



Notebook™
collaborative learning software

Installation Guide for System Administrators

SMART Notebook Software 10
for Windows® Operating Systems

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SMART Notebook Software 10 Administration

Overview

You can use SMART Install Manager to customize your SMART software installation packages, and then automate the installation of SMART software in a network environment. SMART Install Manager is included on the SMART Notebook software 10 CD, or you can download it from the [SMART website](#).

You can find instructions on how to use SMART Install Manager in the [Administrator's Guide to SMART Install Manager](#).

Alternatively, you can use this guide, and your existing imaging or remote management tools, to automate the installation process.

The following sections show you how to:

- silently install and remove SMART Notebook software 10 components
- silently install SMART Notebook software 10 with folders and icons in an alternate language
- install and administer Gallery content, locally or on a server
- customize online resources
- silently install service packs
- troubleshoot installation problems

About Windows® Installer

SMART Notebook software 10 uses the Microsoft® Windows Installer installation and configuration service. Windows Installer is a component of Windows® 2000, Windows XP, and Windows Vista™ operating systems, and the Microsoft Windows Server 2003 and 2008 operating systems. Microsoft also provides Windows Installer as a service pack for the Windows 98, Windows 95, and Windows NT® 4.0 operating systems.

Windows Installer manages the installation and removal of applications by applying a set of centrally defined setup rules during the installation process. These setup rules define the installation and configuration of the installed application. In addition, you can use this service to modify, repair or remove an existing application.

Command Line Options

The Windows Installer program, **Msiexec.exe**, interprets and installs software packages and patch files.

The general structure of an installer command is:

```
msiexec /Option <Required Param> [Opt Param] [PROPERTY=PropertyValue]
```

Windows Installer supports a variety of options and parameters to control the installation, the behavior of the user interface and how the program logs the installation process. SMART has defined several properties and values to customize the installation further.

NOTE: Command line options are not case-sensitive.

For a complete list of command line options, see <http://msdn.microsoft.com/library> and search for *installer command line*.

The following is an example of command line syntax. You can use the command line to install the **Example.msi** package from the computer's Y drive:

```
msiexec /i Y:\Example.msi
```

The SMART Notebook Software 10 Installation Package

The SMART Notebook software 10 installation package contains all of the information that Windows Installer requires to install or remove the application and to run the user interface setup. Locate the **SMART Board Drivers.msi** or **Notebook Software.msi** file on the SMART Notebook software 10 CD, or in the SMART Notebook software 10 files that you download from the [SMART website](#). Double-click the .msi file, or run it from a command line to start the Windows Installer and interactively install the package using default parameters.

NOTES

- The default installation automatically installs the SMART Notebook Gallery Sampler files.
- The default installation includes language packs that allow you to install your SMART Notebook software in an alternate language.
- Alternatively, use SMART Install Manager to customize the installation of SMART Notebook software on your server. SMART Install Manager is included in SMART Notebook software, or you can download SMART Install Manager from the [SMART website](#).

Syntax of Msiexec Command Lines

Use the install option (/i) together with the quiet optional parameter (/q) to install the software in Silent mode—that is, without a user interface:

```
msiexec /i"Path to .msi\<file name>.msi" /q
```

You can use other standard Windows Installer optional parameters, such as the following:

Parameter	Result
/q	The user is unable to view a user interface.
/qb	The user views a basic user interface.
/qb!	The user views a basic user interface without a Cancel button.
/qb+	The user views a basic user interface and a dialog box signaling the end of the installation.
/qb+!	The user views a basic user interface without a Cancel button, and a dialog box signaling the end of the installation.
/qr	The user views a reduced user interface.
/qf	The user views a full user interface which includes a dialog box signaling the end of the installation, or <i>FatalError</i> , <i>UserExit</i> and <i>Exit</i> dialog boxes.
/qn	The user is unable to view a user interface or a dialog box signaling the end of the installation.
/qn+	The user is unable to view a user interface but sees a dialog box signaling the end of the installation.

To perform a default installation for SMART Board™ Drivers software from a command line

1. Click **Start > Run**, and then type **CMD**.
A Command Prompt window opens.
2. Type the following command line (including quotation marks), and then press **Enter**:

```
msiexec /i"Path to the .msi\SMART Board Drivers.msi"
```

NOTE: The SMART Board Drivers.msi file is located on the SMART Notebook software 10 CD. If desired, you can copy the entire contents of the CD to any accessible server and run the command referencing that location.

Installation Options for SMART Board Drivers Software

You can use standard Windows Installer options and the following optional command line properties to customize the installation of SMART Board Drivers software.

NOTE: Property names are case sensitive.

Properties	Result
INSTALLDIR="Destination Path"	SMART Board Drivers software installs in the location specified by the path. The default path is [ProgramFilesDir] \SMART Technologies\SMART Board Drivers.
TOOLS_STARTUP_GROUP=1	SMART Tools isn't added to the Windows Startup group.
LAUNCH_BOARD_TOOLS=1	SMART Tools doesn't start at the end of the installation.
TRANSFORMS=".mst file"	The specified .mst file applies as a Microsoft Transform to the .msi file.
INSTALL_SPU=1	SMART Product Update (SPU) doesn't install.
PRODUCT_NOTIFICATION=1	When SPU is installed, SMART Product Update notifies you of SMART software updates.
SPU_TIME_FRAME="x" where x=1-60	When SPU is installed, SMART Product Update waits x days before checking for updates. The default is 30 days.
ENABLE_TABLETPC_SUPPORT="x"	Where x=0 (default), if you connect a SMART Board to a Tablet PC with Windows Vista operating system, your Tablet PC enables. Where x=1, your Tablet PC doesn't enable. NOTE: This option has no effect on other operating systems.
START_SNMP_SERVICE=1	SMART SNMP Agent starts after installation.
WEBSERVER_AUTO=1	SMART Web server starts when you turn on your computer.
WEBSERVER_PORT="any number"	Your Web server port number is determined. If the default port number (80) conflicts with other applications on your network, enter a different port number.
SAVE_SETTINGS=1	Configuration and connection settings are saved when you remove SMART Board Drivers software. When you upgrade or install SMART Board Drivers software again, you don't have to reset your SMART Board settings.

You can use ACC command line properties to restrict Internet access.

Property	Hex Value	Result
ACC=0	0x00000000	Disable Internet access
ACC=2	0x00000002	Only allow Internet access for Language Setup
ACC=4	0x00000004	Only allow Internet access for SPU
ACC=11	0x0000000B	Allow Internet access for everything except SPU
ACC=13	0x0000000D	Allow Internet access for everything except Language Setup
ACC=15	0x0000000F	Allow Internet access (default)

To perform a default installation for SMART Notebook software from a command line

1. Click **Start > Run**, and then type **CMD**.
A Command Prompt window opens.
2. Type the following command line (including quotation marks), and then press **Enter**:

```
msiexec /i"Path to the .msi\Notebook Software.msi"
```

NOTE: The **Notebook Software.msi** file is located on the SMART Notebook software 10 CD. If desired, you can copy the entire contents of the CD to any accessible server and run the command, referencing that location.

