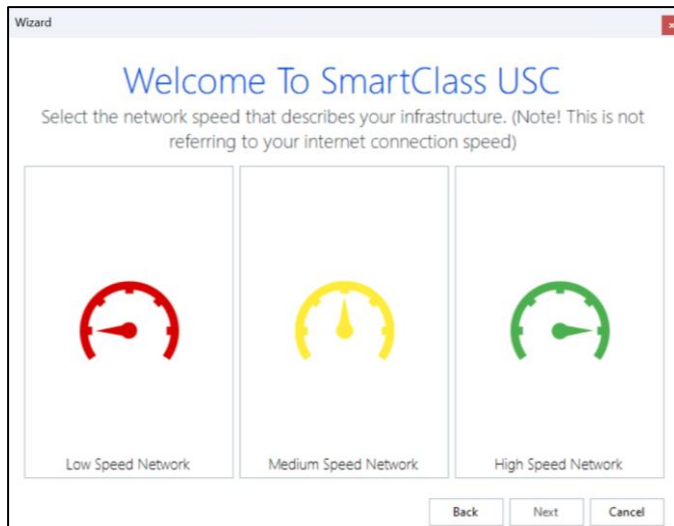


2. Select the appropriate network interface and click **Next**.
3. Choose the mode of use that best describes the current use of the software.
  - Displaying videos
  - Surfing the Internet
  - Displaying PowerPoint presentations

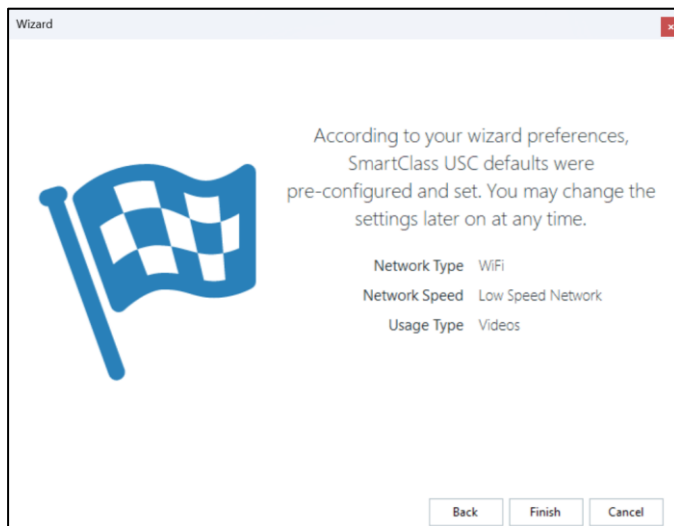


If none of the options match your organization's needs, you can choose according to quality/frames per second/ latency (response time), that appear in each of the selection options under **Settings>Streamer Settings** in the Teacher's software.

4. Select the speed of the infrastructure in the class. The options do not refer to the speed of the Internet connection, but to the speed of the infrastructure in the internal network that connects the students with the teacher.



4. You will see a screen summarizing the settings that you have selected.
  - To continue with the selected settings, click **Finish**.
  - To adjust the settings, click **Back** and change the settings as desired.

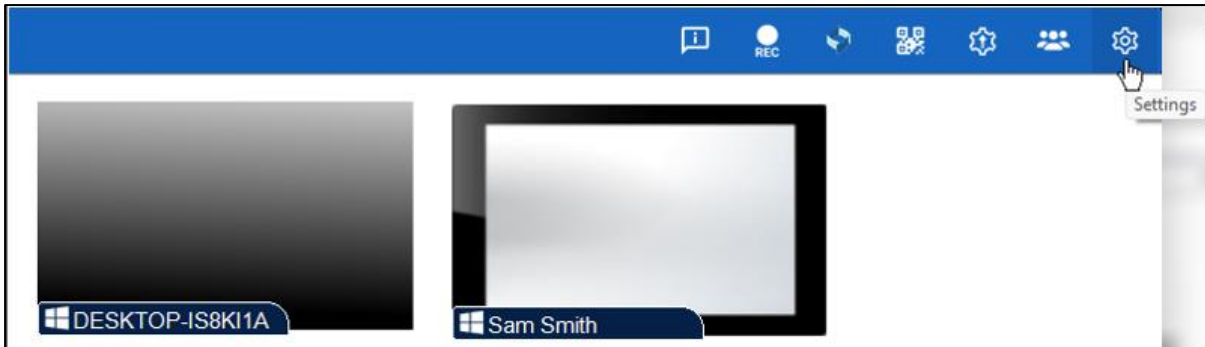


## 4.2 Modifying the Settings

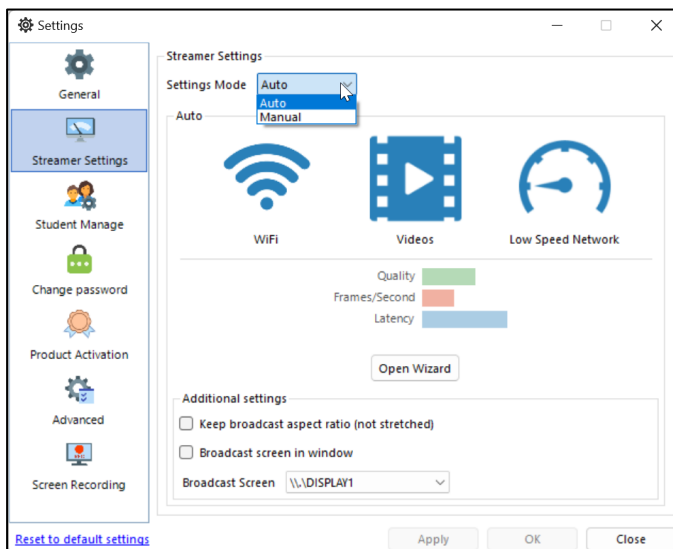
If it is necessary to change the system settings after clicking **Finish**, you can access the Settings Wizard later from the **Settings** icon in the Teacher's software.

To modify system settings:

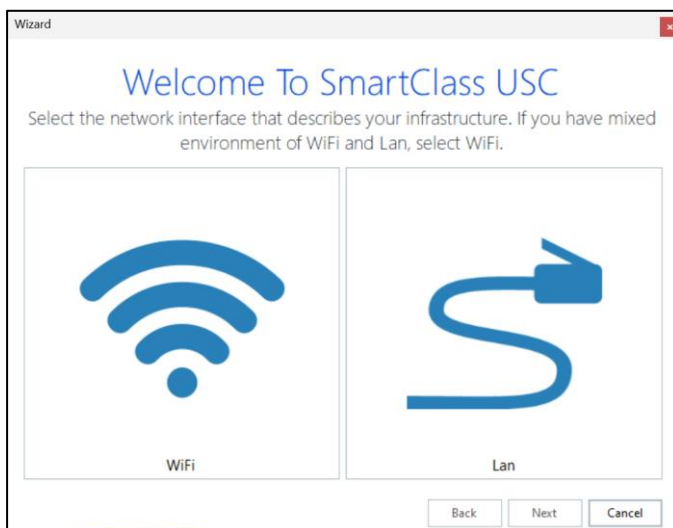
1. In the top toolbar menu, click on **Settings**.



2. In the Settings window, click on **Streamer Settings**. The following screen will open.



3. With the Setting Mode set to **Auto**, click **Open Wizard**. This will allow you to get back to the **Welcome Screen**.



You can now modify the settings as desired.

## 5 Teacher Interface

Upon the first execution of the teacher software, the teacher's desktop will be empty of any student icons. Students' workstations can be added to the teacher's interface in two ways (as will be explained below in **Section 8, Connecting the Student Workstation to the Teacher's Workstation**).

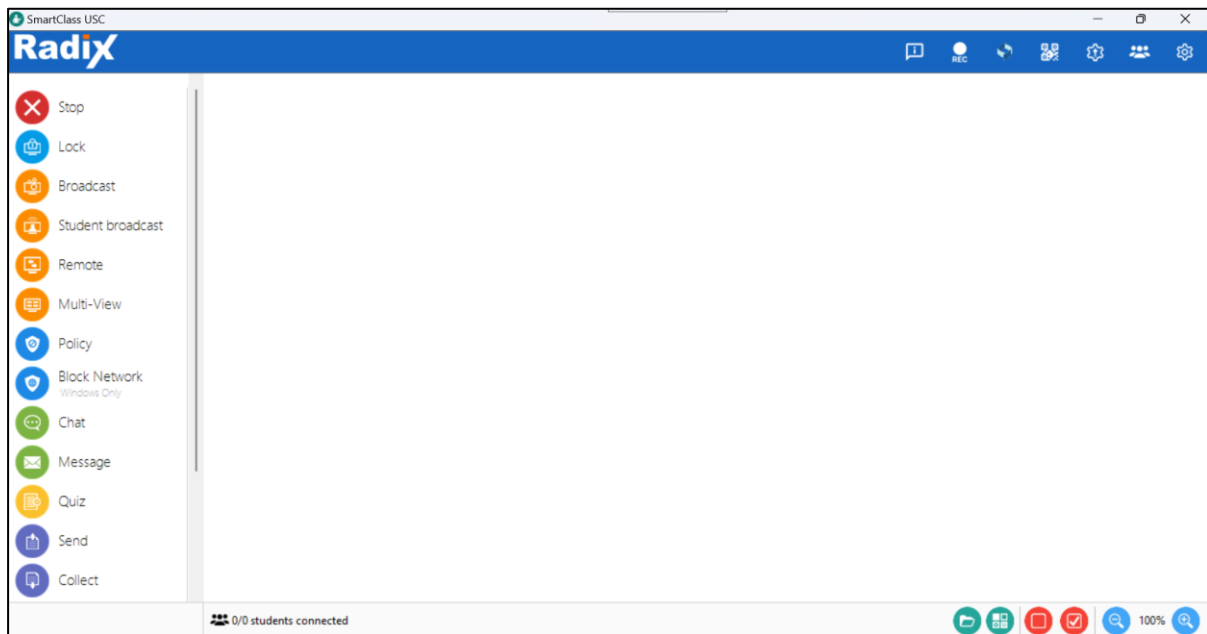



















Figure 5-1: Teacher's opening screen in SmartClass

### 5.1 Teacher App Sidebar Menu

In this part of the guide, we will explain the features available in the Teacher App interface. Selecting all of the student workstations, or not selecting any particular student workstation, will run the selected command on all student workstations.

Table 5-1: SmartClass Teacher App Sidebar Menu

Icon	Description
 Stop	Cancels any action sent to the students' workstations
 Lock	Locks the students' display, keyboard, and mouse
 Broadcast	Broadcasts the teacher's screen to students
 Student broadcast	Displays a student's screen to the other students
 Remote	Allows the teacher to control the student's keyboard, mouse, and display remotely
 Multi-View	Allows the teacher to monitor several students' workstations at once
 Policy	Allows the teacher to apply a policy of allowed/disallowed apps and websites to the students' workstations
 Block Network <small>Windows Only</small>	Allows the teacher to block the students' Internet access
 Chat	Allows for a two-way chat with a student or the entire class
 Message	Allows the teacher to send an announcement to the students
 Quiz	Allows the teacher to quiz the students and analyze the grades
 Send	Allows the teacher to send files to the students' workstations
 Collect	Allows the teacher to collect files from the students' workstations
 Remote Shutdown	Allows the teacher to shut down or turn on the students' devices remotely
 Remote Install	Allows the teacher to install software on the students' devices remotely
 Remote command	Allows the teacher to send commands to the students' devices
 Remote Login <small>Windows Only</small>	Allows the teacher to login to the students' devices remotely

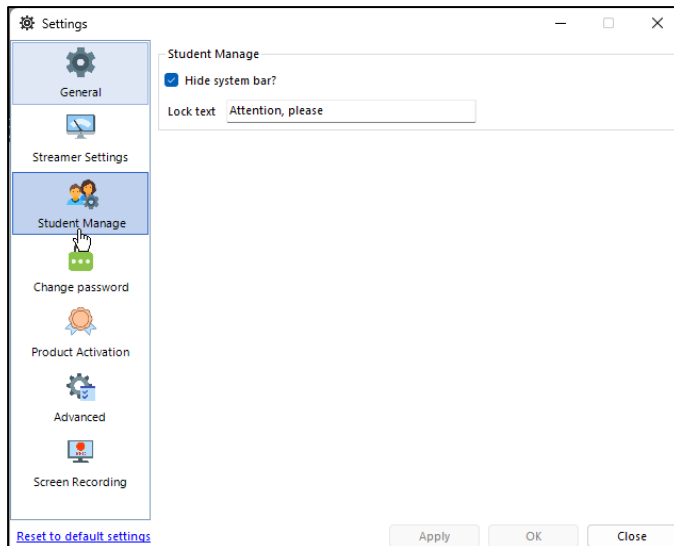
### 5.1.1 Stop

This will cancel any action sent to the students' workstations. For example, it will terminate the teacher's broadcasting of their screen to the student's display.

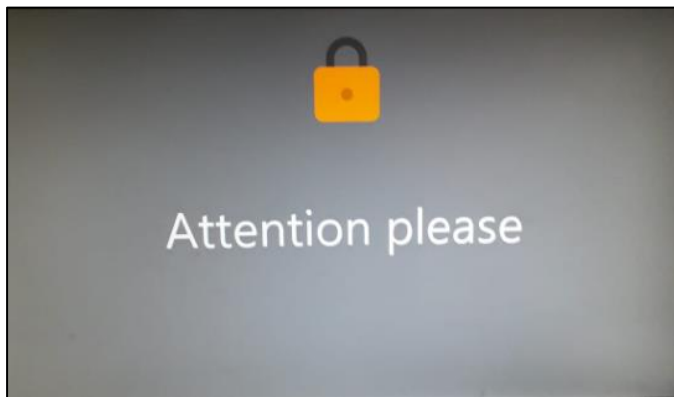
### 5.1.2 Lock Screen

This darkens the students' displays and disables their mouse and keyboard. It will display a message on the students' workstations that their screen is locked. The teacher can personalize a message for the students in the **Settings** menu, under **Student Manage**.

In the example below, the Lock Screen text has been set to "Attention, please":



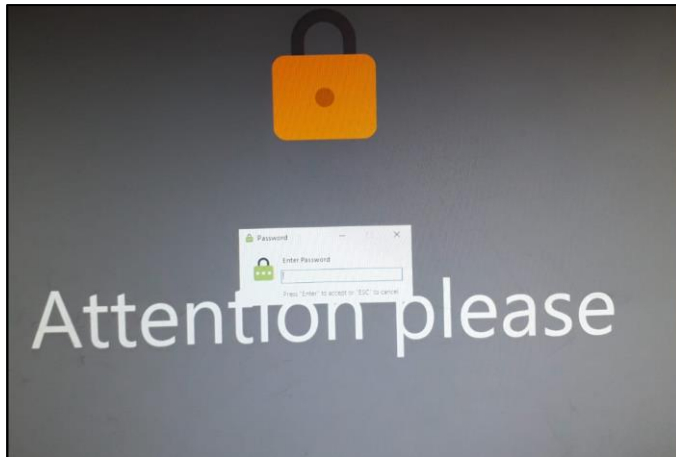
The students will see the following on their display:



It is possible to lock the students' workstations at the Login stage.

There are two methods to exit the Lock Screen state:

- **On the teacher's side:** By the teacher canceling the Lock Screen at that teacher's workstation by clicking on **Stop**,
- **On the student's side:** The student can cancel the teacher's screen lock by clicking on the key combination **Alt + Ctrl + Shift + F9**. The student will be prompted to enter the security password to unlock the screen. The student's default password is "admin". Upon entering the password, the **Lock Screen** window will close, and the student will be redirected to the workstation desktop.



### 5.1.3 Broadcast

The “Broadcast Teacher’s Screen” option allows the teacher to display their screen to the students' workstations. The teacher’s screen can be displayed at all workstations, or only at specific students’ workstations.

The teacher's screen can be broadcast to the students' workstations in two broadcasting modes:

1. **Broadcast full-screen:** The screen being broadcast will be displayed at the students’ workstations in full-screen mode. There is no option for the students to minimize the screen being broadcast, to change its size, or to close it.
2. **Broadcast screen in window:** The screen being broadcast will be displayed at the students' workstations in a window. This will allow the students to minimize the window and change its size. However, they will not be able to close the teacher’s screen. This feature allows students to use the broadcast as a Help screen if they need assistance.

**Note:** The system default is **Broadcast full-screen**. You can change this setting so that the default setting is **Broadcast screen in window**. This can be done via **Settings > Streamer Settings > Additional settings** in the Teacher’s software.

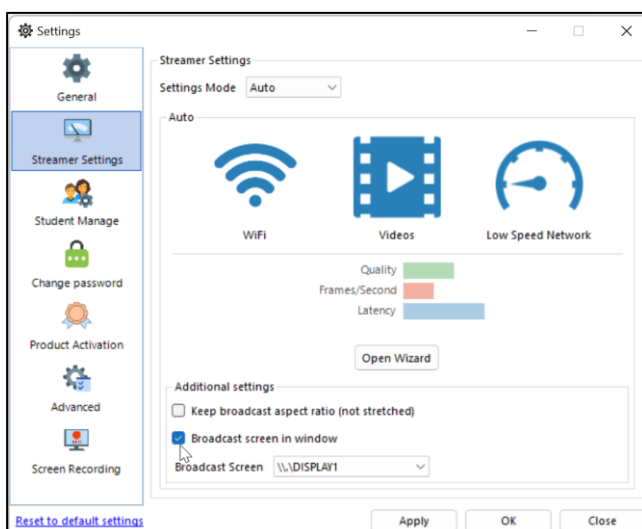


Figure 5-2: Location of “Broadcast screen in window” option in Auto mode

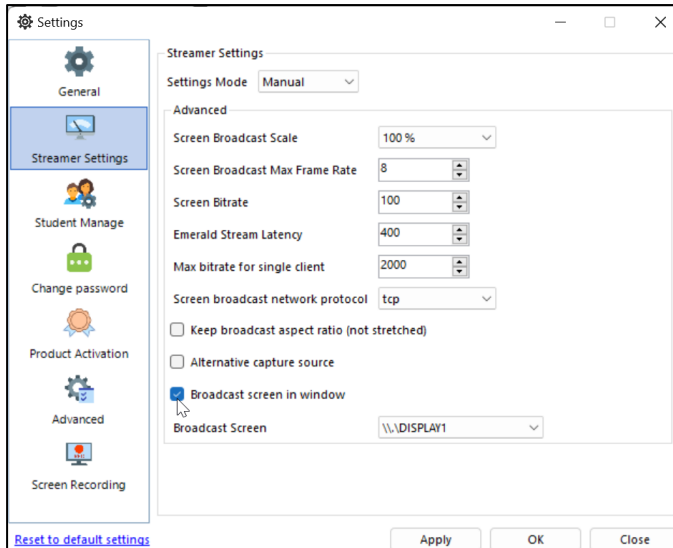


Figure 5-3: Location of “Broadcast screen in window” option in Manual mode

### 5.1.3.1 Floating Menu Options

You can also change to broadcasting in a window in the middle of a screen share through a floating menu. When you initiate the screen sharing, the teacher’s screen is minimized, and the floating menu will appear instead. (The floating menu will also appear whenever you choose to minimize the Teacher’s display of the SmartClass app.)



The options in the floating menu are as follows:

Table 5-2: Floating menu options

Icon	Description
	<b>Stop:</b> Stops the teacher’s broadcast of their screen
	<b>Lock:</b> Locks the student’s screen with the default message
	<b>Broadcast Full Screen:</b> Initiates a full-screen broadcast by the teacher
	<b>Broadcast Screen in Window:</b> Initiates a broadcast of an individual screen
	<b>Screen Recording:</b> Allows the teacher to start recording their screen
	<b>Stop screen recording:</b> Stops the teacher’s screen recording and prompts to save the recording in an MP4 file
	<b>Restore Window:</b> Restores the window of the SmartClass program after it was minimized

However, in this manner, the change will only apply during the current broadcast. At the end of the broadcast, this change will be canceled, and the interface will revert to the default

setting. To minimize the teacher’s screen share in the next broadcast, it will be necessary to activate this feature again.

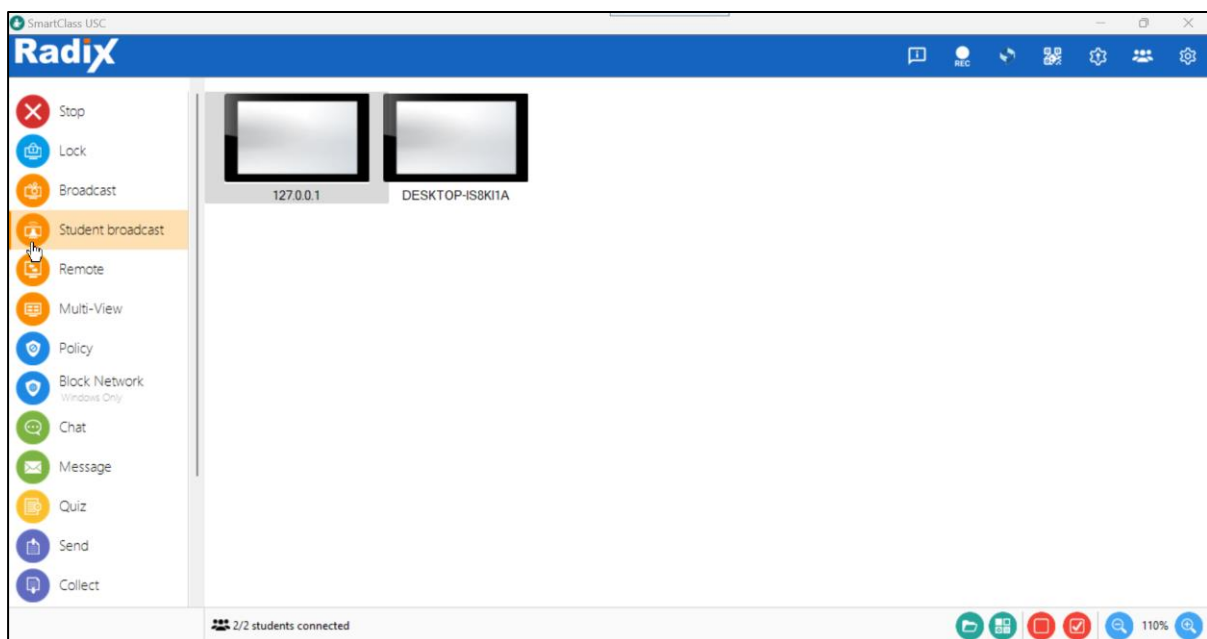
You can toggle between the two broadcast modes (“Broadcast Screen” and “Broadcast Screen in Window”) while broadcasting by clicking the corresponding button in the floating menu.

### 5.1.4 Student broadcast

This broadcasts the screen of a student workstation to the workstations of the other students. (You can choose to broadcast to all workstations, or only to specific workstations.)

To broadcast a student’s screen:

1. Click on **Student broadcast** in the SmartClass Teacher’s App.

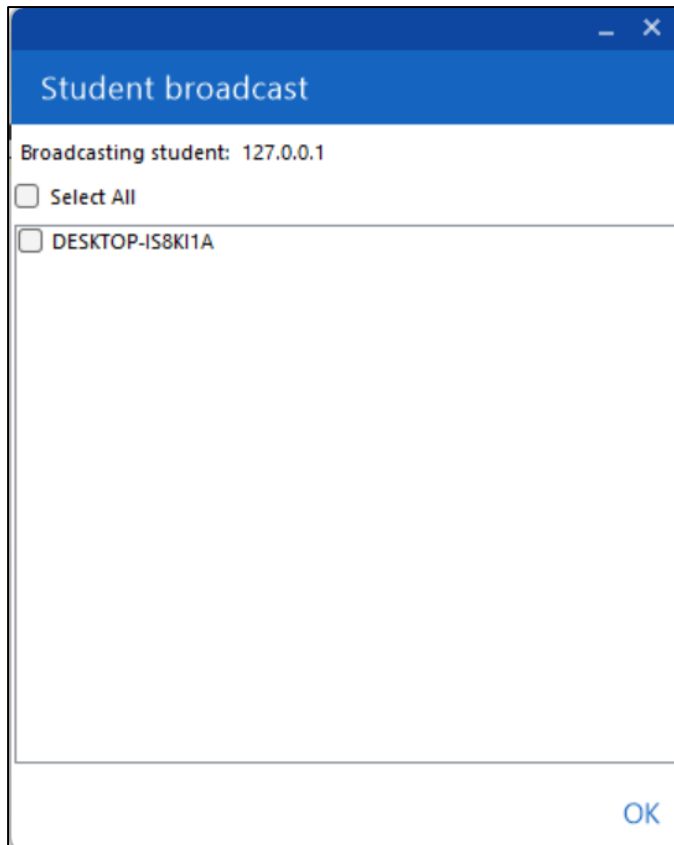


If you assign more descriptive names to the students’ thumbnails, each thumbnail will also display which operating system is present on the student’s workstation.



Figure 5-4: Note that the students are both using Windows computers

The **Student broadcast** window opens.



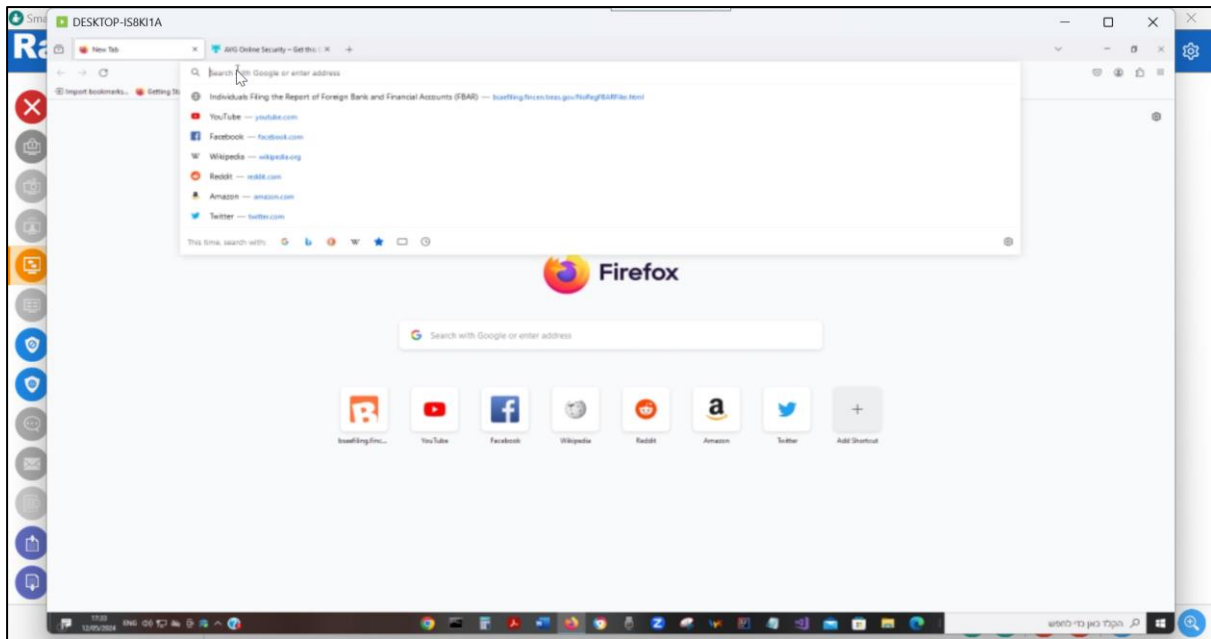
2. Click **Select All** to broadcast to all the other students in the class. To broadcast to only selected students, click on the individual students to whom you wish to broadcast.
3. Click **OK**. The selected student(s) will be able to view the broadcast.


### 5.1.5 Remote control

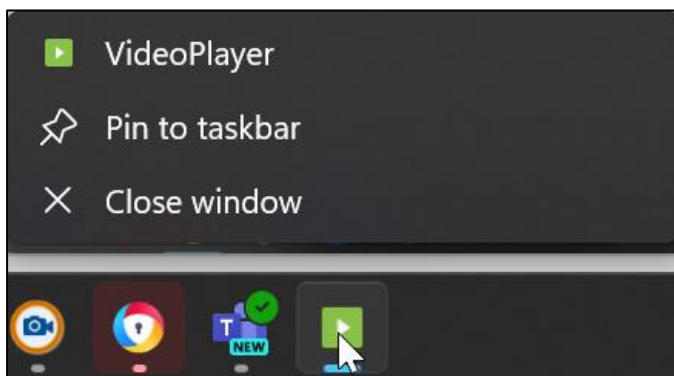
**Remote control** allows the teacher to take control of a student's workstation (that is, control of the monitor, keyboard, and mouse).

To use the remote control option:

1. In the Teacher's display, select the student's workstation you would like to control remotely.
2. Click **Remote** in the SmartClass Teacher's menu. The student's display will appear on the teacher's desktop.
3. The teacher may click on the icons and menus in the student's desktop. In the example below, the teacher opened the Firefox browser on the student's computer.

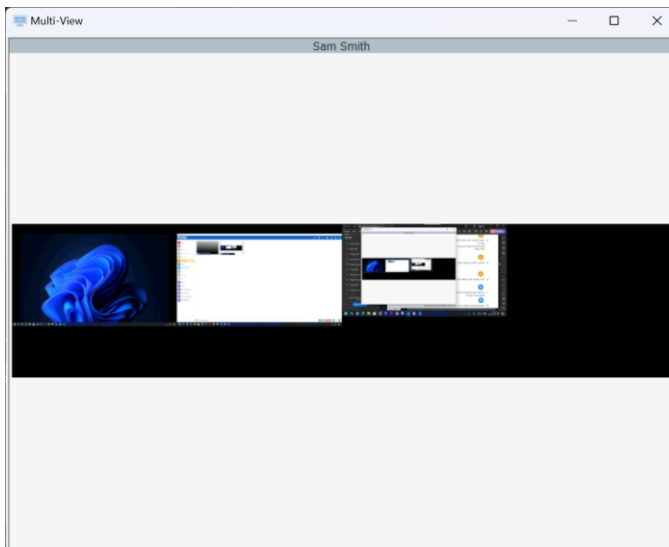


4. To terminate the Remote Control option, you can:
  - Click on the **Close** icon  in the upper right-hand corner of the student's display,
  - Click **Stop** in the Teacher's sidebar menu in the SmartClass app, or
  - Right-click on the SmartClass Video Player icon in the taskbar at the bottom and click **Close Window**.



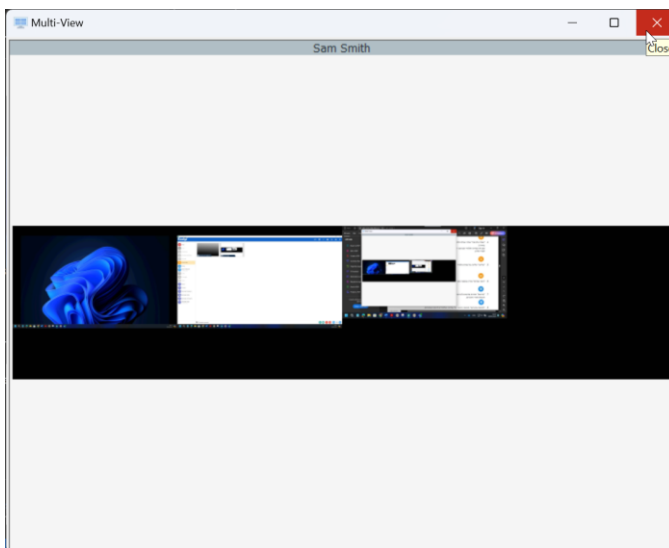
## 5.1.6 Multi-View

This allows the teacher to view and monitor several student screens simultaneously.



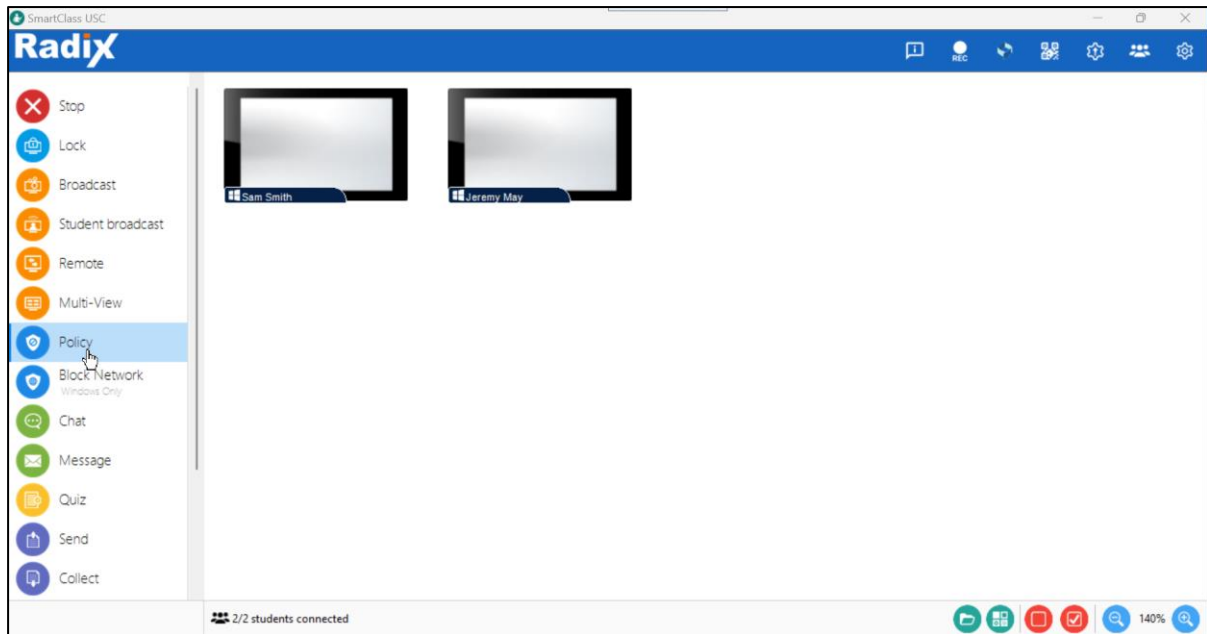
The teacher can stop the multi-view option by either:

- Clicking on **Stop** in the sidebar menu, or
- Clicking on the **Close** icon in the Multi-view screen.



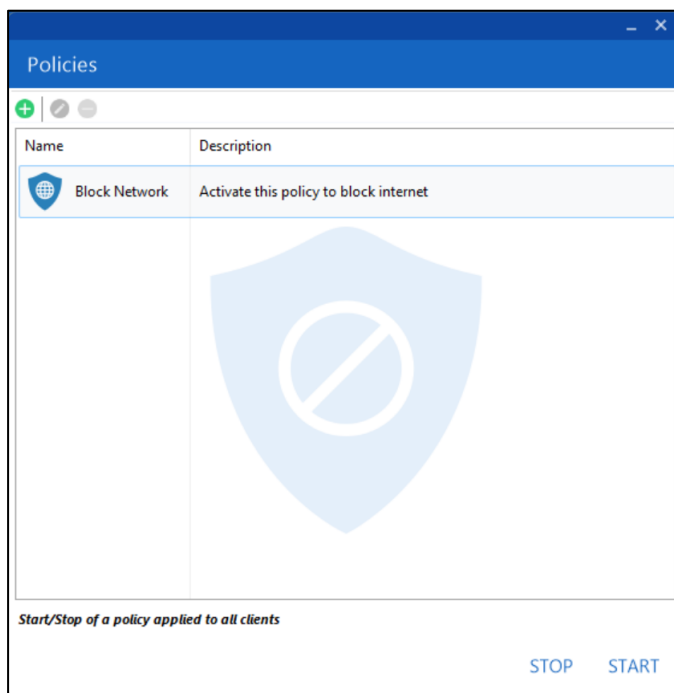
### 5.1.7 Policy

This option allows the teacher to define a policy of blacklisted and whitelisted apps and websites. After a policy has been enabled, the student end user will only be able to run applications they are permitted to run, and they can only access those websites that they are allowed to access.



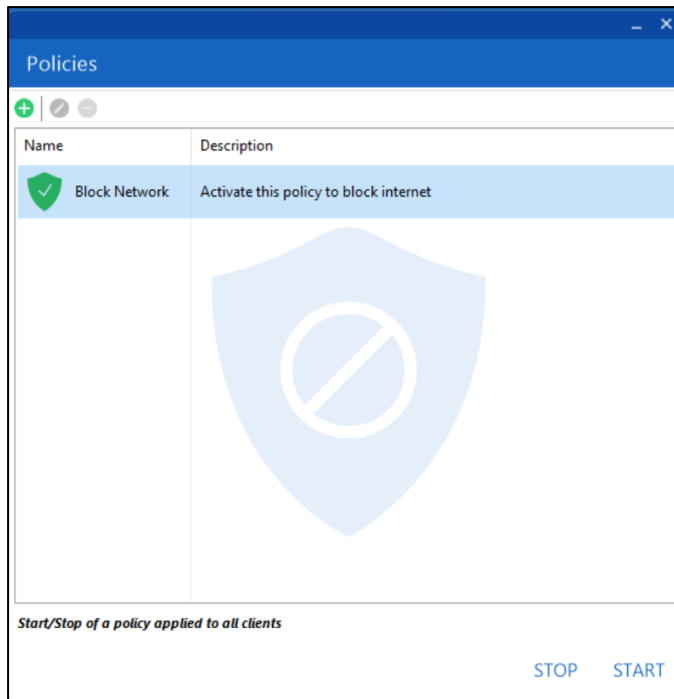
To employ a website browsing/app policy:

1. Click on the **Policy** icon. The **Policies** window opens.



In this window, the “Block Network” policy is a built-in policy that cannot be deleted or changed. Its functioning is the same as the operation of the “Block Network” button in the main menu in the teacher interface which we will see in the next section. It will block all network access on the students’ computers.

2. To block all network access, click on the **Block Network** option.
3. Click **Start**. The shield near the Block Network option will go from blue to green.



The Policy icon (and the Block Network icon) in the Teacher’s app will also have a green shield next to it.

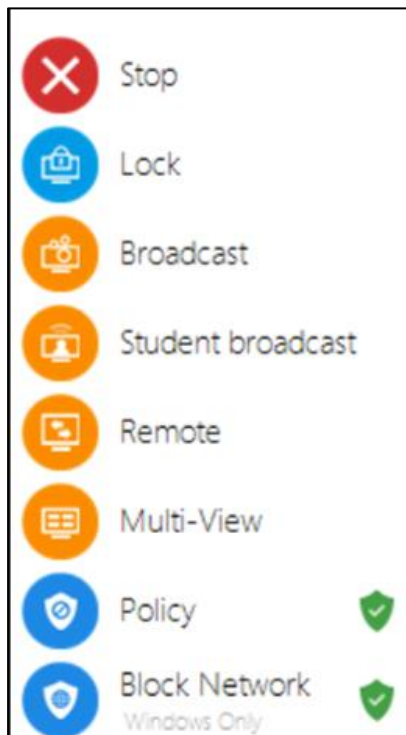


Figure 5-5: The green shield indicates that the Block Network policy is in effect

- To stop the policy of blocking all network access from the students, click **Stop**. The shield near the **Block Network** icon will revert from green to blue, and the students will regain Internet access.

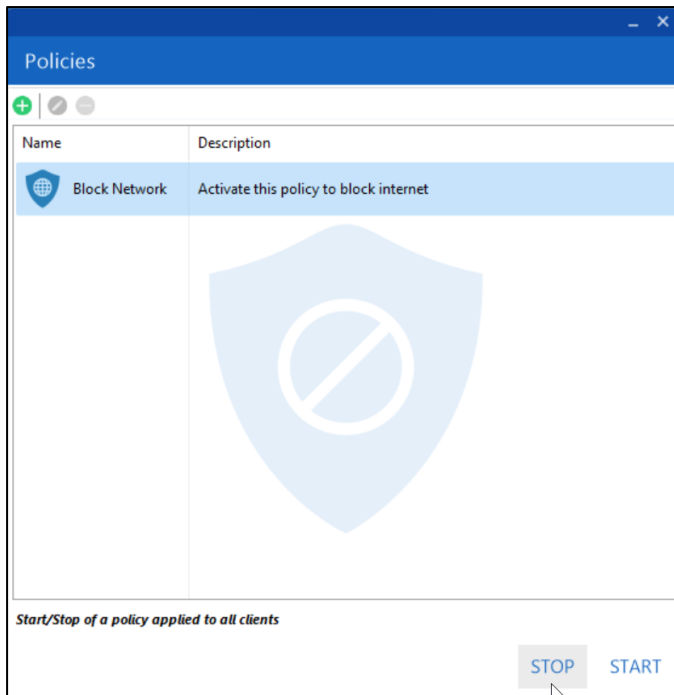
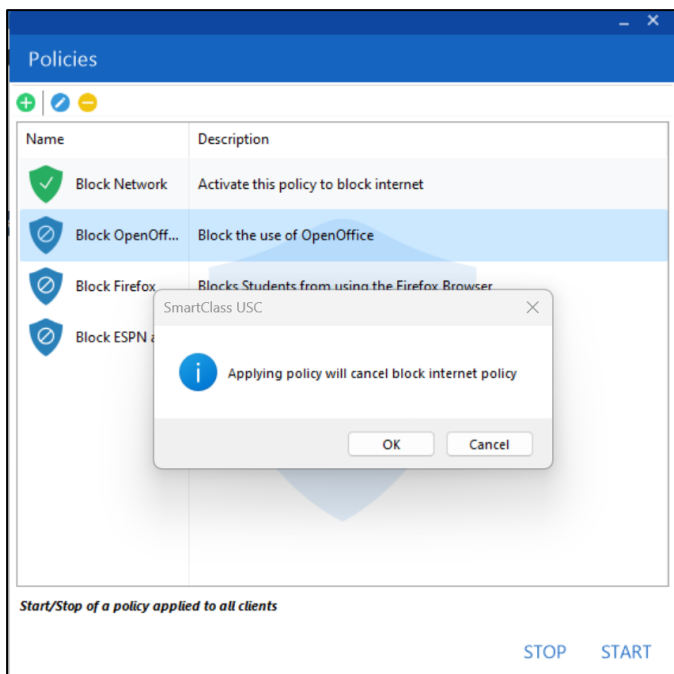


Figure 5-6: The Block Network policy is no longer in effect

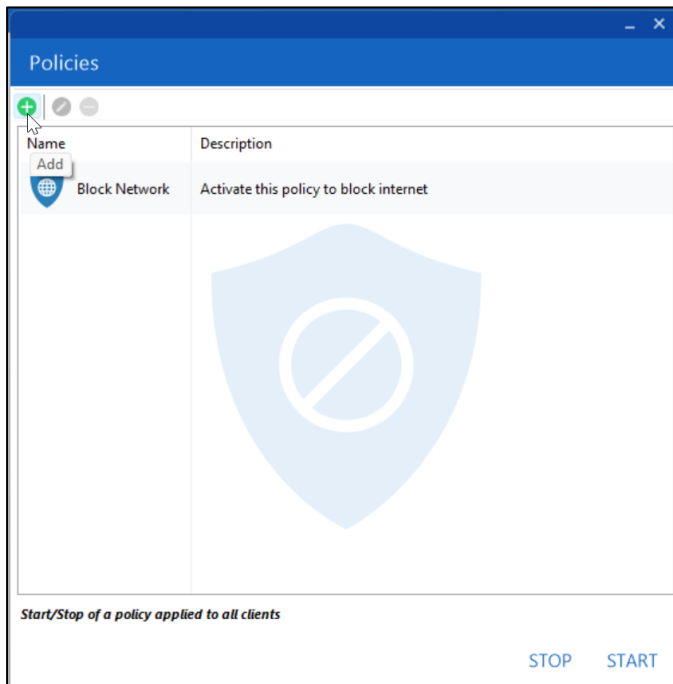
**Note:** Only one policy can be applied to the students’ workstations at a time. For example, if you choose to block the students’ network access, you won’t be able to block their use of apps as well. Attempting to employ another policy when one policy is already in effect will result in the following message:



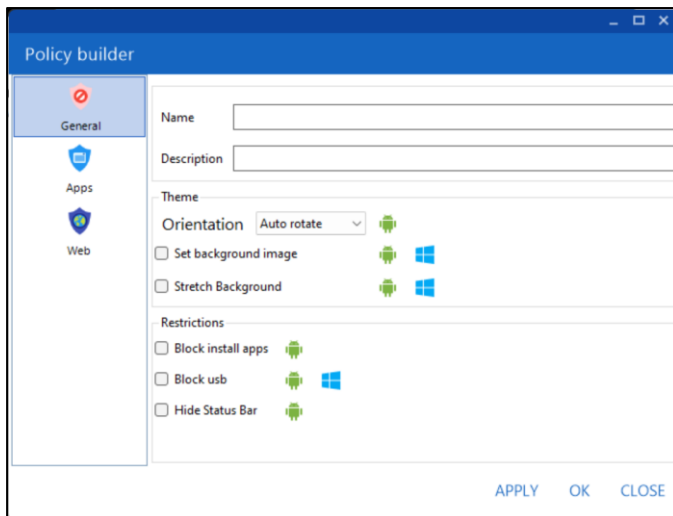
Applying a new policy will cancel the previously applied policy.

5.1.7.1 *Constructing a new software policy*

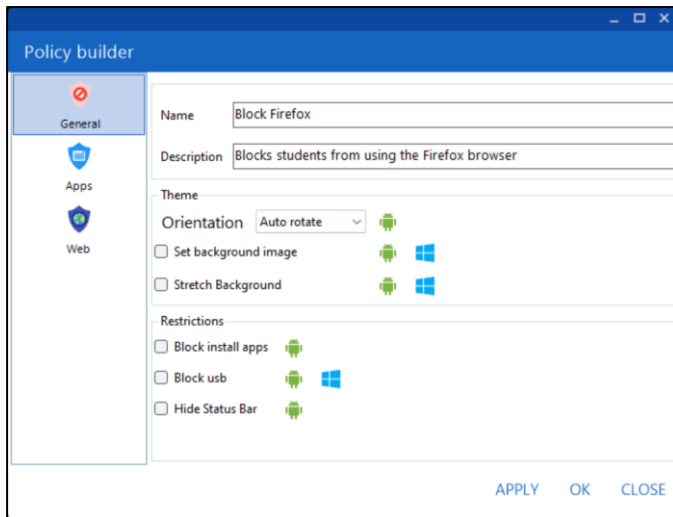
1. Click on the Add icon to construct a new software policy.



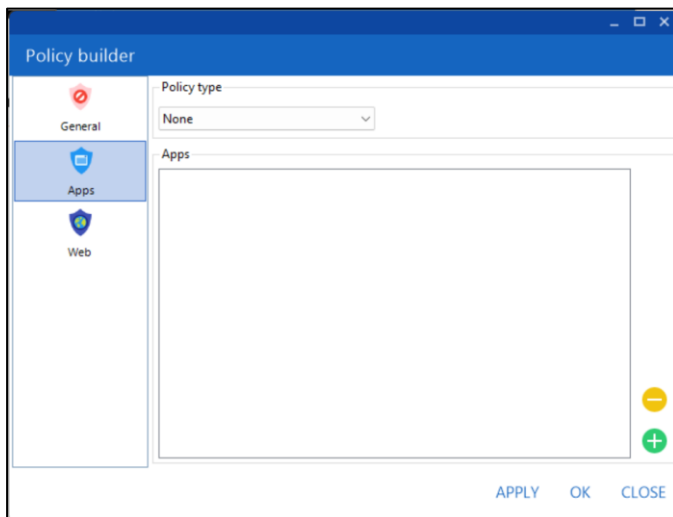
The **Policy Builder** screen opens.



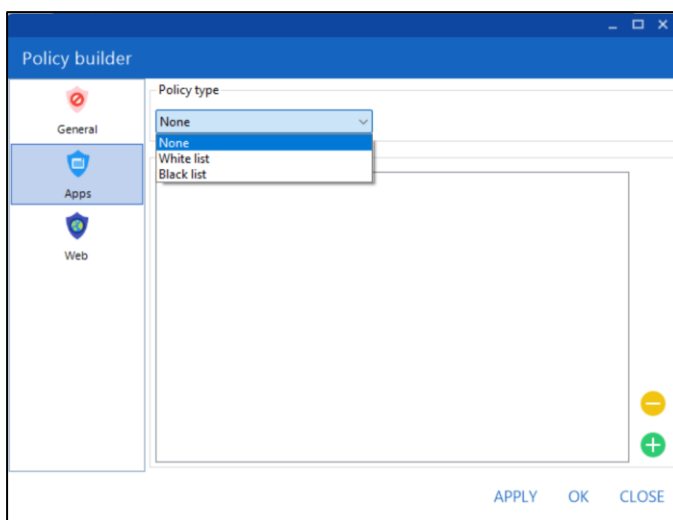
2. Supply a name and description in the appropriate fields. In our example of creating a software policy, we will block students from using the Firefox web browser.



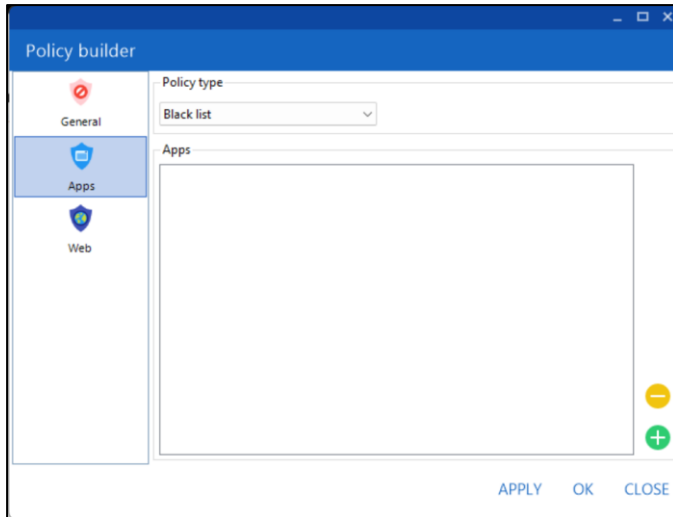
3. Click on the **Apps** icon to open the Policy Builder window to block or allow apps.



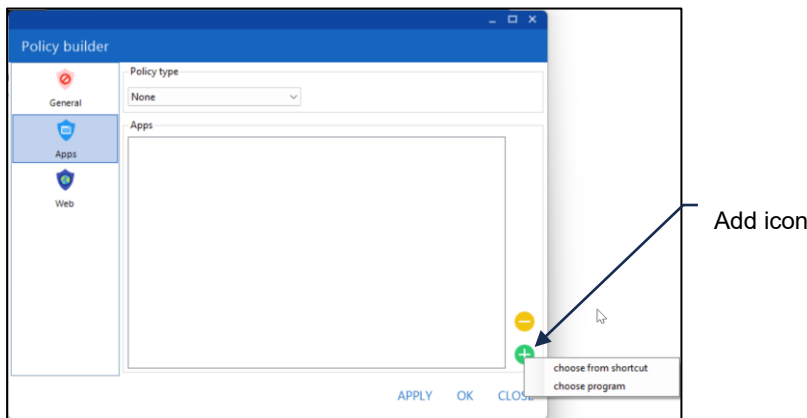
You can either create a whitelist of apps to allow or a blacklist of apps to block.



In our example, we will choose **Blacklist**, to block the Firefox browser app.



4. Click on the **Add icon** and select from the menu how you would like to add software to the policy.



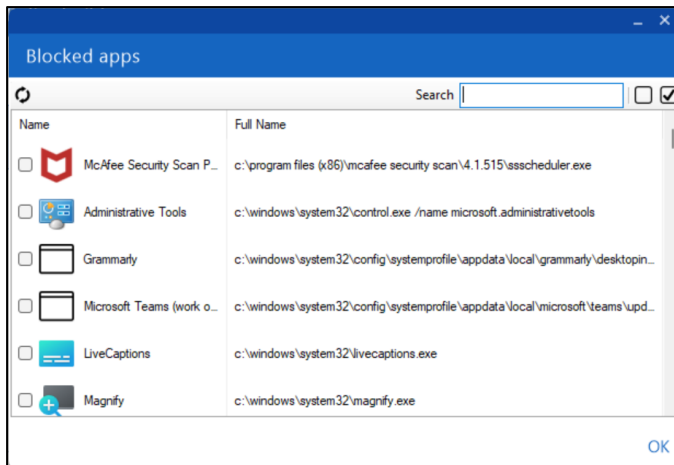
There are two options for selecting apps to allow/block: 1) by means of a shortcut, and 2) by means of the SmartClass app.

