

# Responses from Senteo™ Interactive Response System Remotes Don't Appear in Notebook™ Software Reports



**Applies to:** Senteo™ assessment software version 1.0 for Windows® and Mac operating systems

## Issue

Responses submitted from hand held remotes (clickers) are missing from your Notebook™ software Results report. Responses from remote simulators appear in the reports correctly.

## Cause

If a student sends a response just before you stop a question set, the Senteo assessment software won't receive and process the complete response.

## Solution

Wait at least 10 seconds after the last student has responded before you stop a question set.

**First Published:** May 11, 2007

**Last Updated:** November 9, 2007

**SMART Technologies**  
1207 – 11 Avenue SW, Suite 300  
Calgary, AB T3C 0M5  
CANADA



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

© 2007 SMART Technologies ULC. All rights reserved. Senteo, Notebook, smarttech and the SMART logo are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. All other third-party product and company names may be trademarks of their respective owners. Patents US5448263; US6141000; US6326954; US6337681; US6741267; US6747636; US7151533; and CA2058219. Other patents pending. Contents are subject to change without notice. 11/2007.