Installation Options for SMART Notebook Software

You can use standard Windows Installer options and the following optional command line properties to customize the installation.

NOTE: Property names are case sensitive.

Properties	Result
NOTEBOOK_ONLY=1	SMART Notebook software and Gallery Sampler content (but not SMART Tools and Gallery Setup) install.
INSTALLDIR="Destination Path"	SMART Notebook software installs in the location specified by the path. The default path is [ProgramFilesDir] \SMART Technologies\Notebook Software.
TRANSFORMS=".mst file"	The language pack identified by the specified .mst file installs.
ISX_SERIALNUM="product key"	If you also enter the ACTIVE_LICENSE property, Windows Installer registers the product key or volume product key for multiple computers.
ACTIVATE_LICENSE=1	Your SMART Notebook product key activates when you install SMART Notebook software. NOTE: SMART recommends that you specify the ISX_SERIALNUM property. If you don't specify the ISX_SERIALNUM property, activation occurs the first time SMART Notebook software starts.

Properties	Result
CUSTOMER_LOGGING="x"	Where x=0, the SMART Customer Feedback Program dialog box that appears the first time SMART Notebook software starts, is disabled. Where x=1, the SMART Customer Feedback Program dialog box appears the first time SMART Notebook software starts. Where x=2, the SMART Customer Feedback Program is enabled.
INSTALL_SPU=1	SMART Product Update doesn't install.
PRODUCT_NOTIFICATION=1	When SPU is installed, SMART Product Update notifies you of SMART software updates.
SPU_TIME_FRAME="x" <i>where x=1-60</i>	When SPU is installed, SMART Product Update waits x days before checking for updates. NOTE: The default is 30 days.
NETWORK_CONTENT="x"	Where x=1, Gallery content is installed on your server and all your network computers can access it at the server location specified by CONTENT_TARGET_PATH . All *_CONTENT commands are ignored.
CONTENT_SOURCE_PATH="Destination Path"	Gallery content installs in the location on your server specified by the path. When not specified, Gallery content installs on all your network computers. SMART recommends that you specify the destination path, and then install Gallery on your server. For further information on sharing Gallery content, see page 15.
CONTENT_TARGET_PATH="Destination Path"	Where NETWORK_CONTENT isn't specified, Gallery content installs on all your network computers in the location specified by the path. Where NETWORK_CONTENT=1 , Gallery content installs on your server and all your network computers can access it at the server location specified by the path.
TEAM_CONTENT_PATH="Destination Path"	If Gallery content is installed, the Gallery's Team Content folder is created at the location specified by the path.
MY_CONTENT="Destination Path"	The Gallery's My Content folder is created at the location specified by the path. You can also type environment variables; for example, %USERPROFILE%\My Documents\My Content .
FULL_GALLERY=1	All Gallery content is installed, but Lesson Activity Toolkit doesn't install. NOTE: Use this command instead of selecting all *_CONTENT categories.
LAT_CONTENT=1	Lesson Activity Toolkit installs.
ADMIN_CONTENT=1	The Gallery's Administration content installs.
ARTS_CONTENT=1	The Gallery's Arts content installs.
ENGLISH_CONTENT=1	The Gallery's English and Language Arts content installs.
GEOGRAPHY_CONTENT=1	The Gallery's Geography content installs.
HISTORY_CONTENT=1	The Gallery's History content installs.

Properties	Result
MATH_CONTENT=1	The Gallery's Mathematics content installs.
PEOPLE_CONTENT=1	The Gallery's People and Culture content installs.
SCIENCE_CONTENT=1	The Gallery's Science and Technology content installs.
SPECIAL_CONTENT=1	The Gallery's Special Needs content installs.
SPORTS_CONTENT=1	The Gallery's Sports and Recreation content installs.
PRINT_CAPTURE=1	SMART Notebook Print Capture doesn't install.

You can use ACC command line properties to restrict Internet access.

Property	Hex Value	Result
ACC=0	0x00000000	Disable Internet access
ACC=1	0x00000001	Only allow Internet access for Gallery Setup
ACC=2	0x00000002	Only allow Internet access for Language Setup
ACC=3	0x00000003	Only allow Internet access for Gallery Setup and Language Setup
ACC=4	0x00000004	Only allow Internet access for SPU
ACC=5	0x00000005	Only allow Internet access for Gallery Setup and SPU
ACC=6	0x00000006	Only allow Internet access for Language Setup and SPU
ACC=7	0x00000007	Allow Internet access for everything except Customer Experience Program
ACC=8	0x00000008	Only allow Internet access for Customer Experience Program
ACC=9	0x00000009	Only allow Internet access for Gallery Setup and Customer Experience Program
ACC=10	0x0000000A	Only allow Internet access for Language Setup and Customer Experience Program
ACC=11	0x0000000B	Allow Internet access for everything except SPU
ACC=12	0x0000000C	Only allow Internet access for SPU and Customer Experience Program
ACC=13	0x0000000D	Allow Internet access for everything except Language Setup
ACC=14	0x0000000E	Allow Internet access for everything except Gallery Setup
ACC=15	0x0000000F	Allow Internet access (default)

Activating SMART Notebook Software 10

You can use SMART Install Manager to register the product key for your SMART interactive whiteboard, and to activate your SMART Notebook software 10. SMART Install Manager is included on the SMART Notebook software 10 CD, or you can download it from the [SMART website](#).

You can find instructions on how to use SMART Install Manager in the [Administrator's Guide to SMART Install Manager](#).

Alternatively, you can use msiexec.exe command lines to register the product key.

If you have a volume product key, use ISX_SERIALNUM parameters. For example:

```
msiexec /i"Path to .msi\Notebook Software.msi"  
ISX_SERIALNUM="NB-ABCDE-FGHIJ-KLMNO-PQRST" /q
```

Until you activate your SMART Notebook software, you have a 30-day trial version.

Examples of Msiexec Command Lines

NOTES

- A silent installation using the quiet option (/q) can take several minutes, with no indication of activity or completion.
- Include quotation marks.