#### 5.1.7.1.1 Option One: Blocking apps using a shortcut:

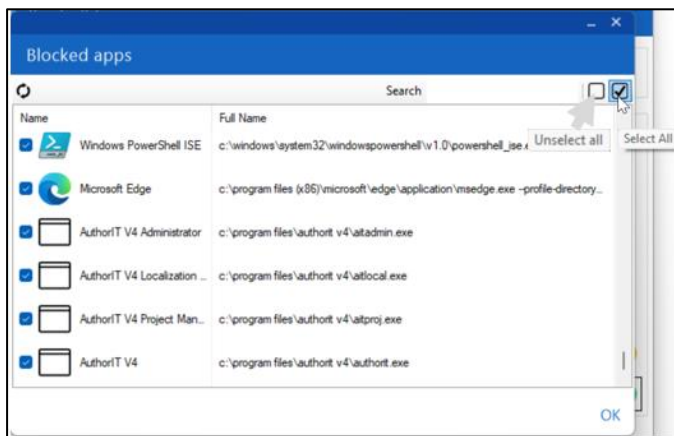
This will display the software installed on the students' computers. You can select the apps to allow or block by clicking on the checkbox that appears near the name of the app.

To select apps using a shortcut:

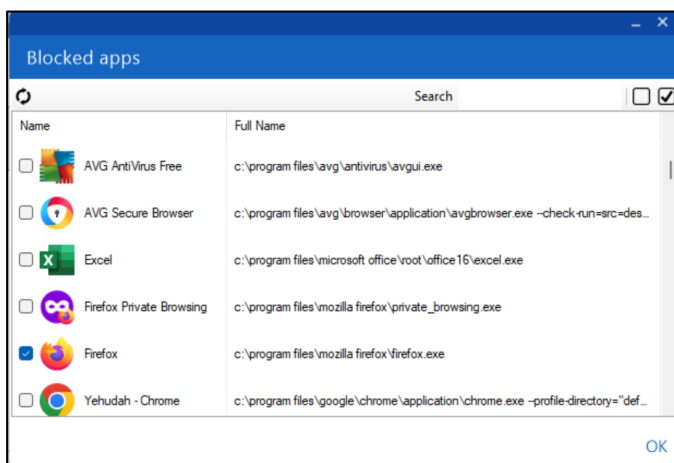
1. Click on **Choose from Shortcut**. A list appears of all of the apps that can be blocked.



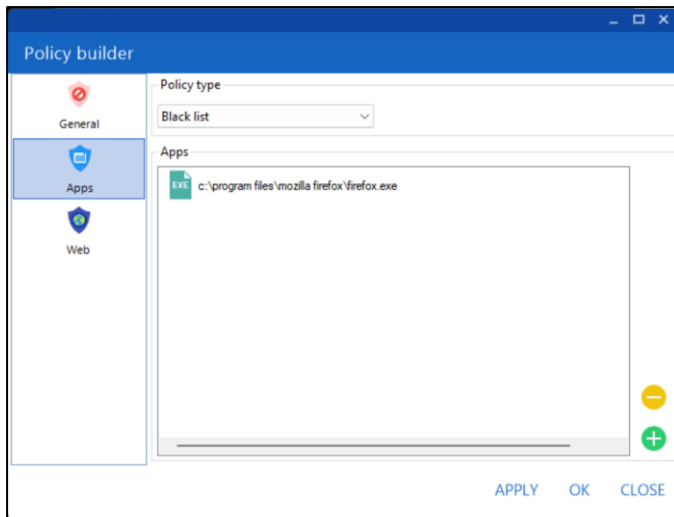
There are also options in the upper right-hand corner to select/unselect all of the available apps:



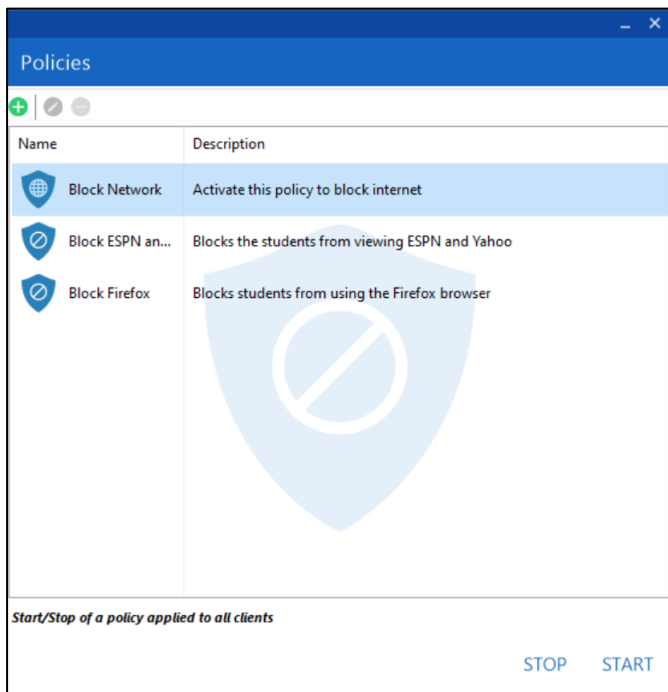
2. In our example, we will scroll down until we find the Firefox application. Select it to be blocked:



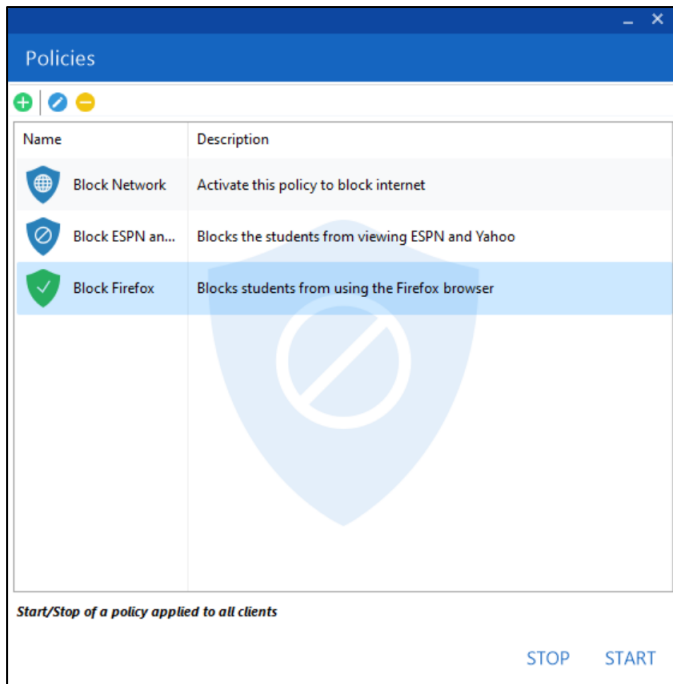
3. Click **OK**. The app will appear in the blacklist:



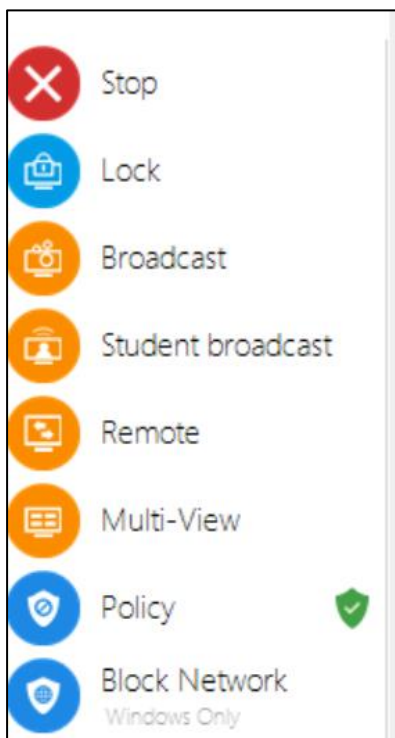
4. Click **Apply** or **OK**. The app will appear in the blocked options.



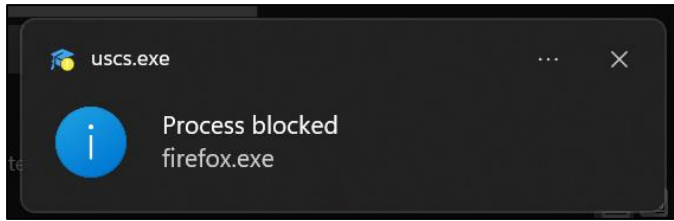
5. To apply the policy, click **Block Firefox** and click **Start**.



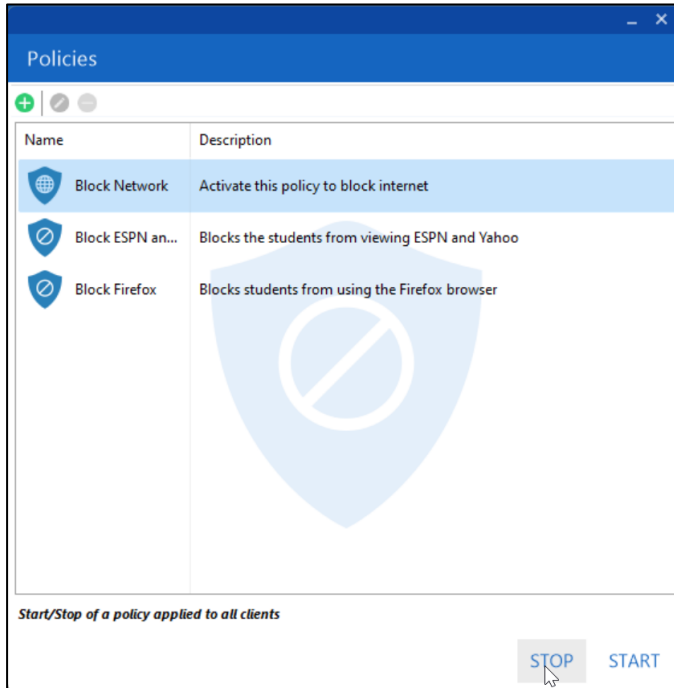
The shield next to **Block Firefox** option turns green, and a green shield appears next to the Policy icon in the Teacher App Menu:



Any attempt to run the Firefox app while the policy is in force will result in the following message:



6. To stop the policy, click **Stop**. The shield next to the app will revert to blue.

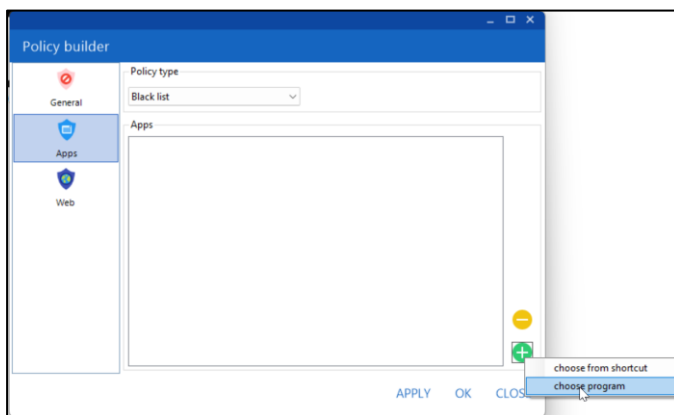


#### 5.1.7.1.2 Option Two: Adding an app using the SmartClass application

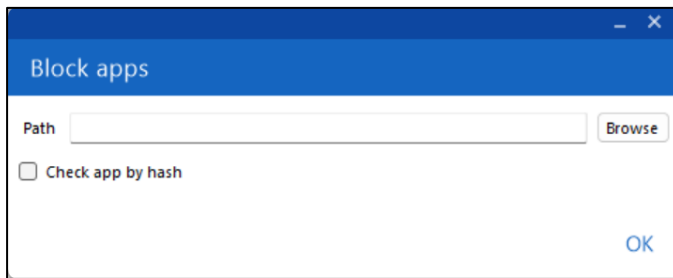
This method will allow you to add the complete path or name of an application to be blocked or allowed.

To block an app via the SmartClass application:

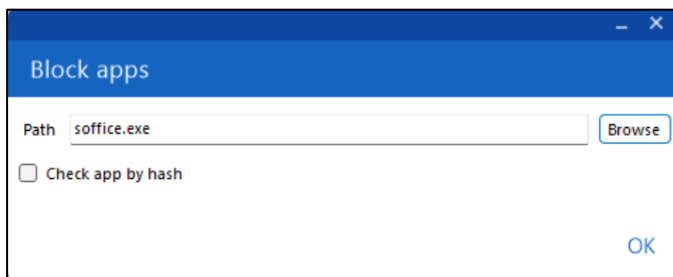
1. Click on **Policy** in the Teacher’s Menu and supply a name and description in the General screen as above.
2. In the Apps screen, click on the **Add** icon, and select **choose program**.



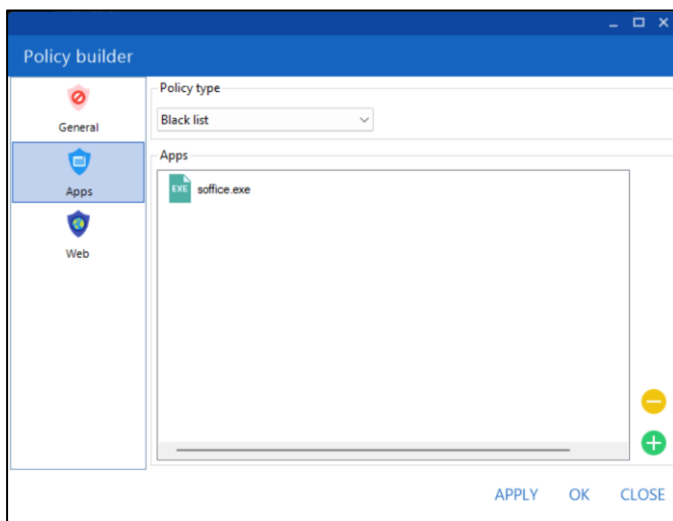
The following window opens, prompting you to supply a path for the executable that you want to block.



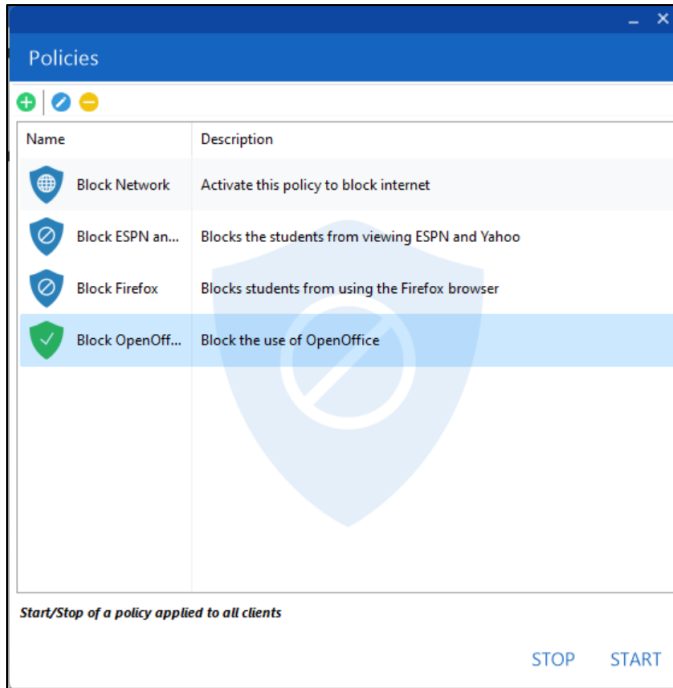
3. In our example, we have chosen to block the Open Office word processing app:



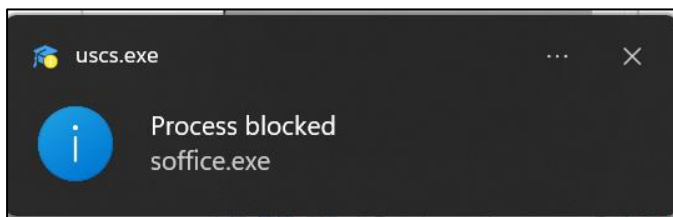
4. Click **OK**. The app to be blocked/allowed will appear in the Policy Builder window:



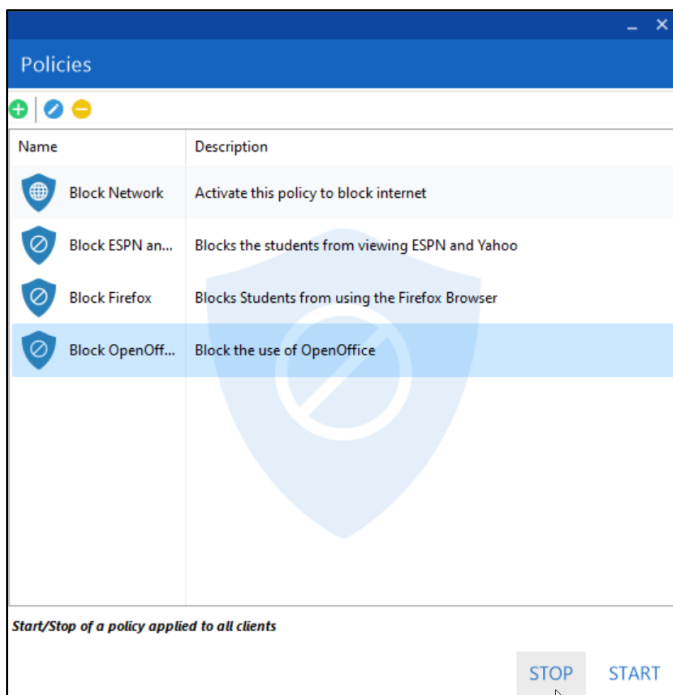
5. When you click on **Apply** or **OK**, the app will appear in the list of possible apps or websites to block.
6. Upon clicking **Start**, the policy to block OpenOffice will go into effect:



If you try to run the Open Office program, you'll get a notification that it is blocked:



7. To remove the policy, click on **Stop**.

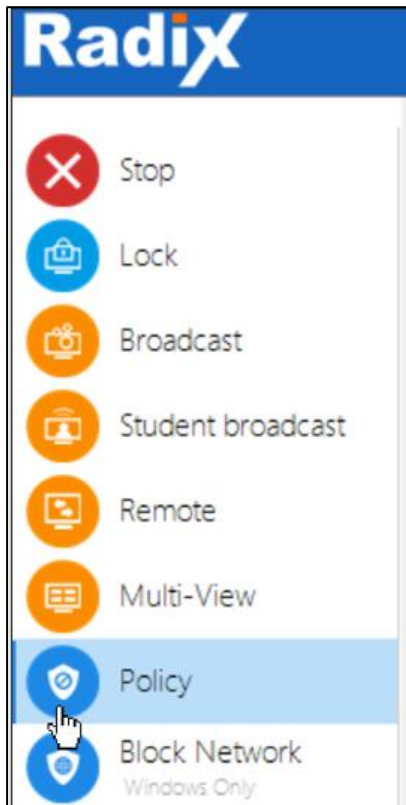


### 5.1.7.2 Constructing a new Internet browsing policy

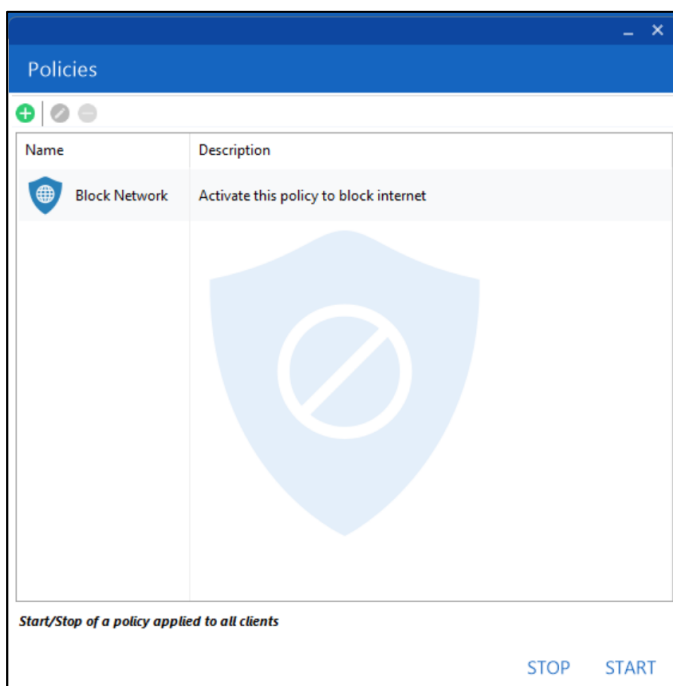
If you wish to limit the students' access to specific websites, the Policies app will allow you to provide a list of URLs that you wish to allow, or block.

To create a new Internet browsing policy:

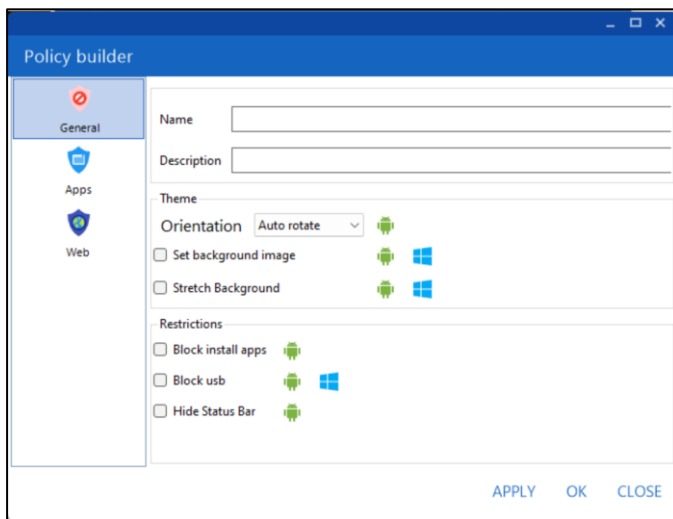
1. Click the **Policy** icon in the Teacher's main screen menu.



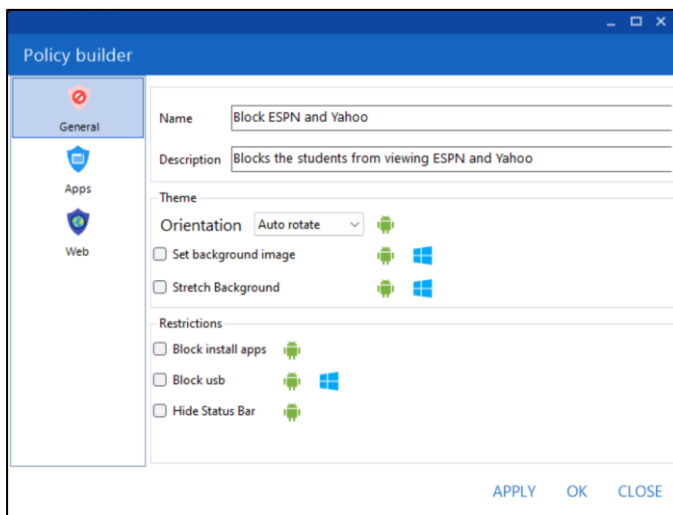
The Policies window opens.



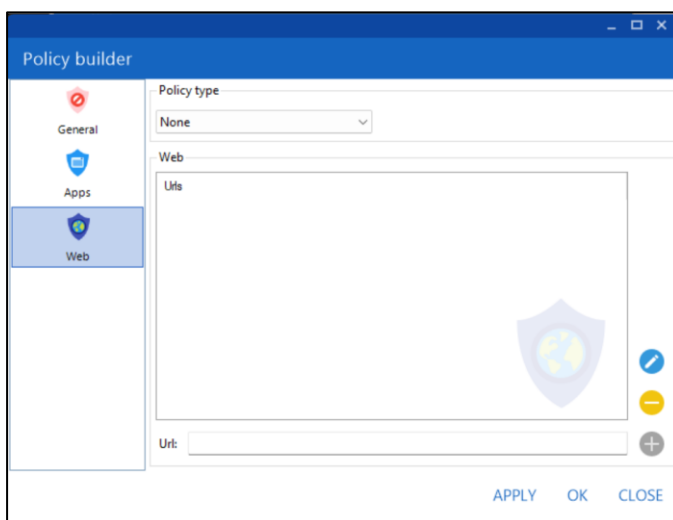
2. Click on the **Add** icon . The Policy Builder window opens.



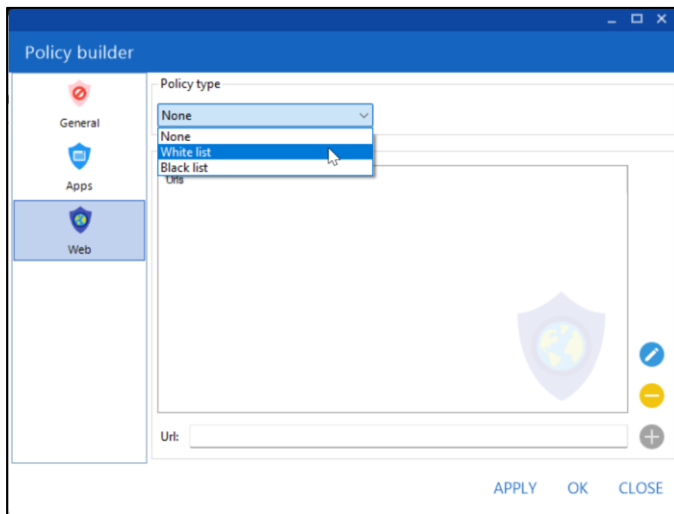
3. Fill in a name and description in the appropriate fields.



4. Click on the **Web** option icon. The following window opens:



- In the **Policy type** drop-down menu, select whether you want to compose a whitelist of allowed URLs, or a blacklist of blocked URLs.



- Add the URL of the site you want to allow or block in the URL textbox and click the **Add +** button to add the address to the list.

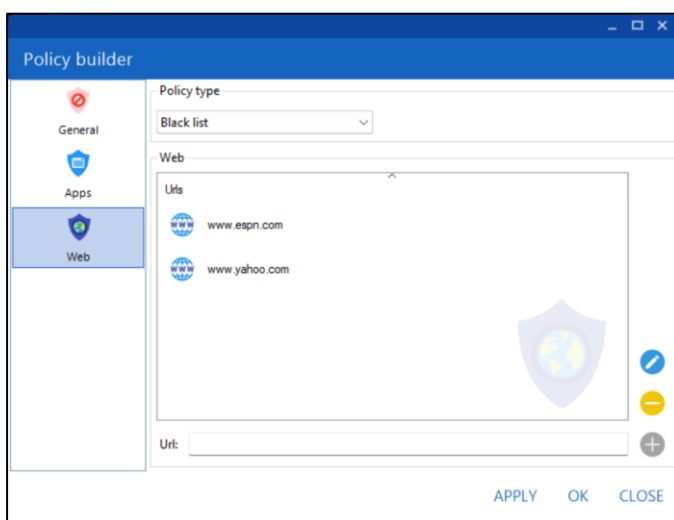
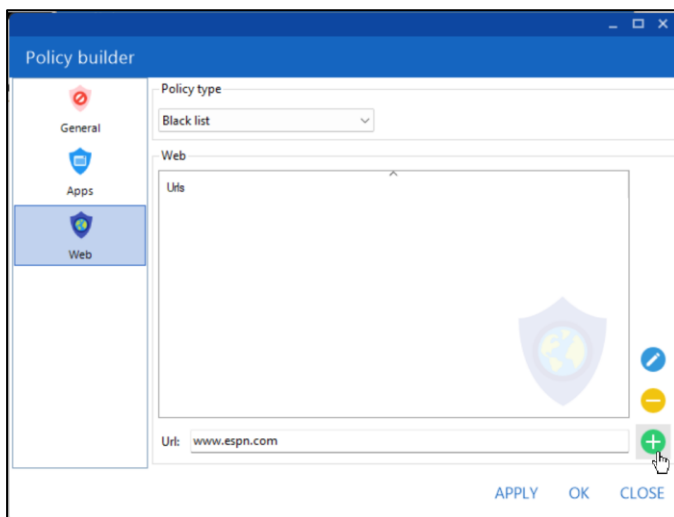
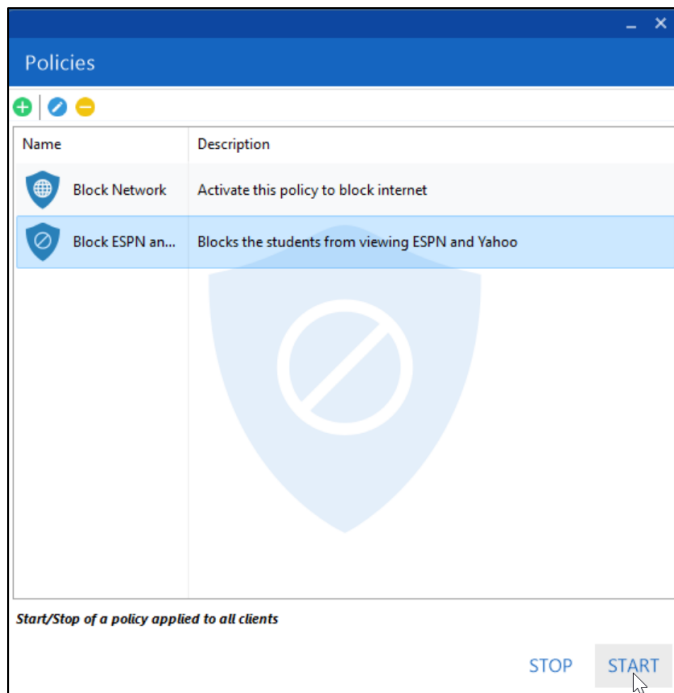
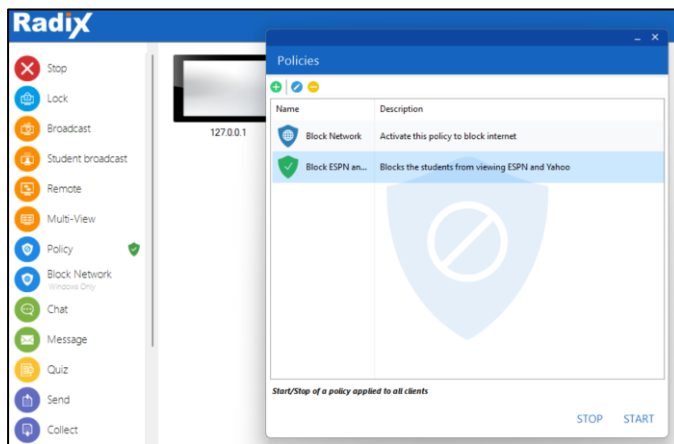


Figure 5-7: The URLs for ESPN and Yahoo! have been blacklisted

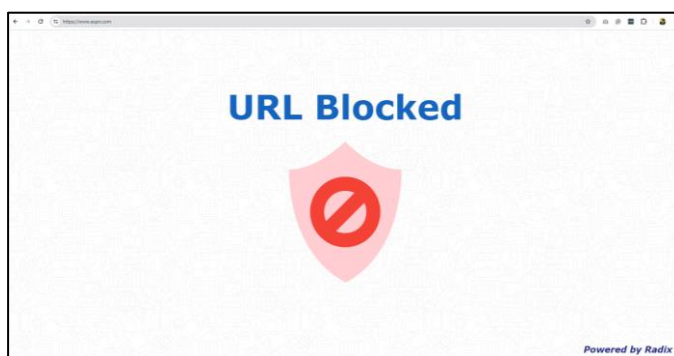
7. After you click **OK**, a window will appear that allows you to start the policy.



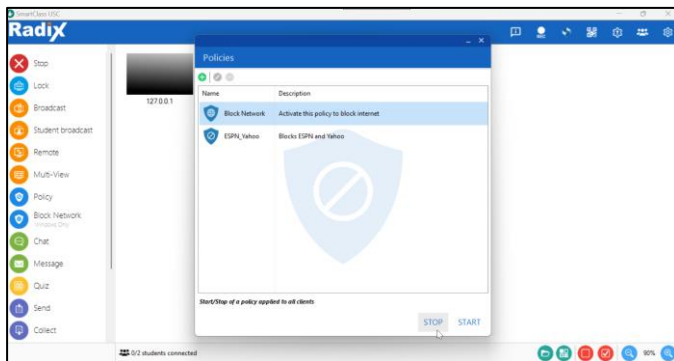
8. When you click **Start**, you'll see a notification in the teacher menu that the policy is being applied, in the form of a green shield next to the selected policy.



9. If the student tries to access a blocked URL, they will receive a notification that the site is blocked:



- To remove a web policy, click on **Stop**. The notification in the teacher menu will be removed:

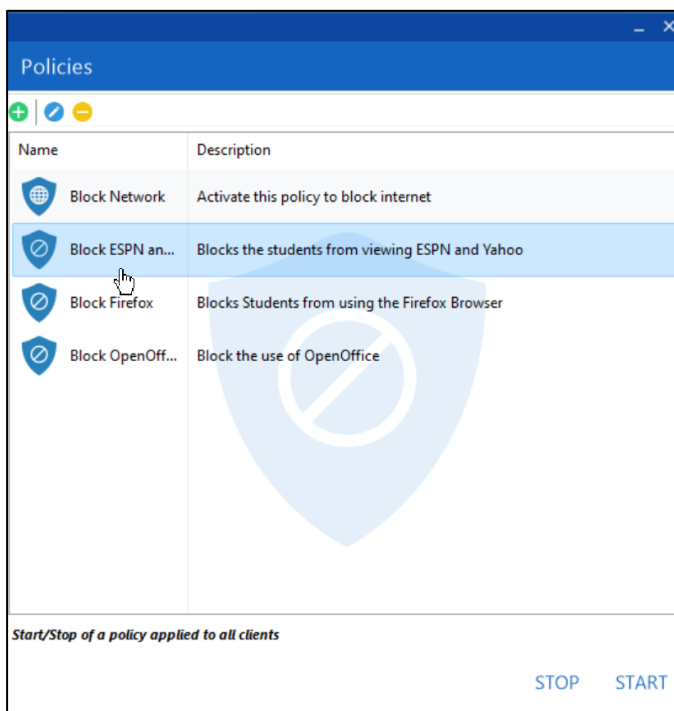


### 5.1.7.3 Editing an Existing Policy

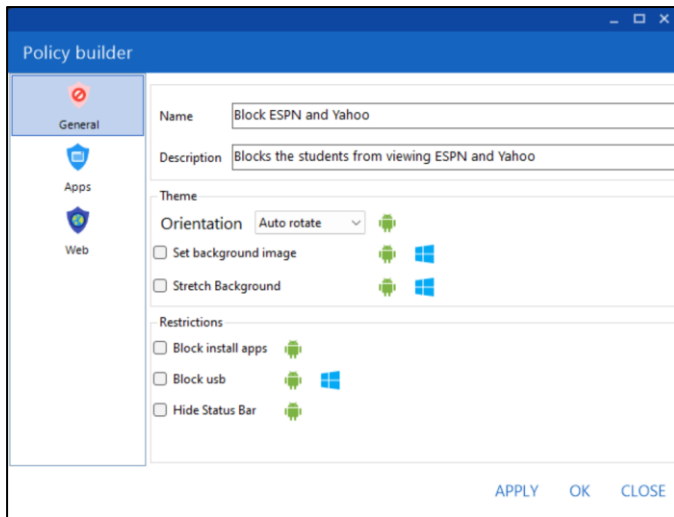
If you would like to make changes to an existing app or web browsing policy, there is an option for that as well.

To edit an existing policy:

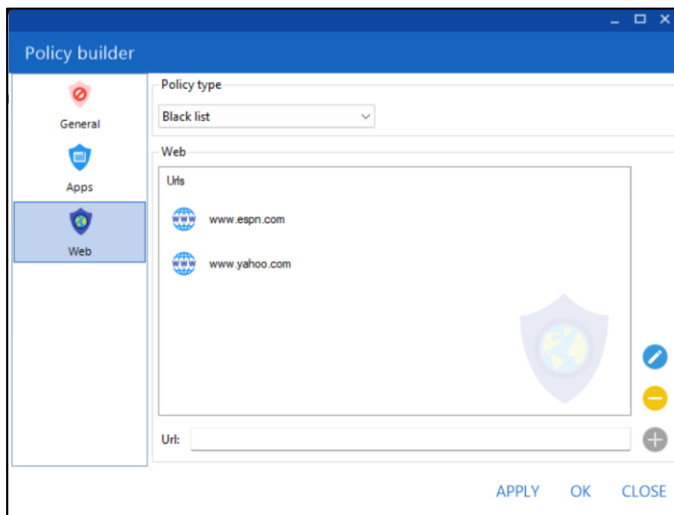
- Click on **Policy** in the Teacher's main menu. The Policies window opens.
- Click on the particular policy that you would like to edit. In our example, we will edit the policy that blocks access to ESPN.



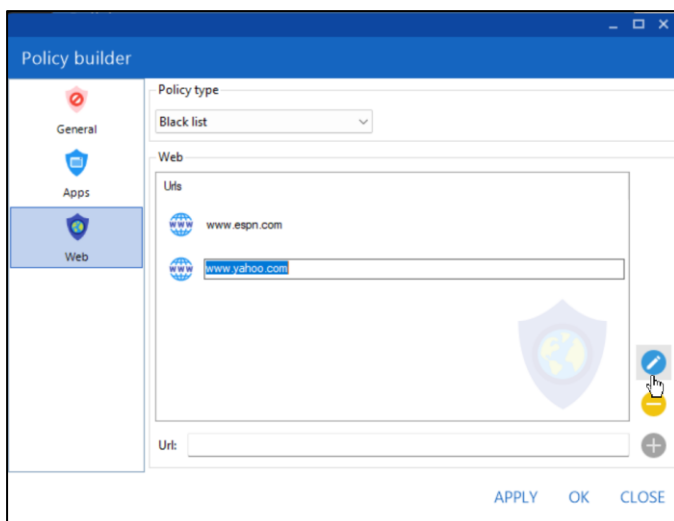
- Click on the Edit icon . It will reopen that particular policy for editing.



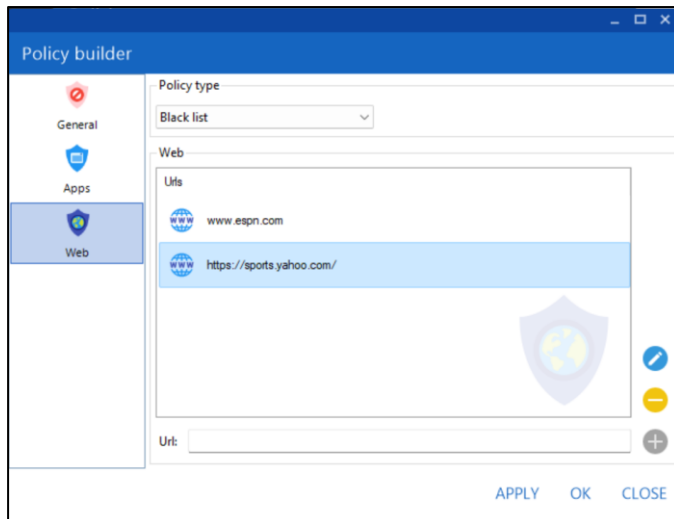
4. Click on the **Web** icon to see the blocked URLs.



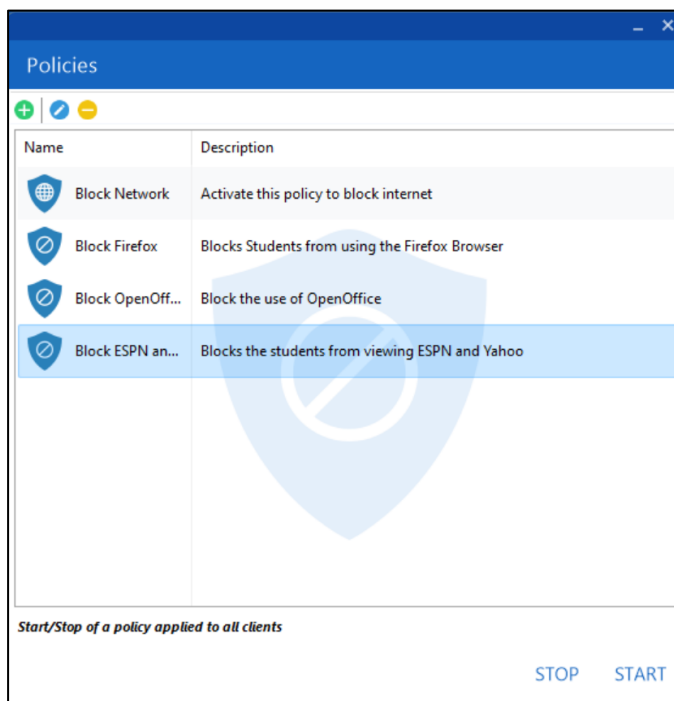
5. Click on the URL you would like to edit and click on the **Edit** icon on the right.



6. Perform the edits to the URL as desired.



7. Click **OK** or **Apply**. The newly-edited URL appears in the list of policies.

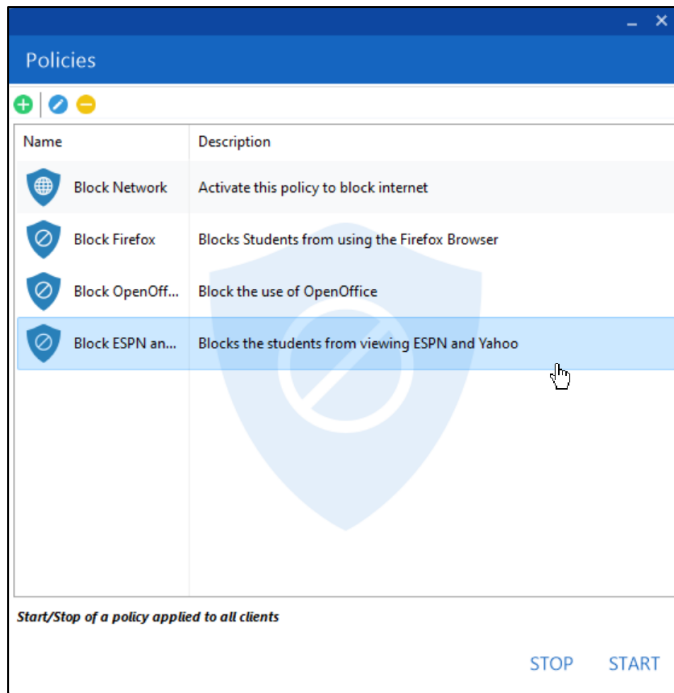


#### 5.1.7.4 Removing an Existing Policy

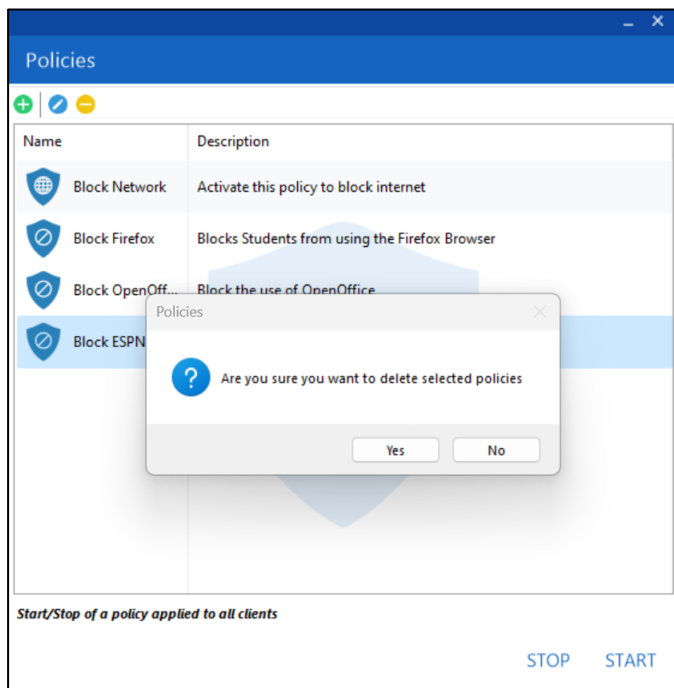
There is also an option to delete policies from the list of URLs and apps that are whitelisted or blacklisted.

To delete a policy:

1. Click on **Policy** in the Teacher's main menu. The Policies window opens.
2. Click on the particular policy that you would like to delete from the list. In our example, we will delete the policy that blocks the use of ESPN and Yahoo Sports.



3. Click on the **Remove** icon . You will be prompted if you are sure about deleting the selected policy.



4. Click **Yes**. The web browsing policy will no longer appear in the list of available policies.

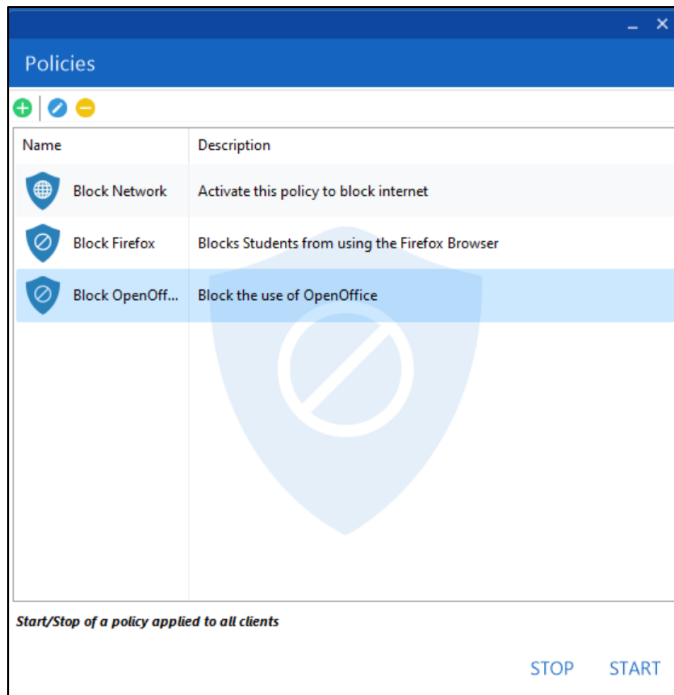
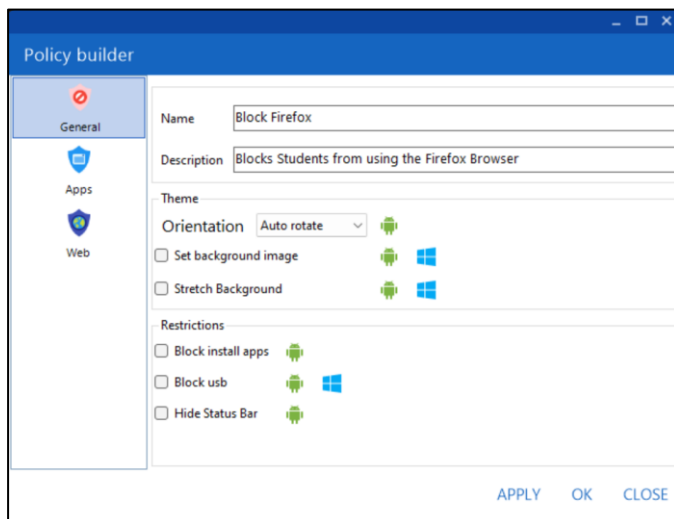


Figure 5-8: The selected policy (Block ESPN) has been removed

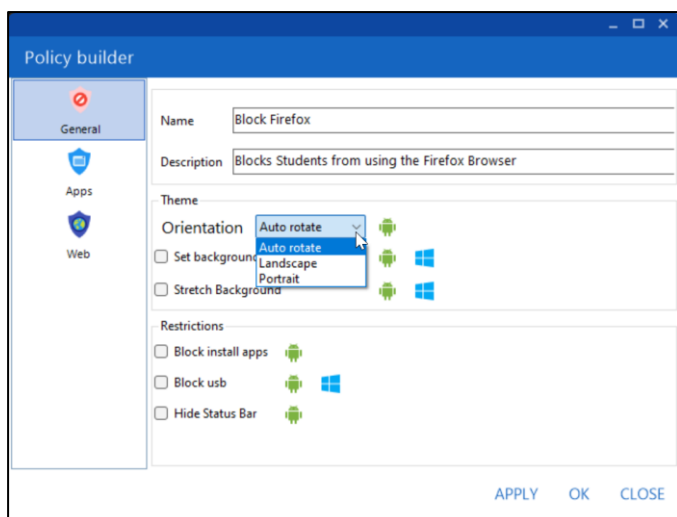
### 5.1.7.5 Other Options in the Policy Builder

You'll notice that the General screen of the Policy Builder has additional options. Some of the options are only available on Android, while others are available on Windows devices as well.



We will go through the options in order:

- **Theme options:**
  - **Orientation:** This will allow you to choose whether the display on the student's device will be portrait, landscape, or rotate automatically, according to how the student's Android device is being held.



- **Set background image:** This allows you to select the background image on the student's device.
- **Stretch Background:** This allows you to stretch a selected background image to cover the student's desktop.
- **Restrictions:** There are also restrictions that you can impose remotely on the student's devices via the Policy Builder screen.
  - **Block install apps:** This blocks the students' ability to install apps on their devices. (This is available only for Android devices.)
  - **Block USB:** This prevents the students from attaching a device via the USB ports on their Windows computers/Android devices.
  - **Hide Status Bar:** This will conceal the status bar on the students' Android devices. That will essentially lock the students' devices into the SmartClass app, until the class is over.

### 5.1.8 Block Network Option

This allows the teacher to block the students' workstations' access to the Internet. All the students in the Teacher's app will have their Internet access blocked until the teacher unblocks it. This action will block Internet browsing in all browsers but will allow students access to the internal network.

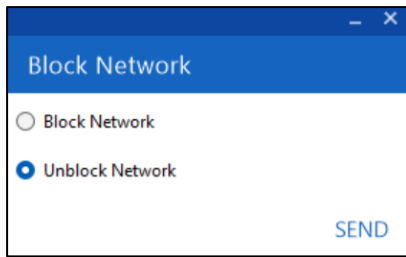
**Note:** This option is only available for devices running Windows.

To block network access from a particular student:

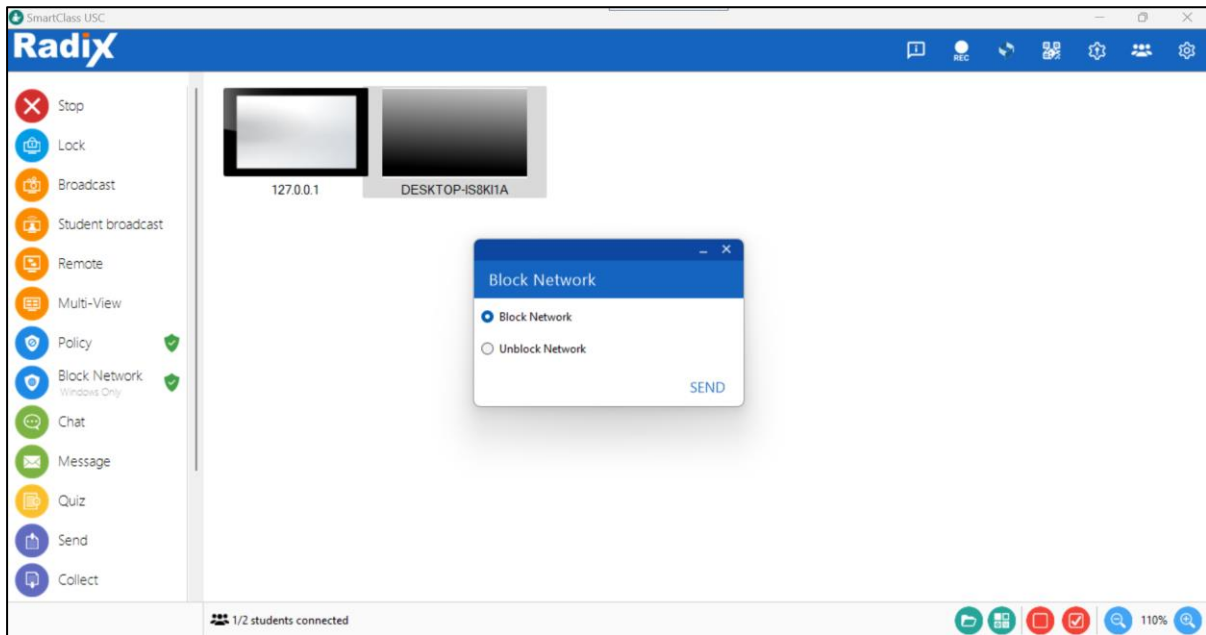
1. Click on **Block Network** in the Teacher's App Menu.



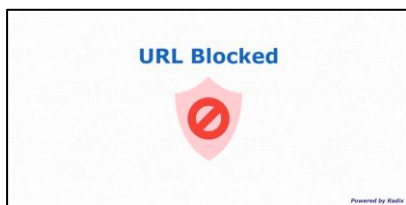
The Block Network prompt opens:



2. Select **Block Network** and click **Send**. A green shield will appear next to the Policy and Block Network icons in the Teacher's menu.



