

SMART Notebook® 20



Learn more

This guide and other resources for SMART Notebook and SMART Learning Suite are available in the Support section of the SMART website (smarttech.com/support). Scan this QR code to view these resources on your mobile device.

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Chapter 1 Introduction

This guide shows you how to install the following software included in the SMART Learning Suite Installer:

- SMART Notebook
- SMART Ink
- SMART Product Drivers
- Required third-party software (Microsoft .NET and Visual Studio Tools)

This guide describes the installation on a single computer. For information about deployments on many computers at once, see the System Administrator's guides:

- For Windows: smarttech.com/kb/171682
- For Mac: smarttech.com/kb/171683

This guide is intended for those in charge of managing software subscriptions and installing software in a school, such as a technical specialist or IT administrator.

This guide also applies if you've purchased a license for yourself or you've downloaded a trial version of the software.

Many procedures in this guide require access to the internet.

Important

If SMART Response is currently installed, updating from SMART Notebook 16.0 or earlier to SMART Notebook 19 will replace SMART Response with the newer SMART response 2 assessment tool. Please review the details in the following link to make sure the upgrade will not disrupt current teacher workflows. Existing assessment data may need to be backed up.

Chapter 2 Preparing for installation

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Before installing SMART Notebook, make sure the computer and network meets the minimum requirements. Additionally, you'll need to determine which activation method you want to use.

Computer requirements

Before you install the software, ensure the computer meets the following minimum requirements:

Requirement	macOS® operating system
General	
Supported operating systems	macOS Big Sur (11.0) macOS Catalina (10.15) macOS Mojave (10.14) ! Important Mac computers with Apple silicon must have Rosetta 2 installed. See support.apple.com/en-us/HT211861 .
Minimum hard disk space	2.3 GB
Minimum specs for standard and high definition displays (up to 1080p and similar)	
Minimum processor	Intel Core 2 Duo
Minimum RAM	4 GB
Minimum specs for ultra high definition displays (4K)	
Minimum graphics card	[N/A]
Minimum processor/system	Late 2013 Retina MacBook Pro or later (minimum) Late 2013 Mac Pro (recommended)
Minimum RAM	8 GB

Requirement	macOS® operating system
Other requirements	
Programs	[N/A]
Web Access	Safari 8 or later Internet access to download and activate SMART software

Note

Operating systems and other third-party software released after this SMART software might not be supported.

Network requirements

Ensure your network environment meets the minimum requirements on this page before you install or use SMART Notebook.

SMART Notebook's interactive activities and assessments use helloSMART.com. Use the recommended web browsers, device requirements, operating systems, and network capacity to ensure the best possible experience with SMART Notebook's interactive activities and assessments.

Additionally, some features of SMART Notebook and other SMART products (such as SMART Board interactive displays) require access to specific web sites. You might need to whitelist those web sites if your network restricts outbound internet access.

Tip

When using activities on helloSMART.com, students may check their website access at helloSMART.com/connection/check.html.

Student device web browser recommendations

Students playing or participating in a SMART Notebook lesson's activities and assessments should use one of the following browsers on their devices:

The latest version of:

- Google Chrome™

Note

Google Chrome provides the best experience when using Lumio by SMART on a desktop computer.

- Safari
- Firefox®
- Windows 10 Edge

Note

Android™ devices must use Chrome or Firefox.

Ensure JavaScript is enabled in your browser.

Student device operating system recommendations

Students who use hellosmart.com should use one of the following recommended devices:

- Any computer running the latest version of Windows 10 or any Mac running OS X 10.13 or later
- Any iPad or iPhone upgraded to the latest iOS
- Any Android™ phone or tablet with Android version 8 or later
- Any Google™ Chromebook upgraded to the latest Chrome OS

• **! Important**

Although Lumio by SMART works with mobile devices, the lesson editing and activity building interfaces work best on larger screens.

! Important

First-generation iPads or Samsung Galaxy Tab 3 tablets do not support mobile device-enabled activities.