Silent installation with a Product Key

If you have a volume product key, you can use ISX_SERIALNUM parameters to activate your SMART Notebook software:

```
msiexec /i"Path to .msi\Notebook Software.msi"  
ISX_SERIALNUM="NB-ABCDE-FGHIJ-KLMNO-PQRST" ACTIVATE_LICENSE=1 /q
```

Silent Installation with a Product Key and Installation of All Gallery Content

```
msiexec /i"Path to .msi\Notebook Software.msi"  
ISX_SERIALNUM="NB-ABCDE-FGHIJ-KLMNO-PQRST" FULL_GALLERY=1  
LAT_CONTENT=1 ACTIVATE_LICENSE=1 /q
```

Silent Installation with a Product Key and Installation of All Gallery Content from a Network Location

```
msiexec /i"Path to .msi\Notebook Software.msi"  
ISX_SERIALNUM="NB-ABCDE-FGHIJ-KLMNO-PQRST" FULL_GALLERY=1  
LAT_CONTENT=1 CONTENT_SOURCE_PATH="\\UNC path to gallery source"  
ACTIVATE_LICENSE=1 /q
```

Silent Installation with a Product Key and Shared Gallery Content on a Network Location

```
msiexec /i"Path to .msi\Notebook Software.msi"  
ISX_SERIALNUM="NB-ABCDE-FGHIJ-KLMNO-PQRST" FULL_GALLERY=1  
LAT_CONTENT=1 NETWORK_CONTENT=1  
CONTENT_TARGET_PATH="U\NUC path to installed gallery"  
ACTIVATE_LICENSE=1 /q
```

Silent Removal

You can use the removal option (/x), together with the quiet optional parameter (/q), to remove the software in Silent mode—that is, without a user interface:

```
msiexec /x"Path to .msi\SMART Board Drivers.msi" /q  
msiexec /x"Path to .msi\Notebook Software.msi" /q
```

NOTES

- A silent removal using the quiet option (/q) may take several minutes, with no indication of activity or completion.
- Include quotation marks.

You can use ACC command line properties to restrict Internet access.

Property	Hex Value	Result
ACC=0	0x00000000	Disable Internet access
ACC=1	0x00000001	Only allow Internet access for Gallery Setup
ACC=2	0x00000002	Only allow Internet access for Language Setup
ACC=3	0x00000003	Only allow Internet access for Gallery Setup and Language Setup
ACC=4	0x00000004	Only allow Internet access for SPU
ACC=5	0x00000005	Only allow Internet access for Gallery Setup and SPU
ACC=6	0x00000006	Only allow Internet access for Language Setup and SPU
ACC=7	0x00000007	Allow Internet access for everything except Customer Feedback
ACC=8	0x00000008	Only allow Internet access for Customer Feedback
ACC=9	0x00000009	Only allow Internet access for Gallery Setup and Customer Feedback
ACC=10	0x0000000A	Only allow Internet access for Language Setup and Customer Feedback
ACC=11	0x0000000B	Allow Internet access for everything except SPU
ACC=12	0x0000000C	Only allow Internet access for SPU and Customer Feedback
ACC=13	0x0000000D	Allow Internet access for everything except Language Setup
ACC=14	0x0000000E	Allow Internet access for everything except Gallery Setup
ACC=15	0x0000000F	Allow Internet access (default)

Silently Installing Other Languages

When you perform an interactive SMART Notebook software 10 installation, the installation program automatically installs SMART Notebook's folder groups and icons in the Windows operating system's language.

If you use the basic .msi silent installation command on page 3 for SMART Board Drivers or page 4 for SMART Notebook software, the installation program installs only the English folder groups and icons, regardless of what language the computer's Windows operating system is running. To silently install SMART Notebook software 10 in another language, you must specify the language that you want the installation program to use when creating the application's folder groups and icons.

Silently Installing SMART Notebook Software with Folders and Icons in an Alternate Language

The installation CDs contain language information in separate .mst transform files that you can apply during installation by using the TRANSFORMS= optional parameter.

NOTE: The installation of language packs is determined by the language of the Windows operating system. The TRANSFORMS= optional parameter doesn't affect the language pack installation.

To create the folder groups and icons for another language, you must use the .mst transform file for that language, as shown in the following table.

1027.mst - Catalan	1028.mst - Chinese (Traditional)
1029.mst - Czech	1030.mst - Danish
1031.mst - German	1032.mst - Greek
1033.mst - English (US)	1034.mst - Spanish
1035.mst - Finnish	1036.mst - French
1038.mst - Hungarian	1040.mst - Italian
1041.mst - Japanese	1042.mst - Korean
1043.mst - Dutch	1044.mst - Norwegian
1046.mst - Portuguese (Brazil)	1048.mst - Romanian
1049.mst - Russian	1053.mst - Swedish
1055.mst - Turkish	1069.mst - Basque
2052.mst - Chinese (Simplified)	2057.mst - English (United Kingdom)
2070.mst - Portuguese (Portugal)	

For example, the following script silently installs the German folder groups and icons:

NOTE: Include quotation marks.

```
msiexec /i"Path to .msi\SMART Board Drivers.msi"  
TRANSFORMS="1031.mst" /qn
```

OR

```
msiexec /i"Path to .msi\Notebook Software.msi"  
TRANSFORMS="1031.mst" /qn
```

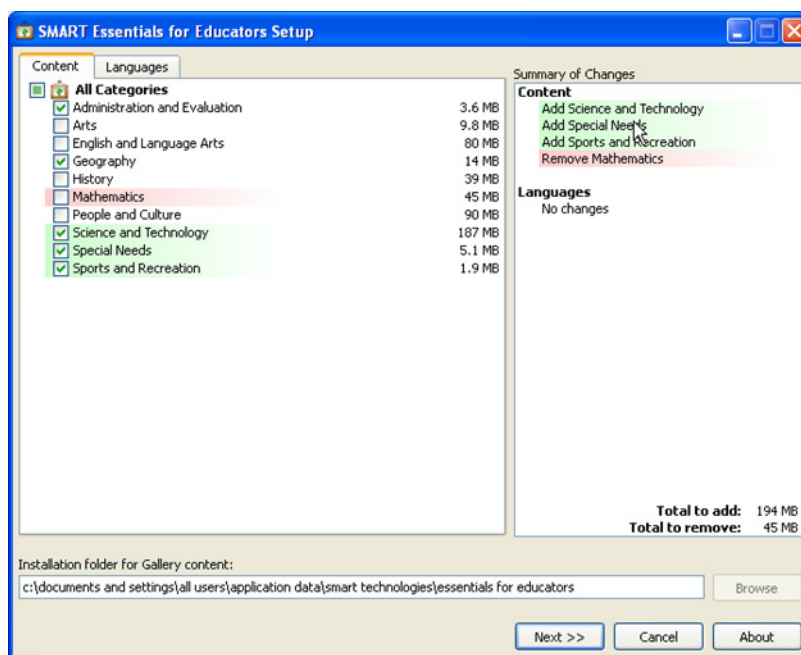
Installing SMART Notebook Software Gallery Content

You can use SMART Install Manager to customize the install of Gallery content on your computer, and then automate the installation in a network environment. SMART Install Manager is included on the SMART Notebook software 10 CD, or you can download it from the [SMART website](#).

You can find instructions on how to use SMART Install Manager in the Administrator's Guide to SMART Install Manager.