If the students try to surf the Internet, they will receive this message:



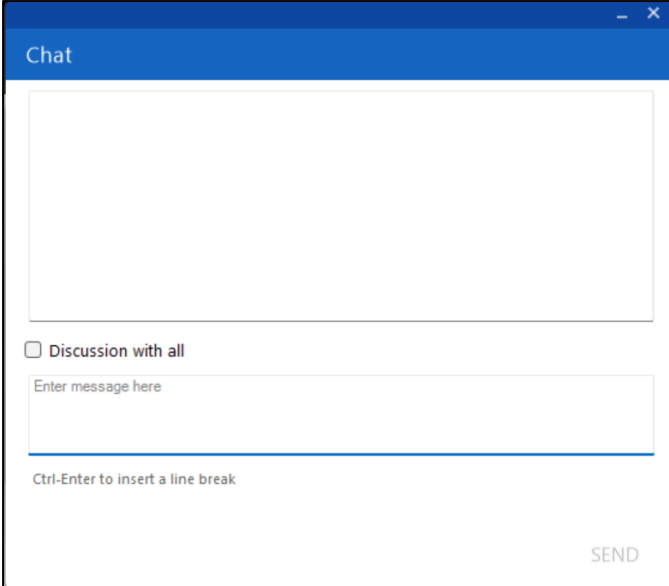
3. To unblock Internet access, the teacher selects **Unblock Network**, and clicks **Send**. The students will regain Internet access, and the green shield next to **Block Network** and **Policy** will disappear.

## 5.1.9 Chat

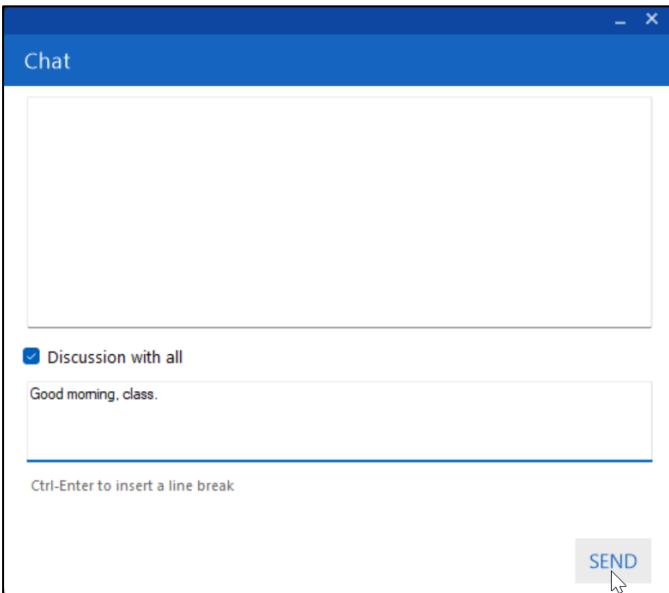
This allows the teacher to have a two-way chat, by means of text messages, with one or more students.

To initiate a chat:

1. Click on the **Chat** in the Teacher menu. The Chat dialog box opens:

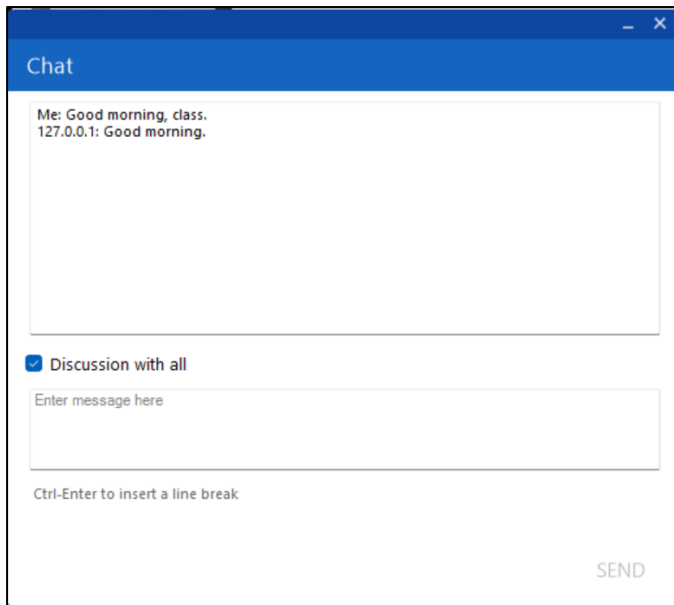


2. If you wish to chat with all of the students, click on **Discussion with all**.
3. Enter the chat message and click **Send**.

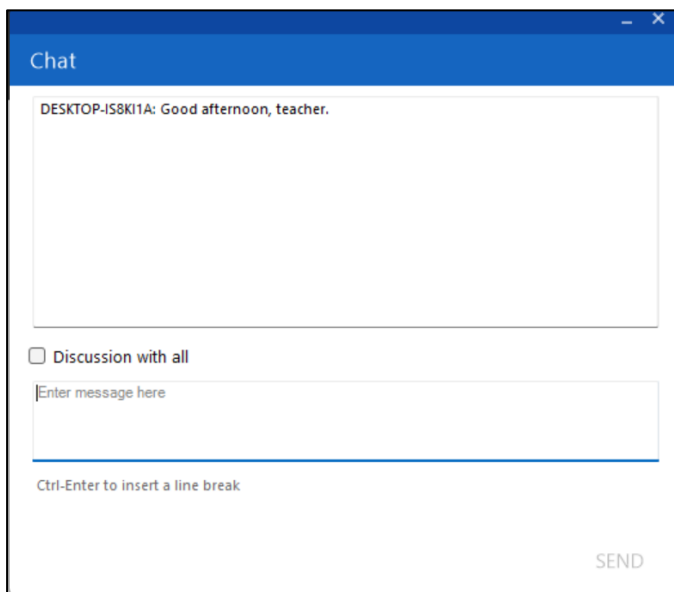


The message will be echoed in the Teacher's display.

4. The student's response will also appear in the Teacher's display. In the following example, the IP address of the student's computer is used to identify which student sent the teacher a message.



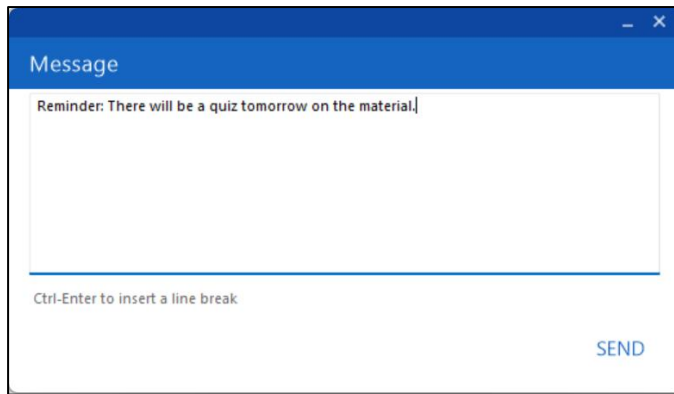
5. If the student initiates the conversation, then the teacher’s chat app will open with the student’s statement.



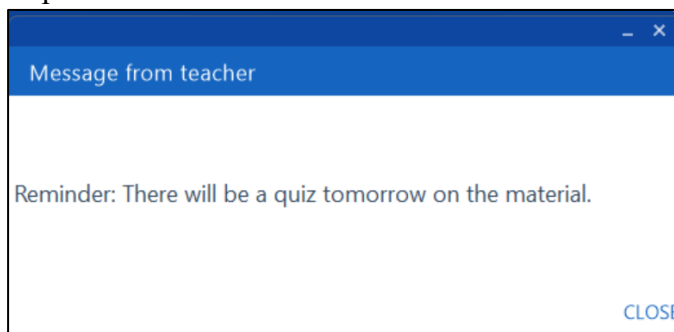
The teacher can choose to respond only to that student or can click **Discussion with all**, to conduct a chat with the entire class.

### 5.1.10 Message

This allows the teacher to send a text message to the students’ workstations. The teacher enters a message and clicks **Send**.



The message will appear on the students' workstations, but will not allow the students to respond:



*Figure 5-9: Message how it appears in the student's workstation*

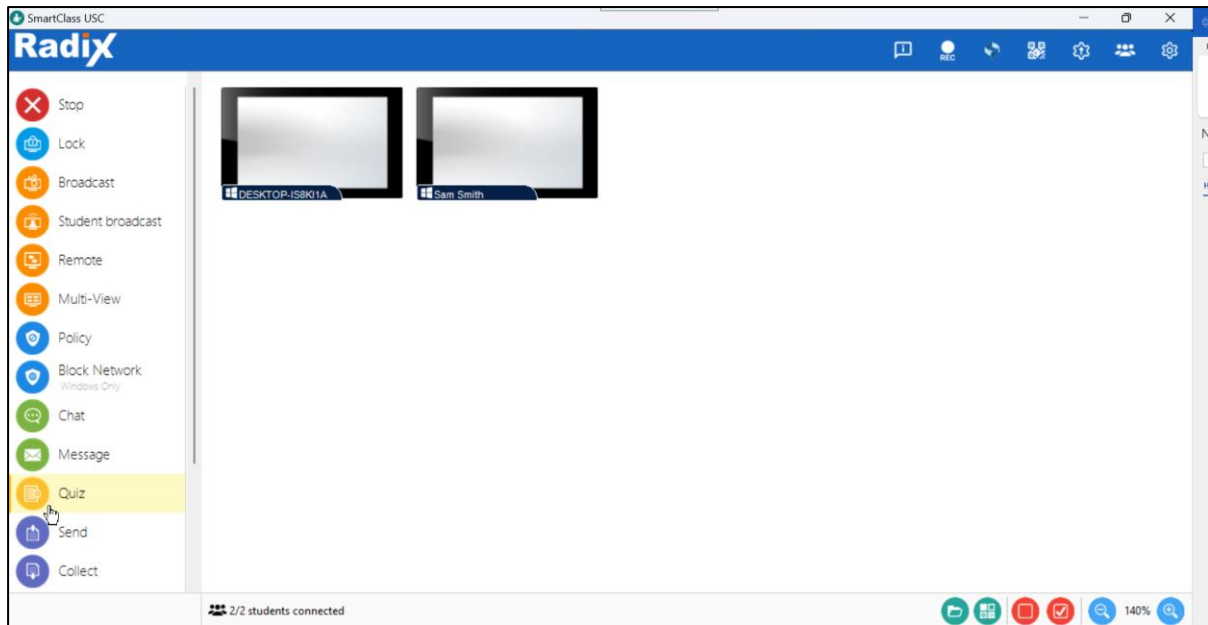
### 5.1.11 Quiz

This allows the teacher to send a quiz/survey to the students' workstations, receive their answers, and analyze the data of the test results.

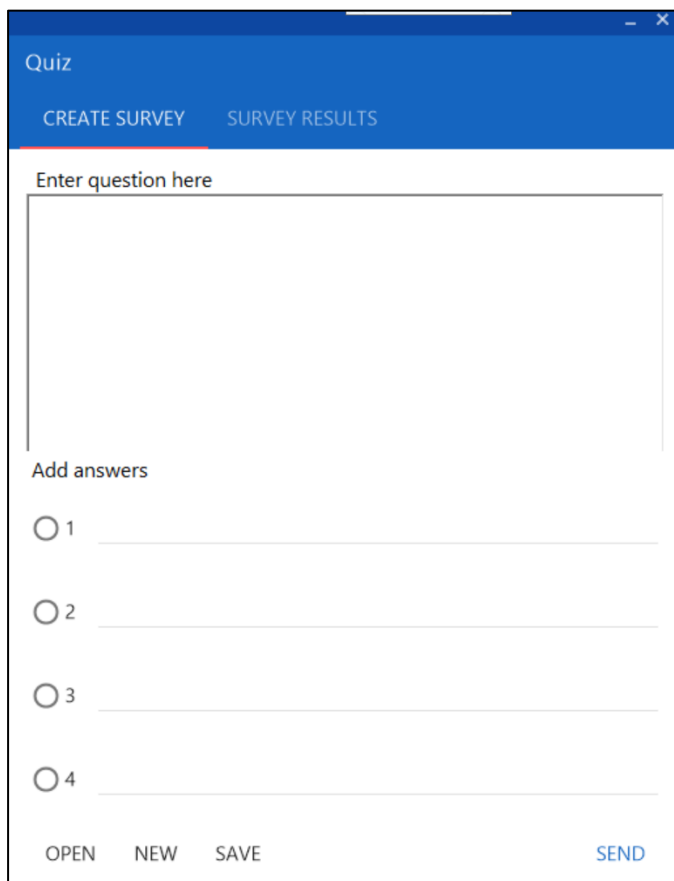
**Note:** Only **one** question can be sent to the students at a time. The teacher composes a question, sends it, and waits for the answers.

To initiate a quiz:

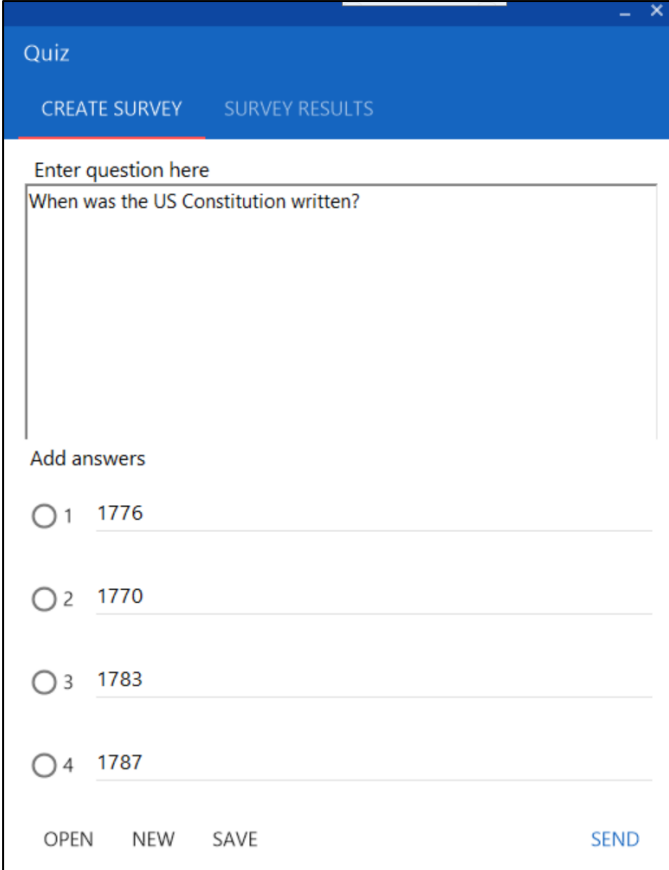
1. Click on the **Quiz** icon in the Teacher's menu.



The Quiz window opens.



2. Supply a question and possible answers.

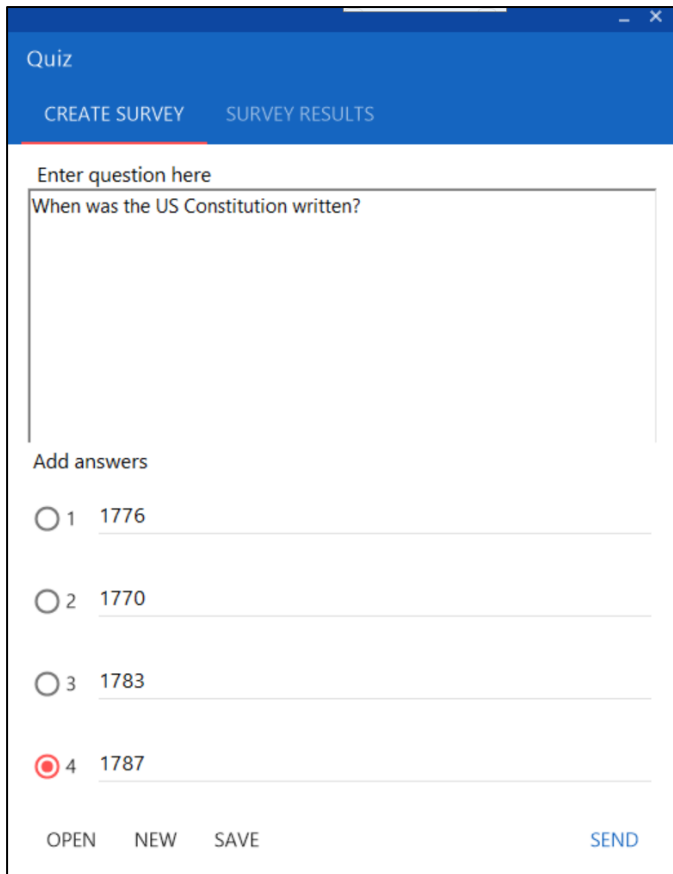


The screenshot shows a web application window titled "Quiz". At the top, there are two tabs: "CREATE SURVEY" (which is active) and "SURVEY RESULTS". Below the tabs, there is a text input field labeled "Enter question here" containing the text "When was the US Constitution written?". Underneath the question field, there is a section labeled "Add answers" with four radio button options:

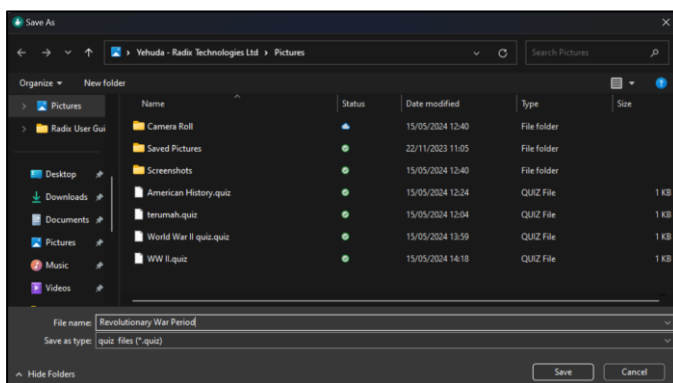
- 1 1776
- 2 1770
- 3 1783
- 4 1787

At the bottom of the form, there are four buttons: "OPEN", "NEW", "SAVE", and "SEND".

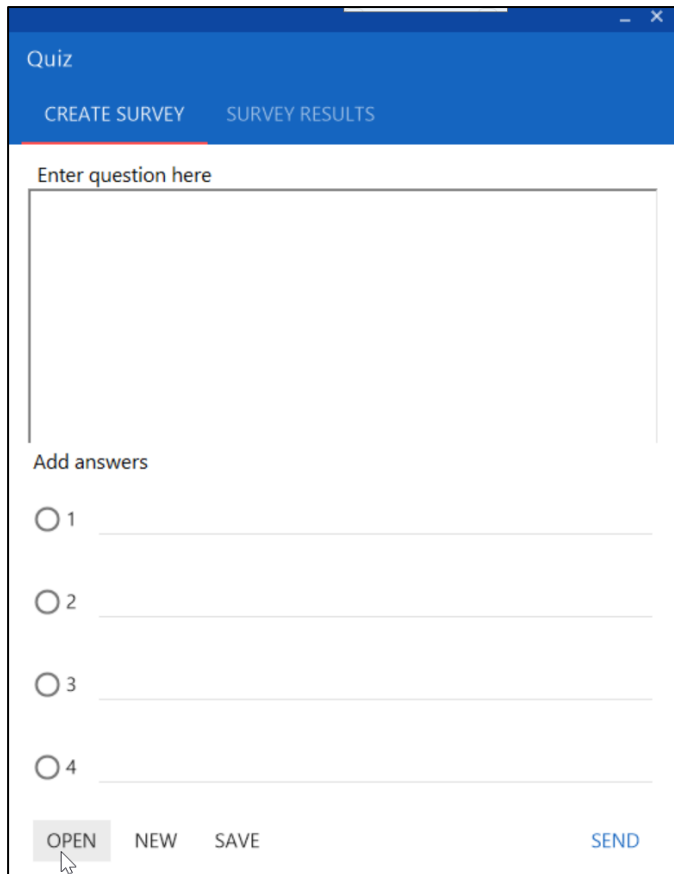
3. The teacher should mark the correct answer before sending the quiz question to the students.



- If you wish to save the test question, click **Save**. You will be prompted to save the file. The file will be saved with the extension “\*. quiz”.



- The teacher can access the saved quiz file later by clicking on **Open** in the Create Survey screen.



Quiz

CREATE SURVEY SURVEY RESULTS

Enter question here

Add answers

1 \_\_\_\_\_

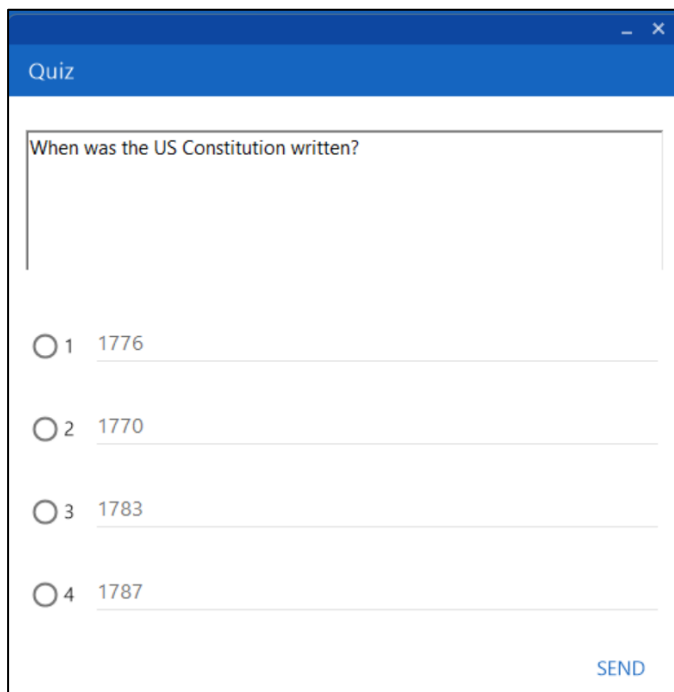
2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

OPEN NEW SAVE SEND

6. When the teacher clicks **Send**, the quiz question will appear on the students' screens.



Quiz

When was the US Constitution written?

1 1776 \_\_\_\_\_

2 1770 \_\_\_\_\_

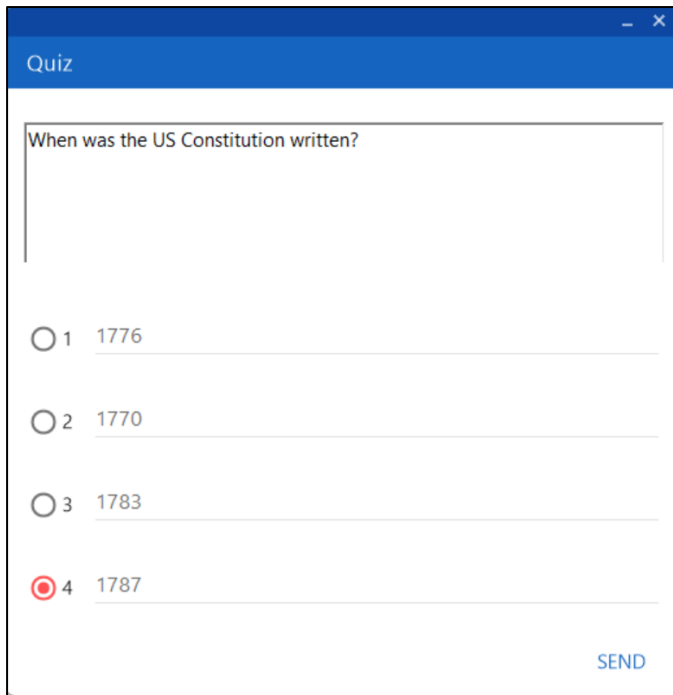
3 1783 \_\_\_\_\_

4 1787 \_\_\_\_\_

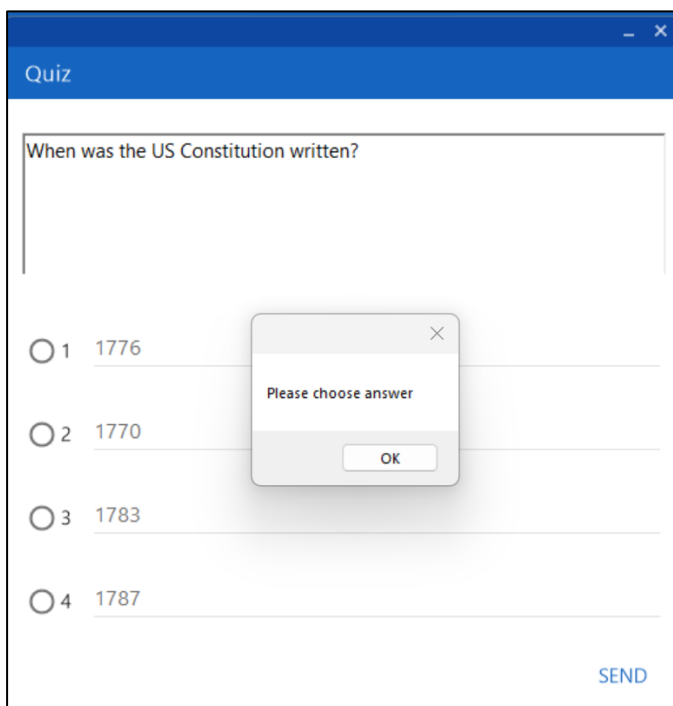
SEND

Figure 5-10: Quiz question as it appears in the student's workstation

7. The student selects an answer and clicks **Send**.



8. If the student clicks **Send** without submitting an answer, they will be prompted to answer the quiz question.



9. After a student answers the question and clicks **Send**, the teacher will get a notification that a student has answered the quiz question, along with the ID of the student's workstation (which could be the IP address, the name of the computer, or the student's name).

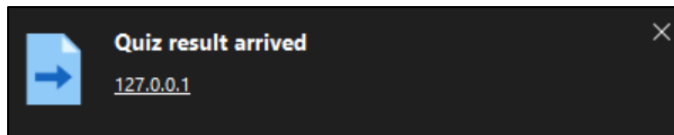
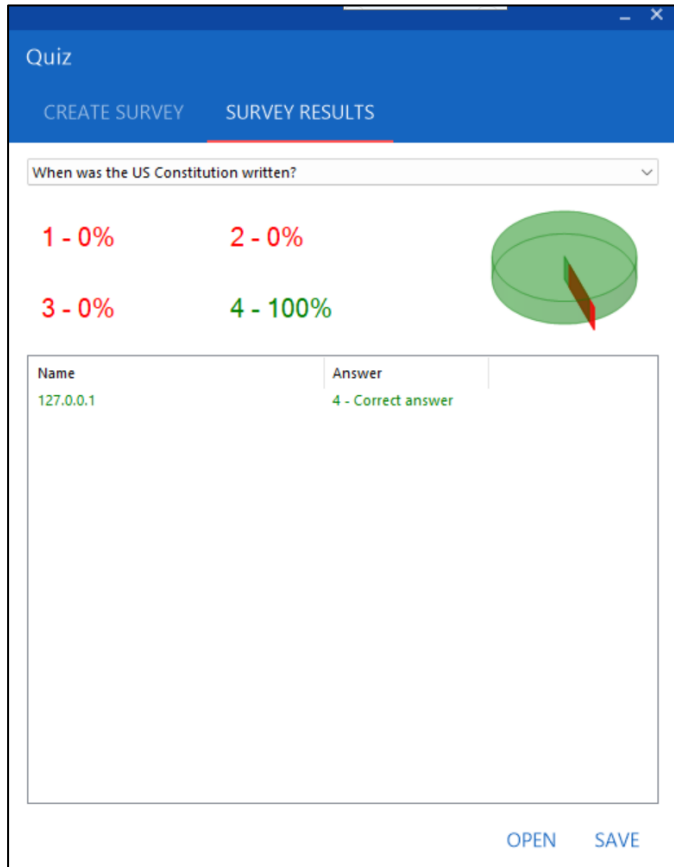


Figure 5-11: Teacher's notification that a student has submitted a quiz answer

- After the students submit their answers, the teacher can see the results in the **Survey Results** window.



- To ask additional questions, return to the **Create Survey** screen and click **New** to create a new question.

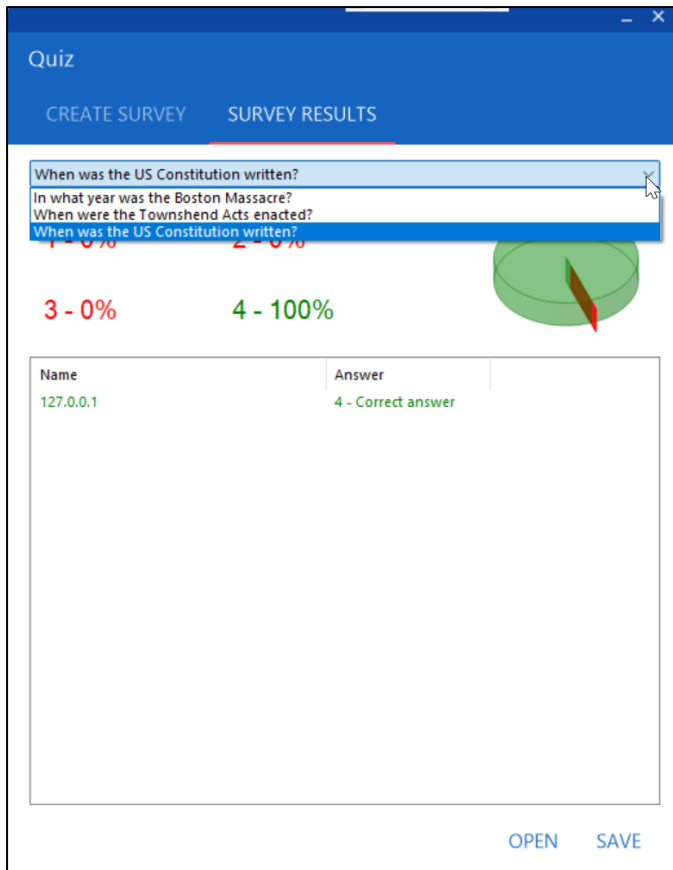
**Note:** Each question will be saved in a separate \*.quiz file.

#### 5.1.11.1 Viewing Quiz Results in the Survey Results

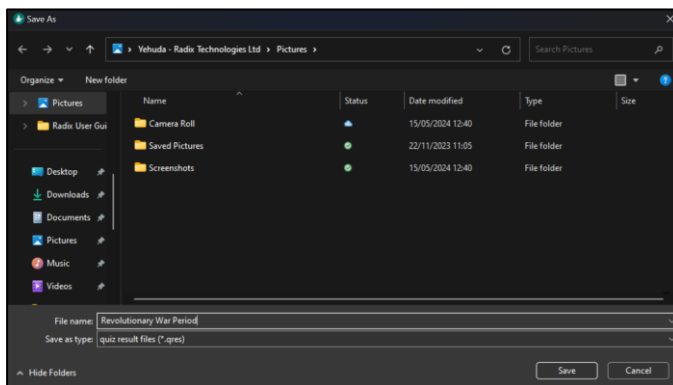
There is also an option for the teacher to view the quiz results for each question.

To view the results of all the questions:

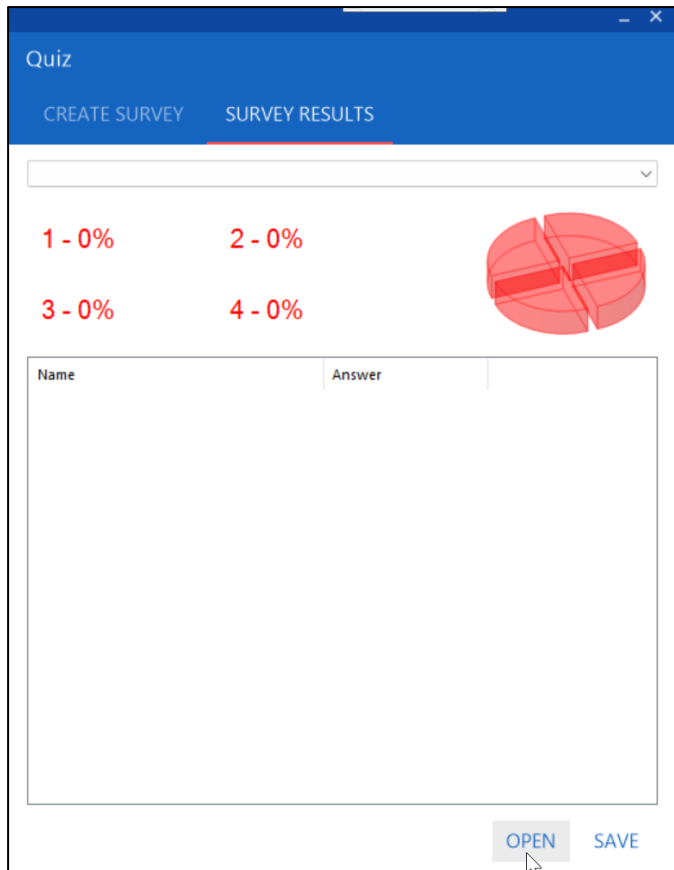
- Go to the **Survey Results** screen and click on the drop-down arrow to display all questions asked in the quiz.



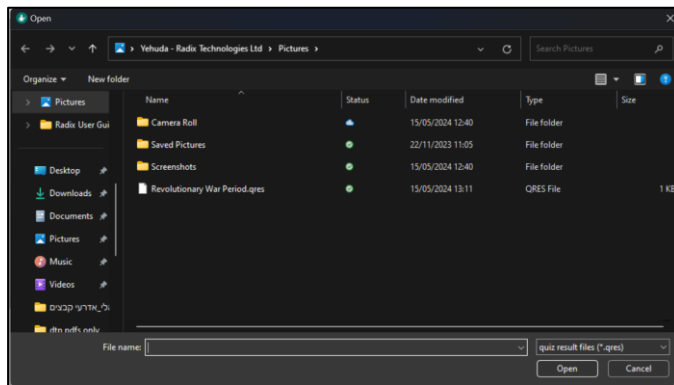
2. If you choose **Save** in the **Survey Results** window, you will be prompted to save the quiz results in a file (the file will have the extension **\*.qres**):



3. If you wish to refer back to a previous quiz, click on the **Quiz** icon in the Teacher menu to open the Quiz window, go to the **Survey Results** window, and click **Open**.



Windows will open to where you saved the previous quiz results files.




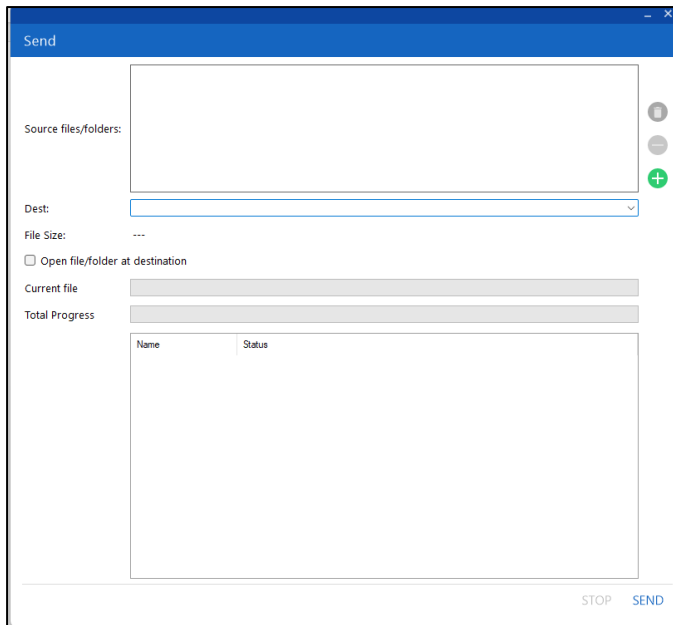
4. Select a file and click **Open**.


### 5.1.12 Send

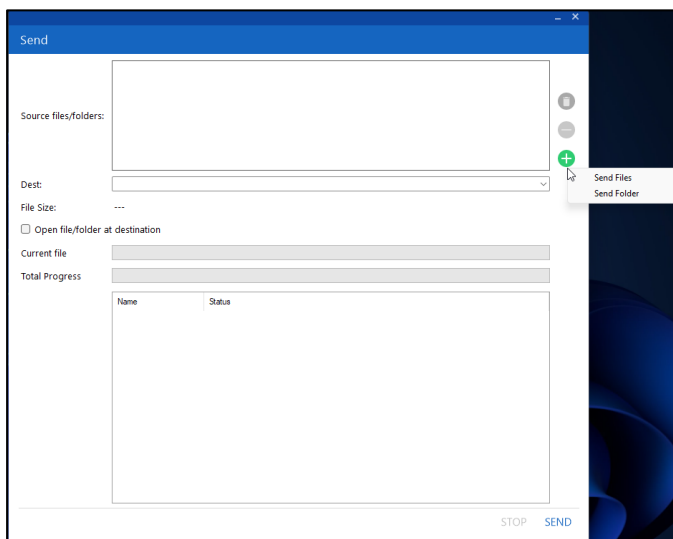
This allows the teacher to send files or folders to the students' workstations.


To send a file to the students' workstations:

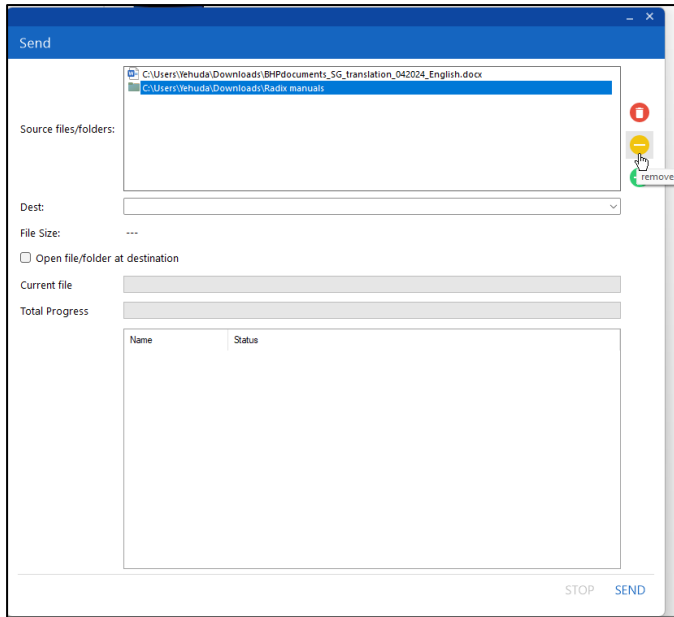
1. Click on the **Send** icon  **Send** in the Teacher's sidebar menu. The **Send** dialog box opens.



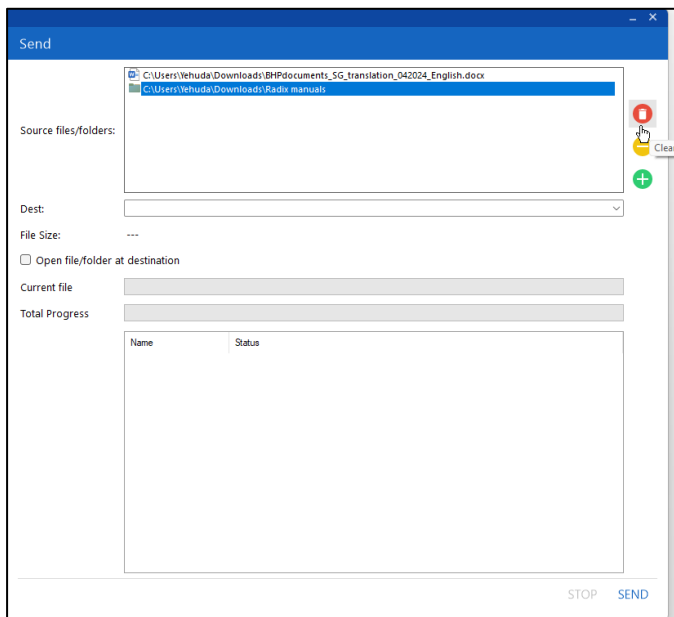
2. When you click on the **Add icon** , you will be prompted if you want to send individual files or an entire folder.



3. Click on **Send Files** or **Send Folder** to add them to the list.  
If you wish to remove an item from the list, click on that file/folder and click the **Remove icon** .



4. If you wish to clear the list entirely, click the **Clear** icon



5. To select the destination path to the student workstation, you can enter the exact path in the **Dest** textbox. For example: C:\files.  
 You can choose a destination for sending a file from among predefined destinations. To see the destination options, right-click the **Dest** field with your mouse.

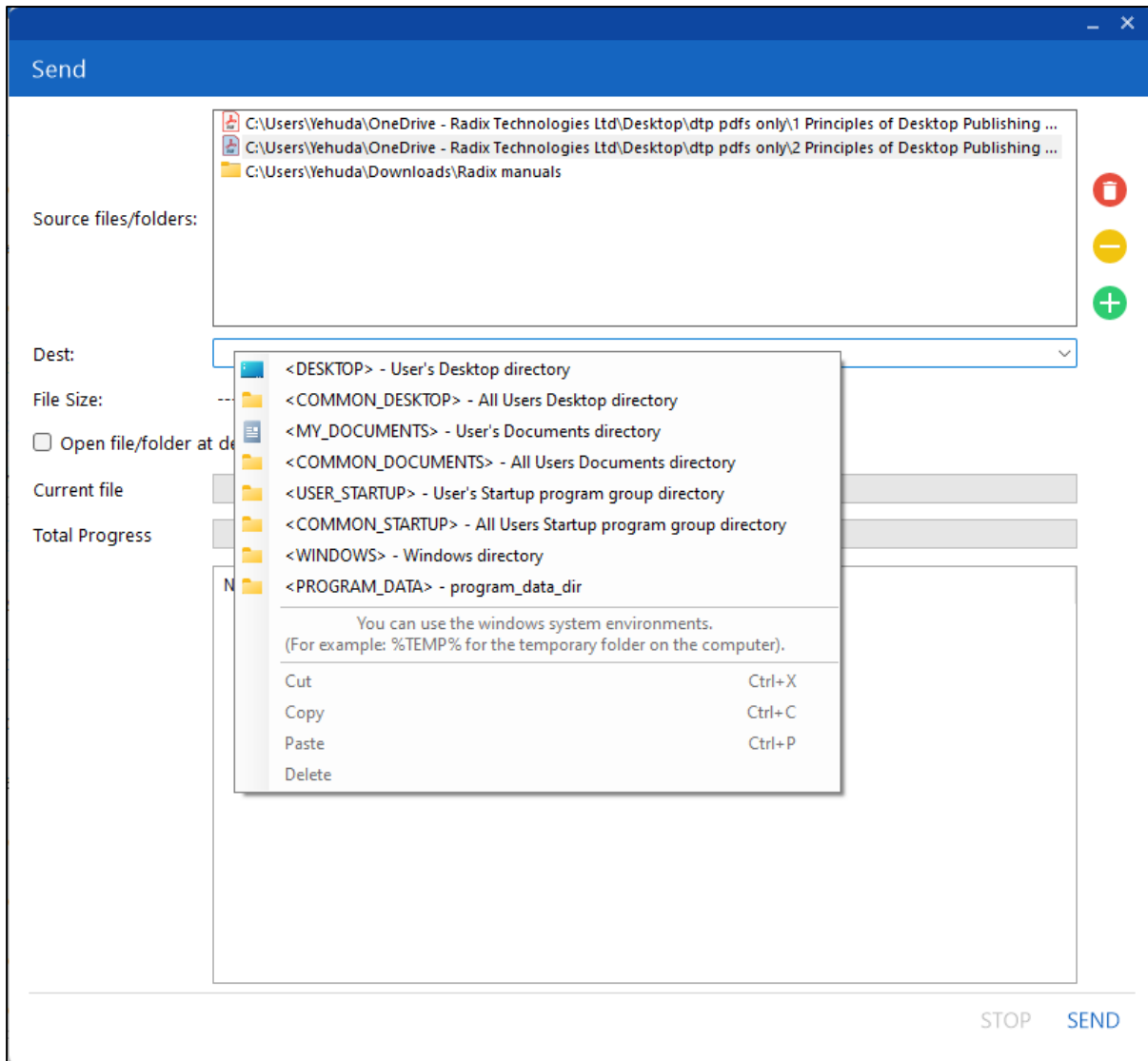
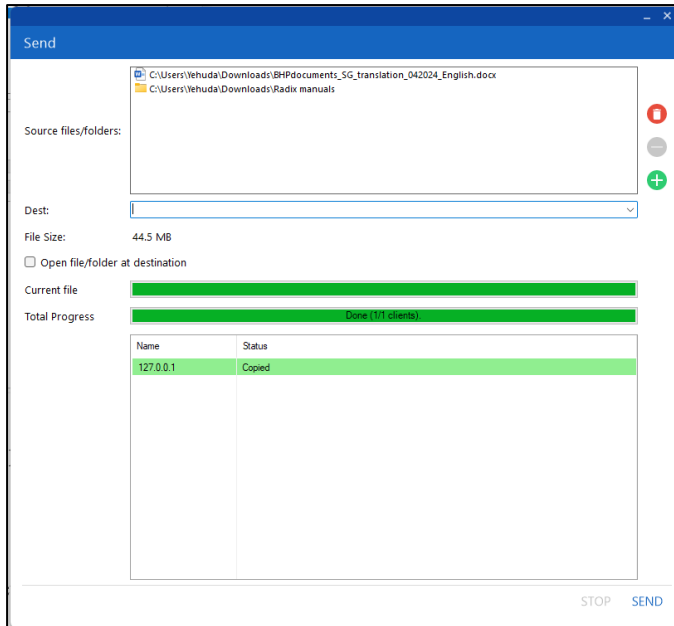


Figure 5-12: Display of possible destinations for the files/folders to be sent

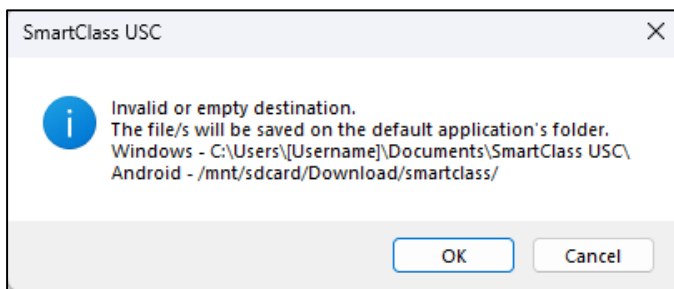
The paths are divided into two types:

- Sending to a user currently connected to the computer
- Sending to the folders of all users connected to the computer
- If no destination path is selected, the file will be sent to a default path:  
**C:\Users\”User\_Name”\Documents\SmartClass USC.**

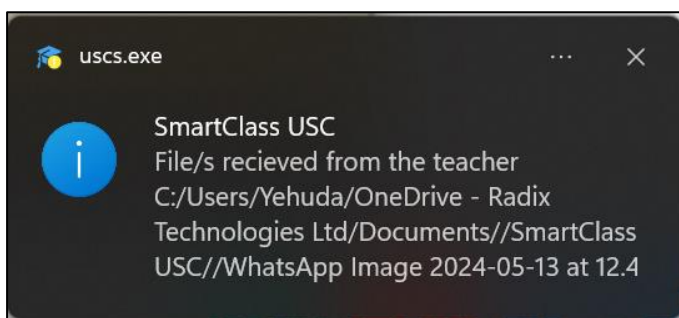
6. If the teacher clicks the checkbox **Open file/folder at destination**, the file will open automatically through the default application on the student’s computer. For example, if the teacher sends a picture, the picture will be opened by the **Photos** app.
7. Click **Send**. The files will be sent to the students’ workstations.



- If the teacher doesn't specify a destination for where to send the files, the teacher will receive the following notification before sending the files.



- Upon clicking **OK**, the files will be saved in the specified default application folder. Also, the student will receive a notification indicating that they have been sent files by the teacher.

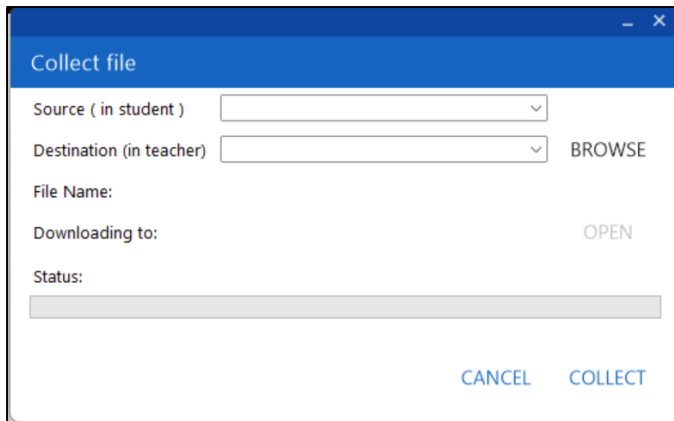


### 5.1.13 Collect files

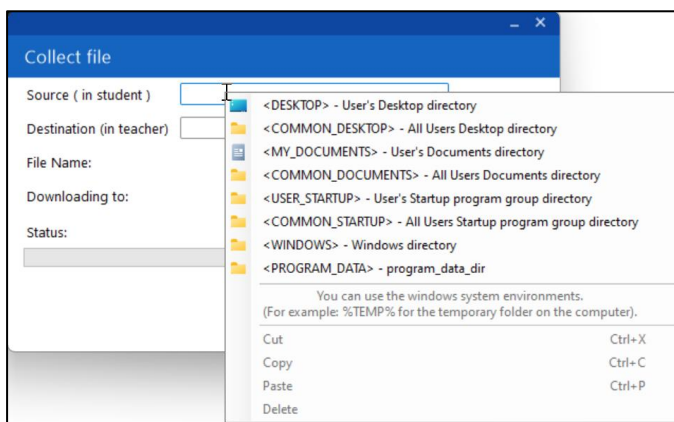
This allows the teacher to collect files from the students' workstations. This is a convenient method for receiving homework assignments and the like.

To collect files from the students' computers:

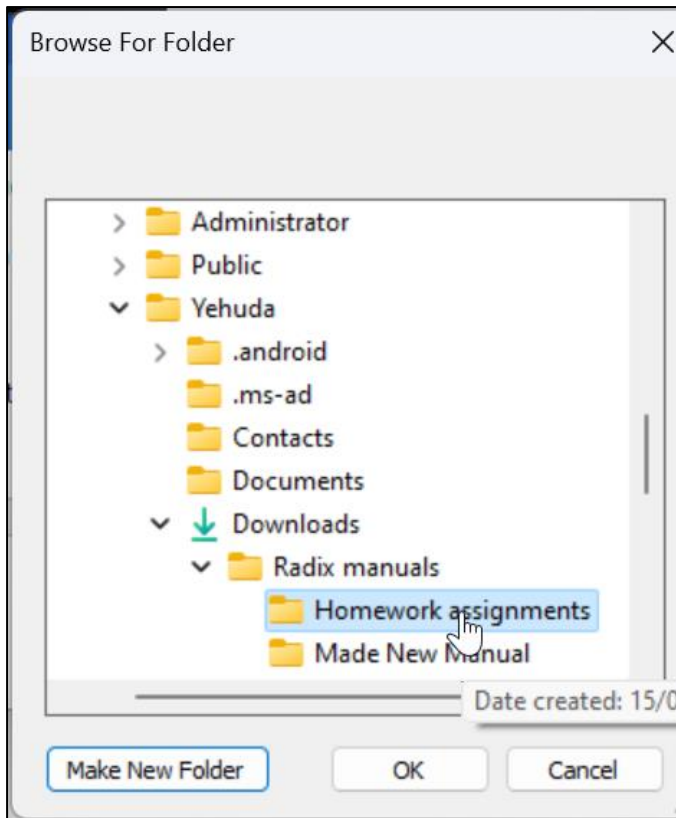
- Click on the **Collect** icon in the Teacher's menu. The **Collect file** dialog box opens:



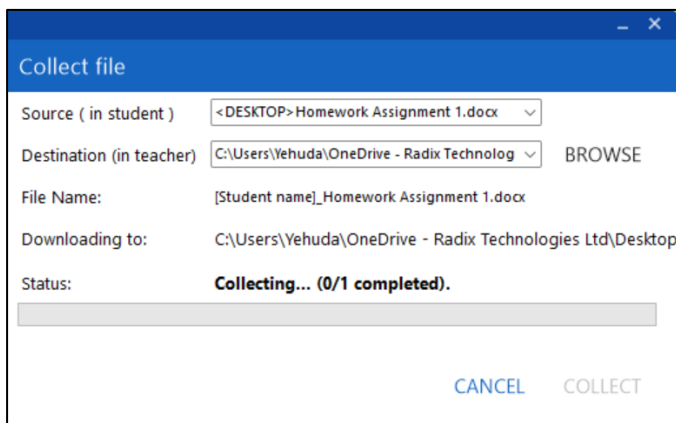
- By right-clicking on the **Source (in student)** drop-down box, you'll receive a list of locations from which to take the student file.



- To create a destination on the teacher's computer for the student's file, click **Browse**. The **Browse for Folder** dialog box opens.



4. After selecting a folder, click **Collect**. The file will be copied from the student’s workstation to the specified location in the teacher’s workstation. The file will be assigned the name <Student Name>\_filename. In the example below, the file has the name [Student name]\_Homework Assignment 1.docx.



### 5.1.14 Remote Shutdown

This allows the teacher to power down, reboot, or wake up the students’ devices with a Wake on LAN (=WOL) prompt. There are also options to lock the student’s screen, as well as logout a Windows user.

You can also supply a message to the students, to notify them before rebooting or shutting off their workstations.