Network capacity recommendations

SMART Notebook activities on hellosmart.com are designed to keep network requirements as low as possible while still supporting rich collaboration. The network recommendation for Shout It Out! alone is 0.3 Mbps per device. A school that regularly uses other Web 2.0 tools should have enough network capacity to run SMART Notebook activities on hellosmart.com.

If activities on hellosmart.com are used in conjunction with other online resources, such as streaming media, greater network capacity could be required, depending on the other resources.

Website access requirements

A number of SMART products use the following URLs for software updates, collecting information, and backend services. Add these URLs to your network's whitelist to make sure SMART products behave as expected.

- https://*.smarttech.com (for updating SMART Board interactive display software and firmware)
- http://*.smarttech.com (for updating SMART Board interactive display software and firmware)
- https://*.mixpanel.com
- https://*.google-analytics.com
- https://*.smarttech-prod.com
- https://*.firebaseio.com
- wss://*.firebaseio.com
- <https://www.firebaseio.com/test.html>
- <https://api.raygun.io>
- <https://www.fabric.io/>
- <https://updates.air squirrels.com>
- <https://ws.kapboard.com> (for updating SMART Board interactive display software and firmware)
- https://*.hockeyapp.net

The following URLs are used for signing in to and using your SMART Account with SMART products. Add these URLs to your network's whitelist to make sure SMART products behave as expected.

- https://*.smarttech.com
- http://*.smarttech.com
- <https://hellosmart.com>
- <https://content.googleapis.com>
- https://*.smarttech-prod.com
- <https://www.gstatic.com>
- https://*.google.com
- <https://login.microsoftonline.com>
- <https://login.live.com>
- <https://accounts.google.com>
- <https://smartcommunity.force.com/>
- <https://graph.microsoft.com>
- <https://www.googleapis.com>

The following URLs are used to enable content from YouTube. If you want SMART product users to be able to insert and play YouTube videos when using SMART products, whitelist the following:

- https://*.youtube.com
- https://*.yting.com

Setting up teacher access

Before you download and install SMART Notebook, you'll need to determine how you want to set up access for the teacher. There are two ways to activate a teacher's access to SMART Notebook:

- Email provisioning: provision the teacher's email address for their SMART Account
- Product key: use a product key

SMART recommends that you provision a teacher's access using their SMART Account email rather than a product key. For a comparison of the activation methods and help determining which is best for you, see *Appendix A Determining the best activation method* on page 25.

Note

Setting up access doesn't apply if you are using SMART Notebook in trial mode.

After you've determined which activation method is best for your school, sign in to the SMART Admin Portal to provision teachers or locate the product key.

The SMART Admin Portal is an online tool that allows schools or districts to easily manage their SMART software subscriptions. After signing in, the SMART Admin Portal shows you details, including:

- all the subscriptions you or your school has purchased
- the product key(s) attached to each subscription
- renewal dates
- number of seats attached to each product key and how many of those seats have been assigned to users

To learn more about the SMART Admin Portal and its use, visit support.smarttech.com/docs/redirect/?product=softwareportal.

Note

If you download and install SMART Notebook but don't set up access, the basic version of SMART Notebook is installed with a bonus 45-day access to all of SMART Notebook's subscription-based features. These features will become unavailable after the 45-day period ends. To learn more about SMART Notebook basic version and premium features, see support.smarttech.com/docs/redirect/?product=notebook&context=explainsubscription.

Create a list of teacher emails

Gather a list of email addresses for teachers for whom you're installing SMART Notebook. Teachers will use these emails to create their SMART Account, which they will need for signing in to SMART Notebook and accessing the full version of Notebook and all its premium features. A SMART Account is required for teachers regardless of which activation method (product key or email provisioning) is used.

Ideally these emails are the ones provided to teachers by their school or institution for Google Suite or Microsoft Office 365. If a teacher already has an email they use for a SMART Account, be sure to obtain that email address. See *Appendix B Help teachers set up a SMART Account* on page 27.