Alternatively, you can use this guide and your existing imaging or remote management tools to automate the Gallery installation process.

When you install SMART Notebook software, the *SMART Essentials for Educators Setup* wizard starts automatically. Using this program, you can select the Gallery content that it installs on (or removes from) your computer.



The SMART Notebook software installation installs the **Gallery Setup.exe** program and supporting files to the default destination:

C:\Program Files\Common Files\SMART Technologies\SMART Product Update.

You can start the **Gallery Setup.exe** program at any time, either by browsing to and double-clicking the file, or by running a command line.

To start *Gallery Setup.exe* from a command line

1. Click **Start > Run**, and then type **CMD**.
A Command Prompt window opens.
2. Type the following command line (including quotation marks), and then press **Enter**:

```
"C:\Program Files\Common Files\SMART Technologies  
\SMART Product Update\Gallery Setup.exe"
```

Installation Command Usage

Common options:

```
[<--overrideproxy> [--proxy proxyhost:port]] [--username name]  
[--password pass] [--verbose]
```

GUID:

```
[--source path] [--configuration path | --guid gallery_id]  
{common options}
```

Install everything:

```
--installall [--destination path] <--source path | --allowdownload>  
<--configuration path | --guid gallery_id> [--remote] {common options}
```

Install selected:

```
--installsome [--destination path] <--source path | --allowdownload>  
[--remote] <--configuration path | --guid gallery_id> <--c alias1  
[--c alias2 ...]> {common options}
```

Create full local source:

```
--downloadall <--destination path> <--configuration path  
| --guid gallery_id> [--source url] {common options}
```

Create partial local source:

```
--downloadsomesome <--destination path> <--configuration path  
| --guid gallery_id> [--source url] <--c alias1 [--c alias2 ...]>  
{common options}
```

Uninstall:

```
--uninstall <--configuration path | --guid gallery_id>
```

Register with SMART Notebook:

```
--register [--destination path] [--configuration path] [--remote]  
[--forcedest]
```

Installation Options

The following tables explain the functions of the commands, optional command line flags and values you can use to customize the installation. Specify a particular gallery to work with using a `--guid` parameter (`--guid gallery.smarttech.com` for SMART Essentials for Educators), or a `--configuration` parameter (`--configuration "path/SMARTEssentials.gallerycollection"` for SMART Essentials for Educators).

Command	Function
<code>--downloadall</code>	Use this command to download all Gallery collections into a destination folder, so users can use it as an installation source.
<code>--downloadsomesome</code>	Use this command to download some Gallery collections (you must use the <code>--c</code> parameter to select the collections) into a destination folder, so users can use it as an installation source.
<code>--installall</code>	Use this command to install everything available from source to destination. If you omit the <code>--source</code> parameter, the installation program does not use a default path, unless you provide the <code>--allowdownload</code> flag. If you omit the <code>--destination</code> parameter, the installation program uses the default path defined in the gallery's configuration.
<code>--installsome</code>	Use this command to install specified collections from source to destination. If you omit the <code>--source</code> parameter, the installation program won't attempt to download unless you provide the <code>--allowdownload</code> flag. If you omit the <code>--destination</code> parameter, the installation program uses the default path defined in the gallery's configuration. You must choose the collections with one or more <code>--c "alias"</code> parameters, where "alias" is the ShortID set in the configuration.
<code>--uninstall</code>	Use this command to remove the installed Gallery.
<code>--register</code>	Use this command with the <code>--destination</code> and <code>--configure</code> parameters, or the <code>--guid</code> parameter, to define the location of Gallery content.

Flag	Description
<code>--remote</code>	Use this flag to prevent the Gallery Setup application from registering itself with SMART Notebook. This disables the Check for Updates feature and prevents users from updating the content.
<code>--verbose</code>	Use this flag to output progress of operations to standard output when working in command line mode.
<code>--overrideproxy</code>	Use this flag to make the Gallery Setup program ignore default (system-wide or previously set) proxy settings where applicable, and use a proxy specified by the <code>--proxy</code> parameter (server:port format), using a username and password provided by <code>--username</code> and <code>--password</code> parameters. NOTE: You can still set a username and password without <code>--overrideproxy</code> , but use this for authentication with default proxy.
<code>--allowdownload</code>	Use this flag with the <code>--installall</code> or <code>--installsome</code> parameters when you omit the <code>--source</code> parameter. This allows you to download the Gallery data files from the default URL specified in the configuration.
<code>--forcedest</code>	Use this flag when you want users to share their Gallery content.

Parameter	Description										
--source " <i>path</i> "	This parameter defines the full path to a local or network location where the Gallery data files are stored before installation. If you omit the parameter, the installation program uses the default URL from the gallery configuration, as specified by the --guid or --configuration parameters.										
--destination " <i>path</i> "	This parameter defines the full path to a local or network location where the installation program installs the Gallery files. If you omit the parameter, the installation program uses this default path found in the computer's registry: <code>c:\documents and settings\all users \application data\smart technologies \essentials for educators</code>										
--configuration " <i>path</i> "	This parameter defines the full path to a .gallerycollection file, including the file name. If you omit the parameter, you must provide the --guid parameter to specify a known Gallery.										
--guid "gallery_identifier"	This parameter specifies a known Gallery to work with. A Gallery is known if the Gallery Setup program has already opened its .gallerycollection file. In this situation, use this parameter instead of the --configuration parameter.										
--c " <i>alias</i> "	Use this parameter with the --downloads and --install commands to download or install the Gallery collection identified by the matching alias (the ShortID in the SMARTEssentials.gallerycollection file). You can use several --c parameters on one command line. Valid alias values for SMART Essentials for Educators are: <table border="0"> <tr> <td>"admin"</td> <td>"arts"</td> </tr> <tr> <td>"geography"</td> <td>"history"</td> </tr> <tr> <td>"science"</td> <td>"people"</td> </tr> <tr> <td>"tech"</td> <td>"special"</td> </tr> <tr> <td>"sports"</td> <td>"english"</td> </tr> </table>	"admin"	"arts"	"geography"	"history"	"science"	"people"	"tech"	"special"	"sports"	"english"
"admin"	"arts"										
"geography"	"history"										
"science"	"people"										
"tech"	"special"										
"sports"	"english"										
--ui	This parameter specifies the user interface level. Use this parameter to show a windowed progress indicator for long operations, and to display error messages in a dialog box. If this option isn't specified, Gallery Setup works silently without a user interface. Use --register with the --downloadall or --downloads some parameters to display the full user interface level. Use --register with the --installall or --install some parameters to display a minimal user interface level.										

NOTES

- When you include some of these command options, the **Gallery Setup.exe** application doesn't open the setup dialog and operates in an "unattended" mode outputting to stdout.
- The **Gallery Setup.exe** installation program doesn't support Microsoft Installer options.

