

Net

Support

School

Basics

Presented by:
Shashi Mishra
Trish Dumin

NETSUPPORT SCHOOL BASICS

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STARTING NETSUPPORT SCHOOL



Starting NetSupport School

Netsupport School program is automatically loaded on the Student workstations as Windows starts up.

To start the NetSupport School program on the Podium Machine:

1. **Double click** on the **NetSupport** icon on the desktop or from **Quick Launch** menu.
Or,
Select **{Start}{Programs}{NetSupport School}{NetSupport School Tutor}**.
2. A **Class Wizard** window will open. Click **GO**. (Features will be explained in Advanced Classes).

Note: A useful option within NetSupport School is the Lesson Plan feature enabling an Instructor to pre-plan the scope of a lesson. A convenient Class Wizard is provided which guides you through the process and this will appear at startup. However this can be disabled if required.

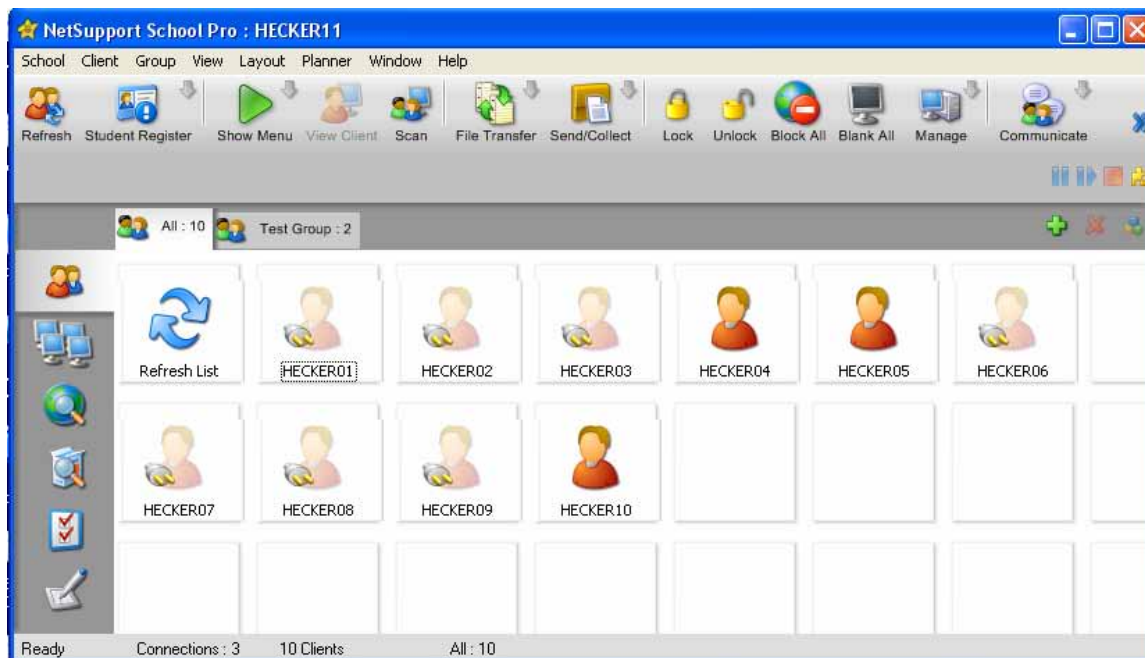
As the Instructor program loads NetSupport will then Browse the Network for the specified Students. While it is searching the Browsing message will be displayed.

All connected students will have their icons displayed in the Control Window.

THE CONTROL WINDOW

The Control Window is the primary interface for: -

- Configuring the Control;
- Connecting to Student workstations;
- Maintaining Student workstation information;
- Selecting which Student workstations to work with;
- Selecting tasks to carry out;



The Title Bar



This indicates that you are in the Control Window and displays the name of the NetSupport School Instructor workstation.

The Menu Bar



The Menu Bar contains a series of drop down Menus that can be used to access the various tools and configuration utilities. These menus can be used to select Student workstations to work with, as well as maintaining and organizing Student workstations into work groups.

The Toolbar



The Toolbar contains shortcuts to many of the most frequently used tasks and tools. Clicking on an individual item takes you straight to that task or function, eliminating the need to work through the drop down menus. Positioning the cursor over an icon will display a brief description of its function. For convenience, features that are of a similar nature, Show, Show Video, Show Replay Files for example, are grouped within the same toolbar icon.

The Quick View Bar



The Quick View Bar is used to switch between currently connected Students. Clicking on the button containing the required Student's name enables you to immediately View that Student's Window.

The Quick Execute Bar



The Quick Execute Bar enables you to execute a previously saved application to a Student's machine, without having to direct your way through the drop down menu. By clicking on the button containing the required application, you immediately execute it on the Selected Student or Group.