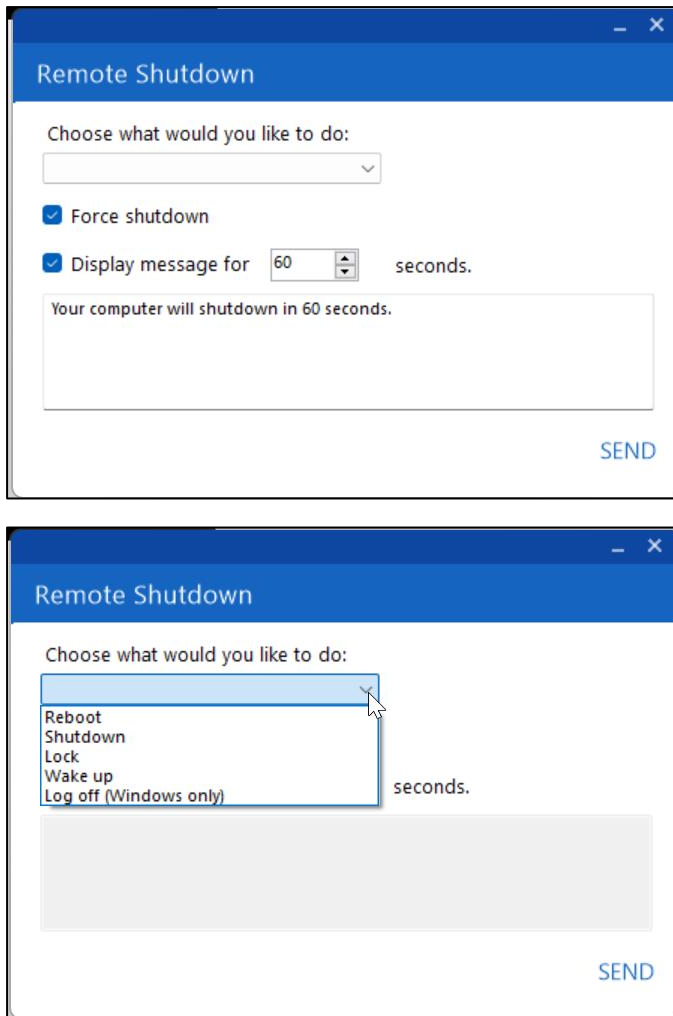
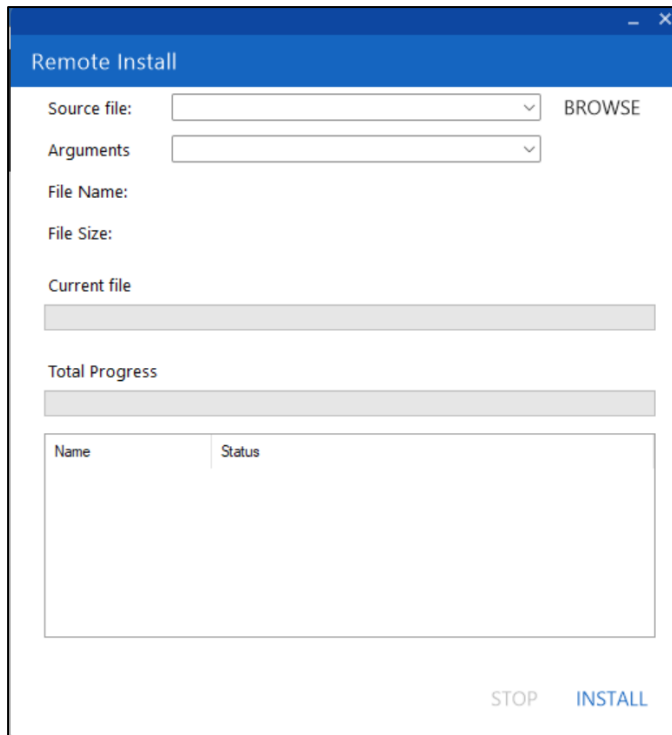


Figure 5-13: Remote Shutdown options

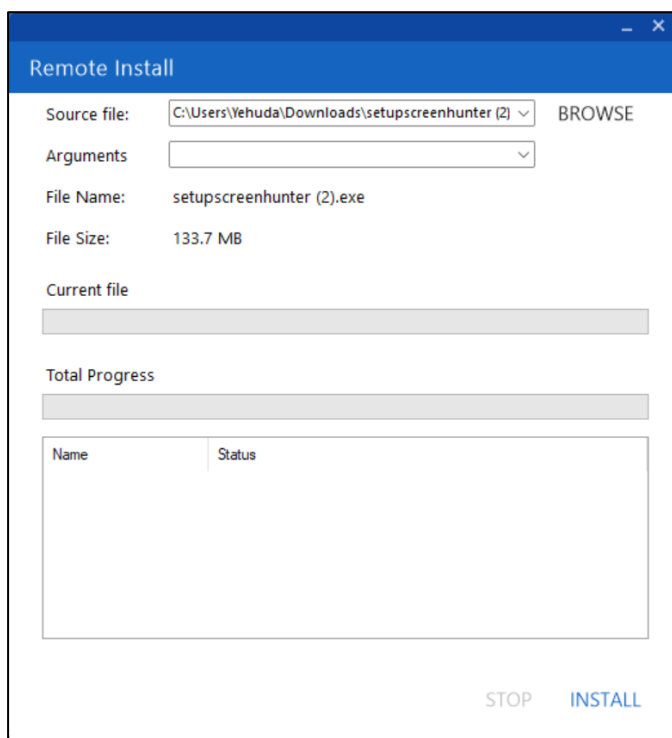
### 5.1.15 Remote Install

This allows the teacher to install software on the students' workstations using parameters that perform the installation without user intervention. The students will not be bothered with the intricacies of the installation.



To perform a remote install:

1. Select an executable source file using the **Browse** button.
2. If necessary, supply arguments to the executable to install it on the students' workstation computers.



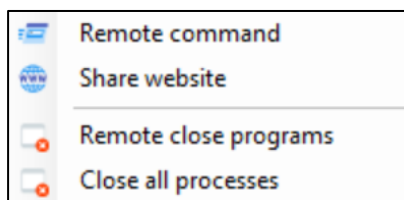
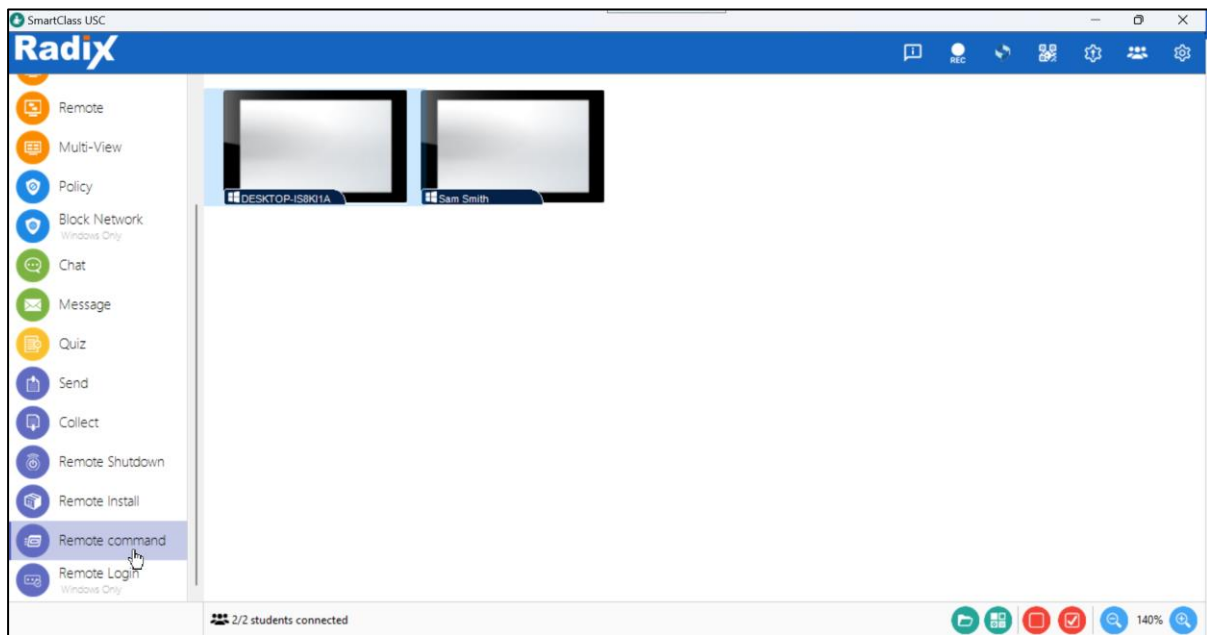
3. Click **Install**. The executable will be installed on the student workstations.

**Note:** The installation file that is run must support this type of installation.

## 5.1.16 Remote Command

This allows the teacher to remotely send commands or executable files with the accompanying necessary parameters to the students' workstations. If you send an executable file, the file may have to be installed on the student's computer as well. For example, you can run a web browser on the students' workstations in full-screen mode—but only after that web browser has already been installed on the students' computers.

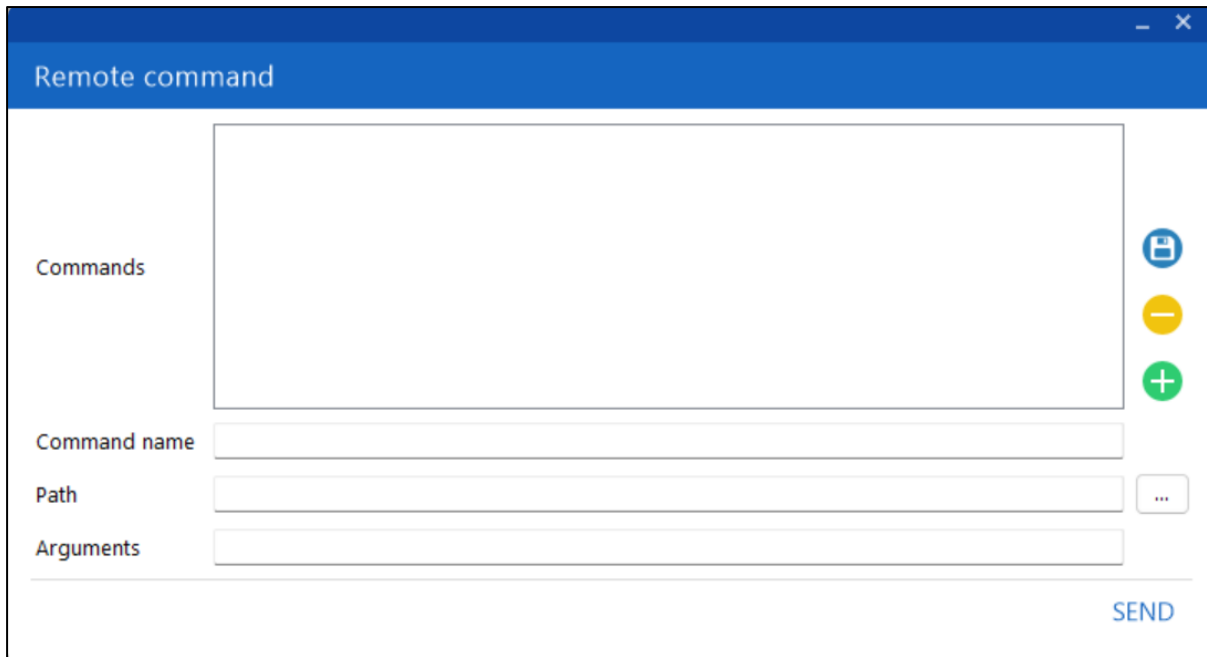
When you click on the Remote Command icon, you will see four options:



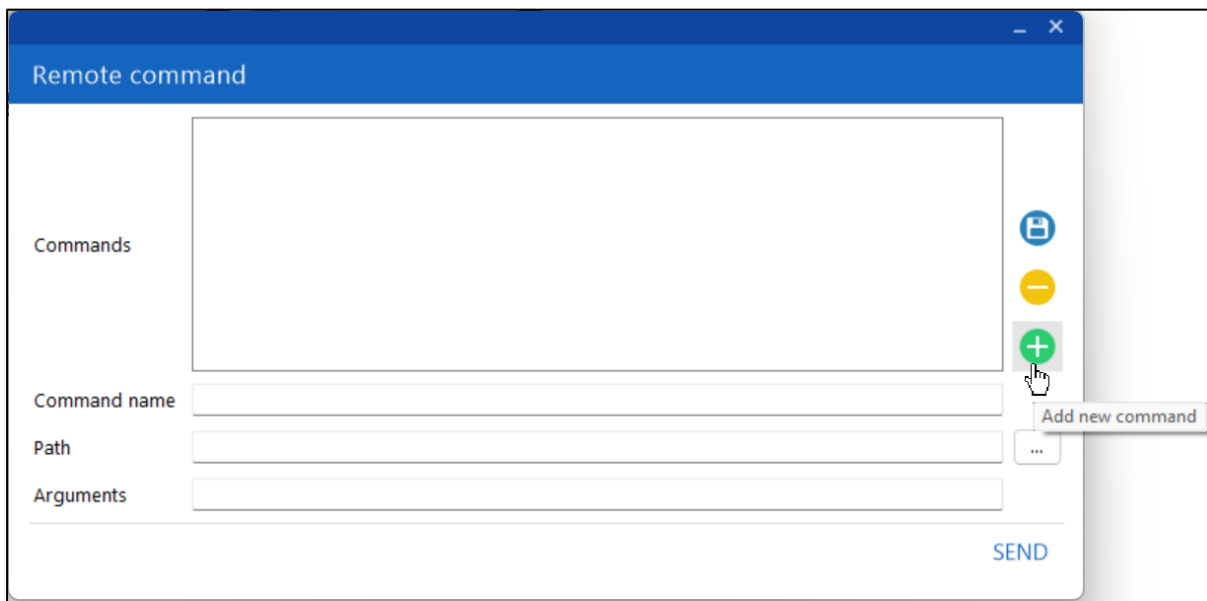
### 5.1.16.1 Remote command

To use the remote command option:

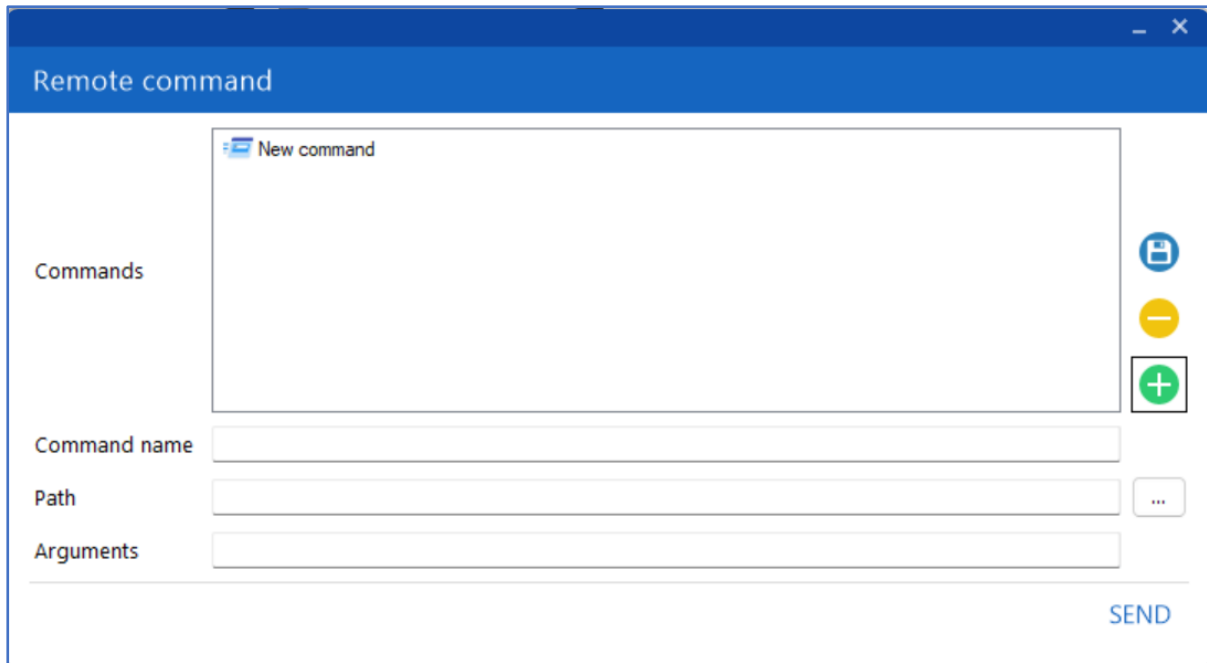
1. Click on the **Remote Command** icon. The Remote Command window opens.




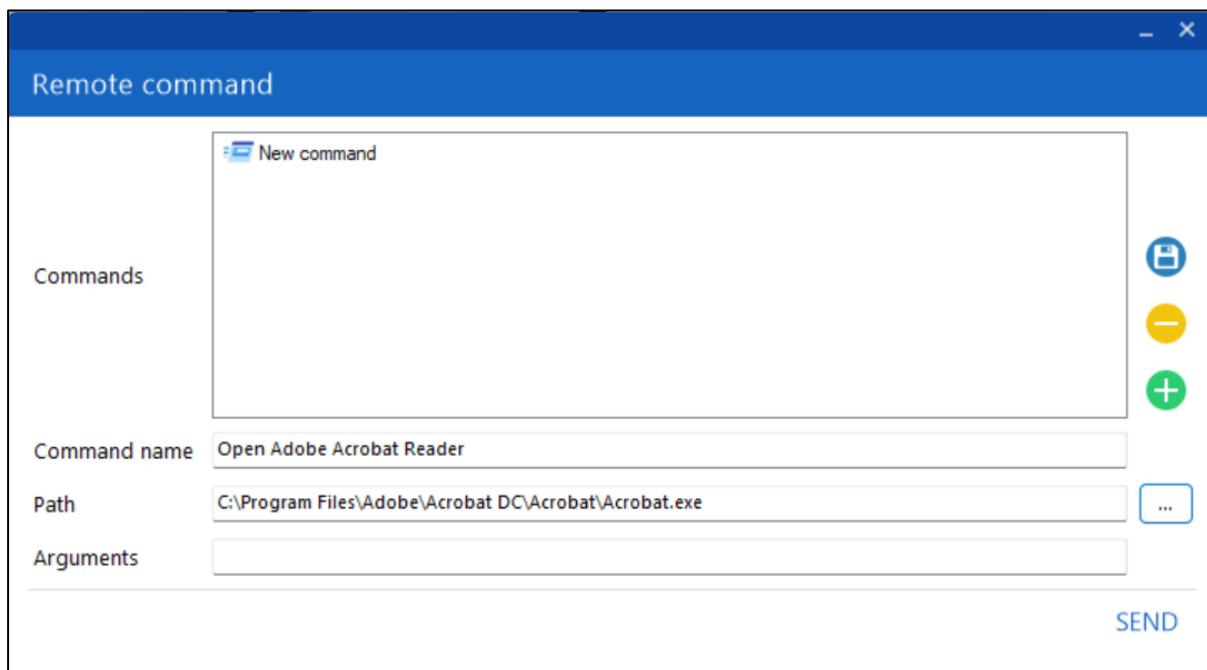
2. Click on the **Add new Command** button to add a new command to the list.



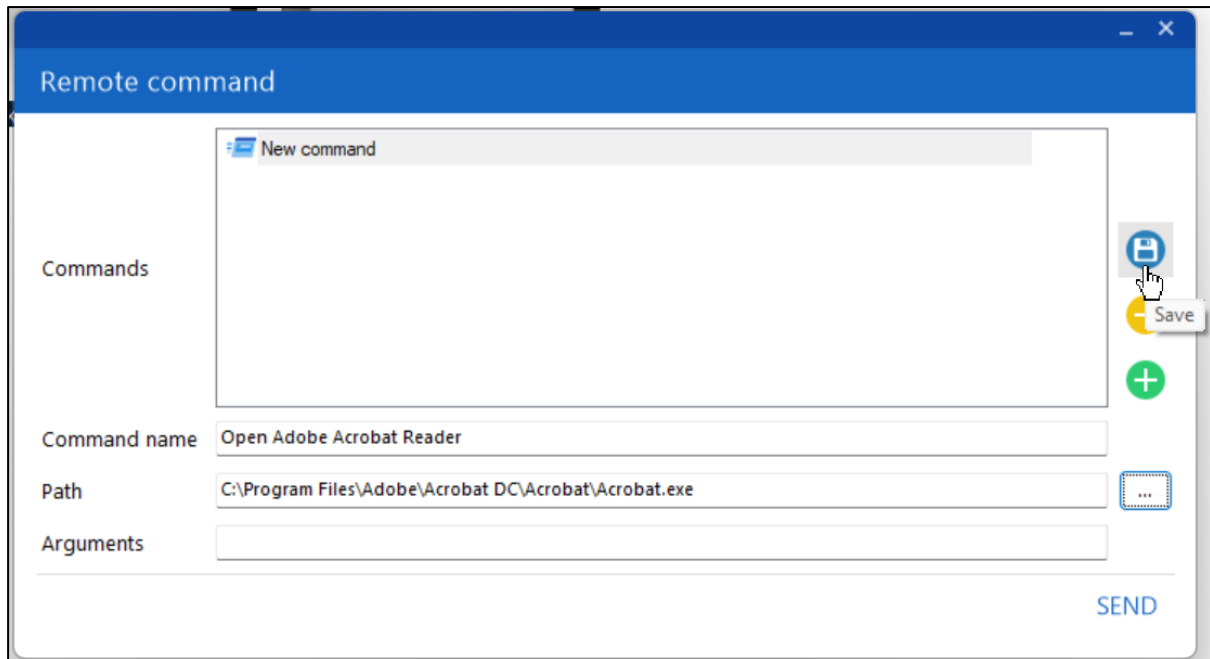
A **New command** icon will appear in the Commands pane.



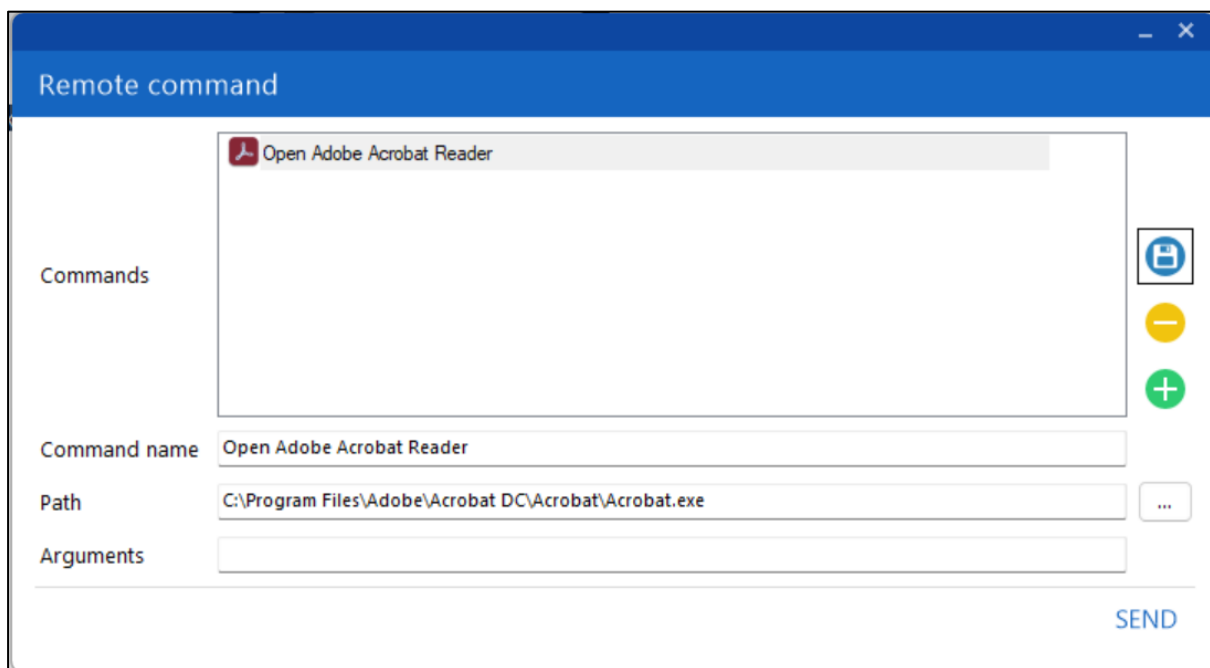
3. Click on the **New command** icon and assign the command a name in the **Command name** line.
4. Use the **Path** button  to find the location of the executable. In the example below, the teacher will open the Adobe Acrobat Reader on the student's workstation. Also, supply any necessary arguments for the command to run.



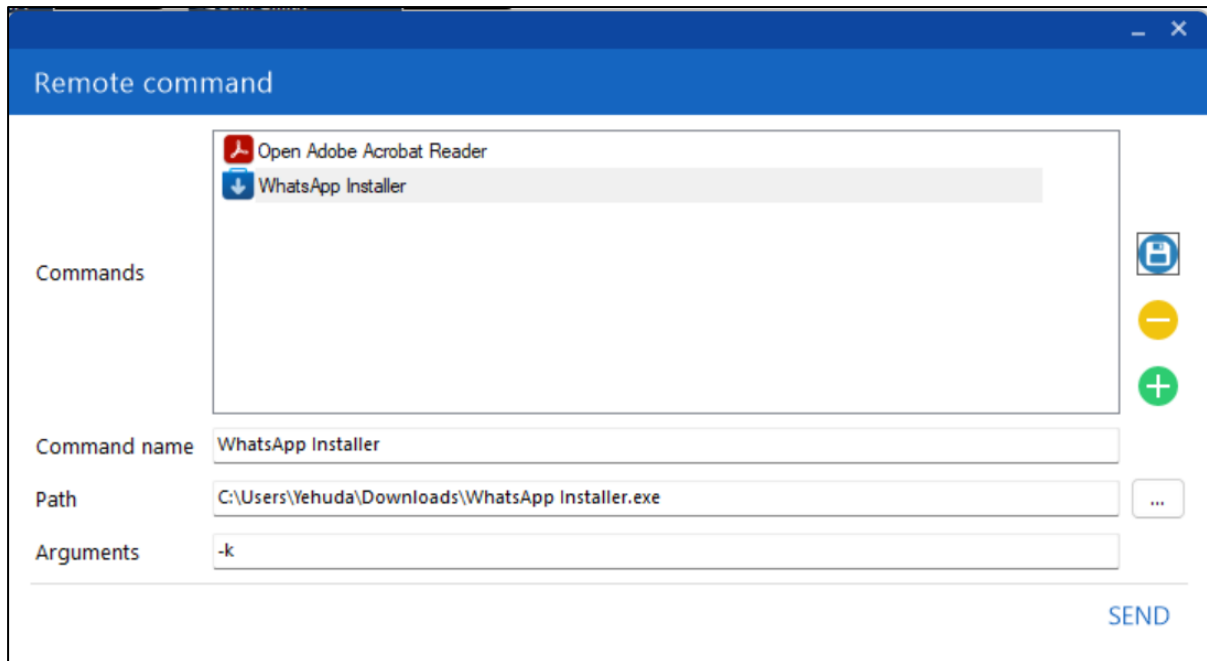
5. Click on the **Save** icon. The name of the command in the Commands pane will change from the generic "New command" to the command name that you have assigned.




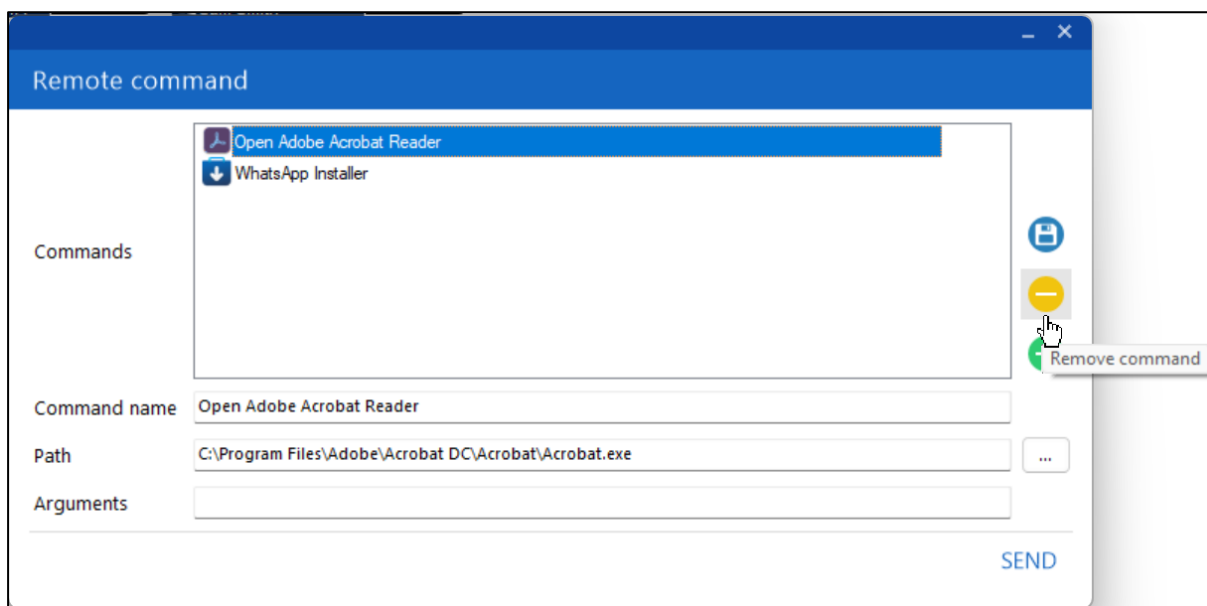
6. Click **Send**. The command will be sent to the student’s workstation.



7. You can save other executables in the Commands list, for easy access later, if you wish to execute these commands on other workstations. In the example below, we added the WhatsApp Installer to the list.



- To remove an executable from the list, click on the program to be removed, and click the **Remove command** icon . In the example below, the **Open Adobe Acrobat Reader** command will be removed from the list.

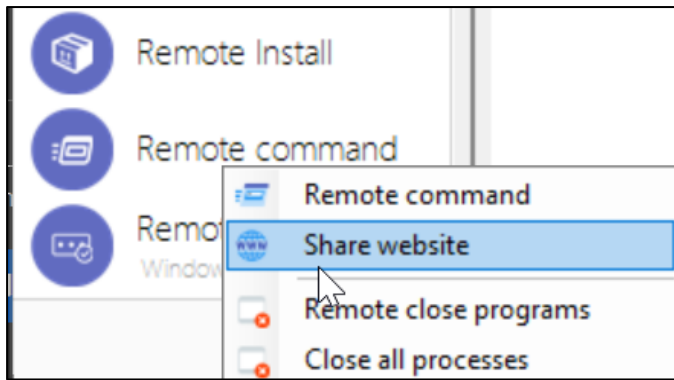


### 5.1.16.2 Share website

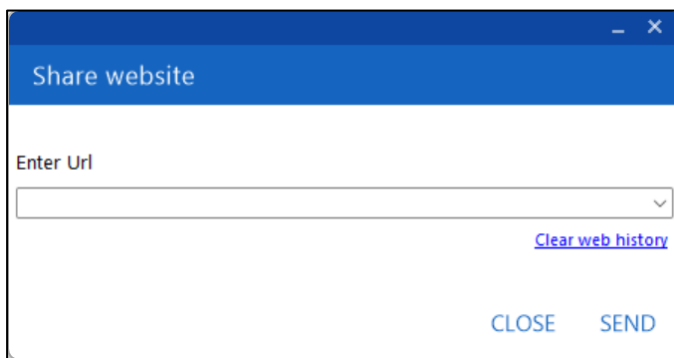
There is an option in the Remote Command icon to share a website with the students. The website will open up automatically on the student's default browser.

To share a website with a student:

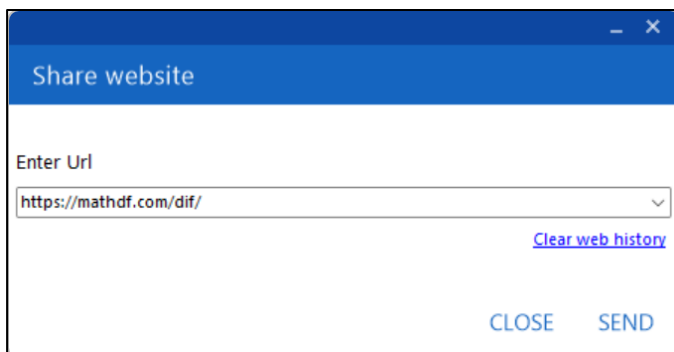
- Click on the **Remote command** icon and select **Share website**.



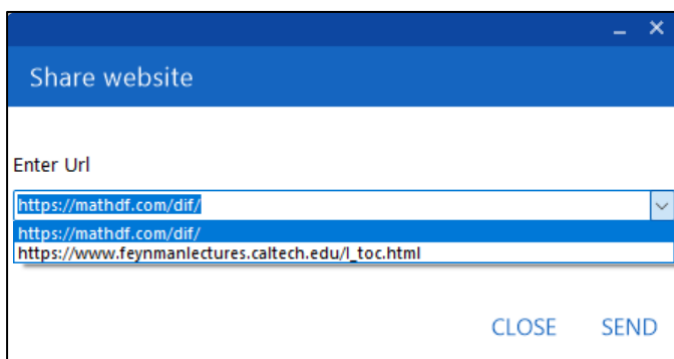
2. The **Share Website** dialog box opens.



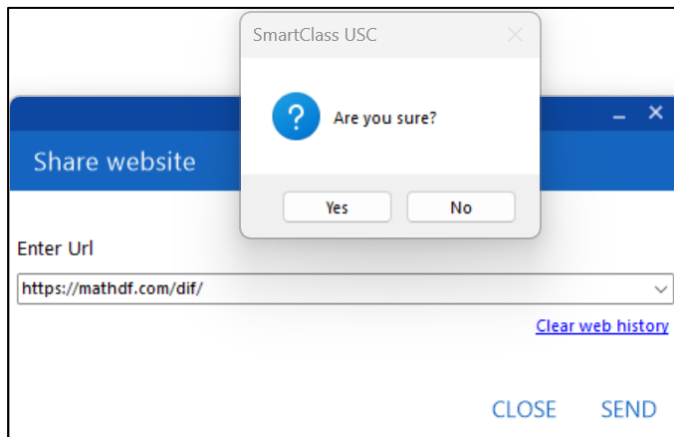
3. Enter the URL of the website that you would like to share with the student.



4. Click **Send**. The URL will open automatically in the student’s default browser.
5. If you send several URLs to the student’s workstation, they will all be saved in the app. You can access them by clicking on the arrow in the drop-down list.



- If you click **Clear web history**, it will erase the URLs saved in the app, after you answer the prompt.



### 5.1.16.3 Remote close programs

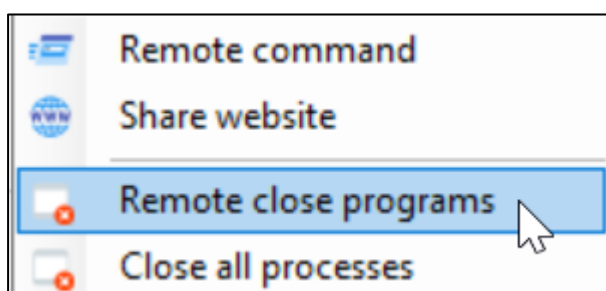
The **Remote Close Programs** option displays a list of programs currently running on the student's computer. This will allow the teacher to close executables that may distract the student during class time. You can remotely close a program on only a single computer at any one time.

There are two options available:

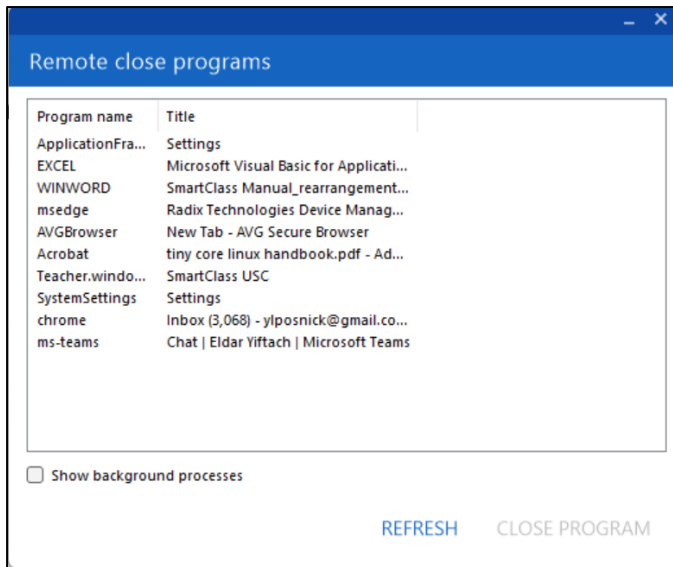
- Closing programs that are running in a window on the student's desktop, such as the Chrome web browser or the calculator program, and
- Closing programs running in the background.

To close programs running in a window remotely:

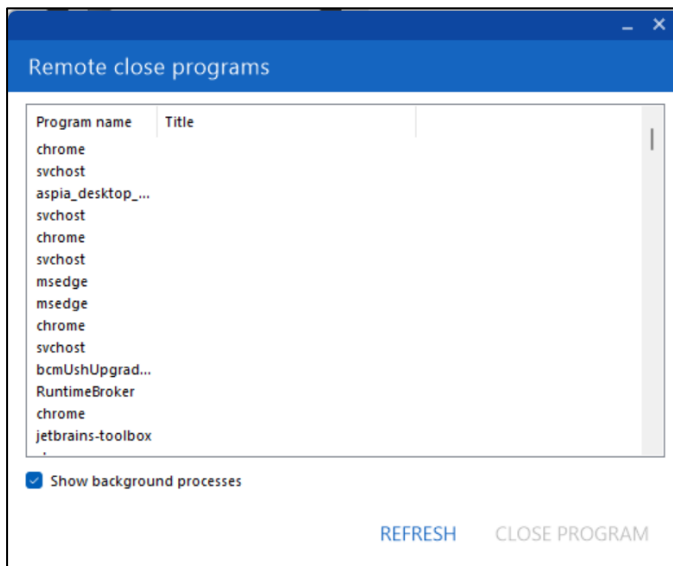
- Click on the **Remote command** icon and select **Remote Close Programs**.



The **Remote close programs** window opens, with a list of the programs running on the student's computer.



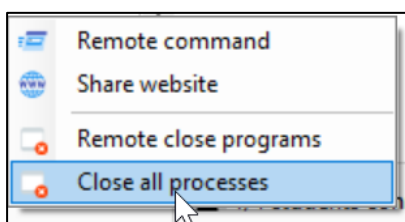
2. Click **Show background processes** to display the programs running in the background as well on the student’s computer.



3. Select a program that you would like to close and click **Close Program**. The program will cease to run in the student’s workstation.

#### 5.1.16.4 Close all processes

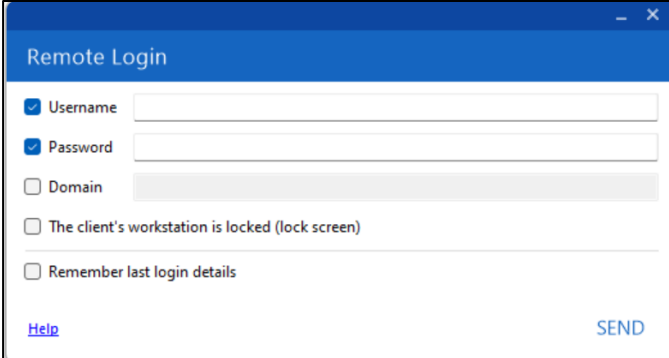
This option will close all the programs presently running on the student’s computer.



### 5.1.17 Remote Login

This allows the teacher to log in to the students' workstations from the teacher's own workstation.

**Note:** This option is only available for devices running Windows. You will not be able to perform a remote login on students' devices using Android or iOS operating systems.



#### 5.1.17.1 Preparing to use remote login

There is a Windows security feature that requires users to log in by first unlocking the computer by pressing Ctrl + Alt + Delete. However, the SmartClass Remote Login feature cannot be performed on a computer using this security feature.

If the students' computers have been configured with a requirement to press Ctrl + Alt + Delete to unlock their computer when logging in, this option must be disabled so the teacher can use the Remote Login feature.

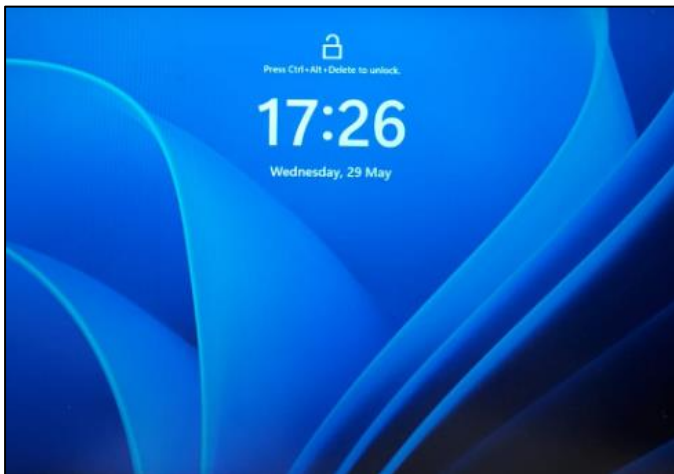


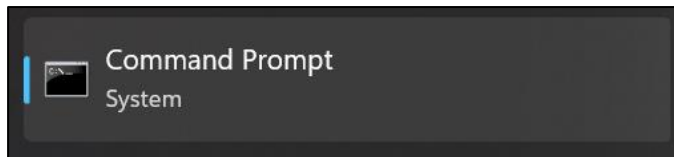
Figure 5-14: Welcome screen of a computer that requires Ctrl + Alt +Delete to be unlocked

#### 5.1.17.1.1 Disabling the Ctrl + Alt + Delete option on an individual computer

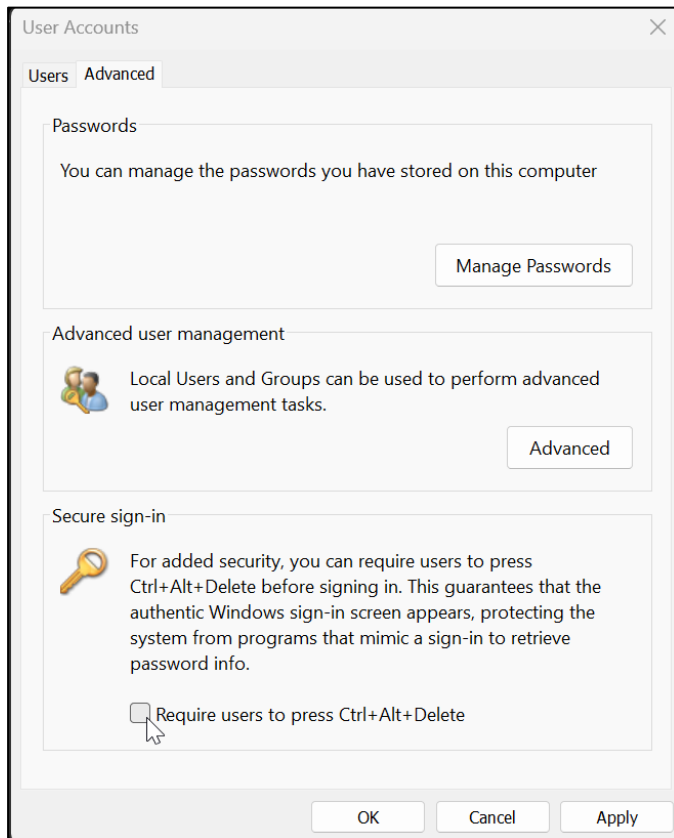
There is a method to disable the requirement to unlock your computer by pressing Ctrl-Alt-Del, which does not require Administrator privileges.

To disable the Ctrl + Alt + Del requirement:

1. Open a command prompt by clicking **Start** and entering **cmd** in the Search Bar.
2. Click on the **Command Prompt** icon.



3. At the command prompt, enter the following command: **Control Userpasswords2** or **netplwiz**, and click **Enter**.
4. In the window that opens up, under the **Advanced** tab, in the **Secure sign-in** section, click to clear the “**Require users to press Ctrl + Alt + Delete**” checkbox.



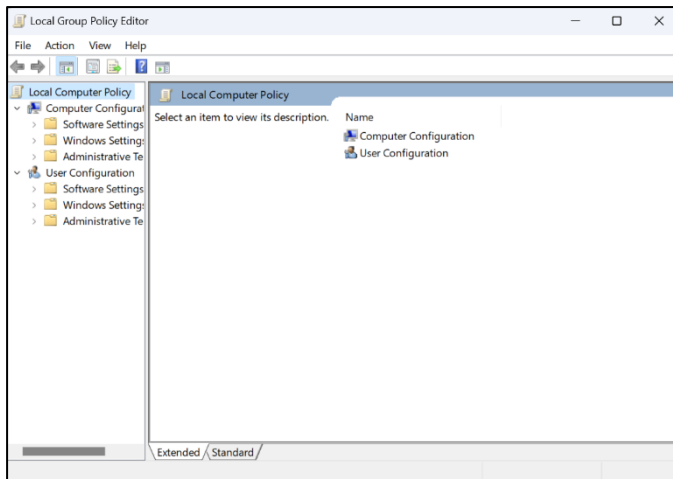
5. To finish, click **OK** or **Apply**.

#### 5.1.17.1.2 Disabling of Ctrl + Alt + Delete on Computers Connected to the Domain

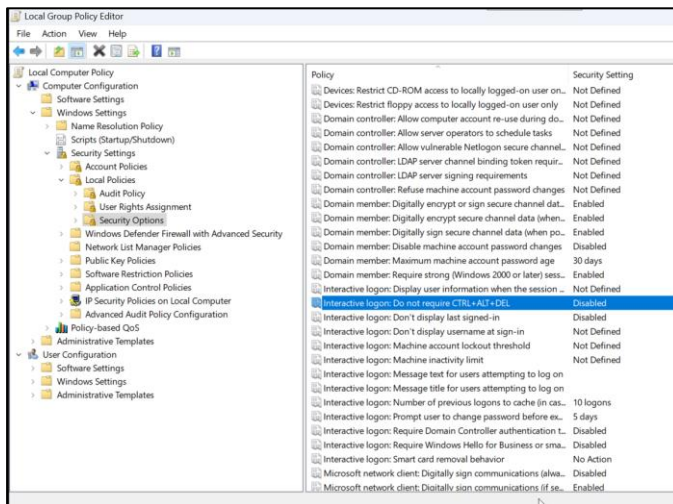
If you wish to disable requiring Ctrl + Alt + Delete on all computers connected to the teacher’s domain, you will need to log on to the computer with Administrator privileges.

To disable Ctrl + Alt +Delete on the entire domain:

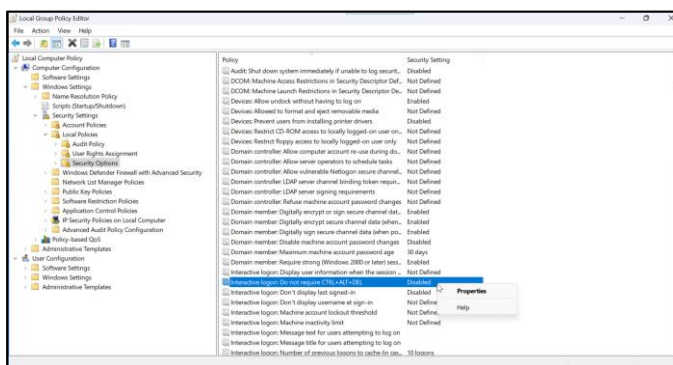
3. Access the **Group Policy Management Tool** by clicking **Start->Settings**, and type “**Edit Group Policy**” in the Search bar.  
The Local Group Policy Editor window opens.



4. Drill down to **Computer Configuration>Windows Settings>Security Settings>Local Policies>Security Options**. The following screen will appear:

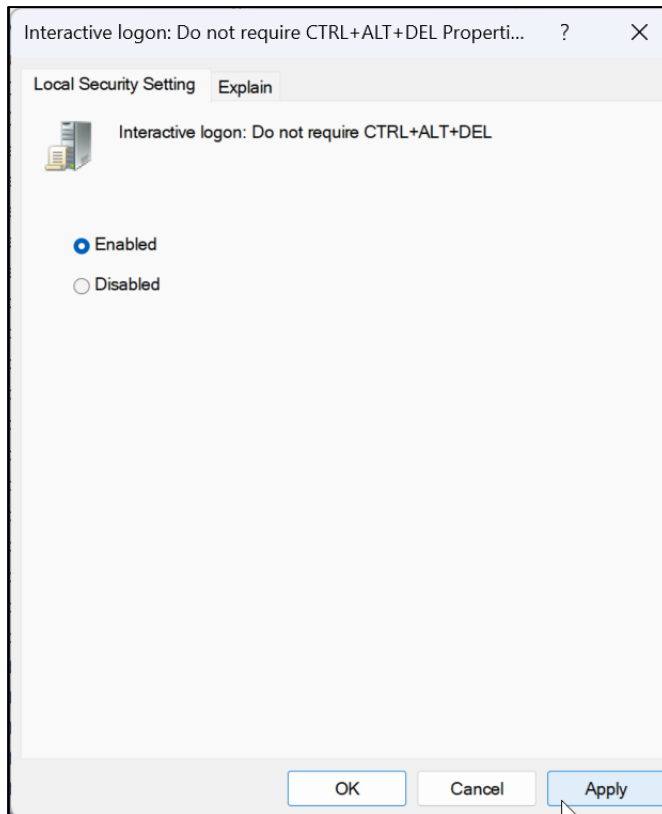


5. If the security setting for **“Interactive logon: Do not require CTRL + ALT + DEL”** is **“Not Defined”** or **“Disabled”**, you will have to change it to **“Enabled”**.

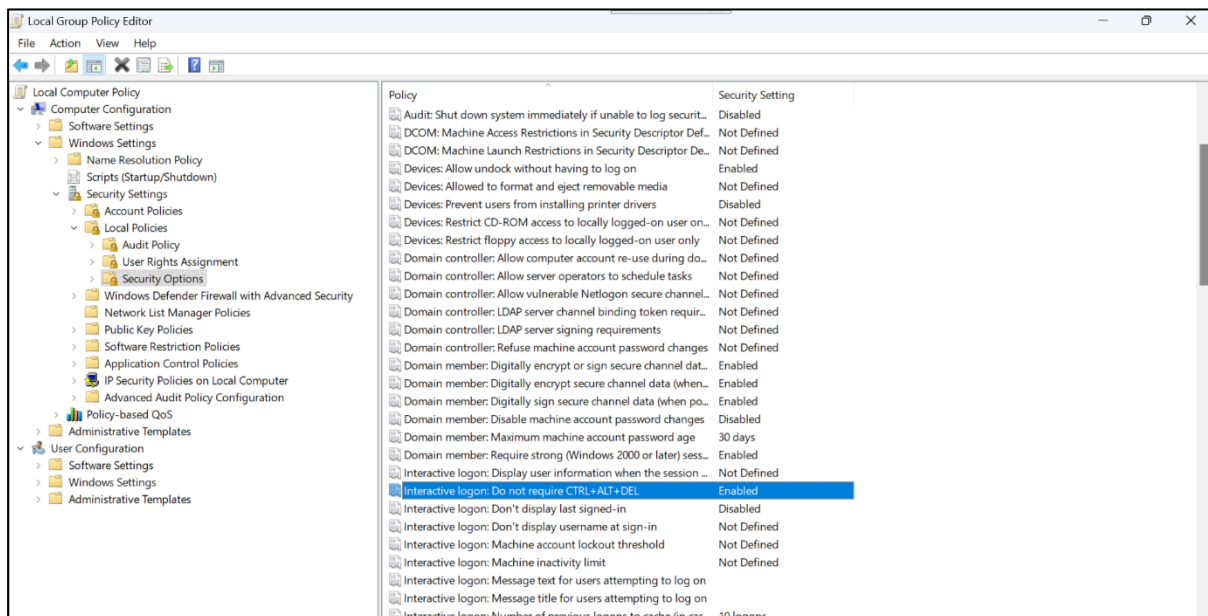


6. Right-click on the line **“Interactive logon: Do not require CTRL + ALT + DEL”** and click **“Properties”**.

7. Select **Enabled** and click either **OK** or **Apply**.

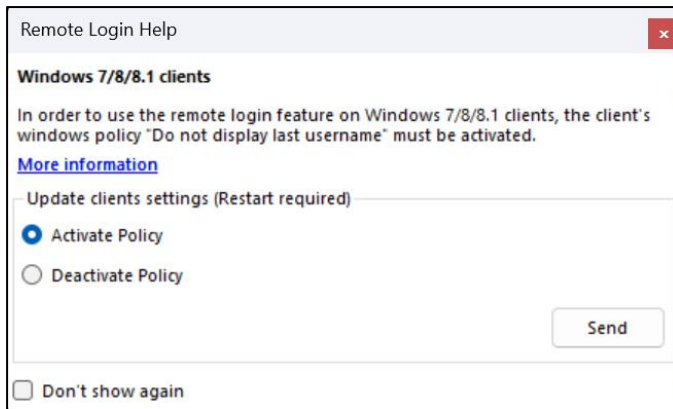


It will now display the setting “**Enabled**”. This will allow the teacher to use the Remote Login feature on the students’ workstations.