Examples of Gallery Setup.exe Command Lines

NOTES

- The `--configuration` parameter now specifies a path to the **SMARTEssentials.gallerycollection** file, not the **configuration.xml** file as in previous versions.
- Include quotation marks.

Downloading All Gallery Content to a Local or Network Folder

Use the following command to copy all Gallery content from a specific source folder to a common destination folder where authorized users can install them:

```
"Path to .exe\Gallery setup.exe" --downloadall --destination "path"  
--configuration "path"
```

Downloading Some Gallery Collections to a Local or Network Folder

Use the following command to copy only defined Gallery content collections from a specific source folder to a common destination folder where authorized users can install them:

```
"Path to .exe\Gallery setup.exe" --downloadsomesome --destination "path"  
--configuration "path" --c "alias1" --c "alias2"
```

Installing All Gallery Content

Use the following command to install all Gallery content from the default source (as defined in the **SMARTEssentials.gallerycollection** file) to a specific destination folder:

```
"Path to .exe\Gallery setup.exe" --installall --allowdownload  
--destination "path" --configuration "path"
```

Installing Select Gallery Content

Use the following command to install select Gallery content from the default source (as defined in the **SMARTEssentials.gallerycollection** file) to a specific destination folder:

```
"Path to .exe\Gallery setup.exe" --installsome --remote  
--source "path" --allowdownload --destination "path"  
--configuration "path" --c "alias1" --c "alias2"
```

Registering Installed Gallery Content with SMART Notebook Software

If you have installed Gallery collections to a network location, use the following command to register the Gallery content with SMART Notebook software on each user's computer:

```
"Path to .exe\Gallery setup.exe" --register --remote --forcedest  
--destination "path" /configuration "path"
```

Removing Gallery Content

Use the following command to remove SMART Essentials:

```
"Path to .exe\Gallery setup.exe" --uninstall  
--guid gallery.smarttech.com
```

NOTE: To automate the removal of your Gallery content, you can apply the command in a batch file as a startup script.

Sharing Gallery Content

You can use SMART Install Manager to share Gallery content in a network environment. SMART Install Manager is included on the SMART Notebook software 10 CD, or you can download it from the [SMART website](#).

You can find instructions on how to use SMART Install Manager in the [Administrator's Guide to SMART Install Manager](#).

Alternatively, you can use this guide and your existing imaging or remote management tools, to share Gallery content.

When you set up a system where all SMART Notebook software 10 users share the Gallery content located on a server, all users see the shared Gallery content as "their own." If any user in the system removes SMART Notebook software 10, they also remove the shared content from the network server. To prevent this from occurring, SMART recommends the following process.

To configure the location of a shared Gallery within SMART Notebook software

NOTE: You need to add all your customized settings to the Property table of the MSI using a Microsoft transform.

1. After you silently install SMART Notebook on each computer, configure the location of the shared Gallery within SMART Notebook software on each computer by typing the following command (including quotation marks), and then press **Enter**:

```
"Path to .exe\Gallery Setup.exe" --register --remote --forcedest  
--destination "Path to shared folder" --configuration "path"
```

2. Set the shared network folder's permissions to read-only.

Administering SMART Notebook Software Gallery Content After Installation

When users start SMART Notebook software by clicking the **Notebook Software 10** icon, they can use installed content from the Gallery Sampler and the Essentials for Educators folders, if installed. They can also add and use new content and folders to their own **My Content** folder.

NOTE: By default, other users can't see your My Content files. SMART Notebook software creates an empty My Content folder for each user who logs into the computer and starts SMART Notebook software.

In Administration mode, you can start SMART Notebook software and perform these additional functions:

- change the location of your My Content folder
- create and rename Team Content folders that other users can share
- add existing Team Content folder access to a computer
- remove Team Content folder access from a computer
- create a My Resources link to an RSS feed

To start SMART Notebook software in Administration mode

1. Click **Start > Run** and type **CMD**.
The *Run* dialog box opens.
2. Type the following command line (including quotation marks), and then press **Enter**:

```
"C:\Program Files\SMART Technologies\Notebook Software\notebook.exe" /admin
```

SMART Notebook software starts in Administration mode.

NOTE: When you close SMART Notebook software, you automatically exit Administration mode.

Changing the Location of the My Content Folder

When a user creates new content, or copies existing content to their **My Content** folder, SMART Notebook software places the Gallery files in this default location:

```
C:\Documents and Settings\\Application Data
\SMART Technologies\Gallery\My Content
```

NOTE: <user name> is the current user's Windows account name.

When you install SMART Notebook software, you create your own My Content folder so that you can add and use new content and folders. You can also create a new My Content folder on a server that you can access, add to or delete the files from when you use any computer that is connected to the network.

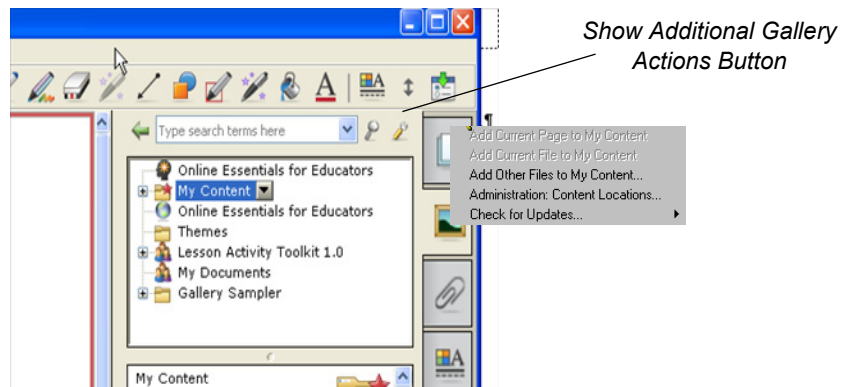
To change the location of the My Content folder

1. Create a folder in a new location, and then copy your existing My Content folder and its contents to the new location.

OR

Move your existing My Content folder to a new location.

2. While in Administration mode, click the **Show additional Gallery actions** button.



3. Select **Administration: Content Locations**.

The *Administration: Content Locations* dialog box appears.

NOTE: The *Administration: Content Locations* option is only available in Administration mode.

4. Select **My Content**, and then click **Browse**.

The *Browse For Folder* dialog box appears.

5. Browse to your My Content folder in the new location, and then click **OK**.

6. Click **Close**.

7. Close and restart SMART Notebook software.

The My Content folder in the new location is ready to use.