The Group Bar



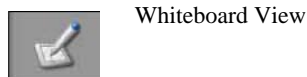
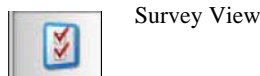
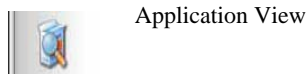
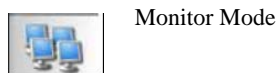
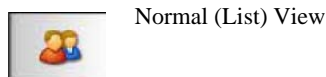
Until you have defined groups of Students only the "ALL" group will appear on this toolbar. Once defined, the group name along with the number of members will appear and the Group tool icons will become fully active, allowing you to add, delete and change Group properties.

The Status Bar



The Control Status Bar is displayed at the bottom of the Control Window. It shows the Status of the Control, the number of currently connected Students and the number of items in the Folder.

Icons on the Left side of the Control Window



The Normal (List) View



The List View displays the currently connected Students or Groups. In Advanced class we will discuss how to rename the connected student using names.

Monitor Mode



Monitor Mode, similar to the Scan feature, enables the Instructor to view multiple Student screens simultaneously.

Web View



The Web Control Module is used to monitor and control the websites visited by connected Students. A record of sites visited in a session can be stored and, if required, the Instructor can restrict or approve the use of specific URLs. **The Instructor can temporarily suspend all Internet access.**

The Web Control Module can be used to perform the following functions:

1. Identify URL's currently running on the Student workstation
2. Close the current/running URL on a Student workstation
3. Change the current URL running on a Student workstation
4. Launch a URL on all connected Students
5. Setting up an Approved or Restricted Web Site List

Application View



The Application Control Module is used to monitor and control the applications used by connected Students. A record of applications used in a session can be stored and, if required, the Instructor can restrict or approve the use of applications.

The Application Control Module can be used to perform the following functions:

1. Identify applications currently running on the Student workstation
2. Close current/ running applications on a Student workstation
3. Change the current application running on a Student workstation
4. Launch an application on all connected Students
5. Setting up Approved or Restricted Applications

Survey View



The Student Survey tool enables the Instructor to get instant feedback from Students during or at the end of a session. The Instructor sends connected Students a question together with a selection of pre-defined responses. Student responses are gathered at the Instructor with the results shown as an overall percentage and by individual Student.

White Board View

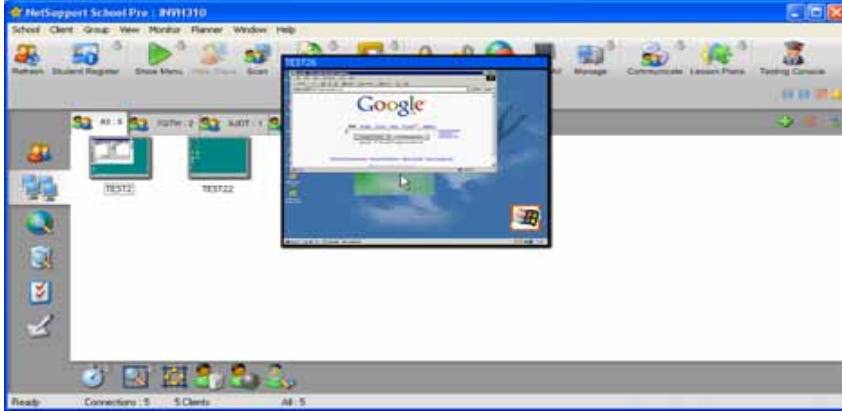


A full screen Interactive Whiteboard is provided, enabling the Instructor to use NetSupports annotation tools to highlight the screen and show the results to a selected group of Students.

Monitor Mode

Monitor Mode, similar to the Scan feature, enables the Instructor to view multiple Student screens simultaneously.

A convenient thumbnail view of each connected Student screen is displayed at the Instructor providing a quick and easy method for monitoring Student activity. While in Monitor mode the Instructor still has access to the full range of NetSupport features such as View, Chat and File Transfer.



1. In the **Control Window menu**; Select **{View}{Monitor View}**,

Or,

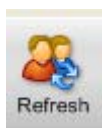
Click the **Monitor Mode** icon on the **left hand side** of the **Control Window**.



If a workstation was not available at the time the Instructor initialized, you can subsequently connect to it by **clicking** on the **Refresh** icon in the **Toolbar**. This will re-search the network and connect any additional Students meeting the criteria.

Refreshing to locate Students

If new Students wants to join the class, for example, some one who came late to class, select **Refresh** from the **Control toolbar** or the **List View**. This will refresh all Student computers connected to the Instructor's computer.



Power Off/Reboot/Logoff Computers

NetSupport uses the Advanced Power Management (APM) features of the Windows operating system to provide Student machine power down capabilities.

An Instructor can remotely Power Off a Student workstation using the NetSupport Power Management function.

To Power Off a NetSupport Student Machine

1. Ensure all open applications at the Student workstations are closed.
2. Select the icon(s) of the Students you wish to Power Off.



3. Select from the **Control Window** menu
{Client}{Power Management – Power Off}

Or,

In the **Control toolbar**; click the **Manage** icon arrow and select **Power Off**.



4. The Student workstations will now Power Off.

Rebooting or Logging out Students

Having connected to a Student or Group of Students you are able to remotely Logout or Reboot the Student workstations at the end of a session. This is a simple way to prepare multiple workstations for the next group of students.