Adding teachers to a subscription

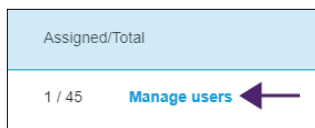
If you chose to provision a teacher's email to set up access, you need to add the teacher to the subscription in the SMART Admin Portal.

Note

If you're performing a number of installations of SMART Notebook, you can import a CSV file that contains a list of email addresses. For instructions on deploying SMART Notebook to multiple computers and using a CSV import to add multiple users to a subscription, refer to the SMART Notebook deployment guides (support.smarttech.com/docs/redirect/?product=notebook&context=documents).

To add a single teacher to the subscription

1. Sign in to the SMART Admin Portal at adminportal.smarttech.com.
2. Click the **Manage users** link in the *Assigned/Total* column for the subscription to which you want to assign users.



3. Click **Add users**.
4. Select **Type email addresses**.
5. Type the teacher's email address and click **Add**.

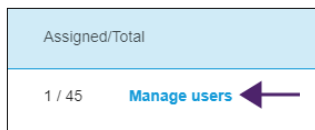
Ideally, this email is the one provided to the teacher by their school for Google Suite or Microsoft Office 365.

Later, after you've downloaded and installed SMART on the teacher's computer, let the teacher know which email you've provisioned. The teacher will use this email to create or sign in to their SMART Account and activate their full access to SMART Notebook.

6. If you're provisioning the account of a teacher at your school, let the teacher know which email address you've provisioned in the portal and ensure the teacher uses that email address to set up their SMART Account.

To add multiple teachers to the subscription

1. Sign in to the SMART Admin Portal at adminportal.smarttech.com.
2. Click the **Manage users** link in the *Assigned/Total* column for the subscription to which you want to assign users.



3. Click **Add users**.
4. Select **Import CSV file**.

Note

Ensure the CSV file complies with the following:

- Includes a single column of email addresses, with each address on its own line.
- Doesn't include titles or headers.
- Doesn't include spaces, commas, or quotation marks.

5. Select the CSV file and click **Open**.
6. If you're provisioning accounts for teachers at your school, let teachers know which email addresses you've provisioned in the portal and ensure they've used those email addresses to set up their SMART Accounts.

Note

Users sign in to SMART software using the email addresses you enter here.

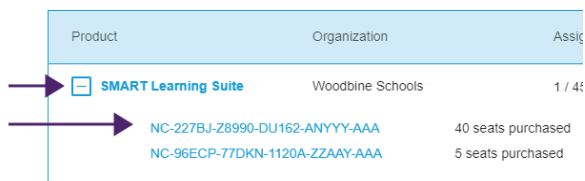
Locating the product key for activation


If you chose the product key method to set up access, sign in to the SMART Admin Portal to locate the key.

To locate the product key for your subscription

1. Go to subscriptions.smarttech.com and enter your user name and password for the SMART Admin Portal to sign in.

2. Locate your subscription to SMART Learning Suite and expand it to view the product key.



Product	Organization	Assig
 SMART Learning Suite	Woodbine Schools	1 / 4
NC-227BJ-Z8990-DU162-ANYYY-AAA		40 seats purchased
NC-96ECP-77DKN-1120A-ZZAAY-AAA		5 seats purchased

See the SMART Admin Portal support page for complete details about using the portal (support.smarttech.com/docs/redirect/?product=softwareportal).

3. Copy the product key and email it to the teacher or save it in a convenient location for later. You or the teacher will enter this key in SMART Notebook after it's installed.

Chapter 3 Installing and activating

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You can install SMART Notebook using the USB installer or the web-based installer. The USB installer is for use if you're installing SMART Notebook on a computer that doesn't have internet. However, an internet connection is required for activating the software.

Tip

If you're installing SMART Notebook on multiple computers, use the USB installer so you only have to download the installer once, saving you time. If you are deploying SMART Notebook on multiple computers, refer to the SMART Notebook deployment guides (support.smarttech.com/docs/redirect/?product=notebook&context=documents).