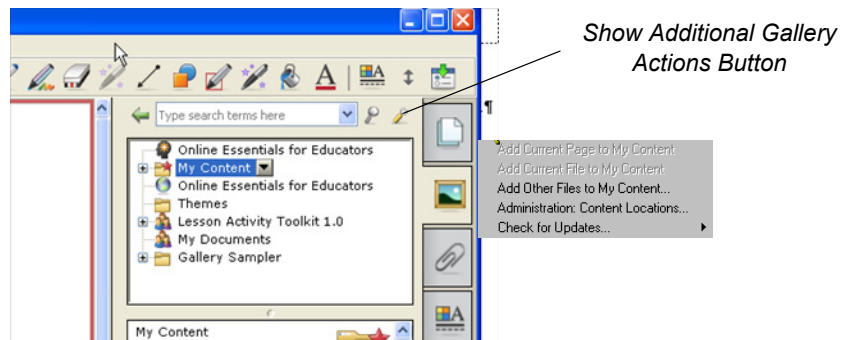
Creating Team Content Folders

Any SMART Notebook software user can create new content and save it to their own My Content folder for future use. To share new content with other users, create **Team Content** folders on a local hard disk or server. Other users can then access, add to or delete the Team Content files.

NOTE: When you install SMART Essentials for Educators, the installation program creates an **Essentials for Educators** Team Content folder that is accessible to all users of the computer. The *Team Content* window shows the path to this folder. If you remove the folder, the computer users are unable to access the Essentials for Educators content.

To create a Team Content folder

1. While in Administration mode, start SMART Notebook, and then click the **Show additional Gallery actions** button.



2. Select **Administration: Content Locations**.
The *Administration: Content Locations* dialog box appears.
3. Select **Team Content**, and then click **Create New**.
The *Browse For Folder* dialog box appears.
4. Browse to the location where you want to keep your team's Gallery content, and then click **OK**.
A new Team Content folder appears in the Gallery selection list.

NOTES

- If you create the new Team Content folder on your computer's hard disk, the content is only available to other users of your computer. Create a Team Content folder on a server if you want users on other computers to share the content.
 - You can use the **Make New Folder** button to create new Team Content folders. SMART Notebook software creates the required **imsmanifest.xml** file when you close the dialog box.
5. Click **Close**.

The new Team Content folder is ready for use.

To connect to an existing Team Content folder

1. Start SMART Notebook, and then click the **Show additional Gallery actions** button.
2. If you are in Administration mode, select **Administration: Content Locations**.

The *Administration: Content Locations* dialog box appears.

Click **Add Existing**.

OR

If you aren't in Administration mode, select **Connect to Team Content**.

The *Browse For Folder* dialog box appears.

3. Browse to the location of your team's Gallery content, and then click **OK**.

The Team Content folder appears in the Gallery selection list.

4. Click **Close**.

NOTES

- Updating the Team Content folder's name may take thirty seconds or more.
- While in Administration mode, you can add, remove and rename Team Content folders from any computer in the team.

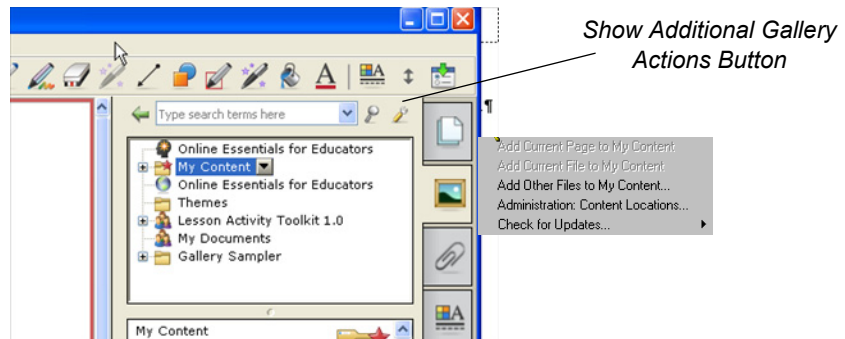
The Team Content folder is ready to use.

Customizing Online Resources

When you install SMART Notebook software, the installer creates links to online resources that are available from SMART's website. As an administrator, you can create a **My Resources** folder that contains a link to your own private or a public RSS feed. You can use RSS feeds to access news sites or blogs, as well as use them to publish information to your SMART Notebook users.

To create a My Resources content folder

1. While in Administration mode, click the **Show additional Gallery actions** button.



2. Select **Administration: Content Locations**.

The *Administration: Content Locations* dialog box appears.

3. Type the URL of the RSS feed into the **Online Resources** text box.

An example of an RSS feed is: <http://rss.ent.yahoo.com/movies/thisweek.xml>.

4. Click **Close**.

NOTE: The *Online Resources* selection list still shows the same content that it showed before the change.

5. Close and restart SMART Notebook.

My Resources appears in the *Online Resources* selection list.

6. Click the **My Resources** heading to expand the list, and select a target to view it.

Installing Service Packs

SMART offers upgrades for licensed users. If you've already installed SMART software, check the [SMART website](#) to see if there are service packs you can download to update SMART software on your Windows computer.

Individual SMART Notebook software users can download an available service pack and install it to add new features and fix problems that they may have encountered.

NOTE: You can't install service packs to upgrade an earlier version of SMART Board or SMART Notebook software to the current version. You can only apply service packs to your current version of SMART Board or SMART Notebook software.

SMART provides SMART Notebook software service packs in two forms:

- a Windows Installer .msp patch installation package
- an executable (.exe) installation program

The Service Pack Installation Package

The service pack installation package, the **BoardXYServicePackSPx.msp** file (where XY is the SMART Notebook software version number and x is the service pack number). It contains all of the information that the Windows Installer requires to install or remove the application and to run the user setup interface.

To perform a default installation using the installation package

1. Click **Start > Run**, and then type **CMD**.
A *Command Prompt* window opens.
2. Type the following command line (including quotation marks), where XY is the SMART Notebook software version number and x is the service pack number, and then press **Enter**:

```
msiexec /p"Path to the .msp\BoardXYServicePackSPx.msp"  
REINSTALLMODE=omus REINSTALL=ALL
```

NOTES

- You can copy the **BoardXYServicePackSPx.msp** file to any accessible server and run the command referencing that location.
- If you omit the REINSTALLMODE=omus REINSTALL=ALL properties, the service pack installation doesn't succeed.
- Don't use any other options.
- You're unable to use a command line to remove a service pack. To remove a service pack, you must remove SMART Board or SMART Notebook software using Windows Control Panel or a command line (see page 15), and then reinstall the software.

To perform a silent installation using the installation package

You can add the quiet switch /qn to the default command line installation on page 22 to install the service pack silently.

1. Click **Start > Run**, and then type **CMD**.

A *Command Prompt* window opens.

2. Type the following command line (including quotation marks), where XY is the SMART Notebook software version number and x is the service pack number, and then press **Enter**:

```
msiexec /p"Path to the .msp\BoardXYServicePackSPx.msp"  
/qn REINSTALLMODE=omus REINSTALL=ALL
```

The Service Pack Installation Program

You can also download the **BoardXYServicePackSPx.exe** (where XY is the SMART Notebook software version number and x is the service pack number) installation program from the SMART website. You can run the program from the website, or you can download the **BoardXYServicePackSPx.exe** file to your computer or to a network drive.