### 5.1.17.2 Using Remote Login

When you use the Remote Login feature for the first time, the following screen will appear:



You can access this screen at any point in the Remote Login command by clicking on **Help**.

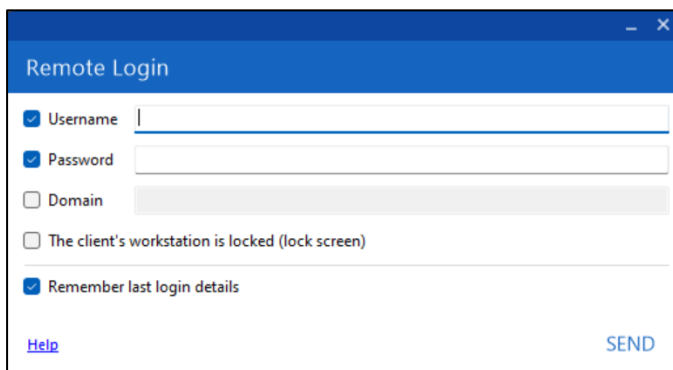
In addition to changing the settings you performed in the previous section (for Windows 7, 8, and 8.1 only), you should also send this software policy to the students' workstations. After sending the policy to the students' remote workstations, they will be rebooted, for the policy to go into effect.

In order not to receive this window again, mark the checkbox **“Don't show again”**.

### 5.1.17.3 Remote Login Interface

To use the Remote Login feature:

1. Select the workstations where you want to perform this operation and click **Remote Login**.
2. After the **Remote Login Help** screen we saw in the previous section, you will see the **Remote Login** dialog box.



3. In the **“Username”** field, enter the student's username on their Windows computer.
4. In the **“Password”** field, enter the appropriate password (if any).
5. In the **“Domain”** field, enter the domain information (if you are connecting to the domain).
6. If the student's workstation is presently locked, check the **“The client's workstation is locked (lock screen)”** checkbox. The teacher will succeed in unlocking the computer and logging in.
7. If you wish to save the details of the last connection to the domain, check the option **“Remember last login details”**.

**Note:** As part of information security, passwords are not saved when you close the SmartClass app.

## 5.2 Teacher App Bottom Toolbar Menu

At the bottom of the SmartClass Teacher interface, you will see a toolbar with additional options:

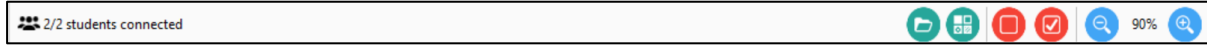


Figure 5-15: Bottom Toolbar Menu

Here is an explanation of the various icons:

Table 5-3: Teacher App Bottom Toolbar Menu








Icon	Description
	<b>Number of Students Connected:</b> This displays the number of student workstations connected to the teacher, out of the total number of students in the class
	<b>Load Recent Class Map:</b> This will load the most recent classroom arrangement that was saved by the teacher
	<b>Arrange Icons:</b> This allows you to sort the students' thumbnails on the teacher's display either by name or by their IP
	<b>Unselect All:</b> Clicking this button unselects all the students, after having selected all of them with <b>Select All</b> option.
	<b>Select All:</b> Clicking this selects all of the students. You can use this for executing an action on all of the students at once.
	<b>Zoom Out:</b> To reduce the size of the students' thumbnails (This also can be performed by pressing Ctrl while scrolling the mouse wheel upwards)
	<b>Zoom In:</b> To increase the size of the students' thumbnails (This also can be performed by pressing Ctrl while scrolling the mouse wheel downwards)

## 5.3 Teacher App Top Toolbar Menu

At the top of the SmartClass Teacher interface, you will see another toolbar with options to manage the settings:



Table 5-4: Teacher App Top Toolbar Menu

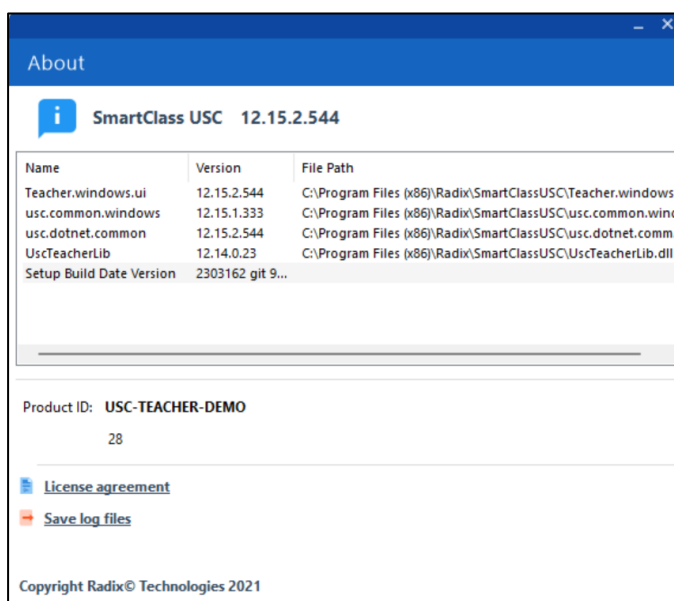
Icon	Description
	<b>About:</b> Displays information about the Teacher’s app, and allows creating a log file
	<b>Screen Recording:</b> Allows the recording of the screen of the teacher’s workstation. It records a video/voice recording over the teacher’s microphone. The file of the recording is saved in MP4 format and can be played over the video.
	<b>SmartRecovery:</b> Sends commands to the Smart Recovery software (for all versions of SmartRecovery)
	<b>QR Code:</b> Connects the students by scanning a “QR Code” (Intended for phones and tablets)
	<b>Remote Settings:</b> Remote settings for sending a registration request from the student/s
	<b>Class Management:</b> This has commands for saving/loading a class map, deleting disconnected student workstations, clearing the hand icon when students raise their hands, and saving a list of student workstations.
	<b>Settings:</b> To change the system settings.

### 5.3.1 About

This displays information about the SmartClass Teacher app. It also allows you to view the End User License Agreement and save log files of previous sessions.

The options in the **About** window will allow you to perform several actions:

- Download operating instructions.
- Opening a support ticket
- Opening the product’s license agreement.
- Saving log files of the app (see **Section 9.8, Extracting log files for troubleshooting**)



### 5.3.1.1 License Agreement

This displays the SmartClass EULA (=End User License Agreement). Upon installing the software, you agree to the terms of the agreement.

### 5.3.1.2 Save Log File

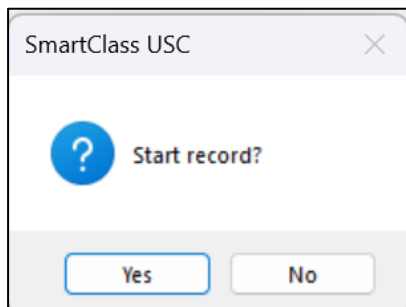
If the teacher has a problem with their SmartClass app, it is possible to consult Radix technical support to troubleshoot it. The **Save Log File** option will prepare a folder of log files that will assist the tech support team in the troubleshooting process. See **Section 9.8.2.**)

## 5.3.2 Screen Recording

The screen recording application allows the teacher to record a video and audio clip of every action performed on the computer. The file of the recording is saved in MP4 format. The recording can be played back with any video player program.

To make a screen recording:

1. Click on the **Screen Recording** button  in the top toolbar. You will receive a prompt as to when to start the recording.



2. Click **Yes**. The teacher interface window will be minimized, and a floating menu will appear at the margin of the screen. (See **Section 5.1.3.1.**) In the meantime, the screen recording will run in the background. The app will record the movements of your mouse on the screen.
3. In order to end the recording, press the **Stop** button in the floating menu at the top of the screen.



Alternatively, you can click the **Restore Window** icon in the floating menu and click on the **Stop recording** icon in the SmartClass USC toolbar.



Figure 5-16: Restore window icon in the floating menu

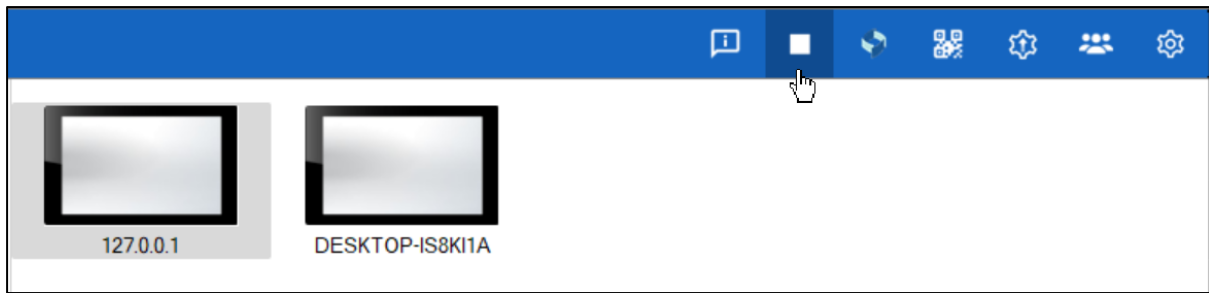
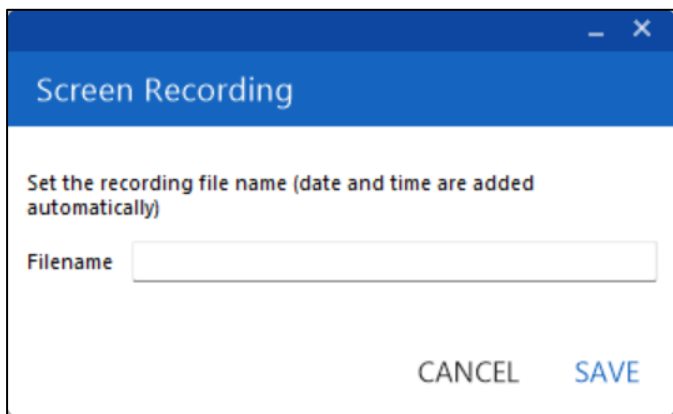
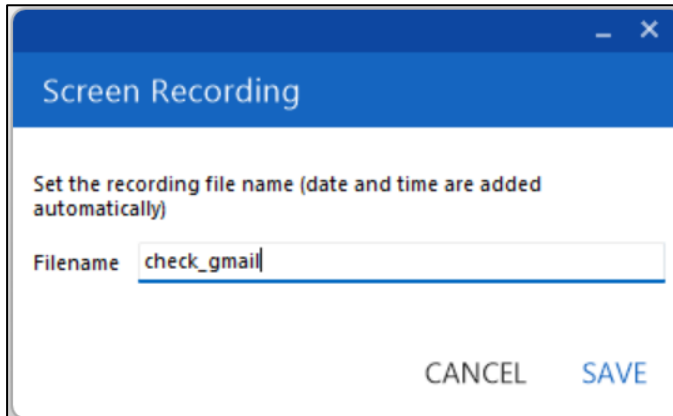


Figure 5-17: Stop button in top toolbar

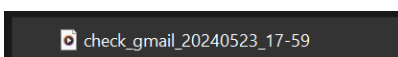
4. You will be prompted to assign a name to the MP4 file of the screen recording.



5. Enter a file name and click **Save**.



The screen recording will be saved in MP4 format. The date and time of the recording will be added to the file name. The file will be saved in the format **name\_yyyymmdd\_hh-mm.mp4**. In our example, the file was saved with the name **check\_gmail\_20240523\_17-59.mp4**.

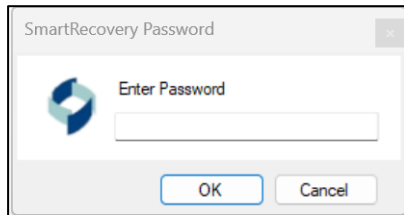


6. Clicking **Save** will open the folder where the file is saved, and the name of the screen recording file will be highlighted.
7. If you wish to adjust the parameters of the screen recording, see **Section 5.3.7.1.7, Screen Recording**.

### 5.3.3 Smart Recovery

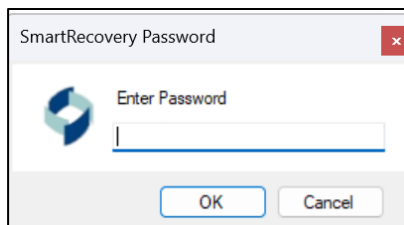
Smart Recovery is another Radix product that allows you to implement settings to repair a Windows computer that has crashed. For example, it allows you to restore a device's system configuration and settings to the latest system snapshot, or back to factory settings. The Smart Recovery icon in the teacher's upper toolbar allows the teacher to use the Smart Recovery software on students' computers as well.

When you click on **Smart Recovery**, you will be prompted for your computer password to initiate the Smart Recovery process.



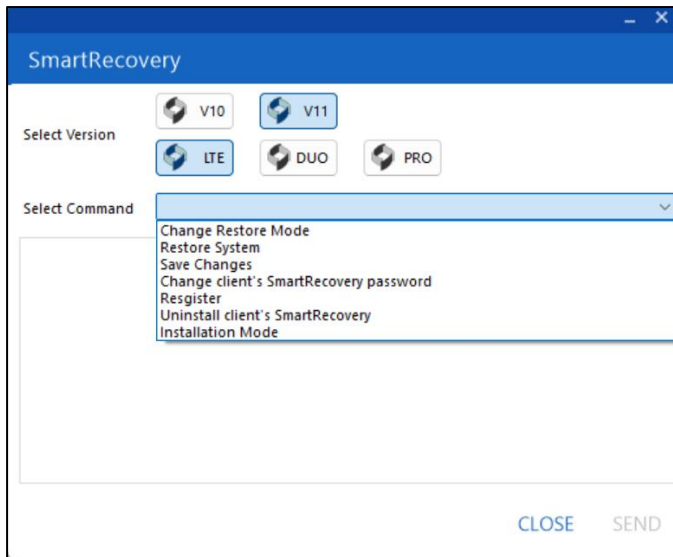
SmartClass lets you install the Smart Recovery software on students' computers remotely. You can send commands to the Smart Recovery software after installing it on a Windows computer. This is compatible with Versions 10 and 11 of Smart Recovery, for Lite, Duo, and Pro versions, with each version and its corresponding commands.

Every time you operate the Smart Recovery interface, you will be prompted to enter the password you set in the Smart Recovery software. If an incorrect password is entered, the interface will send the commands you will issue, but they will not be executed at the remote stations.



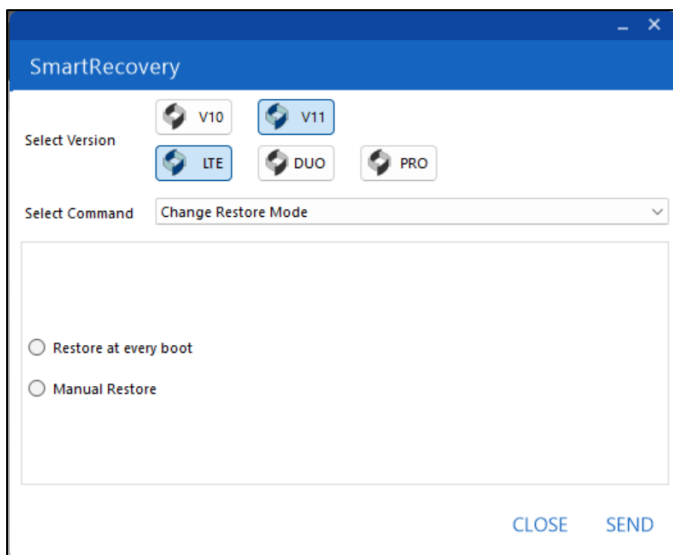
The commands that can be sent to the students' workstations are the same ones that can be run locally on Smart Recovery at the teacher's workstation.

The options are as follows:



### 5.3.3.1 Change Restore Mode

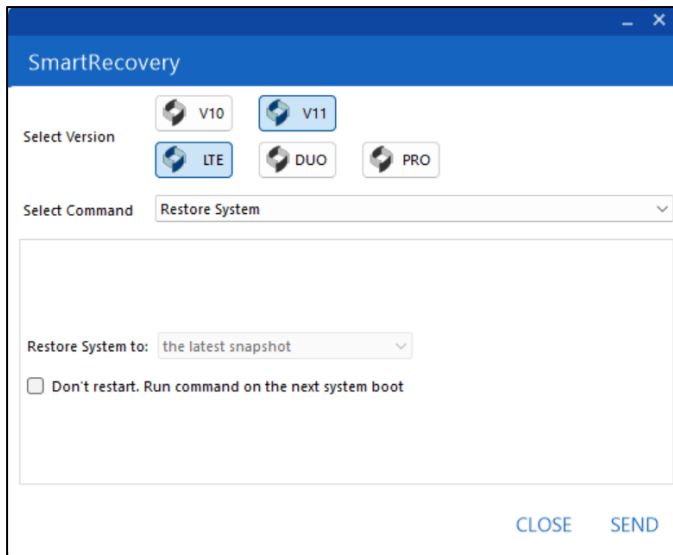
You can select between restoring the system upon every boot, or a manual restore.



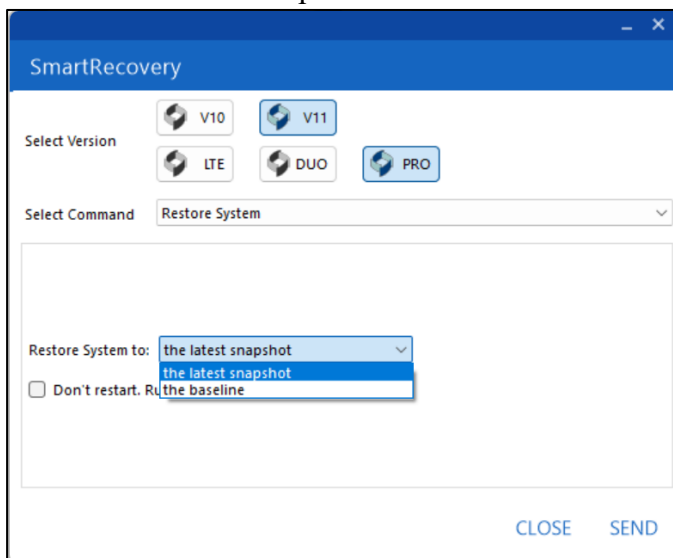
### 5.3.3.2 Restore System

This will restore your device to a base point or a recent snapshot.

- If you install Smart Recovery LTE, you will only be able to restore the system to the latest snapshot.



- If you installed Smart Recovery DUO or PRO, you will be able to restore the system to the latest snapshot or the baseline.



### 5.3.3.3 Save Changes

This saves the system as it is presently as a baseline for a restore point, or to create another restore point (depending on your version of Smart Recovery).

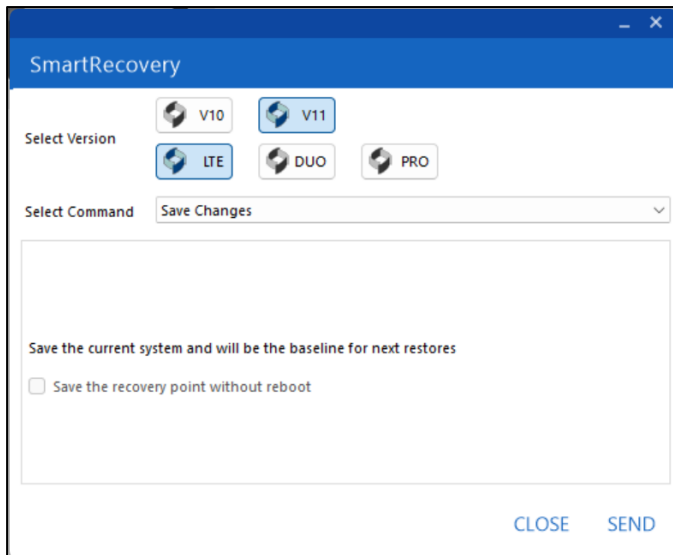


Figure 5-18: Save Changes option for SmartRecovery LTE version

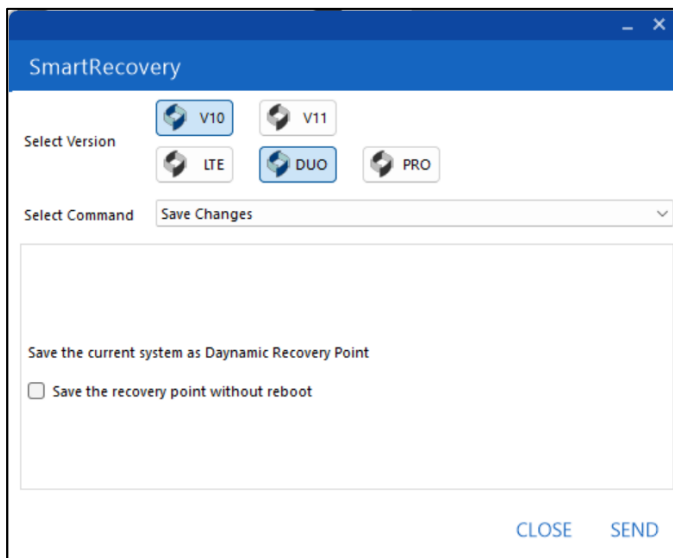
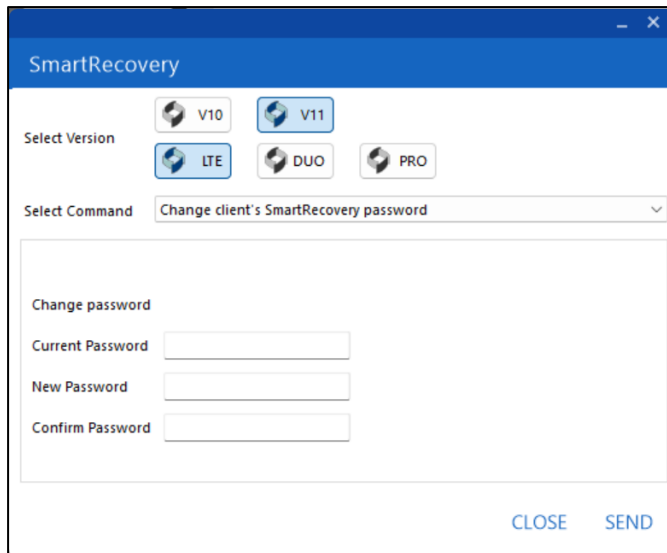


Figure 5-19: Save Changes option for SmartRecovery DUO and PRO versions

#### 5.3.3.4 Change client's Smart Recovery password

This allows the teacher to change the Smart Recovery password at the student's workstation.



SmartRecovery

Select Version: V10, V11, LTE, DUO, PRO

Select Command: Change client's SmartRecovery password

Change password

Current Password:

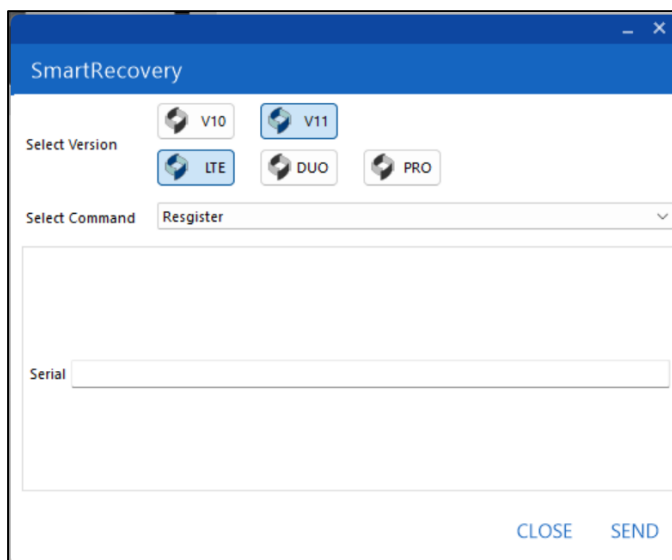
New Password:

Confirm Password:

CLOSE SEND

### 5.3.3.5 Register

This performs activation of the Smart Recovery program at the remote workstations.



SmartRecovery

Select Version: V10, V11, LTE, DUO, PRO

Select Command: Register

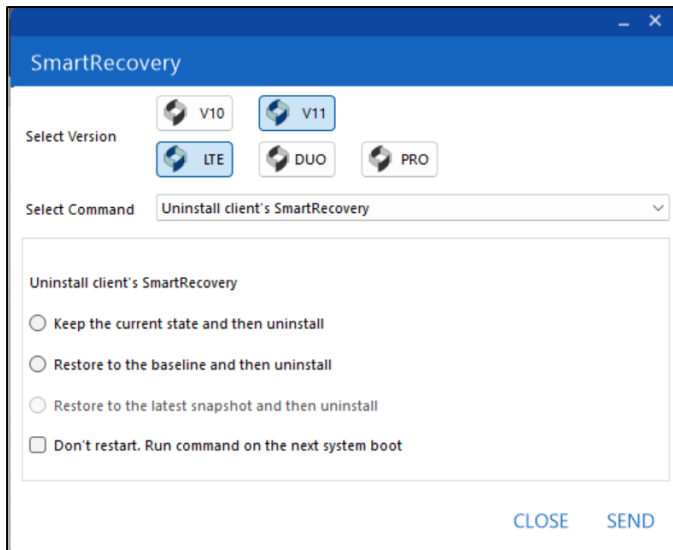
Serial:

CLOSE SEND

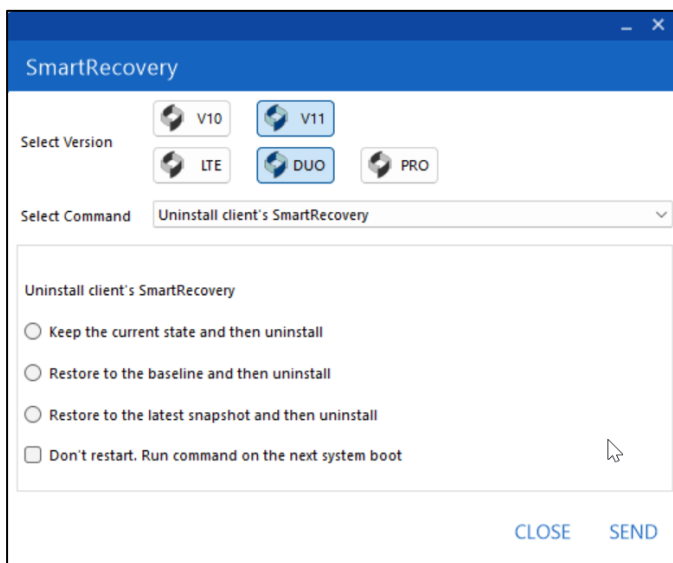
### 5.3.3.6 Uninstall client's SmartRecovery

This removes the Smart Recovery program from the remote workstations.

- **In the SmartRecovery LTE version**, you have the option to either
  - Keep the current state and then uninstall, or
  - Restore to the baseline and then uninstall



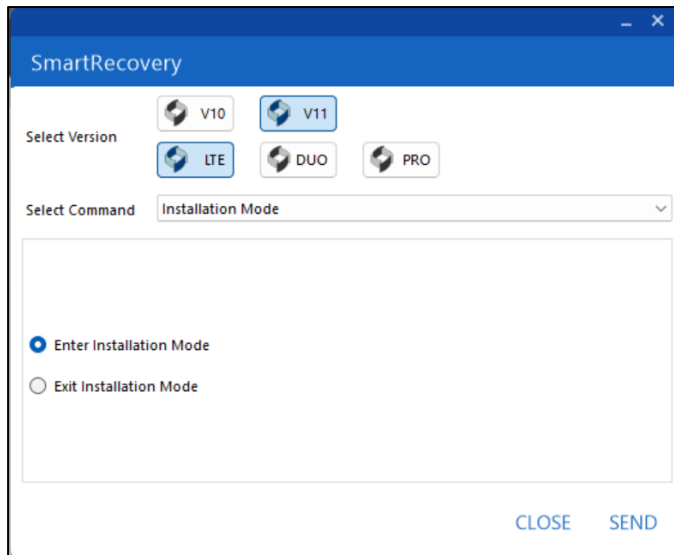
- In the SmartRecovery DUO and PRO versions, you can:
  - Keep the current state and then uninstall, or
  - Restore to the baseline and then uninstall
  - Restore to the latest snapshot and then uninstall



### 5.3.3.7 Installation Mode

This allows you to remotely install SmartRecovery on the student's workstation.

**Note:** This option is available only in Version 11 of SmartRecovery.



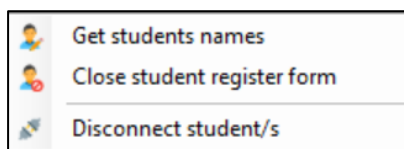
### 5.3.4 QR Code

This command will produce a QR code. Students can scan this QR code with their mobile device to gain access to the teacher's class.



### 5.3.5 Remote Settings

The Remote Settings menu will allow you to get the students' names, close the students' register form, and disconnect students from the SmartClass app.

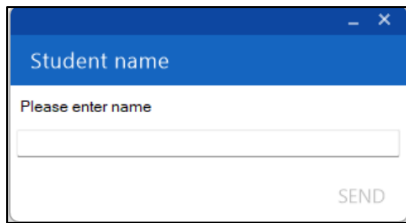


#### 5.3.5.1 Get Students' Names

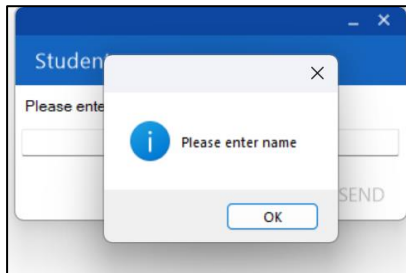
This will allow the teacher or student to assign names to the students' thumbnails. This way, the thumbnails can be more identifiable than if they are displayed with just an IP address or a computer name.

To assign a student's name to a thumbnail:

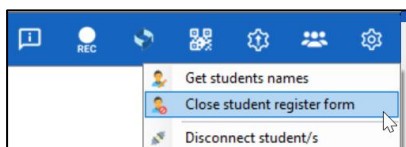
1. Click on the thumbnail of the student to which you wish to change the name.
2. Click on **Remote Settings** > **Get Students' Names**. The **Student Name** dialog box opens both at the teacher's workstation, as well as at the student's workstation..



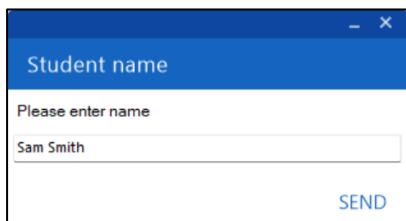
You must enter a name. If you try to close the window without entering a new name, you will be prompted again to enter a name:



If you decide not to change the student's name as it appears on the thumbnail, click on **Close student register form** in the **Remote Settings** drop-down menu.



3. This dialog box opens both at the teacher's workstation as well as at the student's workstation. Either the teacher or student may enter a name in the textbox:

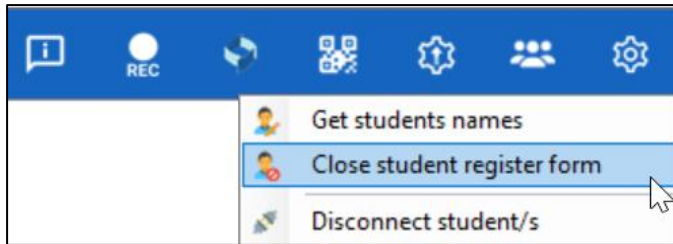


4. Click **Send**. The name on the thumbnail will be changed to the new assigned name.



### 5.3.5.2 Close Student Register Form

This allows the teacher to exit the **Get students' names** menu, if the teacher decides not to change the name that appears on the thumbnail.



### 5.3.5.3 Disconnect students

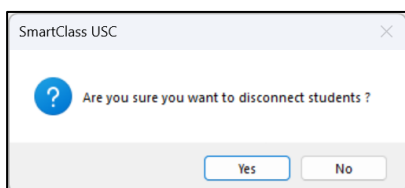
This allows the teacher to disconnect students from the class list. Since a student can only be connected to one teacher at a time, the student must be disconnected from a class to participate in another class. A student can be disconnected from a teacher by either 1) the teacher closing the SmartClass app, or 2) by the **Disconnect students** icon.

To disconnect a student:

1. Click on the thumbnail of the student that you wish to disconnect from the class. In the example below, we would like to disconnect Desktop-IS8KI1A.



2. Click on **Remote Settings>Disconnect Students**. The following dialog box will appear:



3. Click **Yes**. The student's connection to the class will be deactivated.

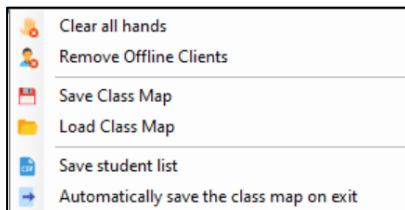


Figure 5-20: Appearance of student's thumbnail after deactivation

4. The student can reconnect to the class through the student menu by clicking **Select Teacher** in the Student menu.

## 5.3.6 Class Management

When you click on the Class Management icon , the following drop-down menu appears:



### 5.3.6.1 Clear all hands

Clicking on this will lower students' hands if they have been raised during the class.

### 5.3.6.2 Remove Offline Clients

This command will remove the thumbnails of students who are not presently connected to the teacher and are not actively participating in the current class.

For example, before clicking on **Remove Offline Clients**, the teacher's display can appear as follows:

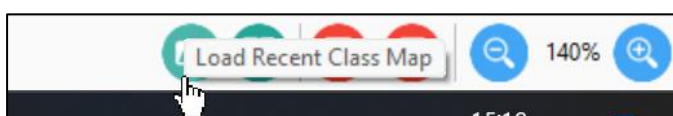


In this example, **Student 127.0.0.1** is connected while **DESKTOP-IS8KI1A** is not connected.

After clicking on Remove Offline Clients, the Teacher's display appears as follows:

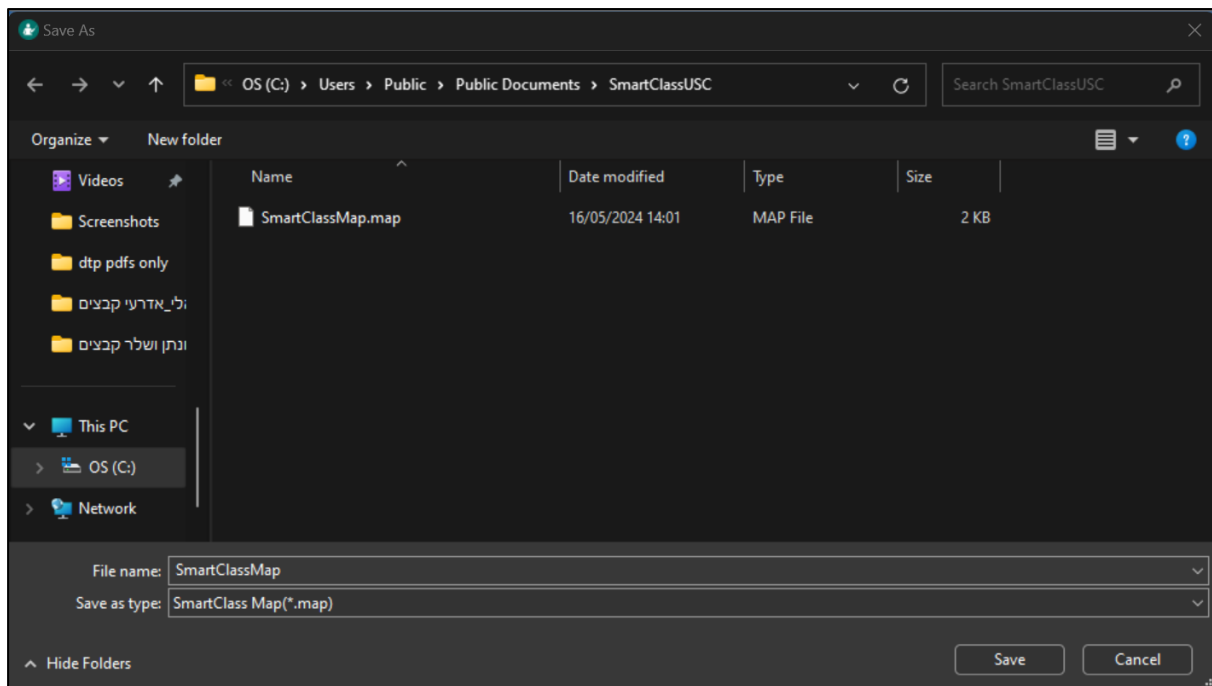


To restore the view of the students who are not presently hooked up, click on the **Load Recent Class Map** in the bottom Toolbar.



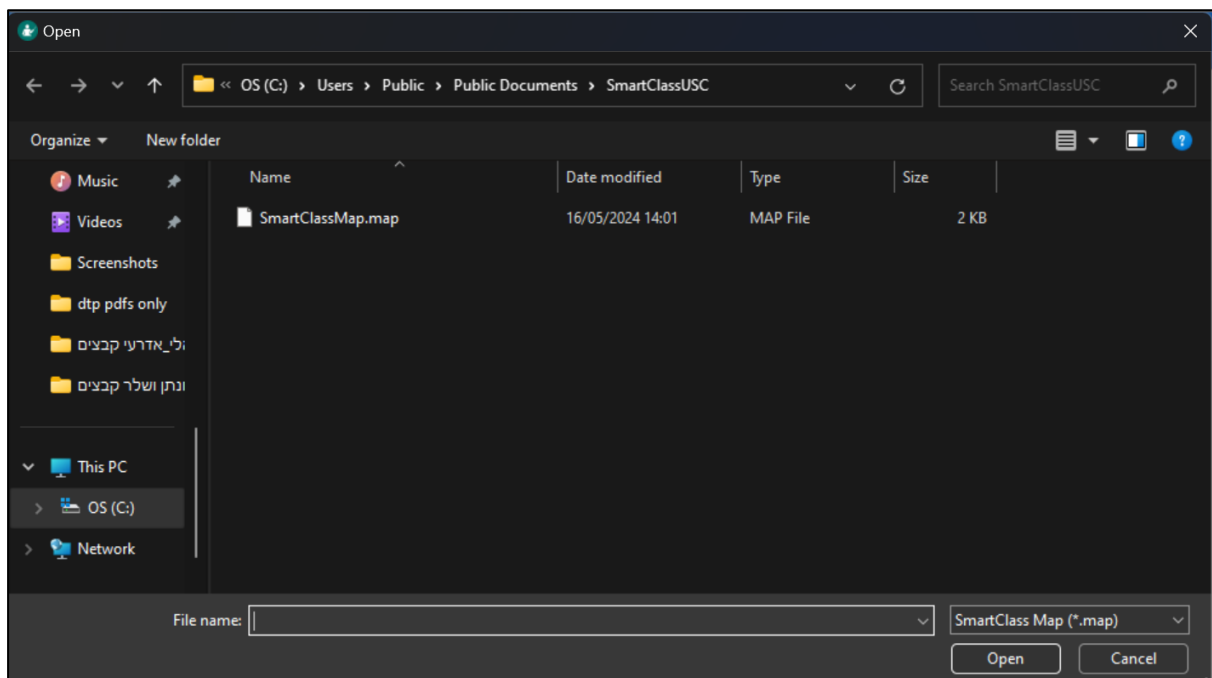
### 5.3.6.3 Save Class Map

This will save the teacher's map of the students in the class at present. The map will be saved with the extension **\*.map**.



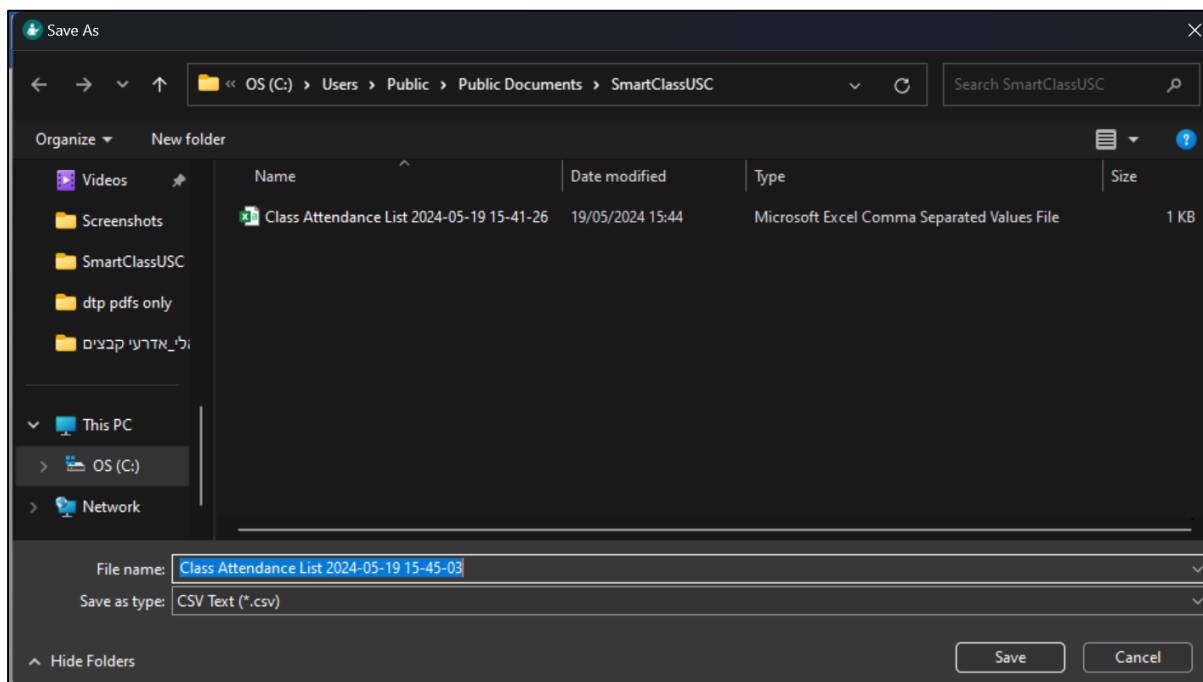
### 5.3.6.4 Load Class Map

This option lets you load a saved student map in the SmartClass interface. The program will open automatically to the directory on the teacher's computer where class maps have been saved:



### 5.3.6.5 Save Student List

This option lets you save a list of the students attending the class in an Excel spreadsheet. The list will be saved with the extension **\*.csv** (=comma-separated values), with the filename including the date and time the student list was created.



The list of students will be saved in the following format: Student Name; IP Address; Operating System of their workstation.

	A
1	19/05/2024 16:03
2	Name;Ip;Os
3	DESKTOP-IS8KI1A;10.0.0.8;OS_WINDOWS
4	127.0.0.1;10.0.0.3;OS_WINDOWS
5	

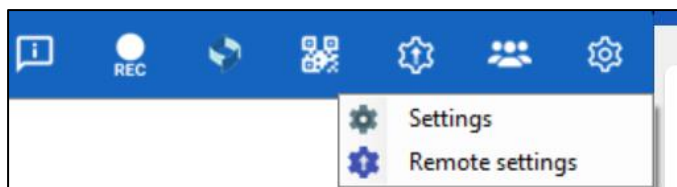
### 5.3.6.6 Automatically save the class map on exit

Clicking on this option will automatically save the current class map when you close the SmartClass App. It will be reloaded into SmartClass the next time you start the SmartClass app again.

## 5.3.7 Settings Menu

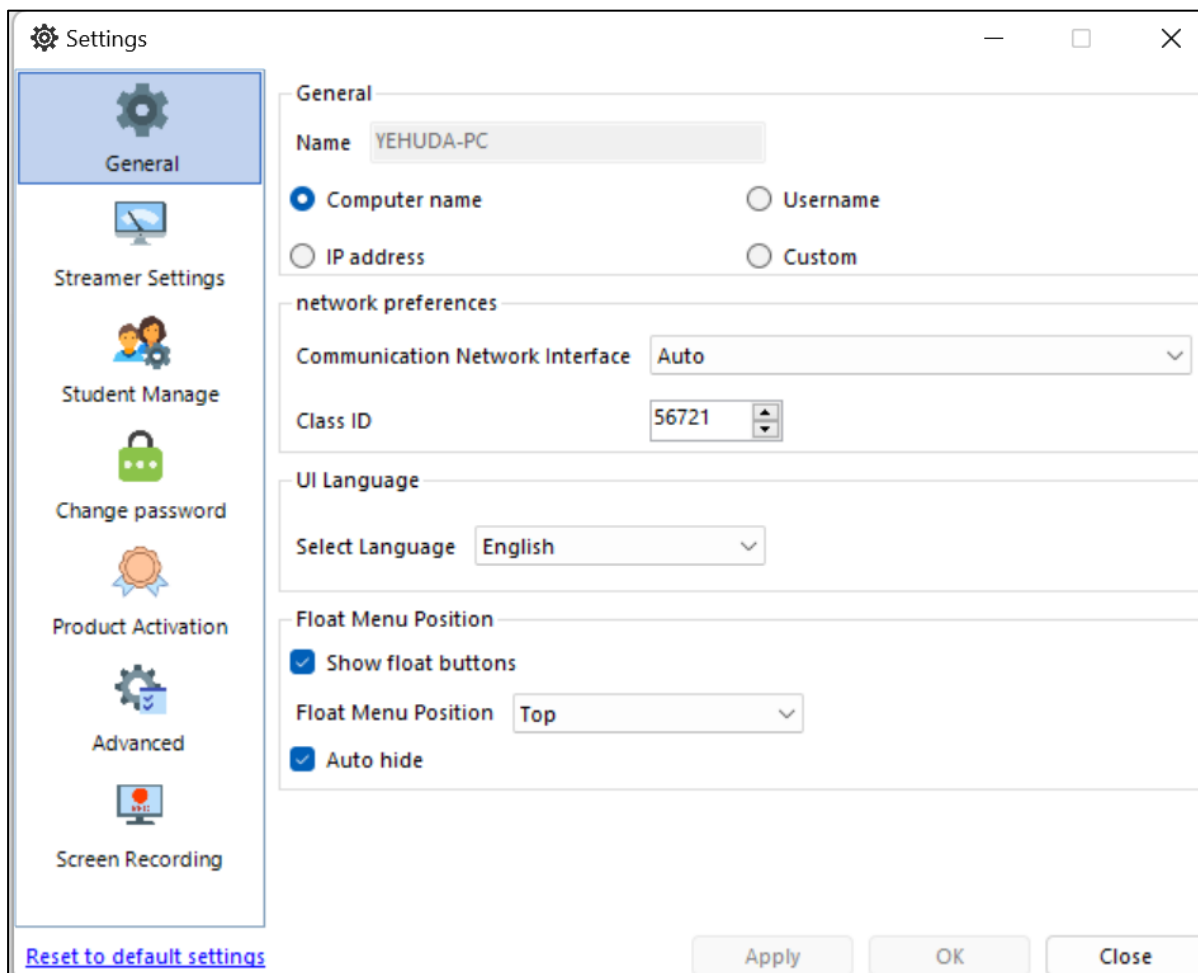
The teacher's SmartClass app has several default settings that typically do not need to be changed and should be suitable wherever the software is installed. Nonetheless, in certain circumstances, there is a need to adjust the settings according to the needs and limitations of the particular classroom setting.

When you click on the **Settings** icon in the Top Toolbar menu, you will see two submenus: **Settings**, and **Remote Settings**.



### 5.3.7.1 Settings

When you click on the Settings option, the following window opens:

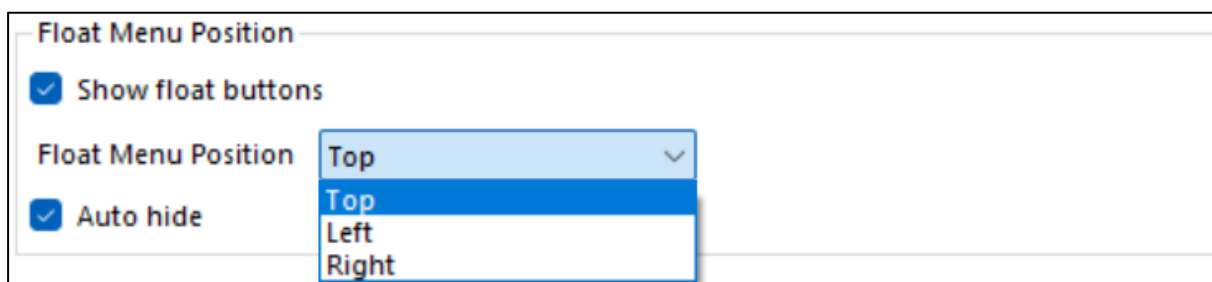


#### 5.3.7.1.1 General Settings

- Name:** This defines the name of the teacher's workstation that appears on the students' workstations when they select a teacher to connect to the teacher's workstation and the manner in which it appears in the choice of the teacher in the students' workstations. You can identify your computer by
  - Computer name
  - Username
  - IP address
  - Custom, where you can select another name for your workstation.
- Network preferences:** This displays the network cards available in the operating system. If there are several network cards, it will be possible to select the card through which the SmartClass app will employ.

- **Communication Network Interface Port ID:** This is the port through which the students' workstations identify the teacher's workstation on the network. (Do not change this setting.)
- **Class ID:** Used to connect the workstation of the teacher and the students. Each class must be on a different channel to avoid connecting a teacher to an inappropriate class and vice versa. The range of channels is between 3000-65400.
- **UI Language (= User Interface Language):** This selects the language of the teacher interface.
- **Float menu position:** When the teacher app screen is minimized when broadcasting to the students, a floating menu will appear at the top of the screen when you place your mouse cursor there. The **Settings** menu allows you to determine whether to display this menu and where to place it.

There are three options available as to where to place the floating menu: at the top of the display, to the left, or to the right.

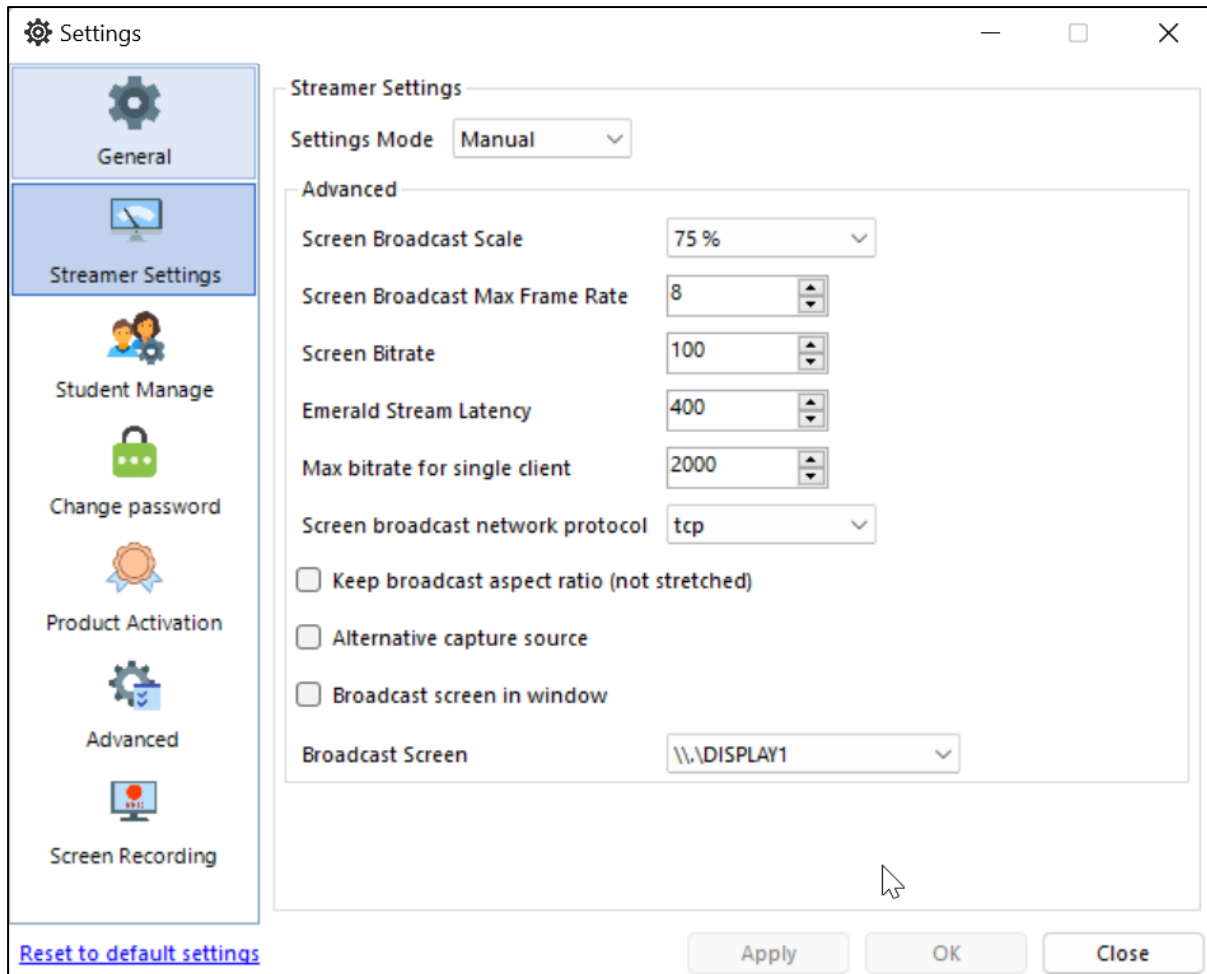


- **Show float buttons:** Clicking this checkbox will display the floating menu when you broadcast to your students. Unchecking it will conceal the floating menu entirely.
- **Float Menu Position:** By default, the floating menu will appear automatically at the top of the screen. You can also position it to the left or right of the display.
- **Auto-hide:** Clicking this option will hide the floating menu when you move your mouse away from the menu. Unchecking this checkbox will make the menu visible at all times.