Downloading and installing

Start the installation by downloading the software from the SMART website. After you've downloaded and run the installer, you or the teacher need to activate the software.

To download and install SMART Notebook

1. Go to <https://legacy.smarttech.com/products/education-software/smart-learning-suite/admin-download>.
2. Select **SMART Notebook 20** from *Select your version*.
3. If not already selected, under *Change operating system*, select **Windows**.
4. Under *Select install package*, select either the **Web installer** or **USB installer**, depending on your needs.
5. Click **DOWNLOAD - WINDOWS** and save the file to a temporary location
6. Double-click the downloaded installer file to start the installation wizard.
7. Follow the on-screen instructions to complete the installation.

When the installation is complete, the following SMART software and tools are installed in addition to SMART Notebook:

Software / tool	Description
SMART Ink	SMART's digital ink software.
SMART Product Drivers	Software required for SMART Ink and enabling touch interactions on SMART Board interactive displays.
SMART Gallery Essentials	A package of images, multimedia files, Notebook pages, backgrounds, themes, and other content that teachers can use in their lessons.
SMART Lesson Activity Toolkit	A package of images and Notebook pages teachers can use to build their own interactive activities.
SMART Product Update (SPU)	Tool for updating all SMART software installed on the computer.
SMART Uninstaller	Tool for uninstalling SMART software.
SMART Ink Document Viewer	A PDF file viewer designed and optimized to work with SMART Ink.
SMART System Menu	Menu from which you can access many functions and tools: <ul style="list-style-type: none"> • Launch SMART Notebook, SMART Recorder, screen shade, spotlight, and so on. • Launch SMART settings, where you can manage SMART Ink preferences, orient or align a connected SMART Board interactive product, find troubleshooting tools, and so on. • Launch SPU to check for and install updates for any SMART software installed on the computer.

Activating the subscription

Follow the procedure below for the activation method you've chosen. See *Appendix A Determining the best activation method* on page 25 for additional details about activation methods and the SMART Admin Portal.

To activate SMART Notebook with a SMART Account (provision email)

1. Provide the teacher with the email that you provisioned in the SMART Admin Portal.
2. Have the teacher create a SMART Account with the email you provisioned, if they haven't already.
See Appendix B Help teachers set up a SMART Account on page 27.
3. Have the teacher open SMART Notebook on their computer.
4. In the *Notebook* menu, the teacher clicks **Account > Sign in** and follows the onscreen instructions to sign in.

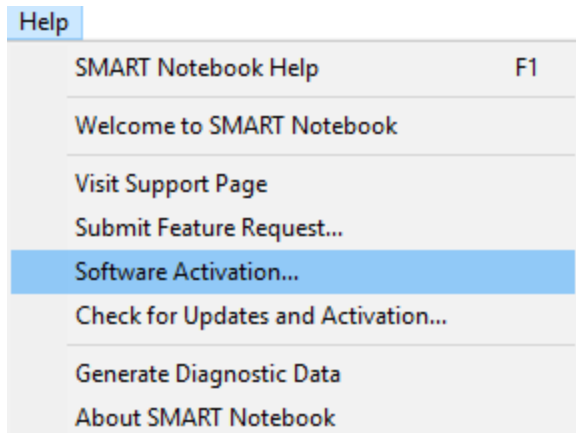
To activate SMART Notebook with a product key

1. Find the product key you copied and saved from the SMART Admin Portal.

Note

A product key may have also been provided in the email SMART sent after you purchased a subscription to SMART Notebook.

2. Open SMART Notebook.
3. In the *Notebook* menu, click **Help > Software Activation**.



4. In the *SMART Software Activation* dialog box, click **Add**.
5. Paste the product key and click **Add**.

6. Accept the terms of the license agreement and click **Next**. Continue following the on-screen instructions to finish activating SMART Notebook. After SMART Notebook is activated, you can access all its features for the duration of the subscription.