To perform a default installation using the installation program

1. Click **Start > Run**, and then type **CMD**.

A *Command Prompt* window opens.

2. Type the following command line (including quotation marks), where XY is the SMART Notebook software version number and x is the service pack number, and then press **Enter**:

```
"Path to .exe\BoardXYServicePackSPx.exe"
```

To perform a silent installation using the installation program

1. Click **Start > Run**, and then type **CMD**.

A *Command Prompt* window opens.

2. Type the following command line (including quotation marks), where XY is the SMART Notebook software version number and x is the service pack number, and then press **Enter**:

```
"Path to .exe\BoardXYServicePackSPx.exe" /s
```

NOTES

- You can copy the **BoardXYServicePackSPx.exe** file to any accessible server, and then run the command referencing that location.
- Don't use any other options.
- You're unable to use a command line to remove a service pack. To remove a service pack, you must remove SMART Board or SMART Notebook software, using Windows Control Panel or a command line (see the Appendix on page 26 in this document), and then reinstall the original software.

Silent Installing of SMART Notebook Software on Your Network Computers

To prepare your installation files, copy the .msi installation files you need to your server. For example, \\[SERVERNAME]\NETLOGON, where "SERVERNAME" is the name of your server.

OR

If you're updating SMART Notebook software, copy the .msp file to \\[DomainController]\NETLOGON.

NOTE: For information on silently removing earlier versions of SMART Board software, see the Appendix on page 26 in this document, or your SMART Board software user guide.

To silently install SMART Notebook software on your network computers

IMPORTANT



Remove previous versions of SMART Board software before silently installing SMART Notebook software 10.

1. In your server's Windows Control Panel, select **Administrative Tools > Active Directory Users and Computers**.
2. Right-click your domain's **Properties**.
The *Properties* dialog box appears.
3. Click the **Group Policy** tab, and then click **Edit** to edit the default domain policy.
The *Group Policy Object Editor* dialog box appears.
4. Select **Computer Configuration > Software Settings > Software Installation**.
5. Right-click **Software Installation**, and then select **New > Package** from the menu.
6. Browse to the shared folder that contains the .msi file you want to install.
7. On the **Deploy Software** screen, click **Advanced**, and then click **OK**.
8. In the **Modifications** tab, click **Add**, and then select the .msi file that you copied to your server.
9. Click **OK** to apply the custom settings in the .mst file to the .msi file.

When you restart a network computer, SMART software automatically installs.

Removing SMART Notebook Software from Your Network Computers

For information on how to remove an earlier version of SMART Board software, see the Appendix on page 26, or your SMART Board software User's Guide.

To remove SMART software from your network computers

1. Open Windows Control Panel, and then select **Administrative Tools > Active Directory Users and Computers**.
2. Right-click your domain's properties.
The *Properties* dialog box appears.
3. Select the **Group Policy** tab, and then select **Edit** to edit the default domain policy.
The *Group Policy Object Editor* dialog box appears.
4. Select **Computer Configuration > Software Settings > Software Installation**.
5. Right-click the software package you want to remove, and then select **All Tasks > Remove**.
6. Select **Immediately uninstall the software from users and computers**, and then click **OK**.

When you restart a network computer, SMART software is automatically removed.

Troubleshooting Installation Problems

This section contains general troubleshooting installation tips.

Removing Previous Installs of SMART Notebook Software

When you remove a previous version of SMART Board or SMART Notebook software, the uninstall process may leave behind some registry entries, preventing the installation of the new version of SMART Notebook software.

If you have problems installing SMART Notebook software after removing an earlier version, download and run the [Windows Installer Clean Up](#) utility.

CAUTION



Take care when you modify the Windows operating system registry. If you modify it incorrectly, you can cause serious problems to the Windows operating system. Consider backing up registry keys to a .reg file before you change them.

If you're still having difficulties with remaining registry files, ensure that you have administrator rights and manually search the registry for SMART Board, SMART Board Drivers or SMART Notebook software files.

To manually clean the registry

CAUTION



Do not remove files for other SMART products you want to retain. If in doubt, contact SMART Technologies.

1. Click **Start > Run**.
The *Run* dialog box appears.
2. Type **regedit**, and click **OK**.
The *Registry Editor* window appears.
3. In the *Registry Editor* window, look for SMART files in the following locations, and delete them:
HKEY_CURRENT_USER\Software\SMART Technologies Inc.
HKEY_LOCAL_MACHINE\Software\SMART Technologies Inc.
HKEY_CURRENT_USER\Software\SMART Technologies
HKEY_LOCAL_MACHINE\Software\SMART Technologies
4. Close the *Registry Editor* window.
5. Restart your computer.

Appendix A: Removing Previous Versions of SMART Board Software

About Removing Previous Versions

SMART recommends that you remove any previous version of SMART Board software before installing a new version of SMART Notebook software.

Removing SMART Board Software 7.x

SMART uses the InstallShield installation utility to install SMART Board software version 7.x. To remove this version of software silently, you must create a **setup.iss** file, and then remove SMART Board software from all computers using the .iss file you create.

NOTE: You only need to create a **setup.iss** file once. You can use this **setup.iss** file to remove the same version of SMART Board software from other computers on your network.

Before you can perform the following procedures, you must obtain the GUID (Globally Unique Identifier) for your version of SMART Board software. You can find your GUID in the following table:

Software Version	GUID
7.0	{72226969-B20E-439E-B0A1-FD1EE5403CCF}
7.1	{93458E57-1D12-4F01-980D-62D5430048D0}
7.1.1	{14AE43DA-37FE-4B73-99C0-D02E01B48837}
7.1.2	{28E27E54-92A5-4717-A4E5-837D7E894AB4}
7.1.3	{FF332803-8B46-4392-A2F4-8790735F7B26}

NOTE: Include braces—“{” and “}”—when entering a GUID in the following commands.

To create the .iss silent removal file

1. Check the version of SMART Board software installed on your computer. Refer to the table above to identify the GUID you must use in the following commands.
2. Select **Start > Run**, and then type **CMD** in the **Open** box.

A *Command Prompt* window appears.

3. Type the following command (including quotation marks), and then press **Enter**:

```
RunDll32 C:\PROGRA~1\COMMON~1\INSTAL~1\PROFES~1\RunTime\0701\Intel32
\Ctor.dll,LaunchSetup "C:\Program Files
\InstallShield Installation Information\GUID\setup.exe"
/r -l0x9 --AddRemove
```

This command removes SMART Board software and creates a **setup.iss** file in the root Windows folder.

4. Move the **setup.iss** file to a server where all computers can access it.

To remove SMART Board software 7.x

1. Select **Start > Run**, and then type **CMD** in the **Open** box.

A *Command Prompt* window appears.