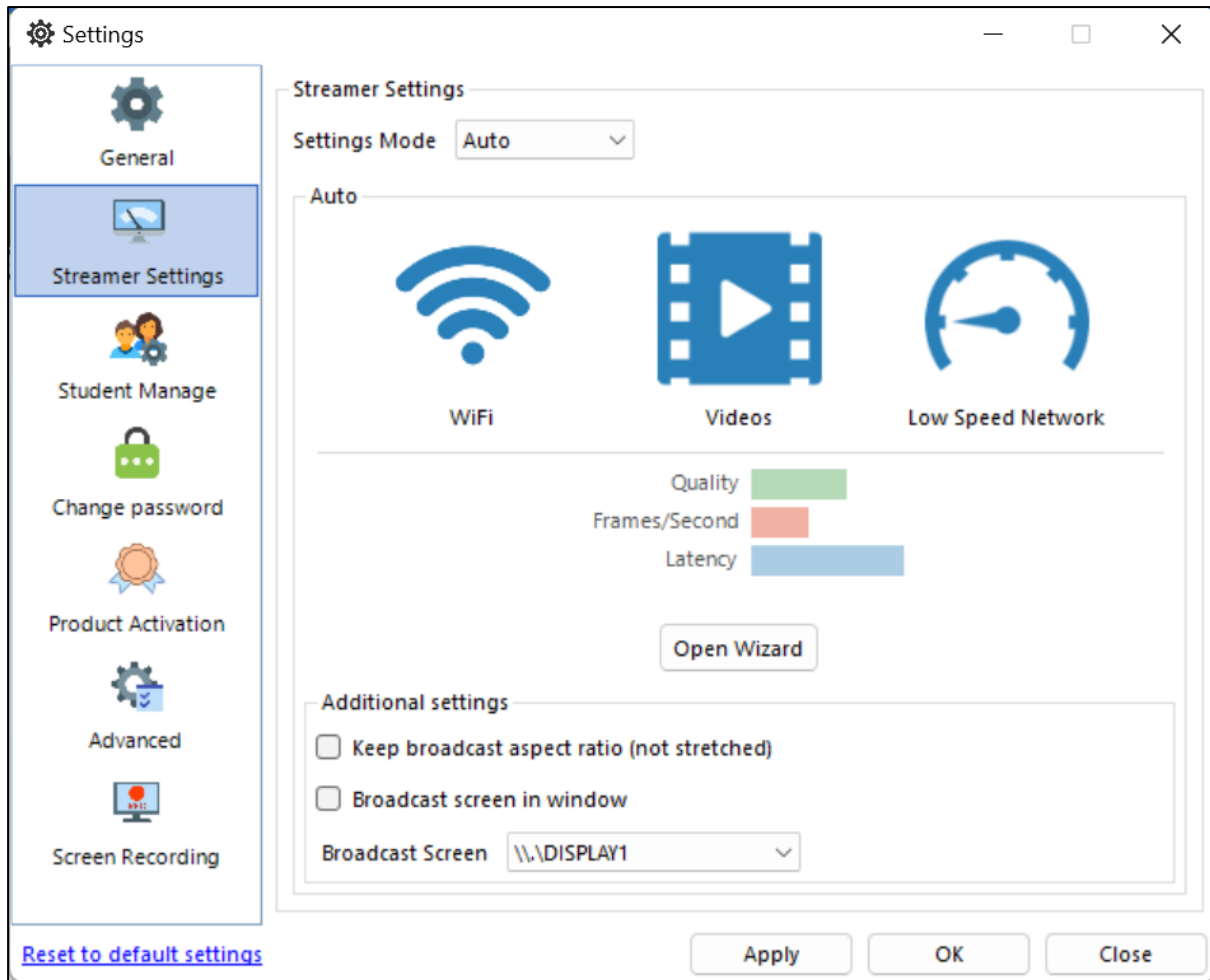
(We discussed the options in the floating menu above in **Section 5.1.3.1**.)

#### 5.3.7.1.2 Streamer Settings

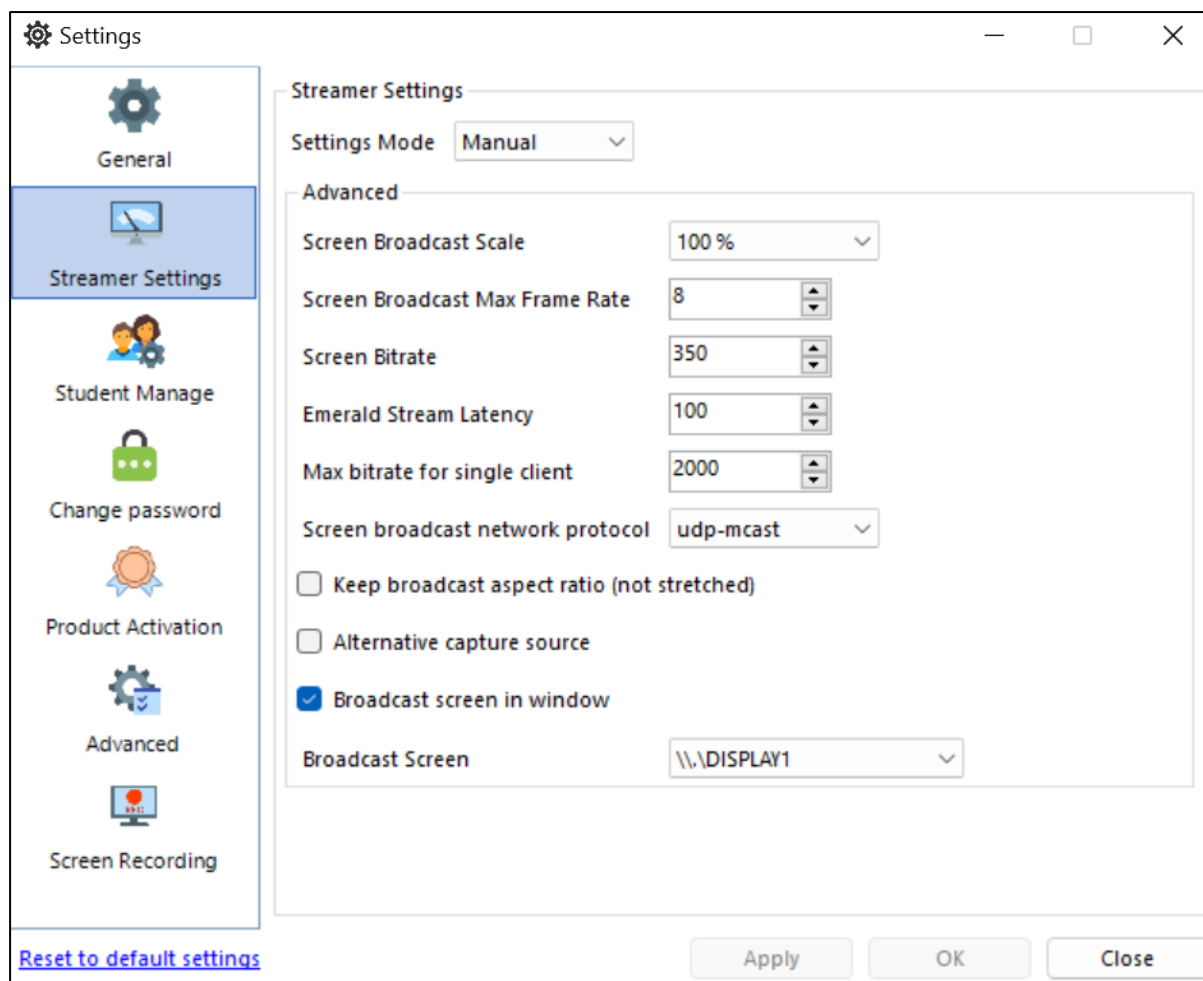
When you click on Streamer Settings, the following window opens:



- **Settings Mode:** This can be set to either **Auto** or **Manual**
  - **Automatic mode** is set automatically by the Settings wizard when the Teacher app is opened and configured for the first time.



- **Manual mode** allows you to change the broadcast settings to adapt to the needs of the particular network.



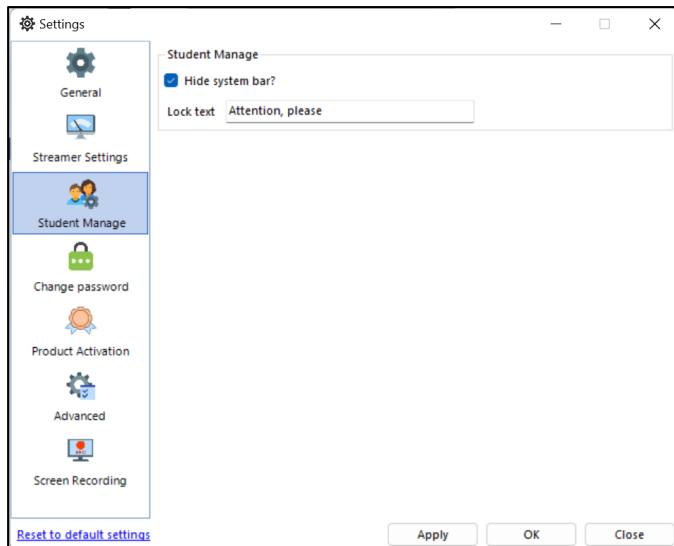
- **Advanced:** This manages all the data controlling the streaming quality from the teacher's workstation to the students' workstations. These values can be modified, but it is recommended to do so after or during a conversation with Radix technical support representatives. Inappropriate settings may damage the quality of the streaming.

The **Screen Broadcast Network Protocol** drop-down-list allows you to select the broadcasting protocol. The Smart Class system can transmit using one of several protocols: TCP, UDP-MCAST, or UDP. The default protocol is **UDP-MCAST**.

The **Broadcasting Screen** setting allows you to select the screen you want to broadcast to the students' workstation (if there is more than one active screen at the teacher's workstation). You can select the screen you wish to broadcast.

#### 5.3.7.1.3 Student Manage

This allows the teacher to set the message sent to the students when their workstations are locked (by the Lock command in the teacher's sidebar menu).

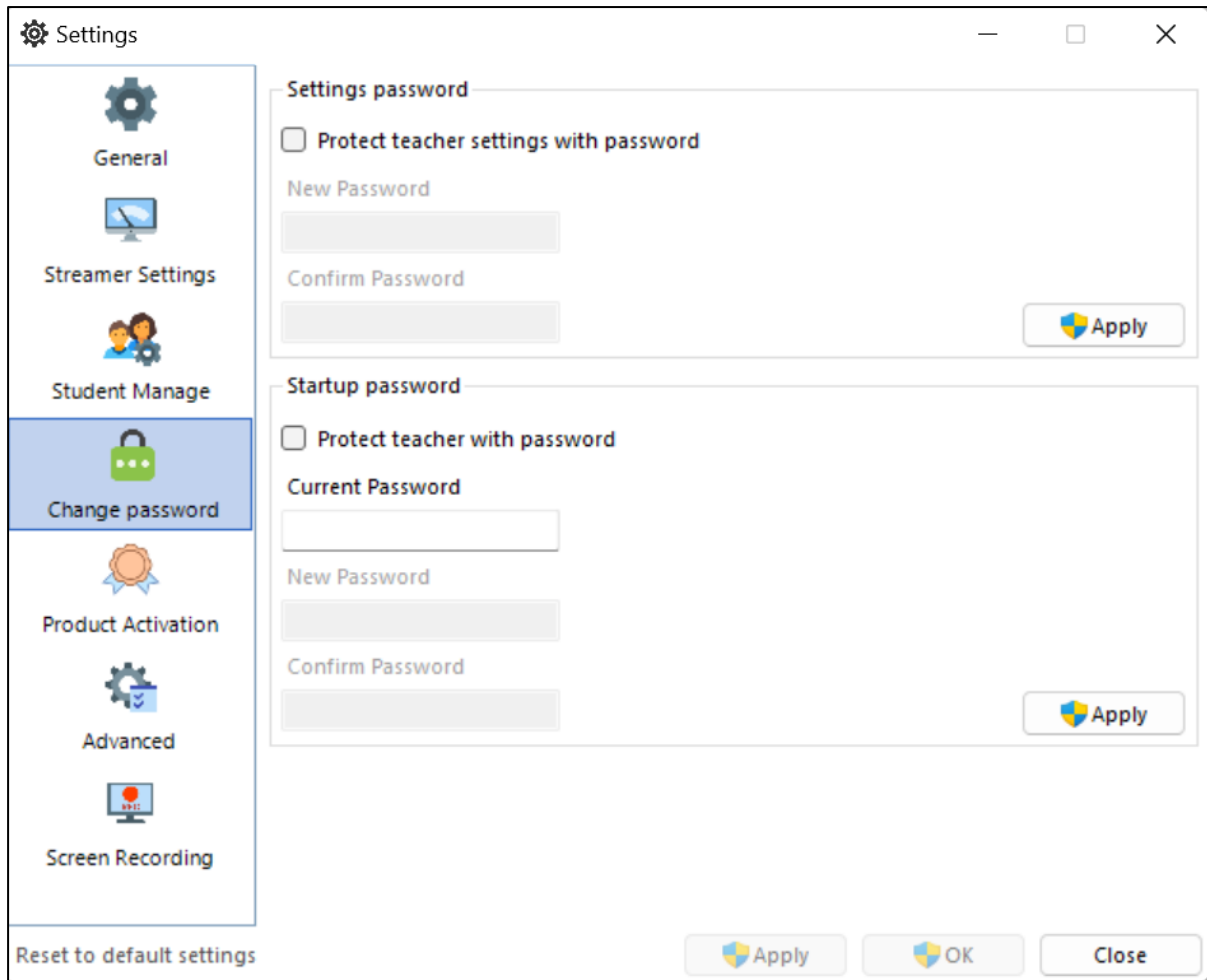


- **Hide system bar:** When the “**Hide system bar**” checkbox is checked, the students will not see their system bar in the display at their workstation when their screens are locked.
- **Lock text:** When a teacher sends a “lock screen” command to the students' workstations, this message appears on their screens. The default message is “Attention, please”. The message can be changed in this field. You can enter the message that you would like to appear on the students’ displays.

#### 5.3.7.1.4 Change Password

This allows the teacher to create passwords for managing the SmartClass app. There are three situations where you can apply a password:

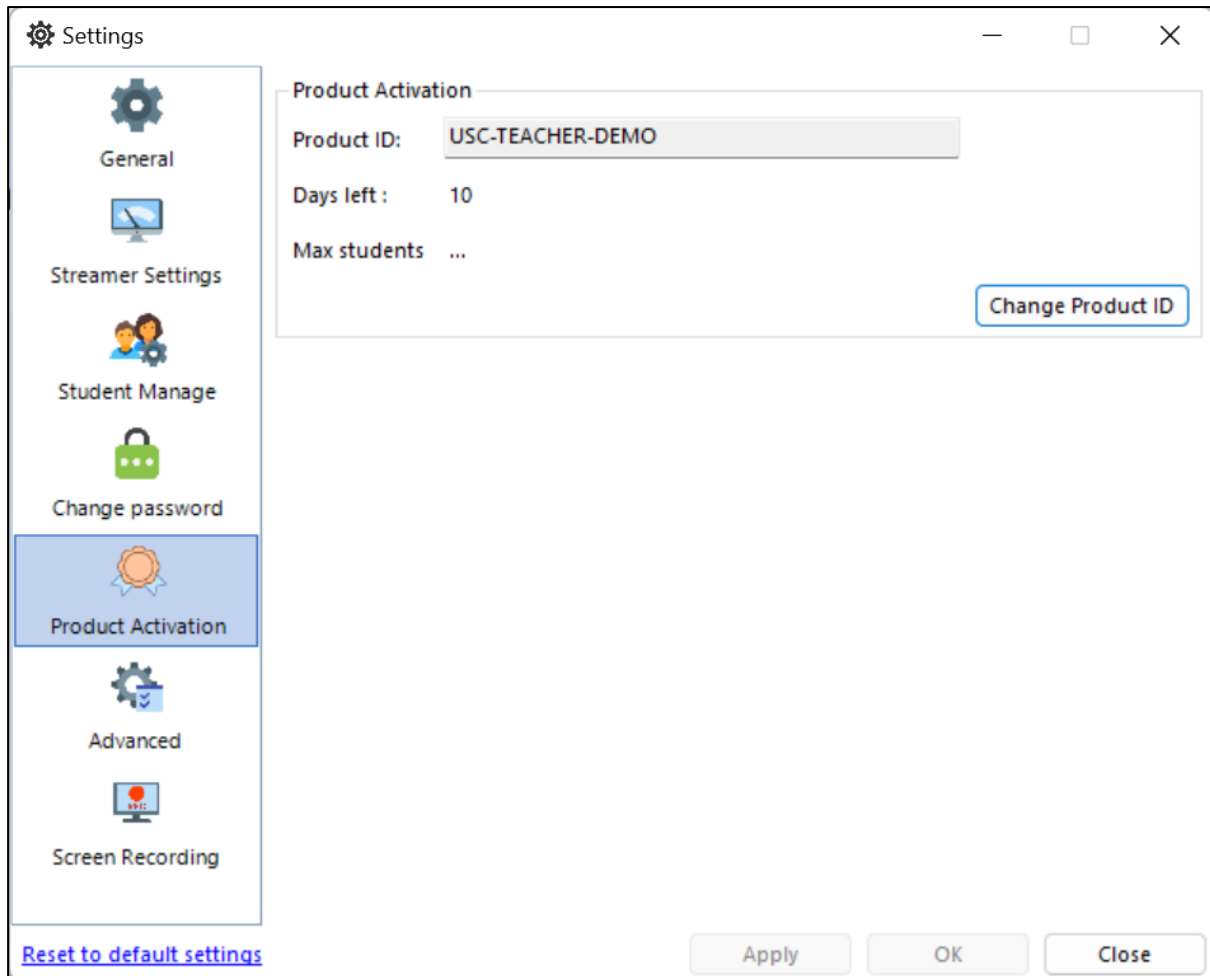
- The Startup Password, when starting the SmartClass app
- To unlock the system once it has been locked
- The Settings Password, to change the system settings



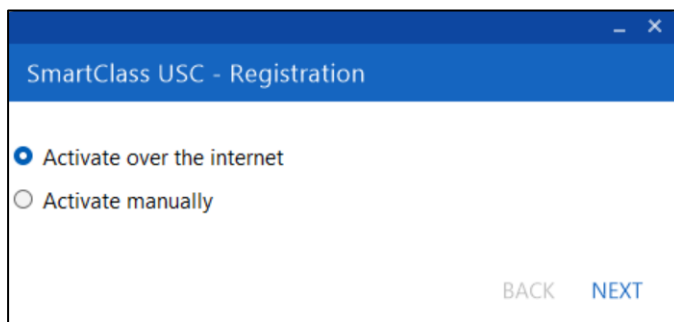
The screenshot shows the 'Settings' window with a sidebar on the left containing the following options: General, Streamer Settings, Student Manage, Change password (highlighted), Product Activation, Advanced, and Screen Recording. The main content area is divided into two sections: 'Settings password' and 'Startup password'. Each section has a checkbox to 'Protect teacher settings with password' and three input fields for 'New Password', 'Current Password', and 'Confirm Password'. An 'Apply' button is located at the bottom right of each section. At the bottom of the window, there are three buttons: 'Apply', 'OK', and 'Close'. A 'Reset to default settings' link is located at the bottom left of the sidebar.

#### 5.3.7.1.5 Product Activation

This panel allows you to activate your version of the SmartClass software. You can also use this panel to change the Product ID, add the number of students in your license, or perform a new activation.



To change the licensing information, click on “Change Product ID”. You enter the appropriate licensing information, either manually or over the Internet.



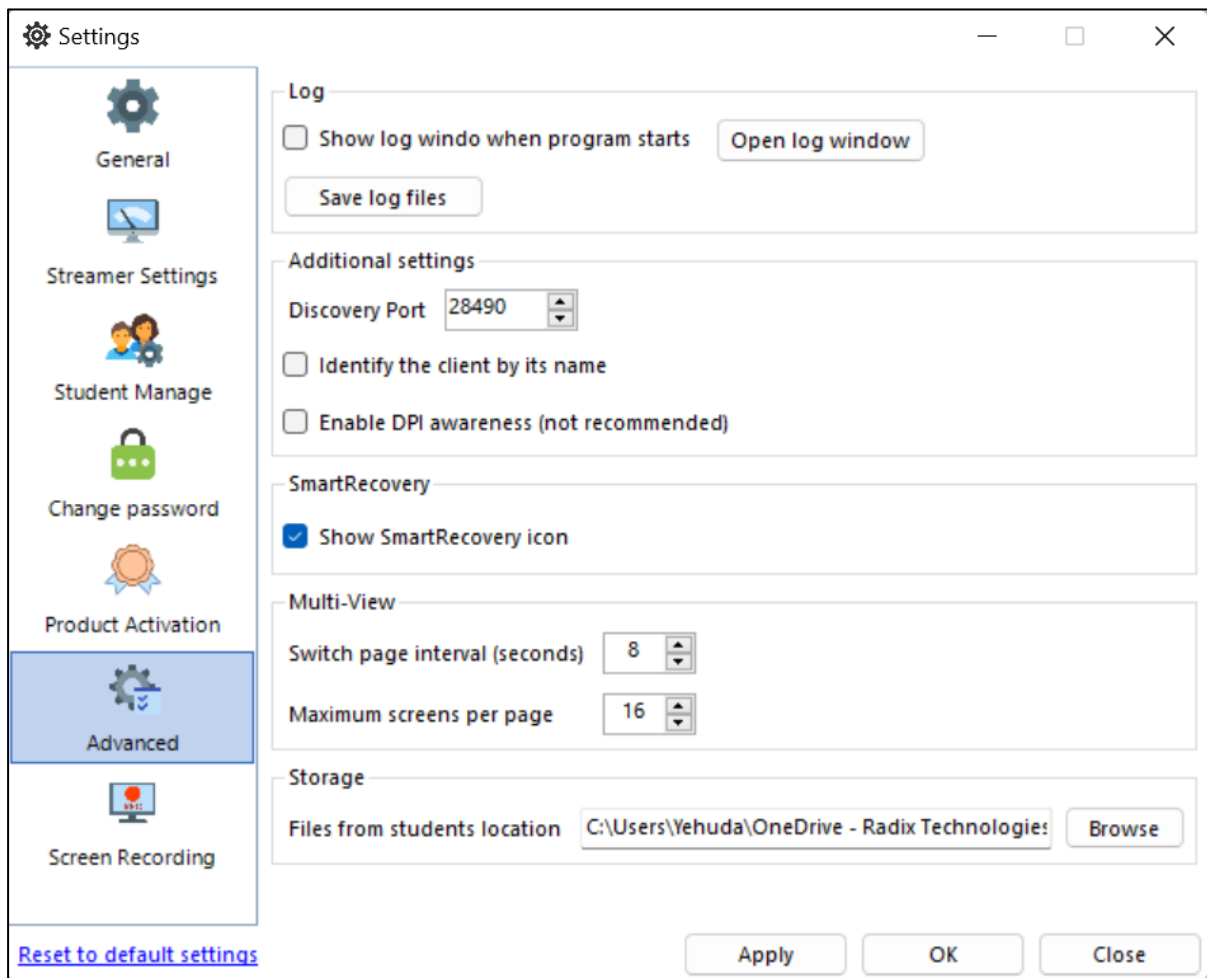
Proceed as described in **Section 3.1, Activating a Teacher’s Account**.

#### 5.3.7.1.6 Advanced Settings

The **Advanced** screen opens a window to adjust system settings for:

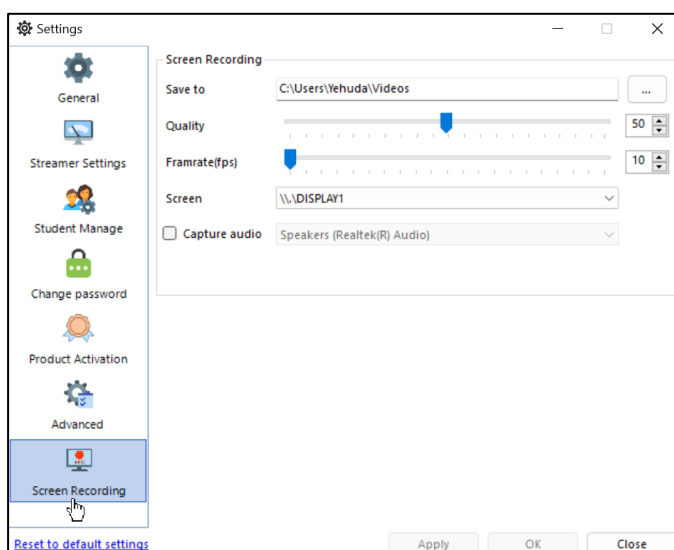
- Opening the log window to see the functioning of SmartClass (you can also choose to display the log window every time you run SmartClass),
- Saving log files of system operations for debugging (see **Section 9.8, Extracting log files for troubleshooting**),
- Adjusting Discovery Port settings,
- Displaying the Smart Recovery icon in the top toolbar,

- Adjusting the maximum number of screens per page, and
- Specifying where to receive files sent from the students.



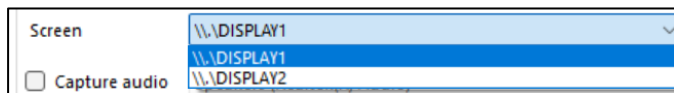
### 5.3.7.1.7 Screen Recording

This menu option allows you to modify the folder where screen recording files are saved, as well as the quality of the recording, the frame rate of the recording, and from which screen and which audio device you intend to record (if you use more than one monitor).



Here is an explanation of the options:

- **Save to:** This lets you determine the location where the recording files will be saved.
- **Quality:** This lets you set the quality of the recording, by setting the data collection bitrate from anywhere between 1 to 100 bps.
- **Frame rate:** This can be adjusted from between 10 frames per second to 30 frames per second.
- **Screen for recording:** If more than one screen is connected to the computer, this setting allows you to choose which screen to record.



- **Capture audio:** Sound recording is not active by default. To capture video together with sound, check the checkbox **Capture audio**. Once checked, you can then choose from which device to record audio: from your speakers, headphones, or a microphone.

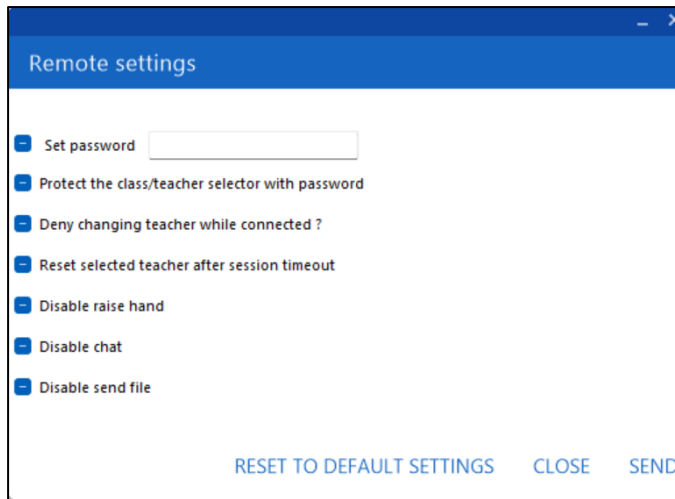



- **Recording audio from the speakers** will record sound from the computer's speakers. For example, if some audio content is playing in the background, it will be recorded along with the video.
- **Recording audio from the microphone** will record video with the audio input from the computer's microphone.

The default settings of **Quality** and **Frames per second** are configured for a good, clear audio recording. It is possible to change these settings. However, a higher **Quality** setting will result in a larger screen recording file.

### 5.3.7.2 Remote Settings

This allows the teacher to adjust the settings in the Student menu. When you click on a particular student thumbnail, and then click on the **Remote Settings** option, the following window opens:



You will notice that the checkboxes by default contain a mark that indicates that the option is in the neutral, default setting: .

You can then toggle the individual selections until they are either:

- Checked  or
- Unchecked .

The options are as follows:

- **Set password:** This allows the teacher to set the password for the student to change their settings.
- **Protect the class/teacher selector with a password:** This option requires the student to enter a password to select a particular teacher. It will deny entry from students not authorized to join the class.
- **Deny changing teacher while connected?:** This cancels the student's ability to select another teacher when the student's workstation is already connected to a particular teacher's workstation.
- **Reset selected teacher after session timeout:** When this is checked, the student will be connected automatically to their most recent teacher, even after the teacher ends a session and closes the SmartClass app.
- **Disable raise hand:** This will disable the student's ability to "raise their hand" during class.
- **Disable chat:** This will disable the student's ability to send a chat message to the teacher. The teacher will still be able to send a message to students through the Chat interface, but when a student sends a return message, he will receive a message that the teacher has blocked the chat.

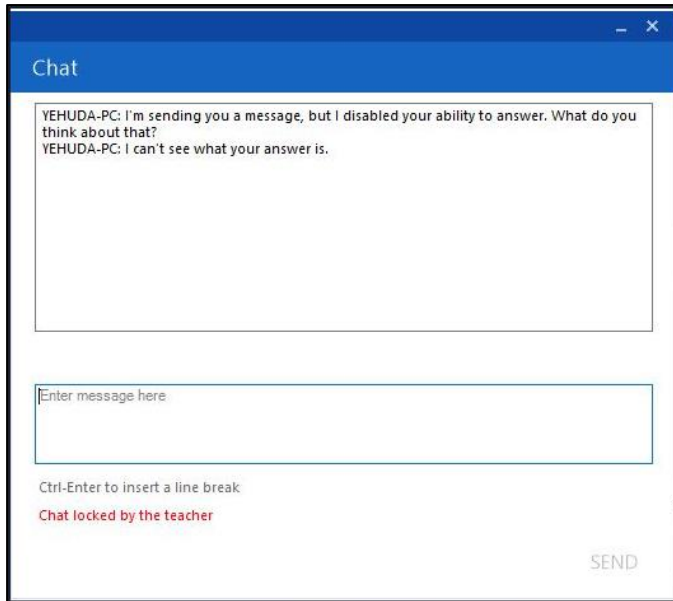
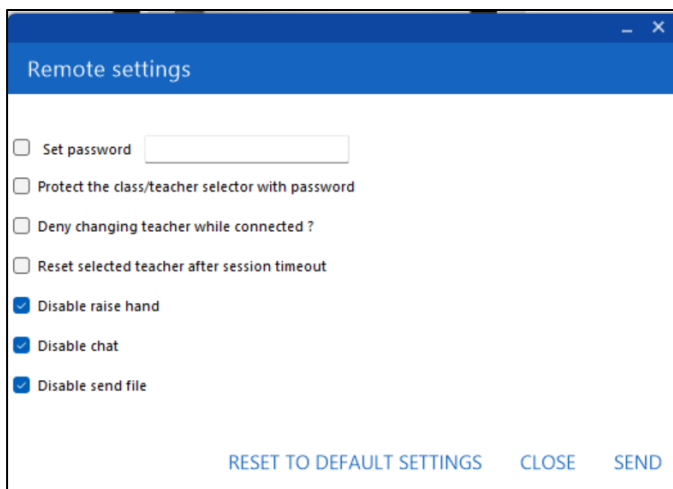


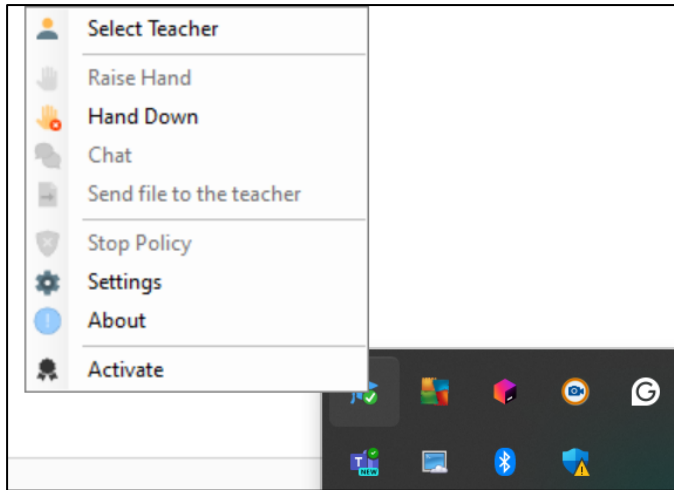
Figure 5-21: Message "Chat blocked by the teacher" if the student's chat has been disabled

- **Disable send file:** This will disable the students' ability to send files to the teacher.

For example, if the teacher chooses the options “**Disable raise hand**”, “**Disable chat**”, and “**Disable send file**”, the teacher selections will appear as follows:



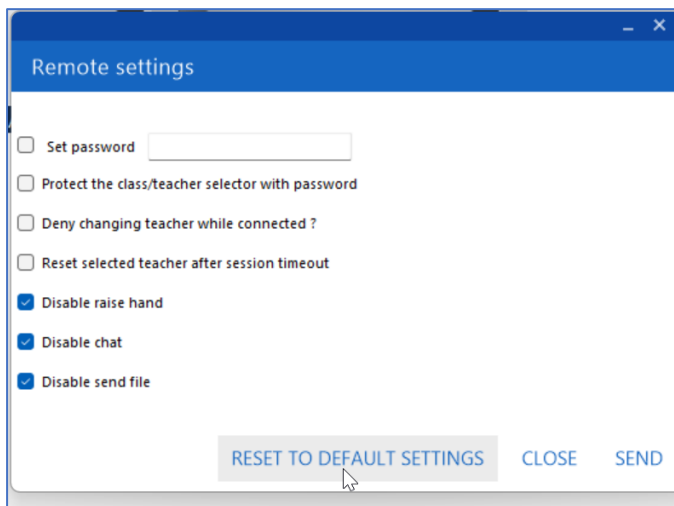
After clicking **Send**, the student's options will appear as follows:



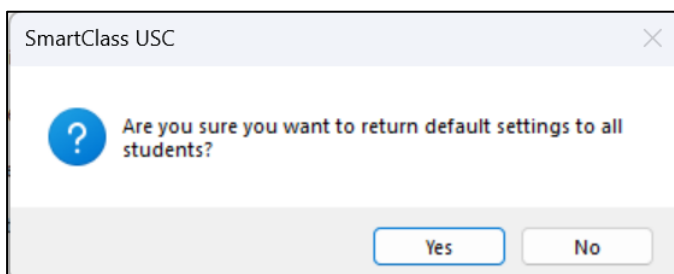
The options “**Raise Hand**”, “**Chat**”, and “**Send File to the teacher**” are grayed out and inoperative.

To restore the student’s menu to the default settings:

1. The teacher can click on the **Reset to Default Settings** option to allow the student to use all of the menu options once again.



2. The teacher will receive the following prompt:



3. Clicking **Yes** will revert the student’s interface to the default settings.

## 6 Teacher App Right-Click Menus

Another method for accessing teacher options is by right-clicking on a student thumbnail. Any command that can be activated using the left-side sidebar menu in the teacher interface can also be activated by either right-clicking with your mouse on the icon of a student's workstation, or by right-clicking on the desktop of the teacher interface.

- A right mouse click on a student's icon will allow you to perform actions on the student you selected.
- Selecting several student workstations and right-clicking will allow you to perform actions on the selected workstations. You can select several students by holding the Ctrl button while clicking on the student workstation with your mouse.
- A right mouse click on the rest of the teacher's desktop opens a different menu that allows you to perform actions that apply to all students.

### 6.1 Student Icon Right-Click Menu Options

Upon right-clicking on an active student's thumbnail, the following drop-down menu appears:

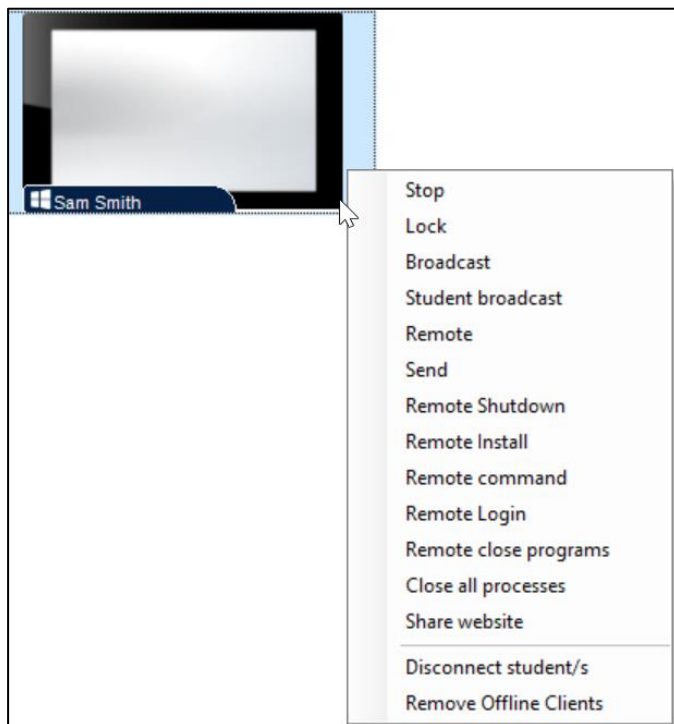


Figure 6-1: The right-click menu for active student

If you perform a right-click on an inactive student's thumbnail, only two menu options will be available: **Remote Shutdown** and **Remove Offline Clients**.

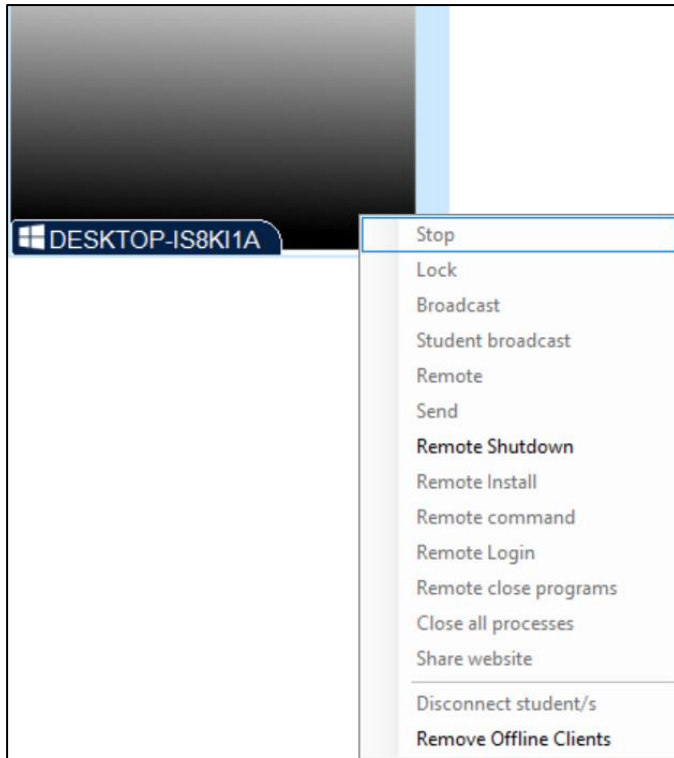


Figure 6-2: The right-click menu of an inactive student

Many of the options have been covered in **Section 5.1, Teacher App Sidebar Menu.**

Table 6-1: Student icon right-click menu options

Icon	Description
Stop	Cancels any action sent to the students' workstations
Lock	Locks the students' display, keyboard, and mouse
Broadcast	Broadcasts the teacher's screen to students
Student broadcast	Displays a student's screen to the other students
Remote	Allows the teacher to control the student's keyboard, mouse, and display remotely
Send	Allows the teacher to send files to the students' workstations
Remote Shutdown	Allows the teacher to shut down and turn on the students' devices
Remote Install	Allows the teacher to install software on the students' devices remotely
Remote Command	Allows the teacher to send commands to the students' devices
Remote Login	Allows the teacher to login to the students' devices remotely
Remote Close Programs	Allows the teacher to see all of the programs running on the student's workstation, and allows the teacher to select a program and close it remotely
Close all processes	Closes all programs running on the student's workstation
Share Website	Allows the teacher to send a URL to the students
Disconnect Student/s	Allows the teacher to disconnect the student from the class
Remove Offline Clients	Removes any students in the teacher's display who are not presently connected to the class

### 6.1.1 Stop

This cancels commands sent to the student's workstation. See **Section 5.1.1**.

### 6.1.2 Lock

This locks the student's display and disables their mouse and keyboard. See **Section 5.1.2**.

### 6.1.3 Broadcast

This allows the teacher to broadcast their screen to the selected student. See **Section 5.1.3**.

### 6.1.4 Student broadcast

This displays a student's screen to the other students. See **Section 5.1.4**.

### 6.1.5 Remote

This allows the teacher to mimic the student's keyboard and mouse, as well as control the student's display remotely. See **Section 5.1.5**.

### 6.1.6 Send Option

This allows the teacher to send files or file folders to the student workstation. See **Section 5.1.12**.

### 6.1.7 Remote Shutdown

This allows the teacher to power down, reboot, or wake up the student's device with a Wake on LAN (=WOL) prompt. See **Section 5.1.14**.

### 6.1.8 Remote Install

This allows the teacher to install software on the student's workstation. See **Section 5.1.15**.

### 6.1.9 Remote Command

This allows the teacher to send commands to the students' workstations remotely. See **Section 5.1.16**.

### 6.1.10 Remote Login

This allows the teacher to log in to the students' workstations from the teacher's workstation. See **Section 5.1.17**.

### 6.1.11 Remote Close Programs

This allows the teacher to close selected programs on the student's computer. See **Section 5.1.16.3**.

### 6.1.12 Close all processes

This will close all programs running presently on the student's computer. See **Section 5.1.16.4**.

### 6.1.13 Share Website

This allows the teacher to send a URL to the student's workstations. See **Section 5.1.16.2**.

### 6.1.14 Disconnect Student/s

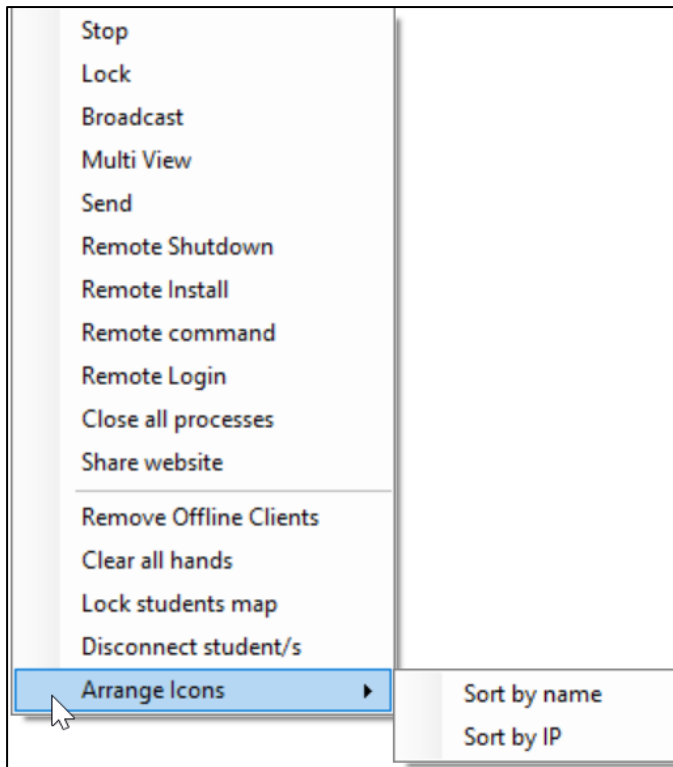
This will disconnect the student from the current class. This will allow the student to join another class in SmartClass. See **Section 5.3.5.3**.

### 6.1.15 Remove Offline Clients

This will remove the thumbnails of students not currently online from the teacher's display. See **Section 5.3.6.2**.

## 6.2 Teacher Desktop Right-Click Menu Options

Right-clicking on the teacher's desktop opens the following menu.



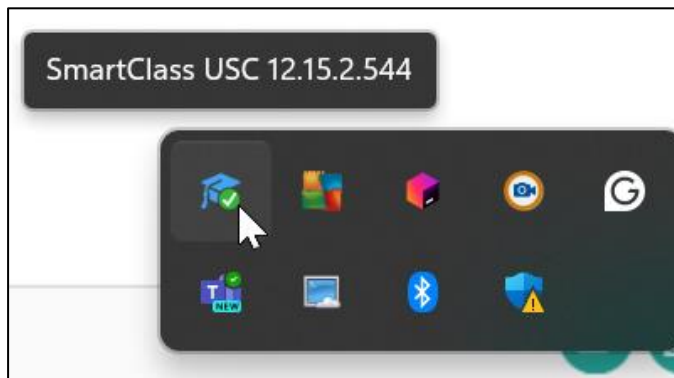
(Most of the options have been covered elsewhere in this user manual.)

Table 6-2: Teacher Desktop right-click menu options

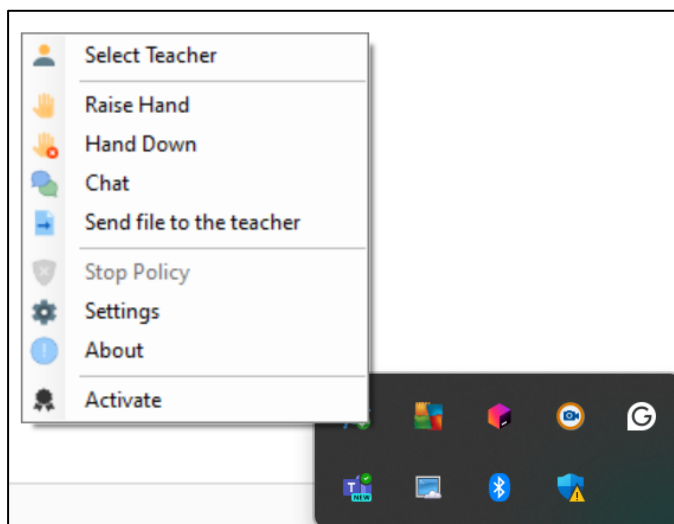
Icon	Description
Stop	Cancels any action sent to the students' workstations. See <b>Section 5.1.1.</b>
Lock	Locks the students' display, keyboard, and mouse. See <b>Section 5.1.2.</b>
Broadcast	Broadcasts the teacher's screen to students. See <b>Section 5.1.3.</b>
Multi-View	Allows the teacher to view several student screens simultaneously. See <b>Section 5.1.6.</b>
Send	Allows the teacher to send files to the students' workstations. See <b>Section 5.1.12.</b>
Remote Shutdown	Allows the teacher to shut down and turn on the students' devices. See <b>Section 5.1.14.</b>
Remote Install	Allows the teacher to install software on the students' devices remotely. See <b>Section 5.1.15.</b>
Remote Command	Allows the teacher to send commands remotely to the students' devices. See <b>Section 5.1.16.</b>
Remote Login	Allows the teacher to log in to the students' devices remotely. See <b>Section 5.1.17.</b>
Close all processes	Closes all programs running on the students' workstations. See <b>Section 5.1.16.4.</b>
Share Website	Allows the teacher to send an URL to the students. See <b>Section 5.1.16.2.</b>
Remove Offline Clients	Removes any students in the teacher's display who are not presently connected to the class. See <b>Section 5.3.6.2.</b>
Clear all hands	Lowers the students' hands if they have been raised during the class. See <b>Section 5.3.6.1.</b>
Lock Students Map	This locks the positions of the student thumbnails on the Teacher's desktop so that they cannot be rearranged.
Disconnect Student/s	Allows the teacher to disconnect the student from the class. See <b>Section 5.3.5.3.</b>
Arrange Icons	Allows you to sort the student thumbnails on the teacher's display by name or IP.

## 7 Student Menu Icons

When the student clicks on the tray on the Desktop, they will see icons of the applications running on their computer. One of these icons controls the Smart Class app for students.



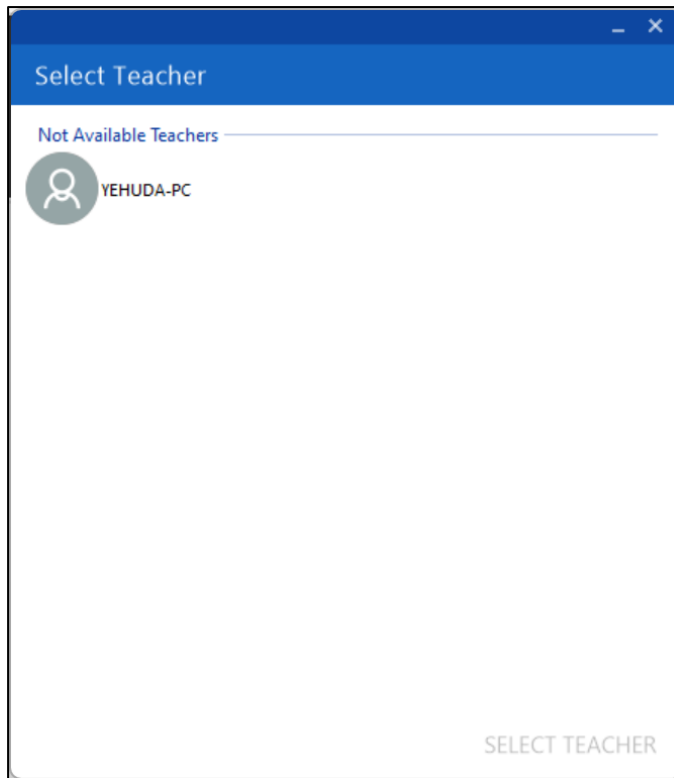
Right-clicking on this icon will display the following menu:



Icon	Description
Select Teacher	Allows the student to select a teacher from a list, to join a class
Raise Hand	Displays a hand icon on the student's thumbnail in the Teacher's display
Hand Down	Removes the student's hand icon from their thumbnail in the Teacher's display, after having raised their hand
Chat	Allows the student to initiate a chat with the teacher
Send file to the teacher	Allows the student to send a file to the teacher (such as an assignment)
Stop policy	Allows a student to stop a software or web browsing policy that the teacher has imposed
Settings	Allows the student to access the Settings window
About	Displays information about the SmartClass App
Activate	Allows the student to activate their SmartClass app

### 7.1 Select Teacher Option

This opens a window that allows the student to select a teacher if the student is enrolled in several classes.

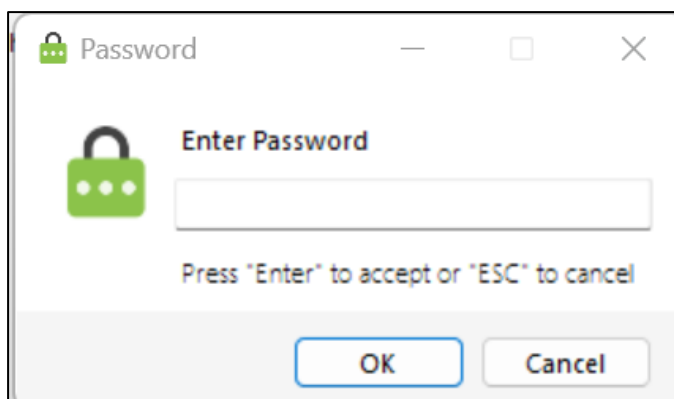


## 7.2 Manual Connect

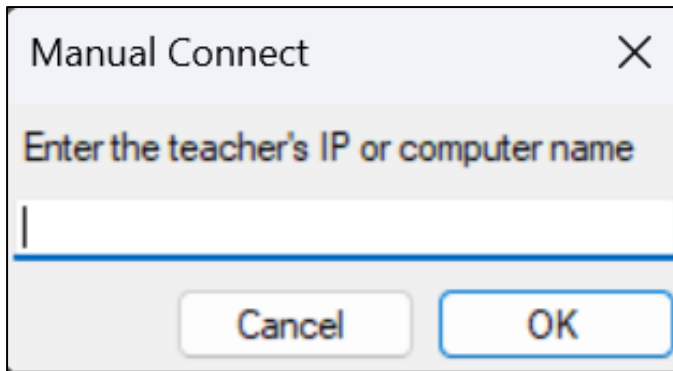
This option will allow the student to connect to a teacher manually, either by supplying the teacher's IP address or the teacher's computer name.