Getting started resources

If the teacher is a first-time user, provide the following online resources to help get started with SMART Notebook, the SMART Board interactive display, and the rest of the SMART Learning Suite:

- **Interactive tutorial:** This tutorial walks you through the basics of the interface, providing a series of short videos that tells you what each button does. Visit support.smarttech.com/docs/redirect/?product=notebook&context=learnbasics.
- **Get Started with SMART:** This page provides resources on the entire SMART Learning Suite, as well as training for using SMART hardware products in the classroom. This page has curated the best resources to help teachers get started with a SMART classroom. Visit smarttech.com/training/getting-started.

Chapter 4 Updating SMART Notebook

SMART periodically releases updates to its software products. The SMART Product Update (SPU) tool regularly checks for and installs these updates.

If SPU is not set to check for automatic updates, you can check for and install updates manually. Additionally, you can enable automatic update checks for future updates. SMART Product Update (SPU) enables you to activate and update installed SMART software, including SMART Notebook and supporting software such as SMART Ink and SMART Product Drivers.

Important

SPU requires an Internet connection.

To check for and install updates manually

1. For Windows operating systems, go to the Windows Start menu and browse to **SMART Technologies > SMART Product Update**.

OR

For macOS operating systems, open Finder, and then browse to and double-click **Applications/SMART Technologies/SMART Tools/SMART Product Update**.

2. In the *SMART Product Update* window, click **Check Now**.

If an update is available for a product, its *Update* button is enabled.

3. Install the update by clicking **Update** and following the on-screen instructions.

Important

To install updates, you must have full administrator access for the computer.

To enable automatic update checks

1. For Windows operating systems, go to the Windows Start menu and browse to **SMART Technologies > SMART Product Update**.

OR

In macOS operating system software, open Finder, and then browse to and double-click **Applications/SMART Technologies/SMART Tools/SMART Product Update**.

2. In the *SMART Product Update* window, select the **Check for updates automatically** option and type the number of days (up to 60) between SPU checks.
3. Close the *SMART Product Update* window.

If an update is available for a product the next time SPU checks, the *SMART Product Update* window appears automatically, and the product's *Update* button is enabled.

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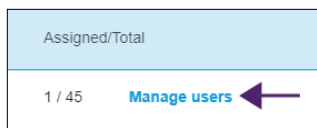
You can uninstall SMART Notebook and other SMART software from individual computers using the SMART Uninstaller.

Deactivating access

Before you uninstall the software, you should deactivate it. This is particularly important if you chose to activate the teacher's access using the product key method. If you chose to use the provision email method, you can deactivate a teacher's access either before or after uninstalling SMART Notebook.

To return a SMART Notebook email provision in the SMART Admin Portal


1. Sign in to the SMART Admin Portal at adminportal.smarttech.com.
2. Click **Manage users** in the *Assigned/Total* column for the subscription from which you want to remove a user.



A list of assigned users appears.

SMART Learning Suite, Woodbine Schools				
Back to products		Add users	Remove users	Search <input type="text"/>
<input type="checkbox"/>	Email ↑	Display Name	Account ID	Identity Provider(s)
<input type="checkbox"/>	jessdkeating@...	Jess Keating	b2e9f4df-2320-4de2-8d88-922dbc1e95d6	Google
<input type="checkbox"/>	stomas@...	—	94a9b02b-2762-420b-b71d-a4b816f8c97b	—

3. Select the user by clicking the check box beside the email address.

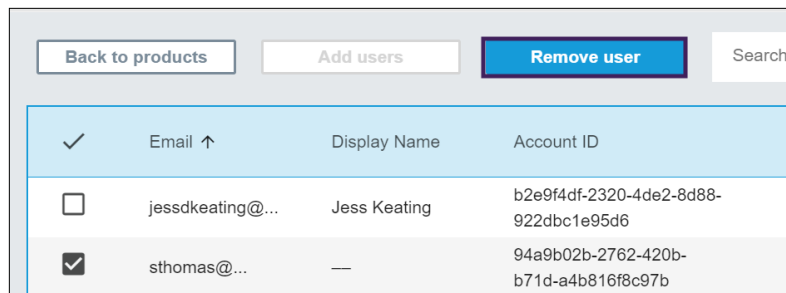


<input checked="" type="checkbox"/>	Email ↑	Display Name
<input type="checkbox"/>	jessdkeating@...	Jess Keating
<input checked="" type="checkbox"/>	stomas@...	—