2. Type the following command (including quotation marks), and then press **Enter**:

```
RunDll32 C:\PROGRA~1\COMMON~1\INSTAL~1\PROFES~1\RunTime\0701
\Intel132\Ctor.dll,LaunchSetup "C:\Program Files
\InstallShield Installation Information\GUID\setup.exe"
/s -l0x9 --AddRemove /f1"path to the setup.iss file\setup.iss"
/f2"destination path for the uninstall log file\setup.log"
```

NOTE: To automate the removal of SMART Board software, you can apply the command in a batch file as a startup script.

Removing SMART Board Software 8.x

SMART uses the InstallShield installation utility to install SMART Board software version 8.x. To remove this version of software silently, you must create a **setup.iss** file, and then remove SMART Board software from all computers using the .iss file you create.

NOTE: You only need to create a **setup.iss** file once. You can use this **setup.iss** file to remove the same version of SMART Board software from other computers on your network.

Before you can perform the following procedures, you must obtain the product code for your version of SMART Board software. You can find your ProductCode value in the following table:

SMART Board Software Version	ProductCode Value
8.0.0.52	{7823065C-AA64-425D-A9A3-18BF7B99E944}
8.0.1	{F414173A-7BE1-46C6-811A-51277A4D9E7B}
8.1.0	{155FBC4E-CF09-4698-961B-DF9787E6B8B8}
8.1.1.24	{7AD771BB-B681-4659-B7FA-223FCB1FDF56}
8.1.2.8	{55C574CA-8D71-46F1-9897-98DAE55C0394}
8.1.3.17	{10D2A154-D221-4455-8426-E67D12C092F9}
8.1.4.19	{41CEFD25-0D33-44EA-A19C-5A1EBABFC041}

NOTE: Include braces—"{" and "}"—when entering a ProductCode value in the following commands.

To create the .iss silent removal file

1. Check the version of SMART Board software installed on your computer. Refer to the table above to identify the ProductCode value you must use in the following commands.
2. Select **Start > Run**, and then type **CMD** in the **Open** box.

A *Command Prompt* window appears.

3. Type the following command (including quotation marks), and then press **Enter**:

```
"C:\Program Files\Common Files\InstallShield\Driver\8
\Intel 32\IDriver.exe" /MProductCode /11033 /r
/z-AddRemove --RemoveReg
```

This command removes SMART Board software and creates a **setup.iss** file in the root Windows folder.

4. Move the **setup.iss** file to a server where all computers can access it.

To remove SMART Board software 8.x

1. Select **Start > Run**, and then type **CMD** in the **Open** box.

A *Command Prompt* window appears.

2. Type the following command (including quotation marks), and then press **Enter**:

```
"C:\Program Files\Common Files\InstallShield\Driver\8\Intel 32
\IDriver.exe" /MProductCode /11033 /s /z-AddRemove -RemoveReg
/f1"path to the setup.iss file\setup.iss"
/f2"destination path for the uninstall log file\uninst.log"
```

NOTE: To automate the removal of SMART Board software, you can apply the command in a batch file as a startup script.

Removing SMART Board Software 9.x

SMART uses the Windows Installer 3.1 installation utility to install SMART Board 9.x software. You can use standard Windows Installer user interaction parameters, such as the following:

Parameter	Result
/q	The user doesn't see a user interface.
/qb	The user sees a basic user interface.
/qb!	The user sees a basic user interface without a Cancel button.
/qb+	The user sees a basic user interface and a dialog box signaling the end of the installation.
/qb+!	The user sees a basic user interface without a Cancel button, and a dialog box signaling the end of the installation.
/qr	The user sees a reduced user interface.
/qf	The user sees a full user interface which includes a dialog box signaling the end of the installation, or <i>FatalError</i> , <i>UserExit</i> and <i>Exit</i> dialog boxes.
/qn	The user doesn't see a user interface or a dialog box signaling the end of the installation.
/qn+	The user doesn't see a user interface but sees a dialog box signaling the end of the installation.

To perform a default removal for SMART Board software 9.x from a command line

Before you can perform the following procedures, you must obtain the product code for your version of SMART Board software. You can find your ProductCode value in the following table:

SMART Board Software Version	ProductCode Value
9.0.1.57	{D2EC1505-9F11-4A94-9644-DCD0299DE491}
9.1.0.40	{BD6516BA-2314-4F2C-9ECD-29BCB1074AFB}
9.1.3.47	{8D757887-9CD3-4F97-9873-E049E1C264CE}
9.1.4.51	{EE2A5345-CBE2-4932-83B0-D628D0D24AF8}
9.5.x.x	{B72EB184-2A42-4B3C-8F8F-D7EF163829B4}
9.7.x.x	{46486451-E60F-42C3-92D7-796D8594688A}

NOTE: Include braces—“{” and “}”—when entering a ProductCode value in the following commands.

To remove this version of software silently, use /x and the /q option. For example:

```
msiexec.exe /x"path to .msi"\SMART Board Software.msi" /q
```

OR

```
msiexec.exe /x{ProductCode} /q
```

Removing SMART Notebook Software 10

You can use standard Windows Installer user interaction parameters, such as those in the table on the previous page for *Removing SMART Board Software 9.x*.

Before you can perform the default removal procedure, you must obtain the product code for your version of SMART Board software. You can find your ProductCode value in the following tables:

Notebook Software Version	ProductCode Value
10.0.124.0c	{3E926B45-3748-40F9-8A30-99B225E1D2E5}
10.0.126.0	{F581DF68-CAE9-4064-A6CD-705D95D1C756}
10.0.132.0	{F581DF68-CAE9-4064-A6CD-705D95D1C756}
10.0.187.1	{F581DF68-CAE9-4064-A6CD-705D95D1C756}

SMART Board Drivers Software Version	ProductCode Value
10.0.124.0c	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.131.0c (SP0.5)	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.163.1 (SP1)	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}

NOTE: Include braces—“{” and “}”—when entering a ProductCode value in the following commands.

Customer Support

Online Support

Visit www.smarttech.com/support to view and download user's guides, "how-to" and troubleshooting articles, software and more.

Training

Visit www.smarttech.com/trainingcenter for training materials and information about our training services.

Contacting SMART Technical Support

SMART Technical Support welcomes your call. However, if you experience difficulty with your SMART product, you may want to contact your local reseller first. Your local reseller may be able to resolve the issue without delay.

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

Online: www.smarttech.com/contactsupport

Telephone: +1.403.228.5940 or
Toll Free 1.866.518.6791 (U.S./Canada)
(Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)

Fax: +1.403.806.1256

E-mail: support@smarttech.com

General Inquiries

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

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

Fax: +1.403.228.2500

E-mail: info@smarttech.com

Warranty

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

Registration

To help us serve you, register online at www.smarttech.com/registration.



SMART Technologies

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