To use the **Manual Connect** option:

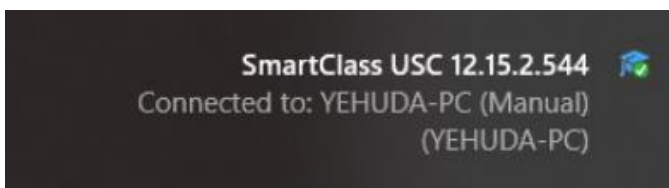
8. Click on the **Manual Connect** icon in the student's menu in the desktop tray. The student will be prompted for the password to adjust their system settings.



9. Upon entering the password, the student will be prompted to enter the teacher workstation's IP or the name of the teacher's computer.



10. The student will receive a prompt that they have successfully connected manually to the teacher's computer.

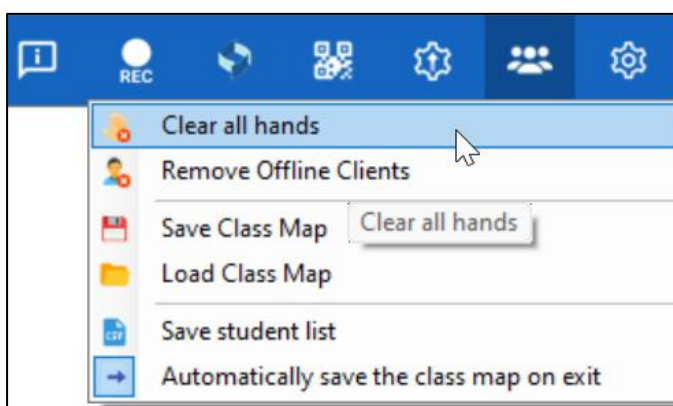


## 7.3 Raise Hand Option

This displays a hand icon on the student's thumbnail in the teacher's display.



The teacher can lower the student's hand from the "Clear all hands" command (see **Section 5.3.6.1, Clear all hands**).



Alternatively, the student can lower their hand with the **Hand Down** command.

## 7.4 Hand Down Option

This removes the **Raise Hand** icon from the student's thumbnail in the teacher's display.

## 7.5 Chat Option

This initiates a chat with the teacher.

To start a chat:

1. Click on the **Chat** option in the Student menu. The Chat dialog box opens.
2. Enter text in the textbox where it says, “Enter message here”.

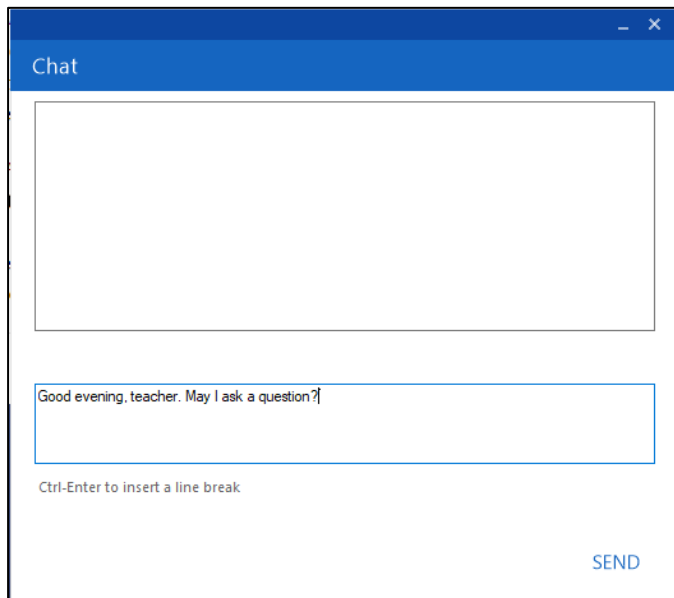
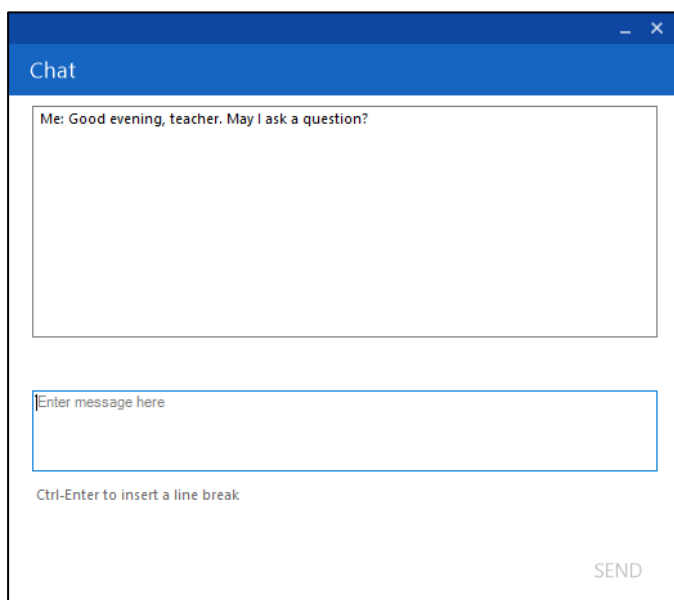


Figure 7-1: Student chat interface

3. Click **Send**. In the student interface, the student’s chat message will now appear in the upper textbox.



4. In the Teacher’s interface, the student’s chat message will appear together with the name of the student’s computer.

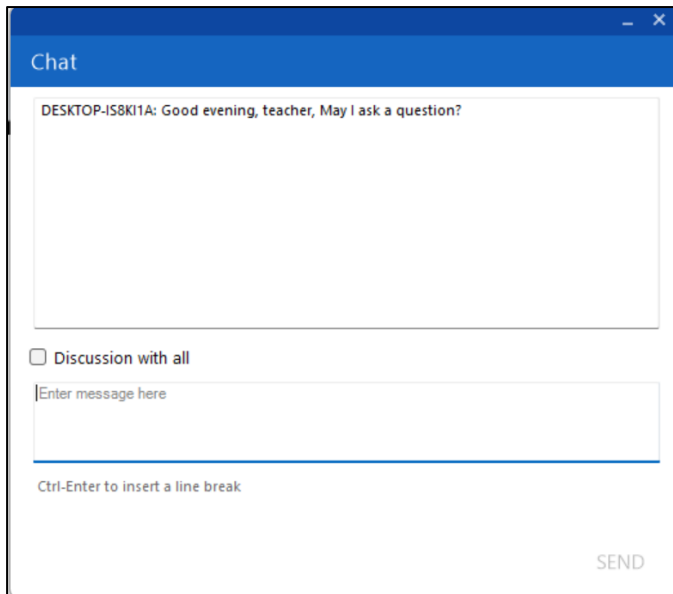


Figure 7-2: Student's chat message as it appears in the teacher's interface

5. If the teacher wishes to respond only to the student who initiated the conversation, the teacher enters a message, and clicks **Send**.

If the teacher wishes to respond to the student and send a message to the entire class as well, the teacher should check the **Discussion with all** checkbox.

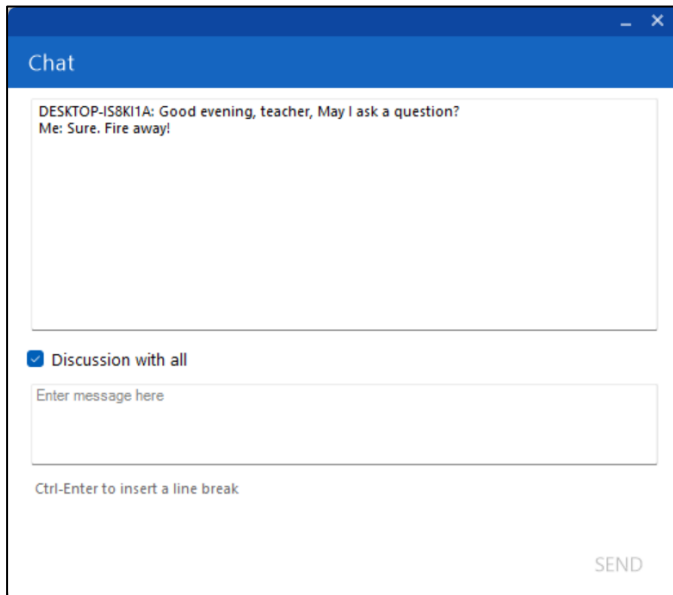


Figure 7-3: Teacher's interface when engaging with a student in a chat

## 7.6 Send file to the teacher option

The students have an option to send a file to the teacher, from the Student menu. The teacher can select the location where they want to store the students' files, from the Settings menu in the top toolbar, via **Settings>Advanced>Storage** option (see **Section 5.3.7.1.6**, Advanced Settings).

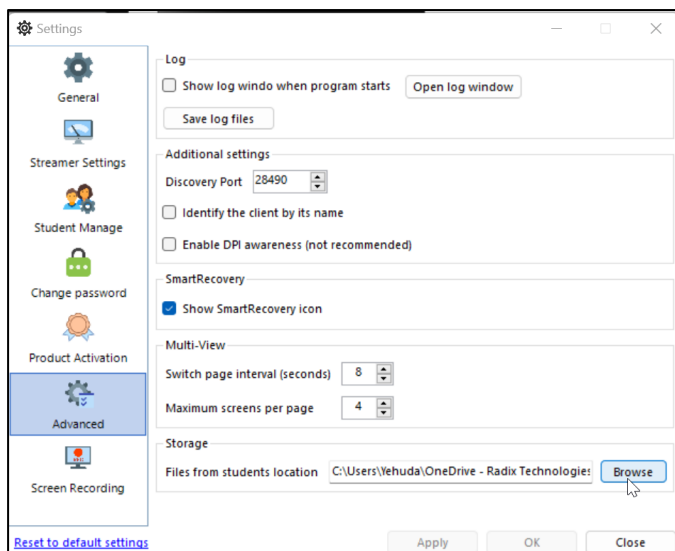
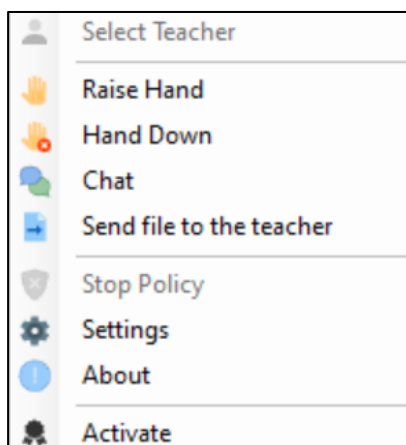


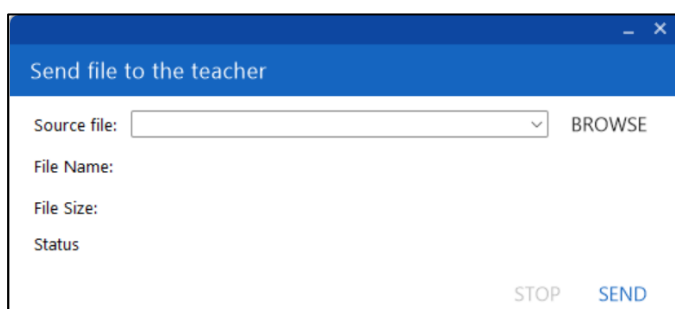
Figure 7-4: Teacher's option to select where to receive the student's files

To send a file to the teacher:

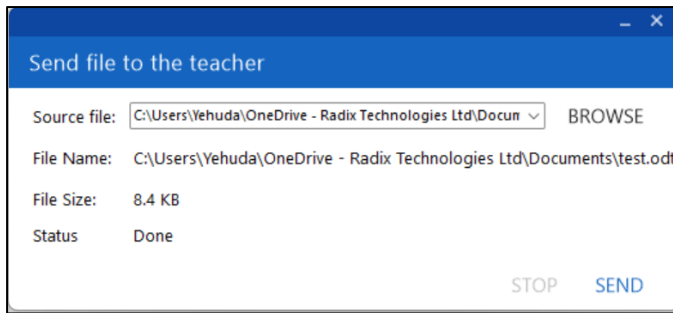
1. Click on the **Send File to the Teacher** icon in the student menu.



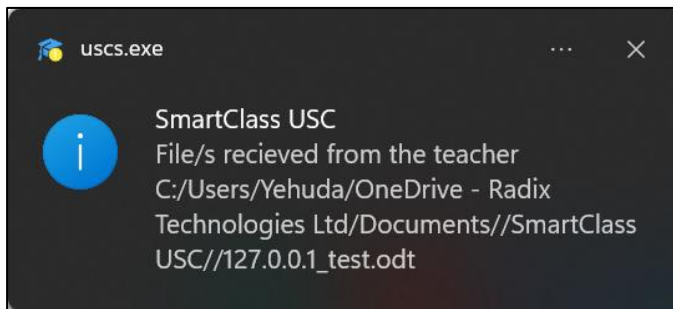
2. The **Send File to the Teacher** dialog box opens.



3. Click on **Browse** and select the file you would like to send.
4. Click **Send**.



The teacher will receive a notification that a student has sent a file, as well as its location.



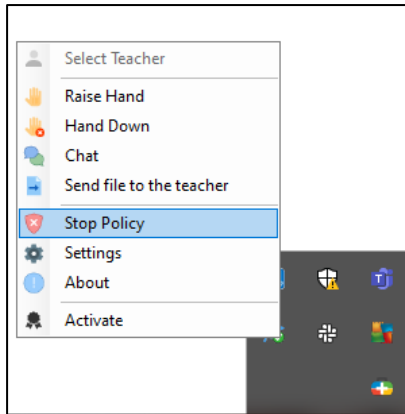
Clicking on this alert will open the location of the file that arrived. The name of the sent file will start with the name of the computer from which the file was received, followed by the name of the file, in the format <student name>\_<original file name>. In our example, the file sent by a student will be automatically saved in the **Documents** folder of the teacher's workstation.

## 7.7 Stop Policy Option

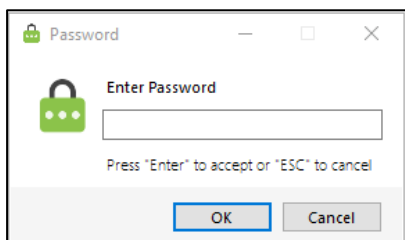
As we saw, the teacher may employ a policy that limits the students' use of the Internet to a particular list of allowed websites. Similarly, the Policy option can also limit students' ability to use an application. If, for some reason, a student needs access to other websites or apps, they can override the policy from their menu. (They will require the Settings password to do so.)

To stop an Internet/app policy:

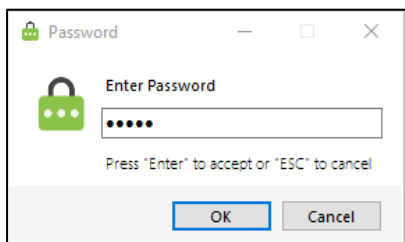
1. Right-click on the SmartClass icon in your Desktop tray, to open up the Student menu.



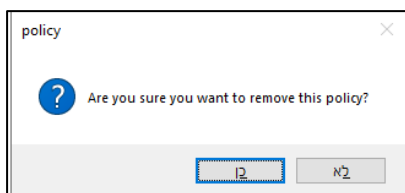
2. When you click on Stop Policy, you will be prompted for the password, to override the policy.



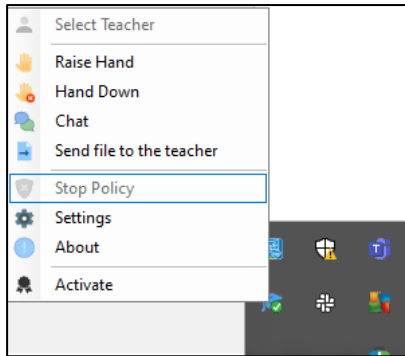
3. Enter the password and click **OK**. The default password is “admin”.



4. You will be prompted if you are sure that you want to override the policy:



5. If you click **Yes**, you will see that the **Stop Policy** option in the Student menu is now no longer active:

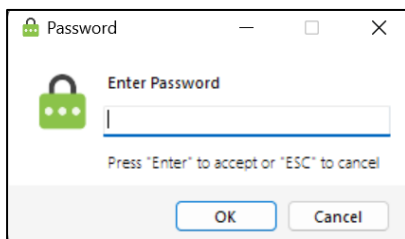


## 7.8 Student's Settings Option

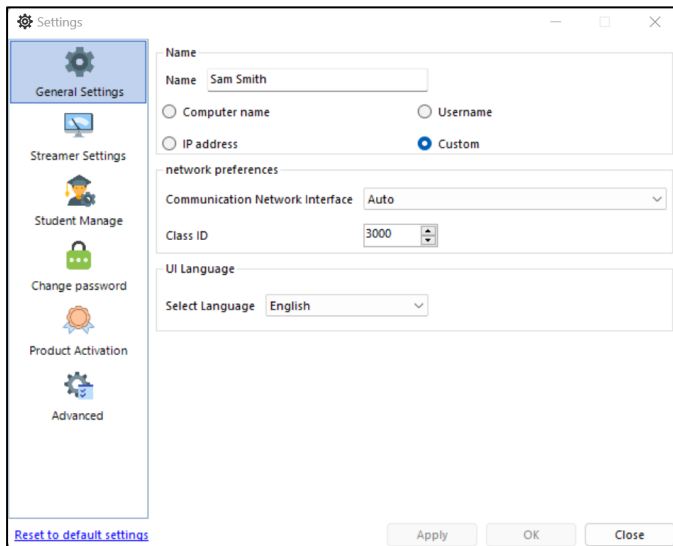
This allows the students to adjust their display settings on their workstations.

To adjust student settings:

1. When the student clicks on the **Settings** icon in their menu in the tray at the bottom of their display, they will be prompted to enter the password for adjusting the system settings:



2. After entering the correct password, the **Settings** menu will open.



The interface is similar to the teacher's Settings menu, with a few differences:

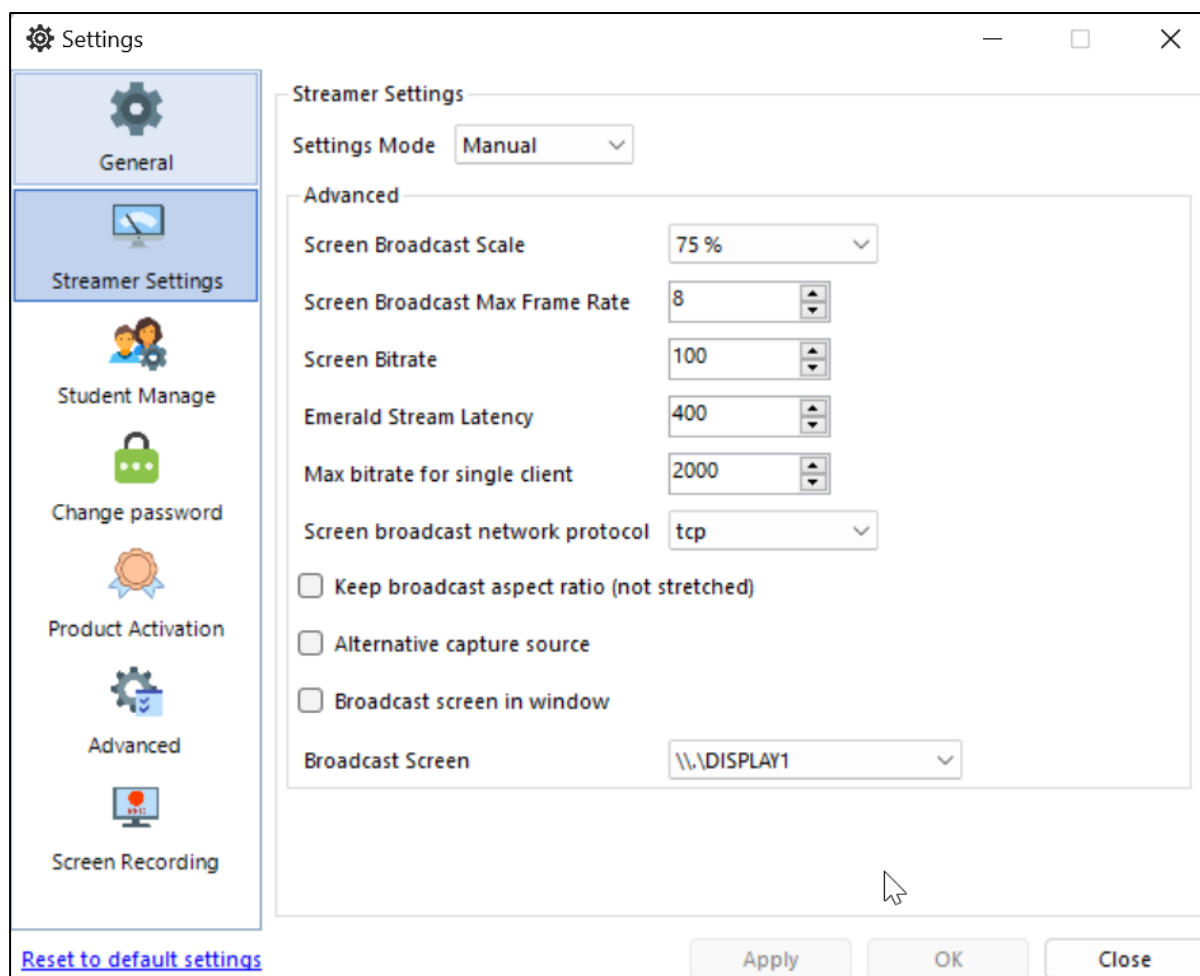
### 7.8.1 General Settings

- **Name:** This allows the student to define the name of their workstation that appears on the teacher's interface, as well as what appears on the other students' workstations when broadcasting to them. The student can identify their computer by

- **Computer name**
- **Username**
- **IP address**
- **Custom**, where they can select another name for their workstation.
- **Network preferences**: Displays the network cards available in the operating system. If there are several network cards, it will be possible to select the card through which the controlling program will work.
  - **Communication Network Interface Port ID**: The port through which the students' workstations identify the teacher's workstation on the network (do not change this setting)
  - **Class ID**: Used to connect the workstation of the teacher and the students. Each class must be on a different channel in order to avoid connecting a teacher to an inappropriate class and vice versa. The range of channels is between 3000-65400.
- **UI Language (= User Interface Language)**: This selects the language of the student's interface.

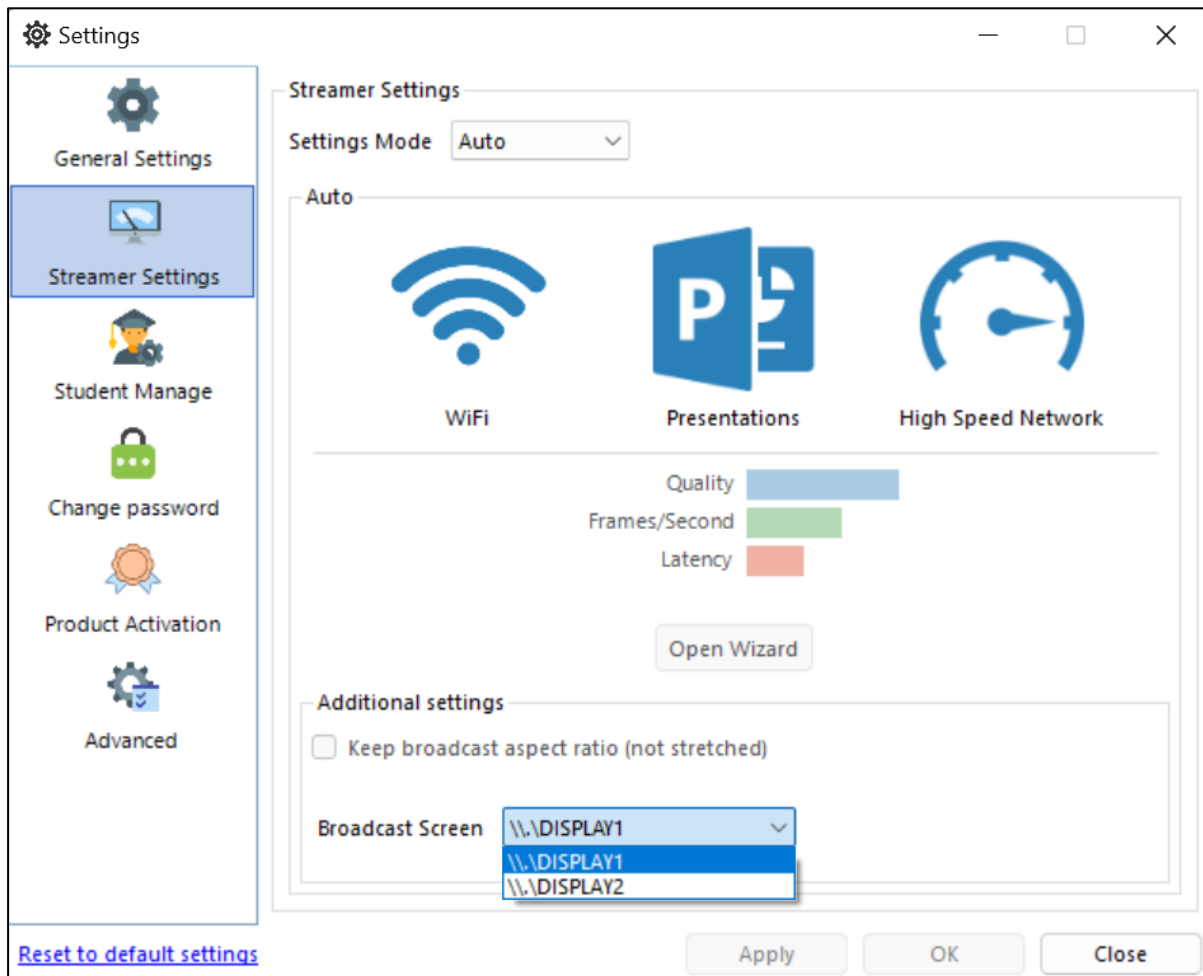
### 7.8.2 Streamer Settings

When you click on Streamer Settings, the following window opens:

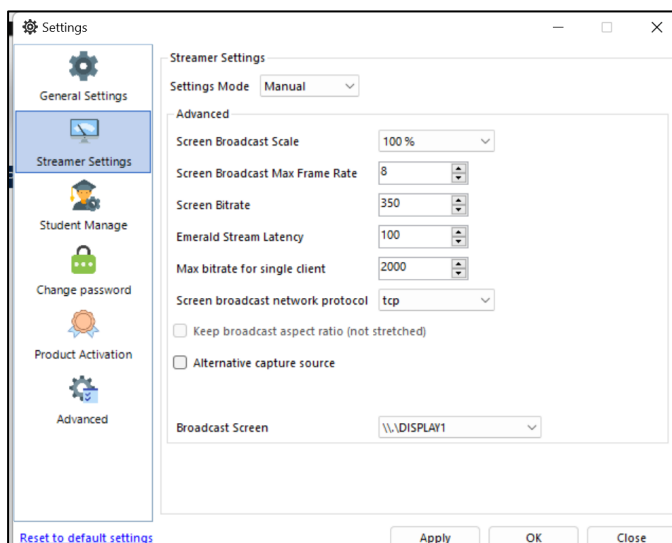


- **Settings Mode**: This can be set to either **Auto** or **Manual**

- **Automatic mode** is set automatically by the teacher. The only parameter that the student can adjust here is the Broadcast Screen option at the bottom. If the student has more than one monitor, they can choose which one to display to the teacher or the other students.



- **Manual mode** allows the student to change the broadcast settings to adapt to the needs of the particular network.



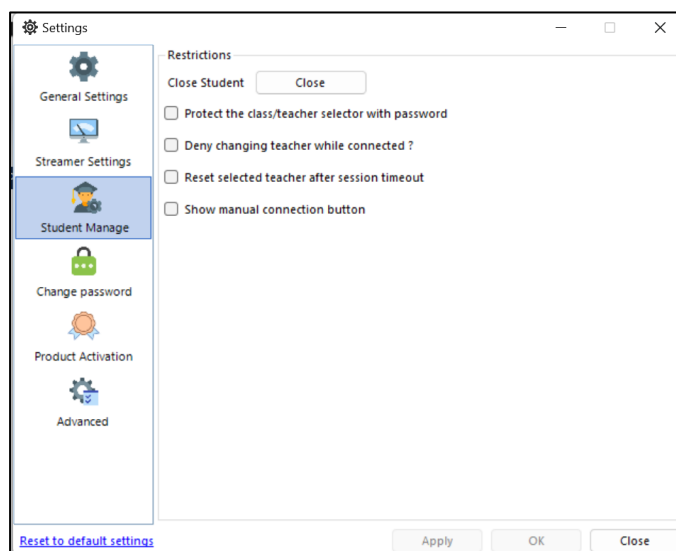
- **Advanced:** This manages all the data of the quality of the streaming passing from the student's workstation to the other workstations. These values can be modified, but it is recommended to do so after or during a conversation with the company representatives. Inappropriate settings may damage the quality of the streaming.

The **Screen Broadcast Network Protocol** drop-down-list allows you to select the broadcasting protocol. The Smart Class system can transmit using one of several protocols: TCP, UDP-MCAST, or UDP. The default protocol is UDP-MCAST.

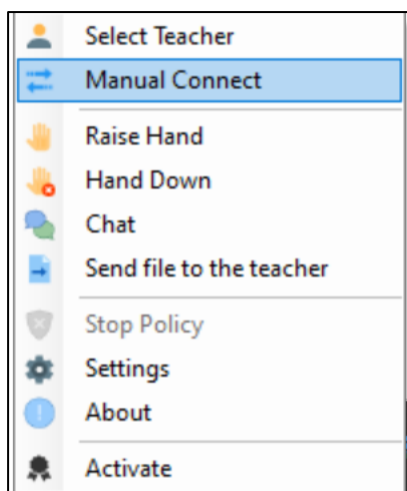
The **Broadcasting Screen** setting allows you to select the screen you want to broadcast to the students' workstation (if there is more than one active screen at the teacher's workstation). You can select the screen you wish to broadcast.

### 7.8.3 Student Manage

This allows the student to control specific settings of their connection to the class.



- **Close Student:** Clicking the **Close** button here will disconnect the student from the class. The student will be disconnected until the teacher 1) launches the SmartClass program again **and** 2) the student reboots their workstation computer
- **Protect the class/teacher selector with password:** Checking this checkbox will require the student to supply a password when selecting a teacher with the **Select Teacher** option (Section 7.1).
- **Deny changing teacher while connected:** Checking this option will prevent a student from changing their teacher if they are already connected to a teacher.
- **Reset selected teacher after session timeout:** Checking this requires the student to reset the connection with a teacher after the teacher has terminated the previous connection. The student will be presented with a list of available teachers when clicking on **Select Teacher** and be prompted to select a teacher from the list.
- **Show manual connection button:** When this option is selected, the student's menu will include the **Manual Connection** button, as well as the other options:



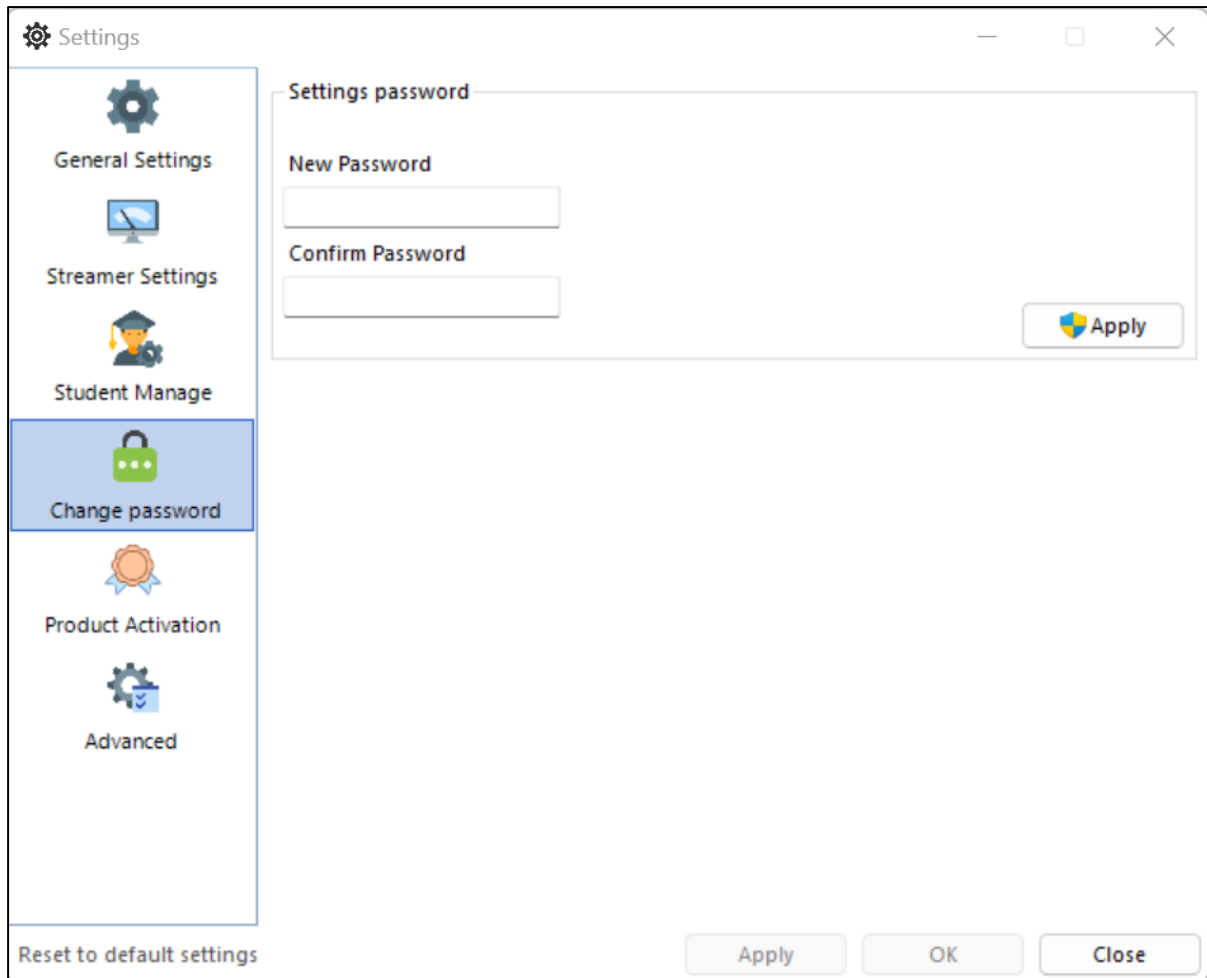
The use of the Manual Connect icon is explained in **Section 7.2**.

### 7.8.4 Change Password

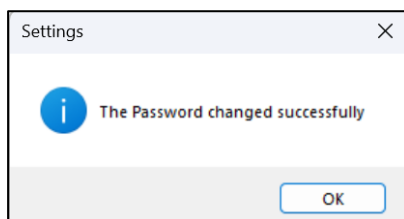
This allows the student to set or change their password to enter the **Settings** section. The default password at the student workstation is “admin”. This can be changed in the Change Password app. The student needs the password in order to adjust any settings in the SmartClass interface.

To change the Settings password:

1. Click on the **Change password** icon. The Settings Password window opens.



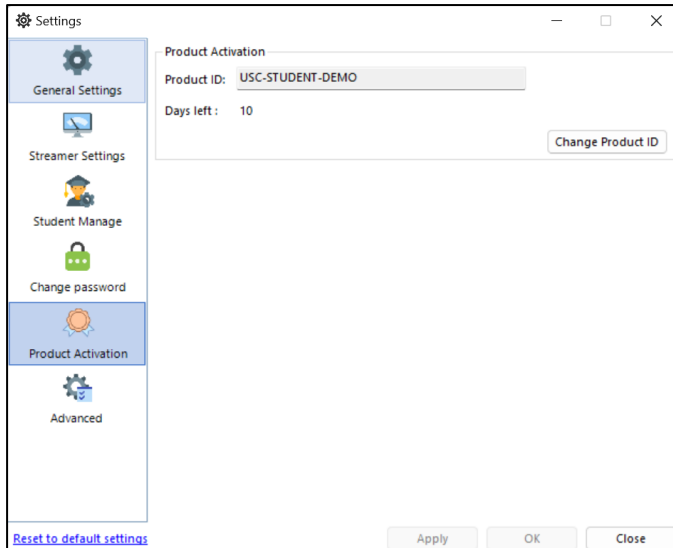
2. Enter the password in the **New Password** textbox and confirm it in the **Confirm Password** textbox.
3. Click **Apply**. You will get a prompt that the password was changed successfully.



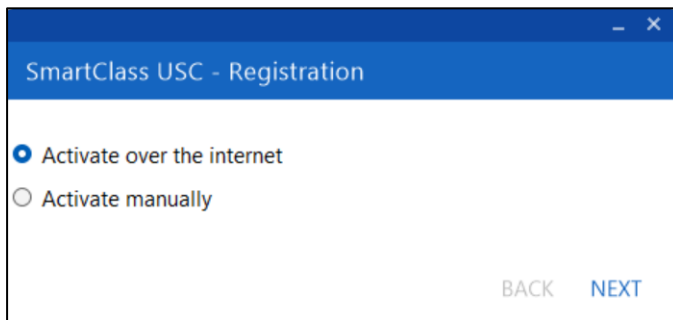
You will be required to enter the password any time you try to enter the Settings option.

### 7.8.5 Product Activation

This panel allows the student to activate their version of the SmartClass software. The student can also use this panel to change the Product ID, add the number of students in your license, or perform a new activation.



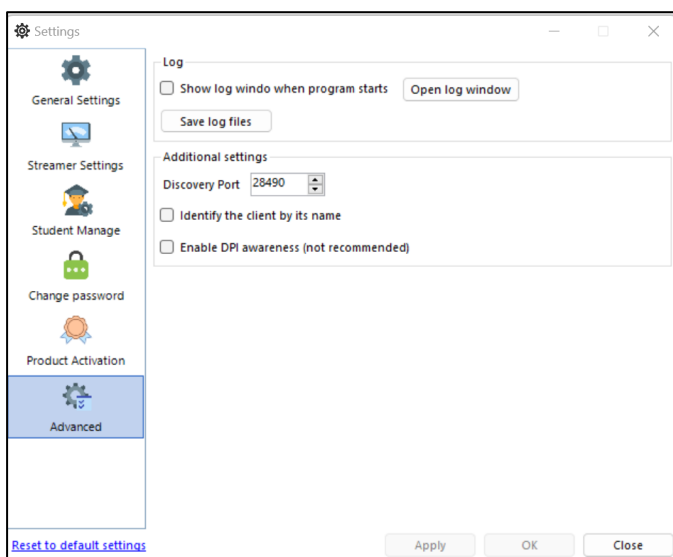
To change the licensing information, click on “**Change Product ID**”. You enter the appropriate licensing information, either manually or over the Internet.



Proceed as described above in **Section 3.2, Activating a Student’s Account**.

## 7.8.6 Advanced Settings

Clicking on the **Advanced** icon opens the following screen:



It offers you the following options:

## Student Menu Icons

- Showing the log window automatically when starting SmartClass. The log window appears as follows:

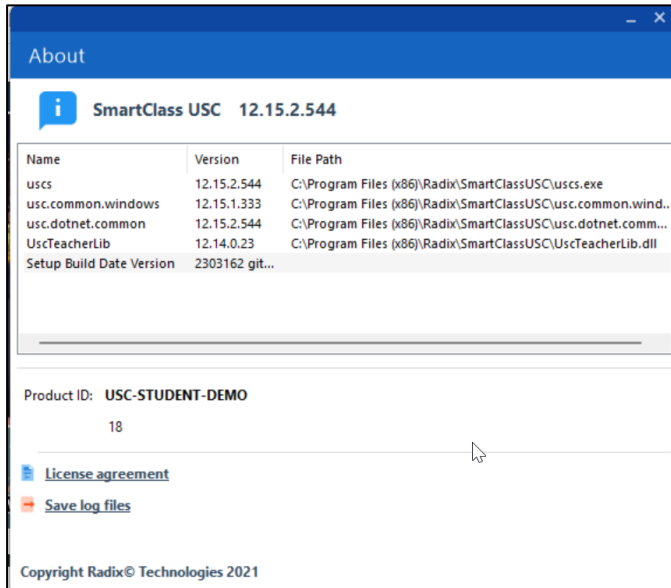
```

LogForm
clear pause DEBUG find Dump Repository Dump Prefs
2024-06-05 15:32:42,594 [Thread-8] INFO student.windows.ui.WinStudentClassController (SendHandshake):0 - Manual connect to YEHUDA-PC (Manual)
2024-06-05 15:32:42,319 [188] DEBUG student.windows.ui.UI.NotifyIconStudent (OnTimedEvent):0 - ThreadID = 188 ProcessID = 7060
2024-06-05 15:32:42,319 [188] DEBUG student.windows.ui.UI.NotifyIconStudent (OnTimedEvent):0 - connected; prevent sleep
2024-06-05 15:32:42,795 [Thread-10] INFO student.windows.ui.CommandsManager (handleMessageArrived):0 - Received command: UscMessage
[data:org.usc.common.commands.CommandThumbnailStream$e7e185, headers=null, from=null]
2024-06-05 15:32:50,455 [Thread-10] INFO student.windows.ui.WinStudentClassController (SendHandshake):0 - Manual connect to YEHUDA-PC (Manual)
2024-06-05 15:32:51,541 [Thread-10] INFO student.windows.ui.CommandsManager (handleMessageArrived):0 - Received command: UscMessage
[data:org.usc.common.commands.CommandThumbnailStream$1450b35, headers=null, from=null]
2024-06-05 15:32:58,680 [Thread-9] INFO student.windows.ui.WinStudentClassController (SendHandshake):0 - Manual connect to YEHUDA-PC (Manual)
2024-06-05 15:32:00,278 [Thread-9] INFO student.windows.ui.CommandsManager (handleMessageArrived):0 - Received command: UscMessage
[data:org.usc.common.commands.CommandThumbnailStream$e47ff2, headers=null, from=null]
2024-06-05 15:33:06,837 [Thread-10] INFO student.windows.ui.WinStudentClassController (SendHandshake):0 - Manual connect to YEHUDA-PC (Manual)
2024-06-05 15:33:09,010 [Thread-10] INFO student.windows.ui.CommandsManager (handleMessageArrived):0 - Received command: UscMessage
[data:org.usc.common.commands.CommandThumbnailStream$e54ca7, headers=null, from=null]
2024-06-05 15:33:12,335 [196] DEBUG student.windows.ui.UI.NotifyIconStudent (OnTimedEvent):0 - ThreadID = 196 ProcessID = 7060
2024-06-05 15:33:12,335 [196] DEBUG student.windows.ui.UI.NotifyIconStudent (OnTimedEvent):0 - connected; prevent sleep
2024-06-05 15:33:14,233 [Thread-9] INFO student.windows.ui.WinStudentClassController (SendHandshake):0 - Manual connect to YEHUDA-PC (Manual)
2024-06-05 15:33:17,736 [Thread-9] INFO student.windows.ui.CommandsManager (handleMessageArrived):0 - Received command: UscMessage
[data:org.usc.common.commands.CommandThumbnailStream$1854e4, headers=null, from=null]
  
```

- Saving log files of system operations for debugging (see **Section 9.8, Extracting log files for troubleshooting**).
- Adjusting Discovery Port settings.

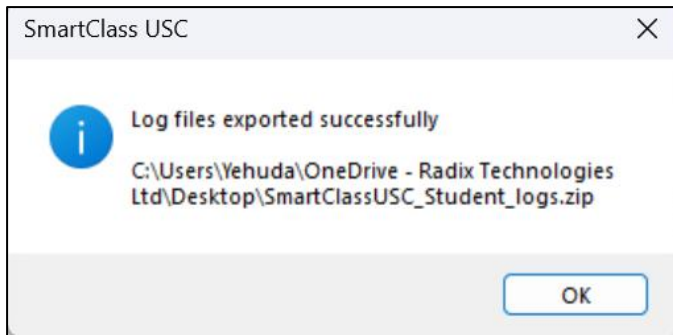
## 7.9 About Option

Clicking on the **About** icon will display information about the SmartClass USC installation on the student’s computer.

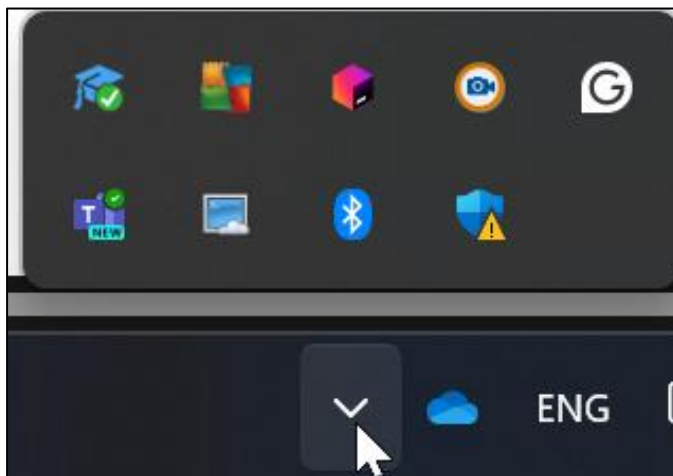


There are also options to view the license agreement, as well as save a log file of the student’s use of the SmartClass program. You may be asked to send us log files of a workstation which is experiencing an exceptional problem not dealt with in this user manual.

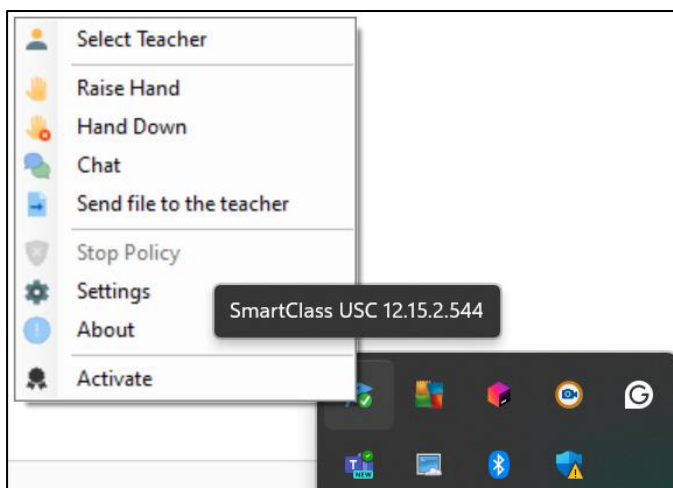
To create and send a log file to Radix tech support for troubleshooting purposes:



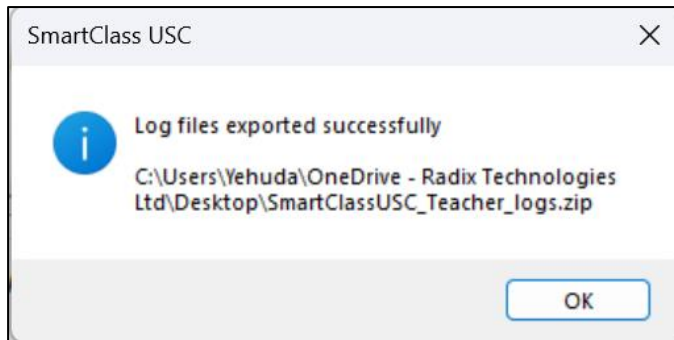
1. Click on the **Show hidden icons** on the taskbar on the Desktop.



2. Right-click on the SmartClass Student icon. The Student's menu opens.



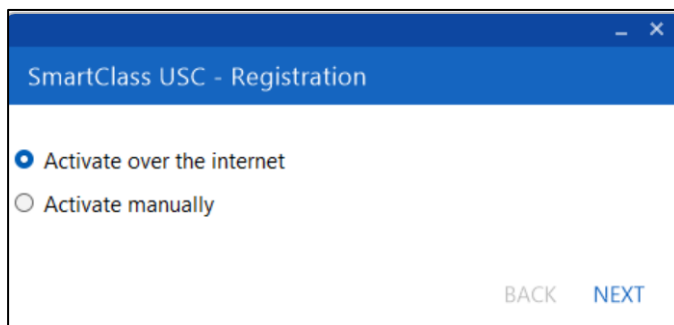
3. Click on **About**. The **About** window opens.
4. Click on **Save log files**. You will get a notification that the log files have been exported successfully.



5. When you click **OK**, the location of the log file will open on your computer.
6. Send the log file to Radix technical support at [radix@support.co.il](mailto:radix@support.co.il) for assistance.

## 7.10 Activate Option

If the student clicks on the **Activate** icon, they receive the window to register the SmartClass application for students:



Proceed as described above in **Section 3.2, Activating a Student's Account**.

At the Student Workstation:

- To open the **Select Teacher** interface at the student's workstation, click F11.
- To open the **Settings** interface in the student's workstation, click F12.

Multi-screen viewing

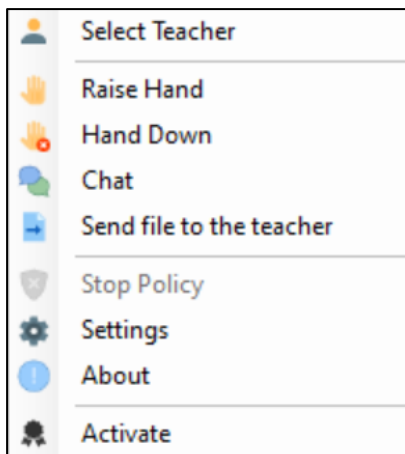
- Changing browsing settings between student screens

## 8 Connecting the Student Workstation to the Teacher's Workstation

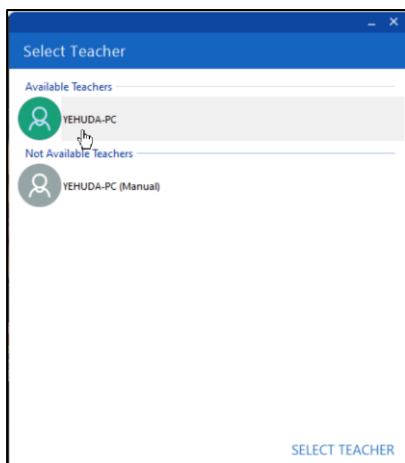
Students may connect their workstations to the teacher's workstation if they share the same network. The student's SmartClass app always appears next to the system clock and automatically appears along with the student's operating system.

To connect the student's workstation to the teacher's workstation, perform the following steps (if this process has not been performed already by using the command line):

1. Right-click on the SmartClass icon . The Student SmartClass menu opens:



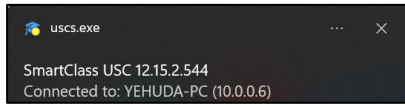
2. Click on the “**Select Teacher**” button. You will see a list of available teachers.
3. Click on the button with the name of the workstation of the teacher to which you wish to connect and click on “**Select Teacher**” that appears in the bottom right corner.



If the connection succeeds, the “Select Teacher” button will no longer be active in the student’s menu on this workstation.

4. During the connection operation, a message will be received at the student's workstation with the name of the teacher to whom the student is connecting.
5. At the end of the connection, the student’s station will receive an announcement with the name of the teacher to which the student has connected.

- The following notification will appear on top of the icon of the Student's app in the Tray icon.



- At this point, the icon of the SmartClass Student app will change color from gray to colored.