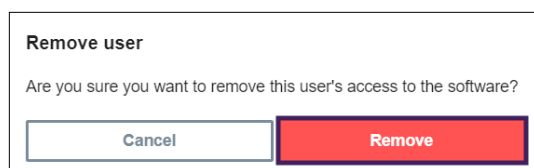
Tip

If you are looking through a long list of users, use the search bar in the top right corner of your screen.

- Click **Remove users** on the main screen.



A confirmation dialog appears and asks if you are sure you want to remove the user.



- Click **Remove** to confirm.

To return a SMART Notebook product key activation

- Open SMART Notebook.
- From the *Notebook* menu, select **Help > Software Activation**.
- Select the product key you want to return and click **Manage Selected Product Key**.
- Select **Return the product key so a different computer can use it** and click **Next**.
- Select **Submit request automatically**.

OR

Select **Submit request manually** if you aren't online or are having connection issues.

Uninstalling SMART Notebook

After you deactivate the teacher's access to SMART Notebook, you can use the SMART Uninstaller to uninstall the software. The benefit of using the SMART Uninstaller over the Windows control panel is that you can select other SMART software that's installed on the computer, such as SMART Product Drivers and Ink, to remove at the same time as SMART Notebook. The software is also uninstalled in the correct order.

To uninstall SMART Notebook and related SMART software on Windows

1. In Windows 7 operating system, select **Start > All Programs > SMART Technologies > SMART Tools > SMART Uninstaller**.

OR

In Windows 8.1 operating system, go to the *Apps* screen and then scroll to and select **SMART Technologies > SMART Uninstaller**.

OR

In Windows 10 operating system, tap **Start**, and then scroll to and select **SMART Technologies > SMART Uninstaller**.

2. Click **Next**.
3. Select the check boxes of the SMART software and supporting packages that you want to uninstall, and then click **Next**.

Notes

- Some SMART software depends on other SMART software. If you select this software, the SMART Uninstaller automatically selects the software that depends on it.
- SMART Uninstaller automatically uninstalls supporting packages that are no longer being used.
- If you uninstall all SMART software, SMART Uninstaller automatically uninstalls all supporting packages, including itself.

4. Click **Uninstall**.

SMART Uninstaller uninstalls the selected software and supporting packages.

5. Click **Finish**.

To uninstall SMART Notebook and related SMART software on Mac

1. In Finder, browse to **Applications/SMART Technologies**, and then double-click **SMART Uninstaller**.

The SMART Uninstaller window opens.

2. Select the software you want to uninstall.

Notes

- Some SMART software depends on other SMART software. If you select this software, SMART Uninstaller automatically selects the software on which it depends.
- SMART Uninstaller automatically uninstalls supporting software that is no longer being used. If you choose to uninstall all SMART software, SMART Uninstaller automatically uninstalls all supporting software, including itself.
- To remove the previous **SMART Install Manager**, use the **SMART Uninstaller** found in the **Application/SMART Technologies** folder.
- The latest SMART Install Manager icon appears under the **Applications** folder, and can be uninstalled only by dragging it to the Trash can.

3. Click **Remove**, and then click **OK**.
4. If prompted, enter a user name and password with administrator privileges, and then click **OK**.
SMART Uninstaller uninstalls the selected software.
5. Close SMART Uninstaller when done.

Appendix A Determining the best activation method

In the SMART Admin Portal, you still have a product key (or multiple product keys) attached to your subscription. You can use a product key to activate SMART Notebook software on a computer, but it is more beneficial to provision a teacher's email address. Provisioning grants access to a person, allowing teachers to sign in through their SMART Accounts and use all SMART Learning Suite software on any device on which it's installed. Using a product key activates SMART Notebook only on a specific computer.

The following table outlines the main differences between each method. Review this table to determine which method works for your school.

Feature	Provisioning emails	Product key
Simple activation	Teachers sign in to their SMART Account	The product key is entered
SMART Account sign in required	When teachers sign in to their SMART Account in SMART Notebook, it activates their access to the software and popular features, such as student device contributions and sharing lessons to Lumio and a SMART Board interactive display with iQ. The SMART Account is also used to sign in to SMART Exchange and access free training resources on smarttech.com.	Signing in does not activate a teacher's access. Teachers must enter their product key separately. Teachers sign in to their SMART Account in SMART Notebook to access to popular features, such as enabling student device contributions and sharing lessons to Lumio.
Home use	Assigning a user to your school's subscription provisions that user to sign in to their SMART Account and use SMART software on any device on which it's installed for as long as the subscription is active. The activation follows the user, not the computer. To use SMART Notebook at home, teachers just download and install the software, then sign in to their account.	Activating desktop software with a product key works for that one computer. A product key follows the computer only. Although teachers could use the same product key to activate SMART Notebook on a home computer, more product key seats from your school's subscription might be used. Activation with a product key provides no way to revoke the activation, such as when a teacher starts working for a different district or in the event of unauthorized use of a product key.

Feature	Provisioning emails	Product key
Subscription renewal management	When the subscription is renewed, you only have to manage it from the SMART Admin Portal. Also, if your organization has multiple product keys, renewals are easier to manage because provisioning is not associated with a single product key in the SMART Admin Portal. If a product key expires and is not renewed or a new product key was purchased or given to you when your school renewed its subscription, the provisioning can be moved to another active product key without requiring the teacher to change anything in the software.	The product key entered must be renewed. Otherwise, you must give teachers an active product key from your school's subscription and have them enter it in SMART Notebook.
Activation control and security	You can deactivate a provisioned account from the SMART Admin Portal, so there's no risk of a product key being shared or used outside your organization.	After you share a product key or enter it in SMART Notebook, the product key is always visible in the SMART Notebook interface. There is no way to prevent teachers sharing their key or using it to activate SMART Notebook on more than one computer. This can affect the available seats associated with a product key and subscription. There's no way to control the number of activations on a single product key.
Return a departing teacher's access	If a teacher departs the school, you can easily deactivate the provisioned account and return the seat to the school's subscription.	Before a teacher departs, you must deactivate SMART Notebook on the teacher's work computer and home computer (if applicable). There is no way to revoke a product key on a computer that has stopped working or is inaccessible.

Appendix B Help teachers set up a SMART Account

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The SMART Account connects the whole SMART Learning Suite for a teacher. Additionally it is used for the provision email activation method. Even if your school used the product key method to activate your access to SMART Notebook, you still need to have a SMART Account to access certain features in SMART Notebook.

To learn more about how to help teacher's create a smart account, read the information below. If you are a teacher and want to know how you to create an account and sign in, see:

- [default.htm](#)
- [default.htm](#)

Why teachers need a SMART Account

When using SMART Notebook, teachers need to sign in using their SMART Account credentials to access premium features and use many common features, such as:

- Create interactive activities and assessments and enable student device contributions for those activities and assessments
- Keep the same class code when students sign in to play collaborative activities
- Share SMART Notebook lessons to their SMART Account so they can and present those lessons on any device using Lumio by SMART or using the embedded Player app on a SMART Board interactive display with iQ
- Share lessons with an online link
- Upload and share SMART Notebook lessons with their students through Lumio by SMART. This enables teachers to share or present their lessons from any device, regardless of operating system. This is particularly beneficial for schools that use Chromebooks.

How teacher's can register for a SMART Account

To register for a SMART Account, teachers need an existing Google or Microsoft account profile—ideally from an account provided by their school for Google Suite or Microsoft Office 365.

To learn more about how to create a teacher's SMART Account, see support.smarttech.com/docs/redirect/?product=smartaccount&context=teacher-account.

SMART Technologies

smarttech.com/support

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