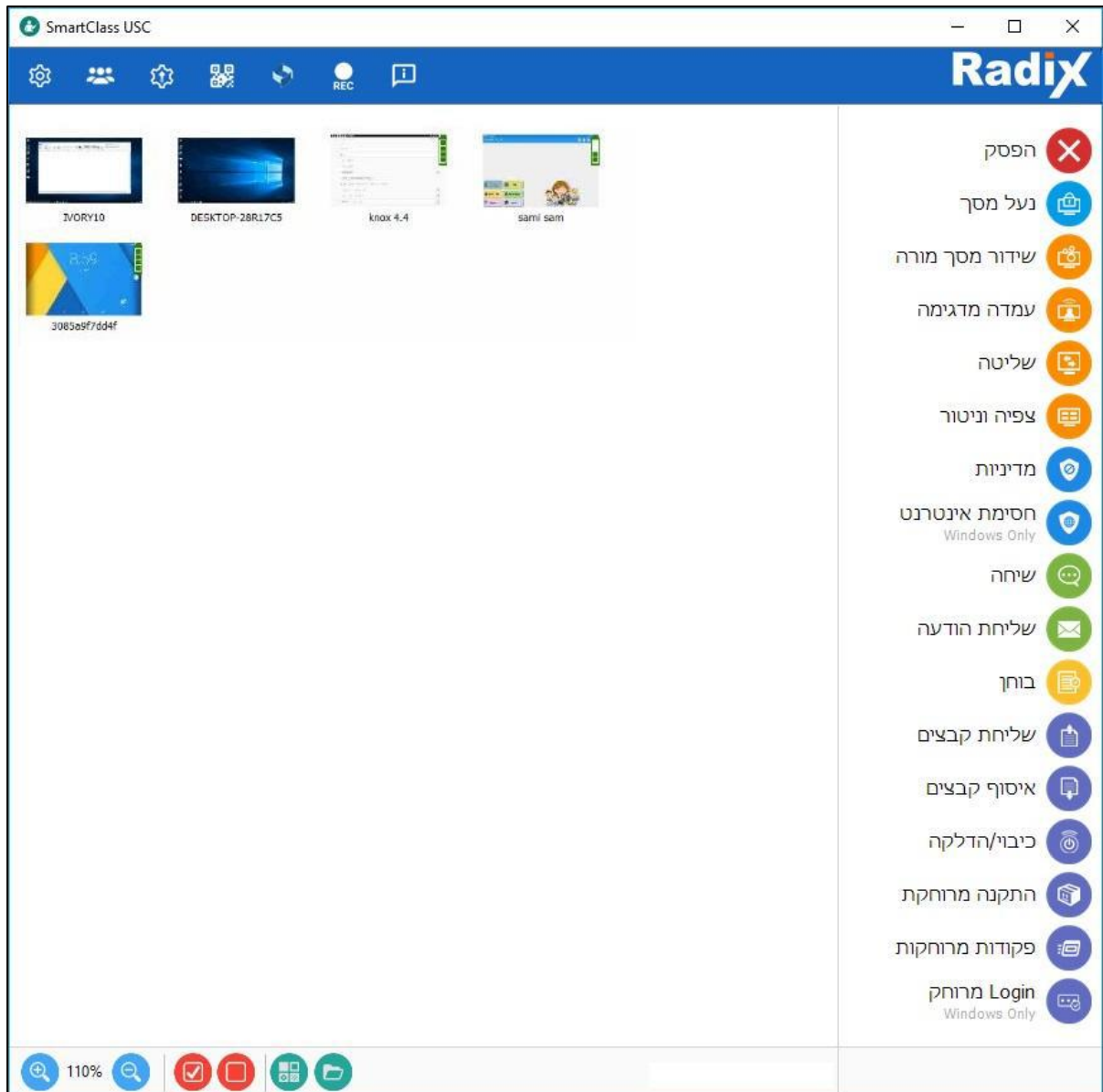
Table 8-1: Two conditions of the Student's SmartClass app icon

Icon	Description
	Student not connected
	Student connected

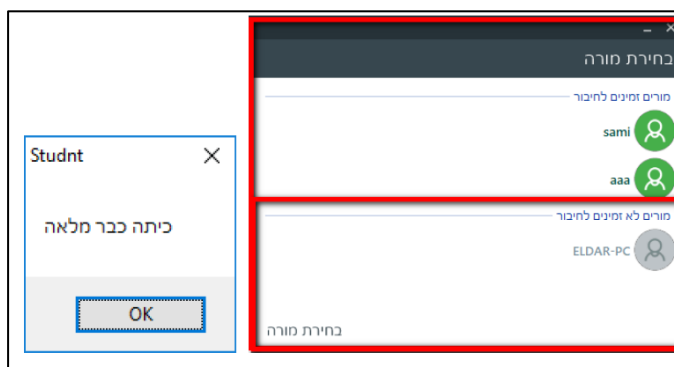
Here is an [illustrative video](#) of how to connect to the teacher's workstation.

## 8.1 Teacher's App After Connecting to the Students' Stations

After the students connect to the teacher's workstation, the teacher's desktop will have thumbnails for each student, as follows:



**Note:** Upon the addition of the activation method “Activation through a teacher” you may come across a teacher selection window warning that there are no teachers available to connect. (bottom frame of the picture) or a similar message.



This message means that you activated the program using the new method, but the number of licenses does not match the number of existing computers.

In this case, you must check the amount of licenses you have purchased and installed (you can check the amount in the teacher's workstation, under activation)

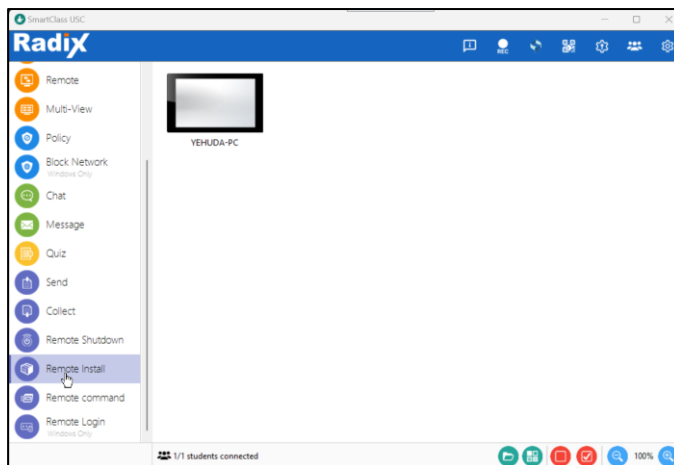
## 8.2 Teacher/student software update

A version update or reinstallation can be performed without removing the installed SmartClass software, both in the student's and the teacher's workstations.

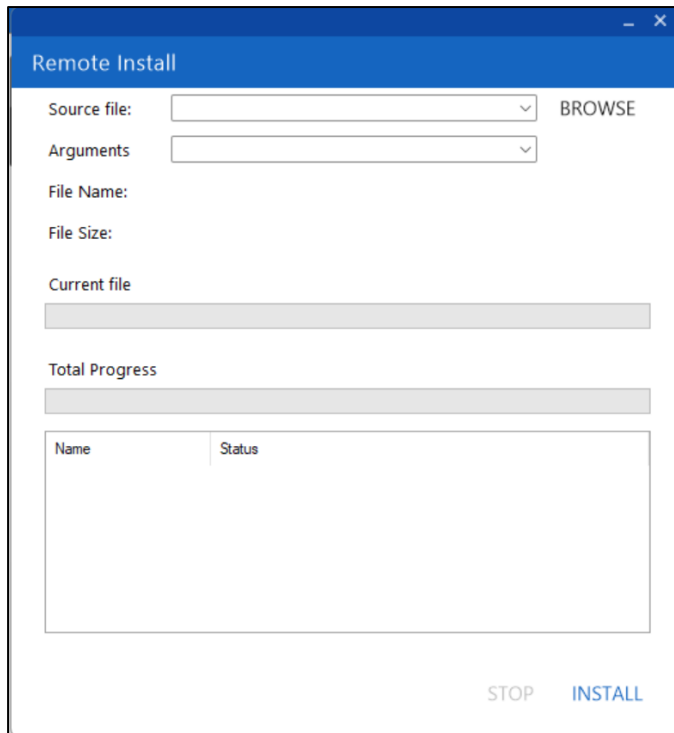
### 8.2.1 Updating student workstations

#### 8.2.1.1 Method One: Using the SmartClass interface:

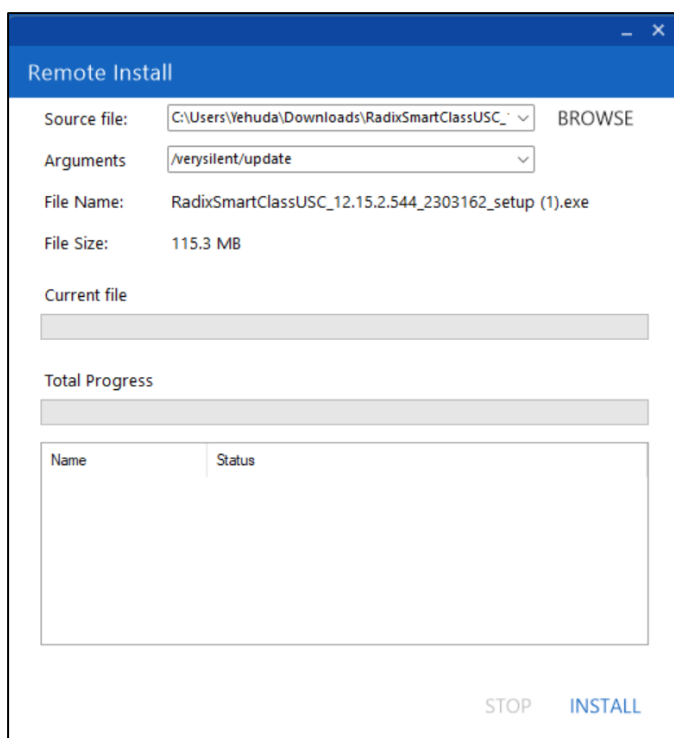
1. Open the teacher's SmartClass app.
2. Choose the workstations you wish to update. Make sure that the student workstations have logged in and have the operating system's Desktop displayed. (Workstations only in the Login window, displayed first when Windows boots up, will **not** be updated.)
3. Click on **Remote Install** in the taskbar.



The **Remote Install** window opens.



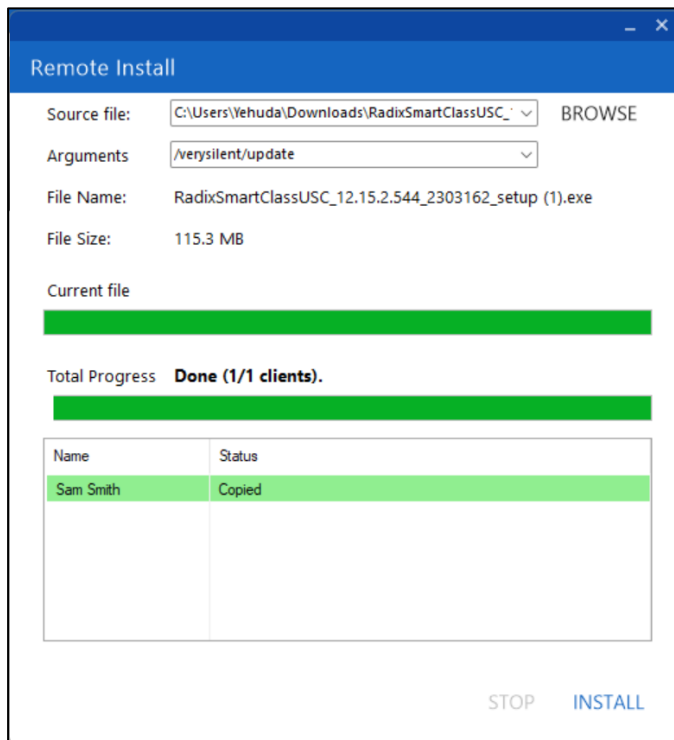
4. In the **Source file** field, click the **Browse** button, and select the installation file. (The most recent installation file is **RadixSmartClassUSC\_12.15.2.544\_2303162\_setup.exe**).



5. In the **Arguments** field, add the following parameters: **/verysilent/update**.
6. To finish, click on **Install**, and wait for the operation to finish.

The student workstations may undergo a reboot when installation is complete. If System Restore software is installed on the workstations, make sure that it is set to “manual recovery” mode, or unprotected mode.

7. When the system update operations at the students' workstations are completed, close the Teacher's app, and update the installation on the teacher's workstation as well.



#### 8.2.1.2 Method Two: From the Command Line

Updating the student software can also be done from the command line by using the following parameter: **/update**. For example: **setup.exe /update /verysilent**.

This installation will be performed automatically, without user intervention, and will preserve the existing settings and the licensing/activation of the product.

#### Important!

Both the student and teacher software must be updated to the **same version** of SmartClass. You may experience a wide variety of errors if the teacher's version and the student's version are not identical.

## 9 Common Problems and Their Solutions

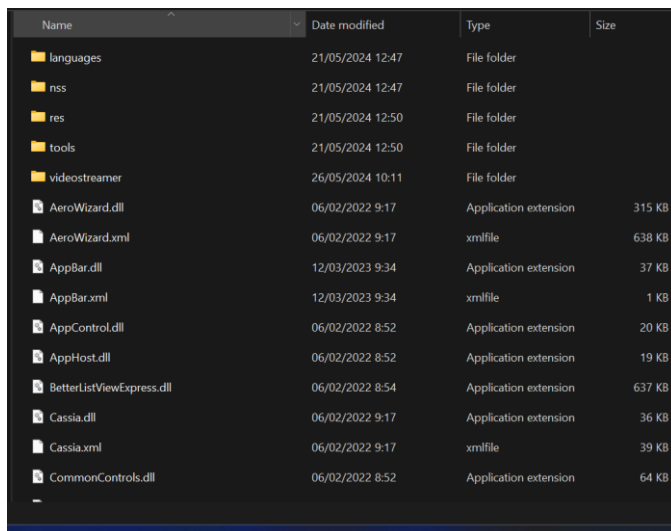
### 9.1 Recovering a Password

The teacher and students can assign passwords in the SmartClass app, either for using the app, or for adjusting the app’s settings. There are passwords assigned during installation, either by leaving the password blank, or assigning it as “**admin**”.

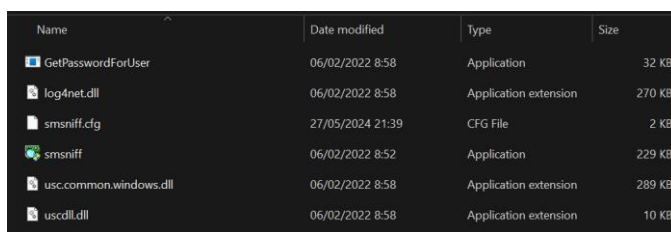
In the event that a student or teacher has forgotten their passwords, there is a password recovery tool in the SmartClass app.

To recover a password:

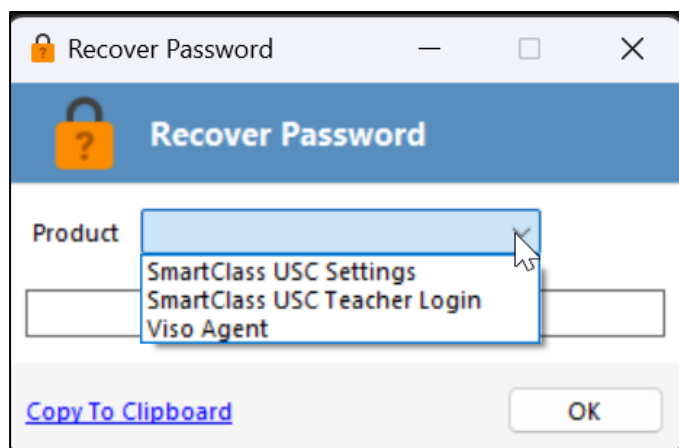
1. Open the SmartClass folder in your Program Files directory. It will typically be located at **C:>Program Files (x86)>Radix>SmartClassUSC**.



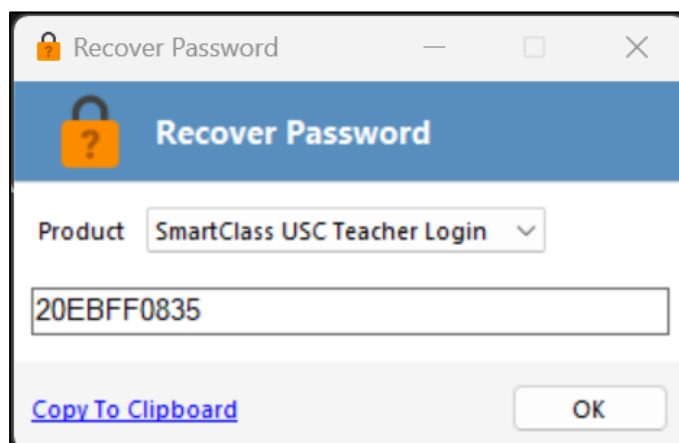
2. Open the **tools** directory and find the **GetPasswordForUser** executable file.



3. Click on **GetPasswordForUser**. The Recover Password window opens.



4. Select the password that you are trying to recover. For example, if I am trying to recover the **SmartClass USC Teacher Login** password, I select it from the drop-down list.
5. The textbox in the **Recover Password** window will provide a system-generated text that will allow Radix technical support to restore your password.



6. Click on **Copy To Clipboard** to copy the system-generated password and click **OK**.
7. Either send an email to Radix at [radix@support.co.il](mailto:radix@support.co.il) with the computer-generated text or call Radix at 03-9606350 and recite the text over the phone. A Radix tech support representative will provide you with your former password.

## 9.2 Difficulty connecting the student's workstation

**Problem:** A student's workstation does not connect to the teacher's workstation (when it was already connected in the past)

**Solution:** Try the following methods:

- Perform a [ping test](#) to see whether there is communication between the workstation of the teacher and that of the student, and vice versa. You can do it in the following way:
  1. Click **Start** on the Windows desktop.
  2. In the search bar, type **cmd**, and hit **Enter**. The command prompt screen opens.

- At the command prompt, type **ping** and the student's IP address. You can find the IP address by hovering with your mouse over the student's thumbnail in the teacher's display.



- The computer will display if there is communication between the teacher and student workstations.

```
C:\Users\Yehuda>ping 192.168.5.152

Pinging 192.168.5.152 with 32 bytes of data:
Reply from 192.168.5.152: bytes=32 time<1ms TTL=128
Reply from 192.168.5.152: bytes=32 time<1ms TTL=128
Reply from 192.168.5.152: bytes=32 time<1ms TTL=128
Reply from 192.168.5.152: bytes=32 time<1ms TTL=128

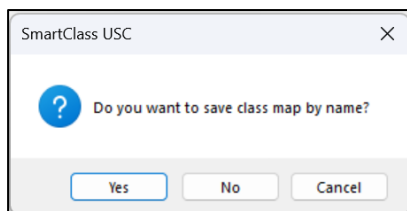
Ping statistics for 192.168.5.152:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

- Check if there is more than one network card in the teacher or student workstation. If there is, go to the **Settings** in the teacher's or student's app. Under **Settings**, change the setting to the correct network card.
- Check if the SmartClass versions of the teacher and the student are the same. You can check this by going to the app's **About** tab.

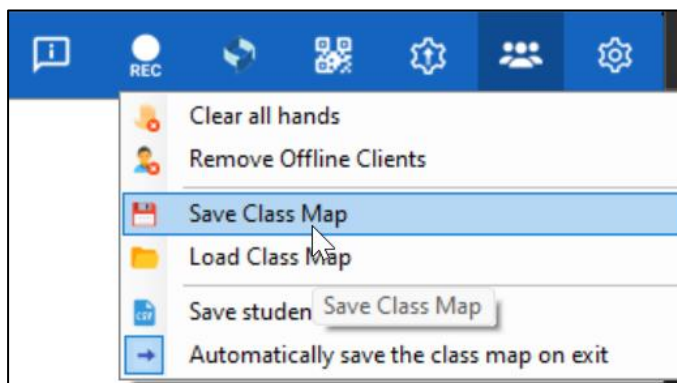
## 9.3 Teacher's desktop doesn't display students

**Problem:** The teacher's desktop is empty every time the teacher starts the app (even though the students' workstations were already connected in the past).

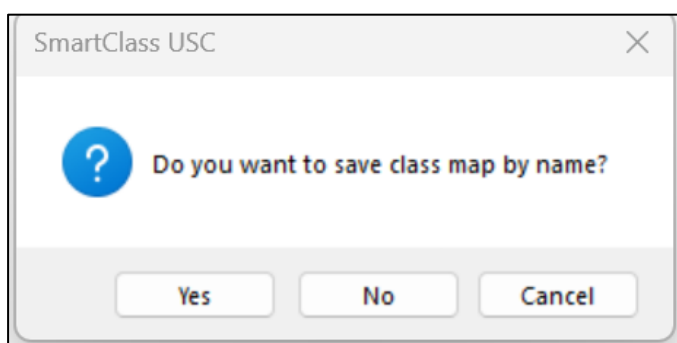
**Solution:** The teacher's app displays a question every time the app is closed, if there was a change in the class map, as long as no class map was saved at least once.



To save a class map, click on the icon in the teacher software and select “**Save Class Map**”.



Also, whenever you close the SmartClass program, you will be prompted if you want to save the class map by name.



### 9.4 Can't turn on student's workstation remotely

**Problem:** The students' workstations do not boot up when the teacher tries to turn them on remotely by Wake-on-LAN.

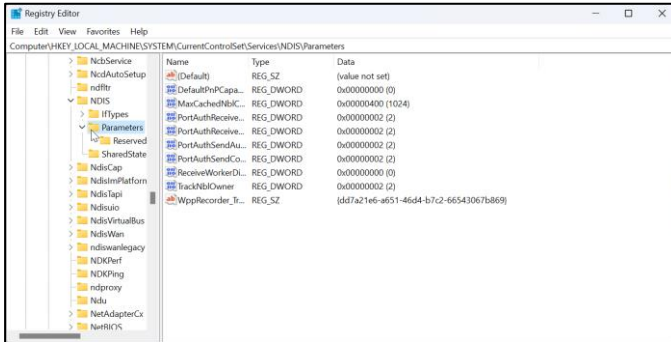
**Solution:**

- Check if the Wake On LAN option is active in the BIOS on the students' computers.
- Check if the students' workstations support remote booting.
- Use additional software to perform remotely turning on the students' computers, to check whether the problem is due to the teacher's software, or some other reason.

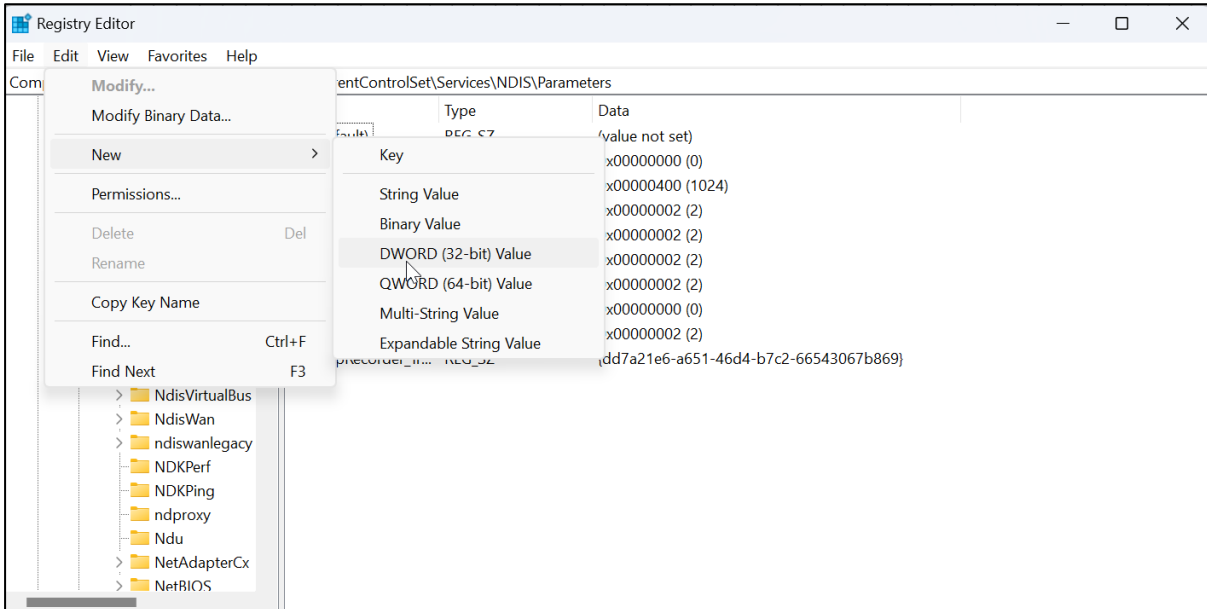
Due to changes that Microsoft made in one of its software updates, occasionally it is not possible to turn on a device remotely. In some cases, the problem can be solved thusly:

1. Open the **Device Manager**.
2. Select **Network Adapters**.
3. Locate the network device and click on it.
4. Select the **Advanced** tab and enable **Shutdown Wake-On-LAN**.

5. Select the Power Management tab and check the checkbox. **Allow this device to wake the computer.**
6. Save the changes and exit the Device Manager.
7. Open the Windows Registry Editor, and navigate to the following location:  
**HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\NDIS\Parameters**



8. Add a new value of the type **New DWORD (32-bit) Value.**



9. Change the name of the value to the name **AllowWakeFromS5.**
10. Open the value and change the setting to “1”.
11. Close the Registry Editor.
12. Restart the computer.
13. Turn off the computer and try turning it on remotely again.

## 9.5 Problems activating the SmartClass program

**Problem:** It is not possible to activate the app via the Internet.

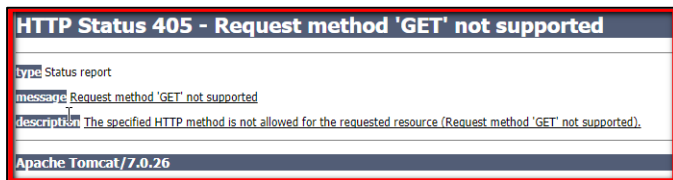
**Solution:**

- Check if the workstation is connected to the Internet.

- Check if there is more than one network card in the workstation, and if so, select the correct network card from the “**Advanced**” tab in the Activation window.
- Check that you are indeed activating via the Internet.

To perform an access test to the Radix activation server, click on the attached link:  
<http://amzreg.radix-int.com/register/rest/register>.

This message shows that access to the activation server is functioning properly. Any other message is invalid.



**Problem:** During product activation, a message is received that there are no available licenses.



**Solution:** This message appears when all allocated licenses have been used.

1. In this case, contact Radix to release the product activations.
2. Check whether you exceeded the number of installations that can be performed.

**Problem:** Activating the program when the workstations are not connected to the Internet.

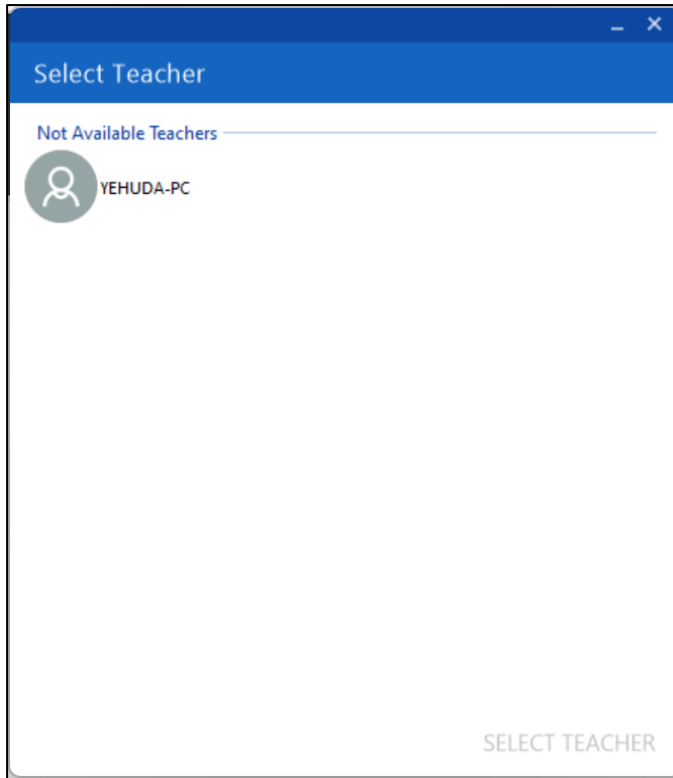
In this case, you can get a form for manual activation from the attached [link](#).

Copy the content that appears in the field “Registration ID” in the Activation window and send the form to Radix. The form will be returned to you with the activation codes.



## 9.6 No Available Teachers in the Student App

Since it is possible to activate the student account from the teacher’s app, there could be situations where a student attempts to select a teacher, and the app displays only “Not Available Teachers”, as in the following screen:



This message means that the SmartClass app was activated from the teacher's app, but the number of student workstations exceeds the number of workstations allotted in the teacher's license.

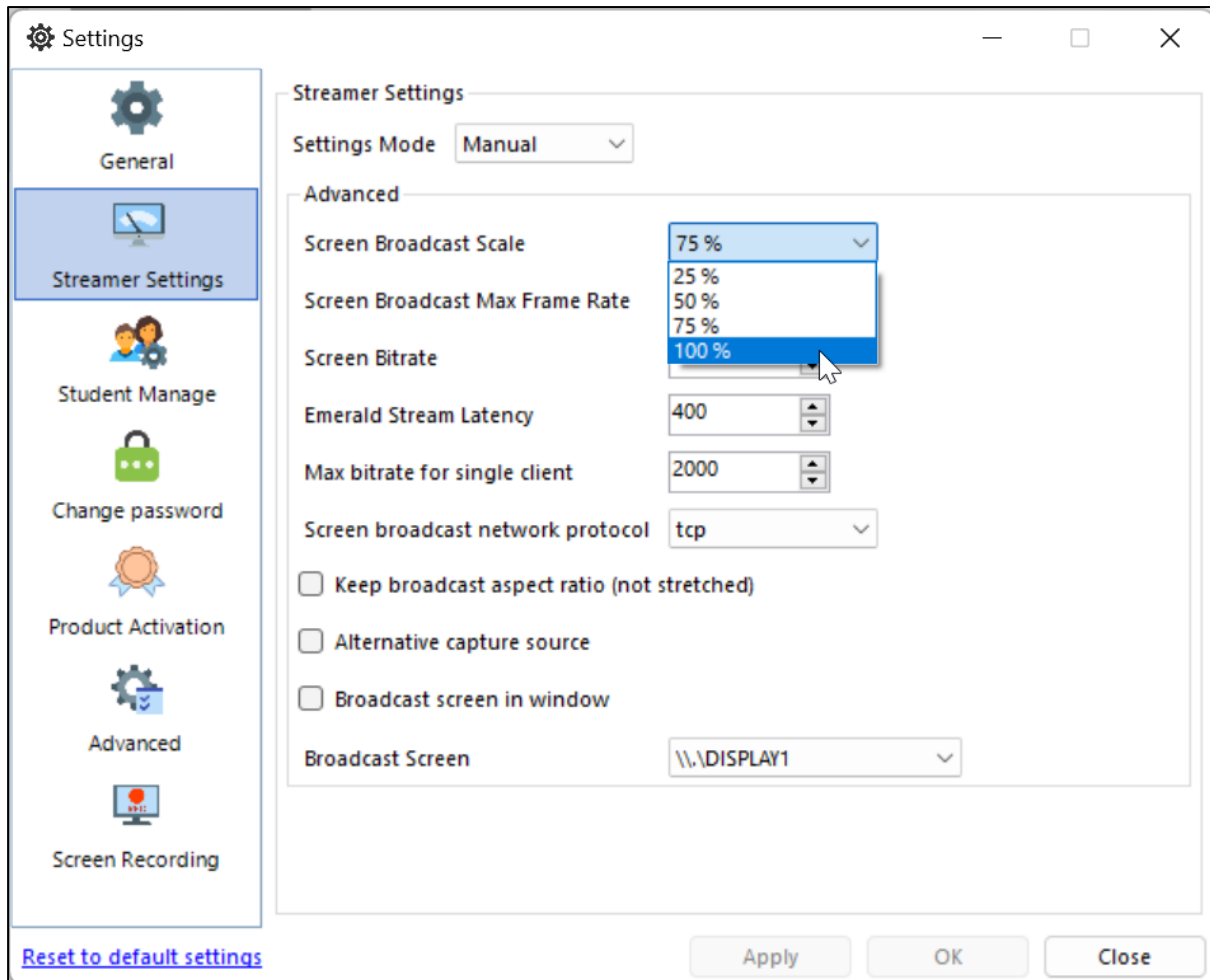
To solve this problem, the teacher should check the number of student workstations they have requested and installed, to see that the present number of students doesn't exceed that number. The teacher can check the number of workstations allowed from the **Settings** window, under **Product Activation (Section 5.3.7.1.5)**.

## 9.7 Problems with the quality of the screen sharing

**Problem:** The student workstations receive a low-quality broadcast of the teacher's screen.

**Solution:**

1. Go to the **Teacher Workstation** settings.
2. Go to **Streamer Settings > Streamer Settings > Settings mode**.
3. Change the **Settings** mode from **Auto** to **Manual**.
4. In the **Advanced** section, go to the **Screen Broadcast Scale**, and set it to 100%.

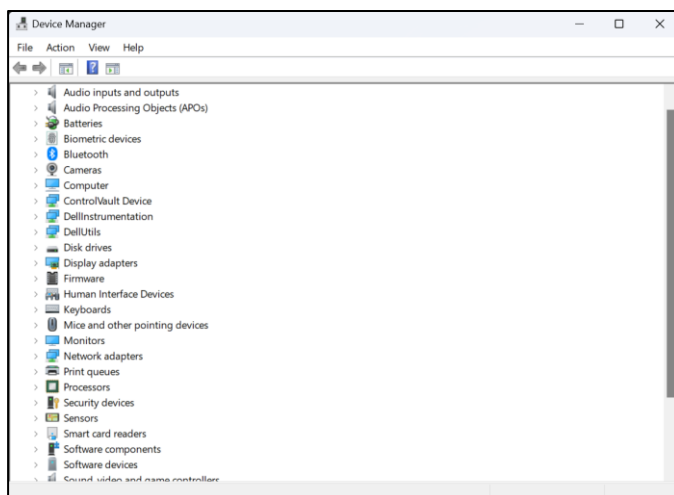


5. Click **Apply** and **Close**.

**Problem:** The student workstation gets a black screen when the teacher broadcasts to it.

**Solution:**

- Go to the **Device Manager** in the **Settings** in Windows and check if the correct display driver is installed.



- If VGA is displayed as the video card, install a standard driver for the video card.

- Check the resolution of the transmitting screen, and, if necessary, adjust it to the resolution of the students' workstations.

**Problem:** The student icon does not appear on the teacher's desktop.

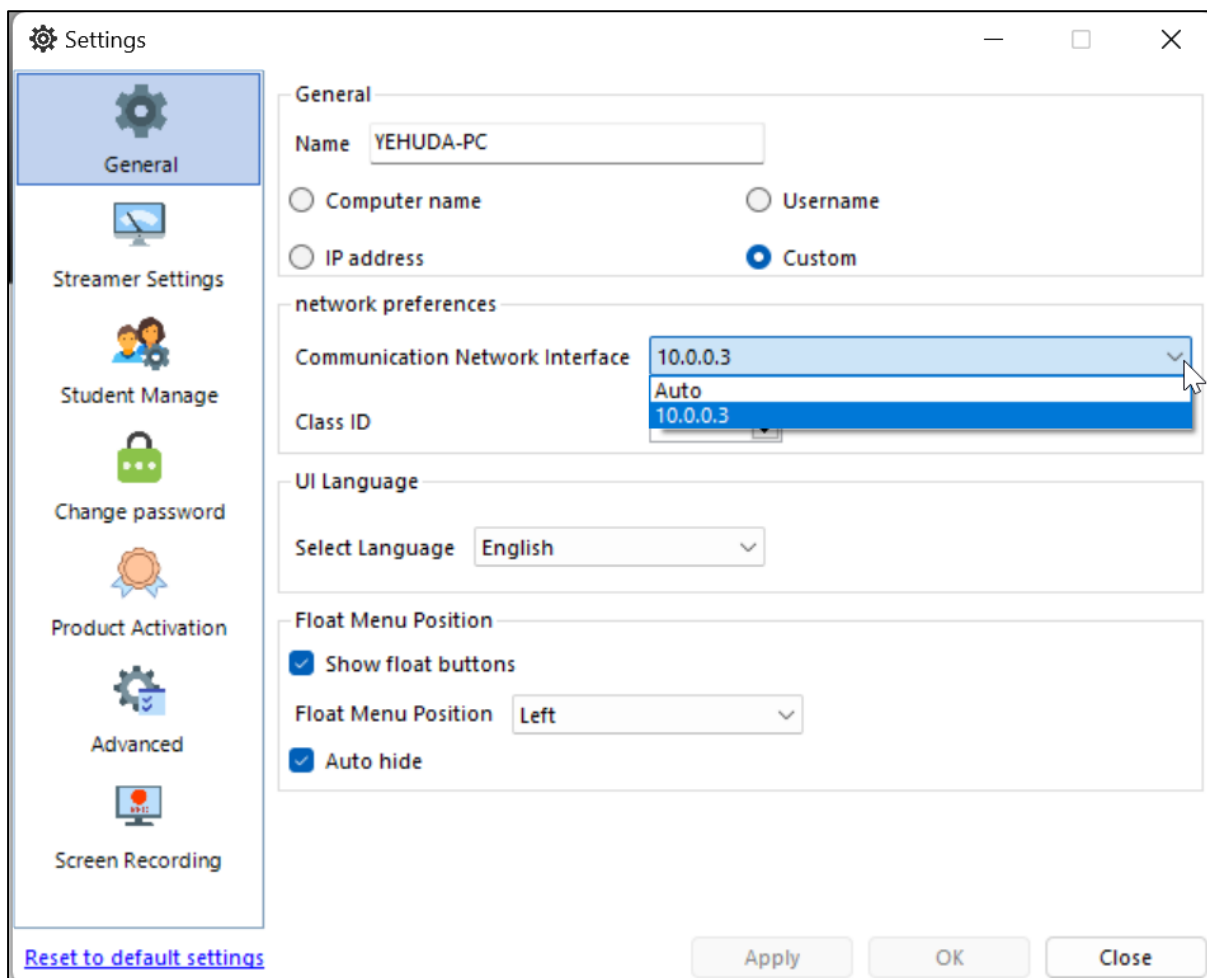
**Solution:** If the student icon does not always appear after booting up the operating system, it is necessary to update the key in the registry. The command can be sent from the teacher's workstation by the **Remote Command** option.

- **Source file:** regedit.exe
- **Arguments:** Add "HKLM\SYSTEM\CurrentControlSet\Control" /v ServicesPipeTimeout /t REG\_DWORD /d 120000 /f

**Problem:** The broadcast from the teacher's workstation does not appear on the students' displays.

**Solution:**

1. In the Teacher's app, go to **Settings>General>Network preferences>Communication Network Interface**, and check if there is more than one network card.



2. If there is more than one network card, choose the correct network card, and click **OK**.

## 9.8 Extracting log files for troubleshooting

**Problem:** Extracting student/teacher workstation log files for troubleshooting

**Solution:** We use the system's log files as part of the troubleshooting process.

You may be asked to send us log files from a workstation experiencing an unfamiliar problem. Preparing and sending log files can be done in the following two ways:

### 9.8.1 First Option: From the Settings menu:

1. At the workstation where you are experiencing the problem, whether at the teacher's or student's workstation, enter **Settings**.
2. Click on the **Advanced** button.
3. Click on the **Save log files** button.  
The app will compress the log folder and save it on the user's Desktop. It will be saved under the name **SmartClassUSC\_Teacher\_logs.zip** at the teacher's workstation and as **SmartClassUSC\_Student\_logs.zip** at the student's workstation.



Figure 9-1: Saving log files at the Teacher's workstation

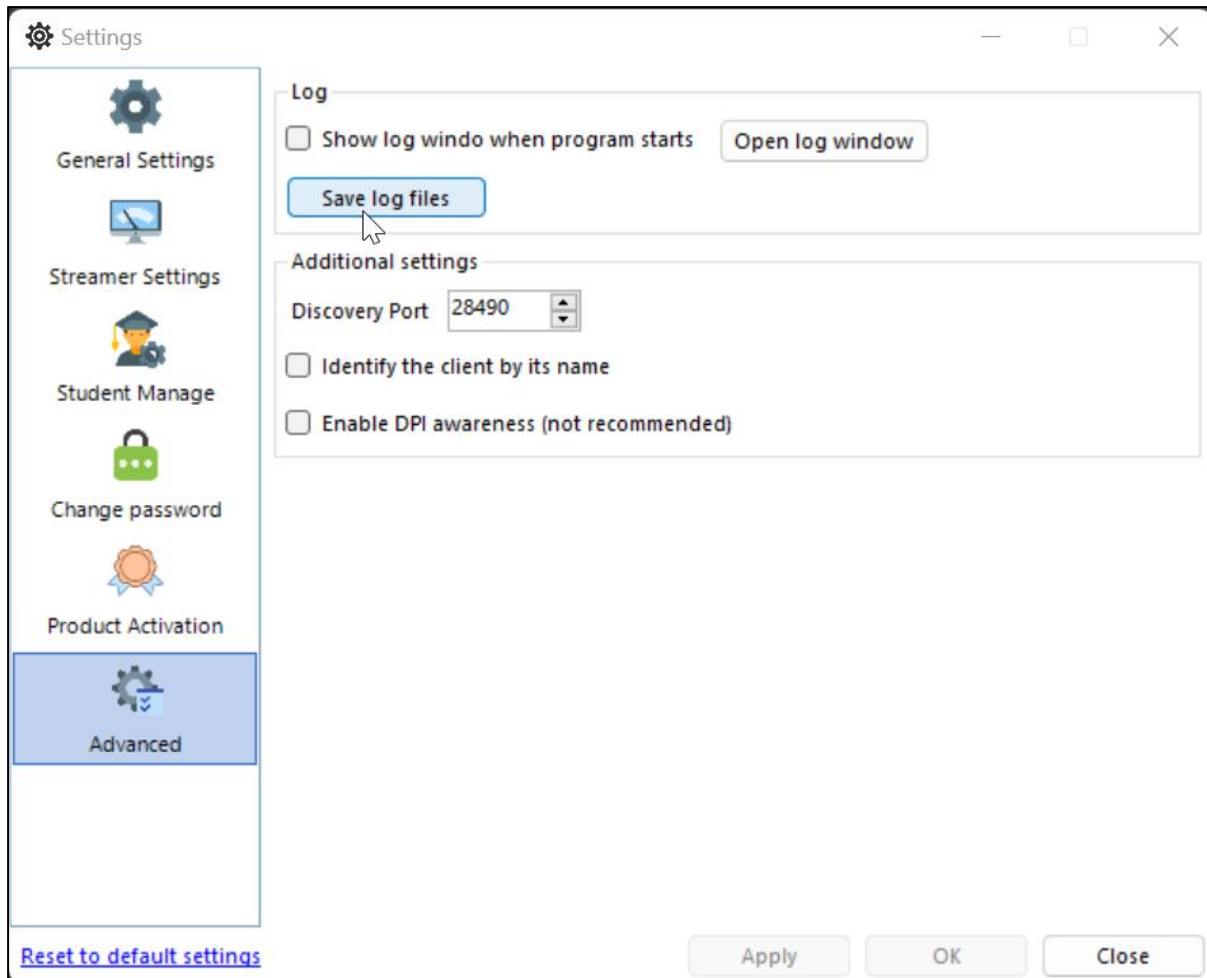


Figure 9-2: Saving log files at the student's workstation

4. You will receive a notification that the log files have been exported successfully:

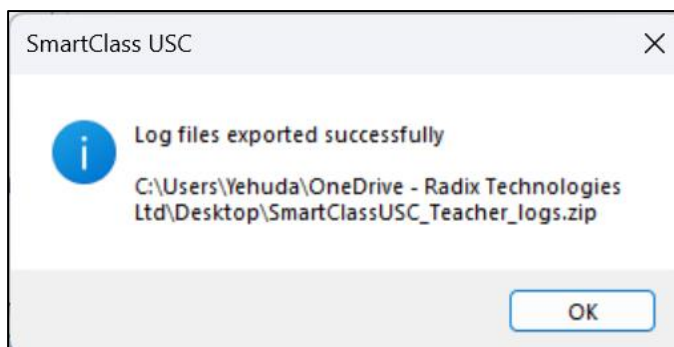


Figure 9-3: Teacher's verification that log files have been created

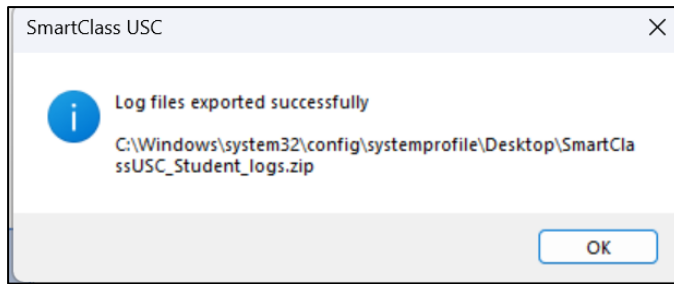


Figure 9-4: Student verification that log files have been created

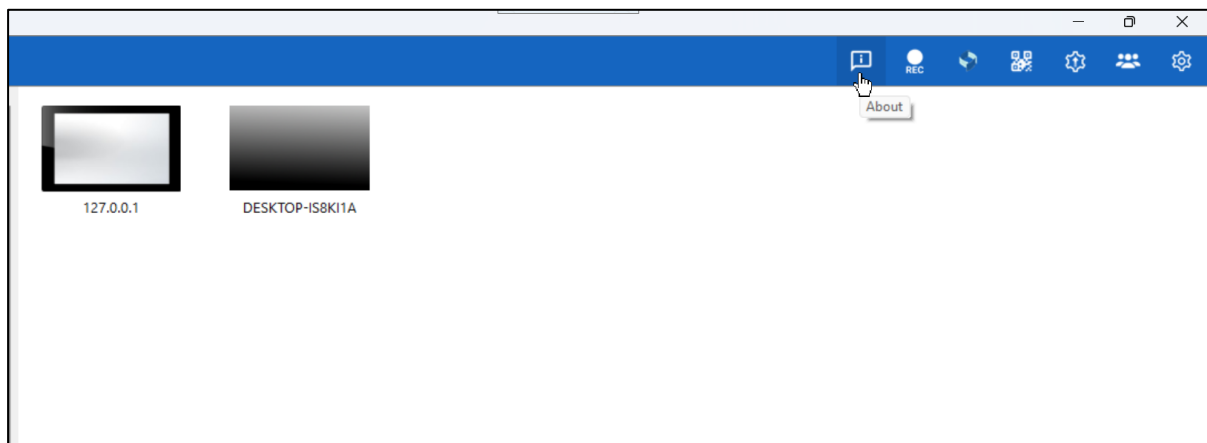
5. When you click **OK**, the location of the log file will open on your computer.
6. Send the log file to Radix technical support for assistance.

### 9.8.2 Second Option: From the About Menu

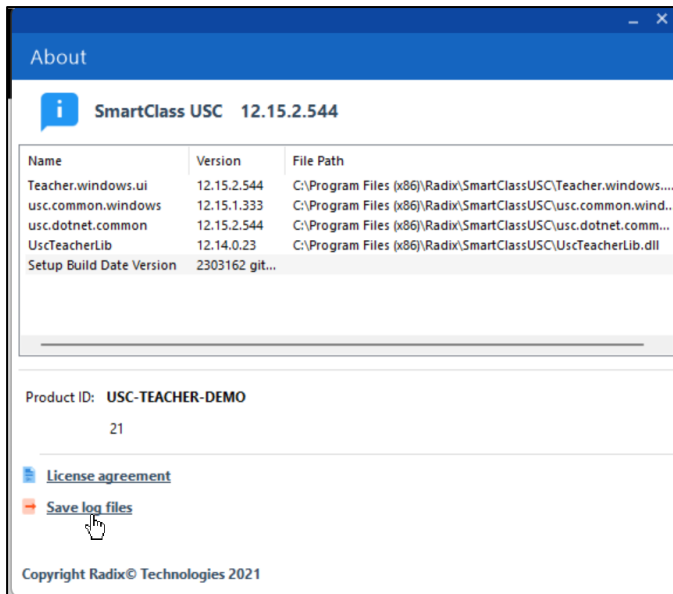
You can extract log files from the About menu, both in the teacher's display and in the student's display.

From the teacher's display:

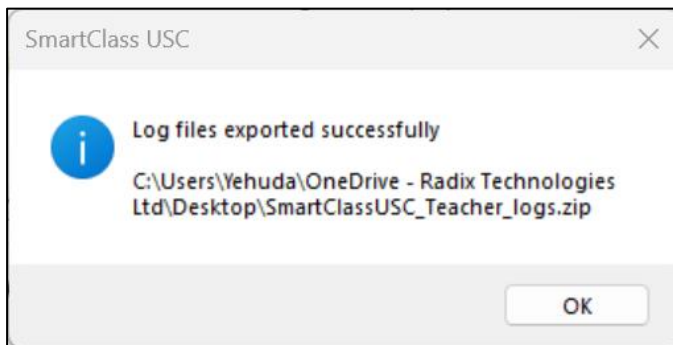
1. Click on the **About** button in the top menu in the Teacher's display.



2. In the **About** window, click on **Save log files**.



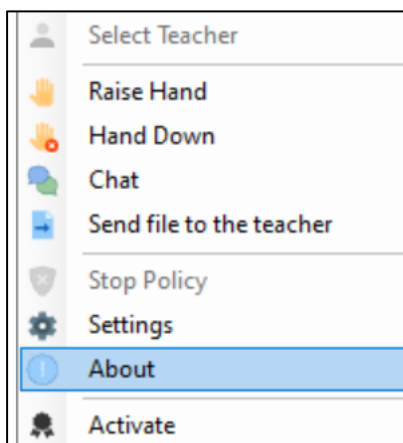
3. You will receive a notification that the log files have been exported successfully.



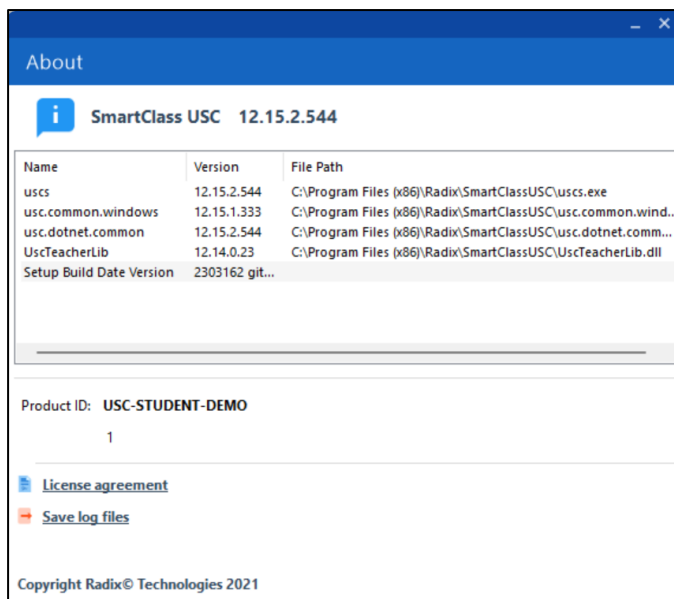
4. When you click **OK**, the location of the log file will open on your computer.
5. You can then send the zipped files to Radix technical support at [radix@support.co.il](mailto:radix@support.co.il) for assistance.

From the Student's display:

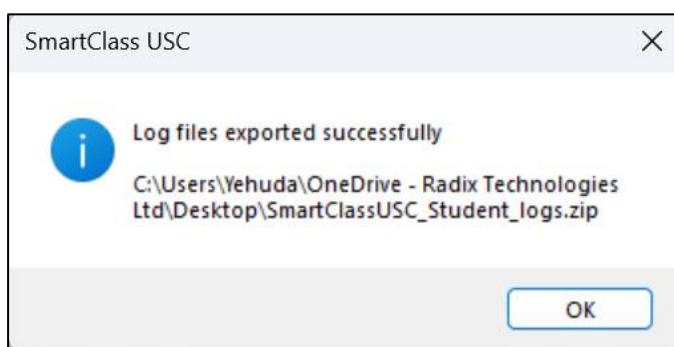
1. Right-click on the Student icon in the desktop tray.
2. Select **About**.



The student's **About** window opens:



3. Click on **Save log files**. You will be notified that the student’s log files have been exported successfully.



4. Click **OK**. Go to the location of the zipped log file and send it to Radix for troubleshooting.

## 9.9 Student doesn't see Teacher icon in Select Teacher

**Problem:** The teacher’s icon doesn’t appear in the students’ workstations when they try the “**Select Teacher**” option.

**Solution:** Occasionally, when trying to connect the student's workstation to the teacher’s workstation, the teacher's workstation does not appear in the list of teachers available to connect to by the **Select Teacher** command in the student’s workstation. The source of the problem is due to the network, but there can be many reasons for this.

The **SmartSniff** tool will show you whether the communication from the teacher's workstation reaches the students' workstations:

- Click on the following [link](#) to download the **SmartSniff** tool.
- Click on the following [link](#) for the instructions for using the tool.
- This tool can also be found in the software installation folder at the following location: **C:\Program Files (x86)\Radix\SmartClassUSC\tools>smsniff.exe.**

## 10 Help and Technical Support

We would gladly receive any comments or suggestions for improvements and corrections to the SmartClass app.

If you have any further questions, you can contact us:

- By phone: 03-9606350
- By WhatsApp: 055-3058039.
- By email: [radix@support.co.il](mailto:radix@support.co.il).
- By means of a tech support ticket: [Radix Ticket System \(radix-int.com\)](http://radix-int.com).

The screenshot shows the 'Open a New Ticket' page in the Radix support system. At the top, there is a navigation bar with 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. The main heading is 'Open a New Ticket'. Below it, a message says 'Please fill in the form below to open a new ticket.' The form is divided into several sections:

- Help Topic:** A dropdown menu with 'Support' selected.
- Contact Information:** Fields for 'Email Address', 'Full Name', and 'Phone Number' (with an 'Ext.' field).
- Ticket Details:** Fields for 'Product' (dropdown), 'Version', 'Operating System' (dropdown), and 'OS Version' (with a 'recommended' label and a note 'Please provide as much detail as possible').
- Issue Summary:** A text area with a placeholder 'Please describe the problem in detail as far as possible...' and a note 'Please provide as much detail as possible.' Below the text area is an image upload area with the text 'Drop files here or choose them'.
- CAPTCHA Text:** A CAPTCHA image showing 'DB4F6' and an input field with the placeholder 'Enter the text shown on the image.'

At the bottom of the form, there are three buttons: 'Create Ticket', 'Reset', and 'Cancel'.