To Reboot or Logout a Student

1. Select a Student or Group of Students.
2. In the Control Window menu; Select **{Client}{Reboot or Logout}**.

Or,

In the **Control toolbar**; click the **Manage** icon arrow and select **Reboot or Logout**.



Or,

If displayed, click the **Reboot or Logout** icon on the toolbar.

3. A message will appear, confirming the Student(s) included in the Reboot/Logout.
4. Click **Yes** to continue.

Lock/Unlock Students Mouse and Keyboard

When the podium computer is showing the contents on the student computer, the Student's mouse and keyboard are automatically locked. There may, however, be other occasions when you want to lock a student's keyboard and mouse. You can only Lock/Unlock Students that are connected.

To Lock Students

1. Select the Student(s) or Groups of Students you wish to Lock.
2. From the **Control Window** menu, select **{Client}{Lock Keyboard/Mouse}**.

Or,

From the **Toolbar**, select **Lock**.

Or,

Right-click on selected **Student icons** and select **Lock**.



3. By default a graphic will appear on the student workstation, informing them that you have locked their mouse and keyboard.

To Unlock Students

1. From the Control Window menu, select **{Client}{Unlock Keyboard/Mouse}**.

Or,

From the **Toolbar**, select **Unlock**.

Or,

Right Click on selected **Student icons** and select **Unlock**.



Blank All Student Screens

Although you can blank a Student screen while it is being Viewed, there may be occasions when you quickly want to blank all Student screens simultaneously.

To Blank All Student Screens

1. In the **Control Window** menu; Select **{School} {Blank Screen}**.

Or, from the **toolbar**, select **Blank All**

2. The Lock symbol will appear on each Student's icon on the Instructor's machine.

3. To restore the screens, repeat the above process.



SHOW AND VIEW SCREENS

Showing to Students

NetSupport allows you to Show your screen to -

- a selected individual Student;
- a pre-defined group of Students;
- an ad hoc selection of Students.

While showing to Students the Instructor may want to continue preparing work at the Instructor's workstation. When a Show is in progress, the Students will see what is typed at the Podium workstation. However, you may want to work in the background and only Resume the Show when complete.

During a Show, the Instructor can nominate a selected Student to take over the demonstration, making them the Show Leader.

To Show the Instructor's screen

1. In the **Control Window** menu; Select **{Client} {Show}**.

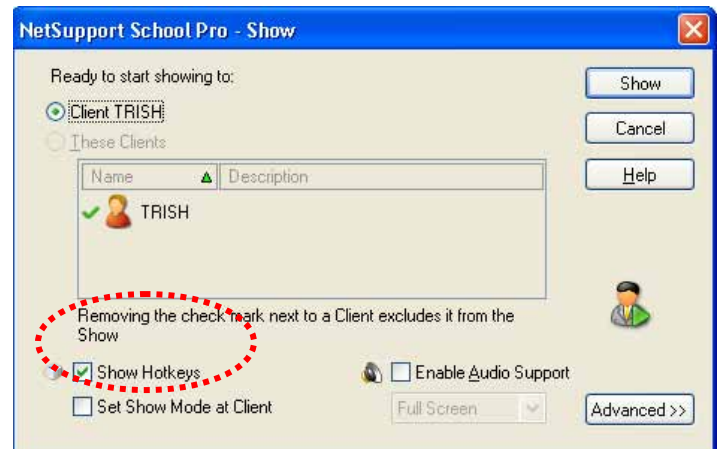
Or,

Right-click on a selected **Student** icon and select **Show**.

Or,

In the **Control toolbar**; Click the **'Show Menu'** icon and select **Show**.

2. The **Show Configuration** dialog box will appear.



In this dialog you must select the Student, or Students, that you will Show your screen to. You can also use this feature to Show Replay Files. If you are connected to only one Student, or have selected a specific Student before choosing Show, they will appear as an individual option. If you only wish to Show to this Student, click on **Show**, otherwise make your selection as follows:

These Students

The list displays all of the connected Students and their descriptions. If you are only connected to one Student, this list is disabled.

Show Hotkeys

To ensure that all actions performed by the Instructor are visible to the Students during a show you can enable the use of Hotkeys. Any key combinations that the Instructor uses, e.g. CTRL+V, will be displayed in a balloon at both the Instructor and Student screens. If using a mixture of key combinations e.g. ALT+V+T, NetSupport School will only display two consecutive keystrokes at any one time. The key combinations will not appear if your taskbar is not active.



Enable Audio Support

This turns Audio Support on. If you are Showing to only one Student, both the Instructor and Student can speak. If you are Showing to many, only the Instructor can speak (Announce).

Set Show Mode at Student (Windowed, Full Screen or Maximize Window)

This option allows you to Show at the Student machines either in a small window, full screen or maximize window size. When showing in windowed and maximize window size the Students Mouse and Keyboard are not locked.

Advanced>> Click the Advanced button to reveals options that will be covered in the Advanced Class.

To end the Show

1. Double click the **Show Icon** in the taskbar.
2. This will display the Showing dialog.
3. Click **End**.

Or,

1. **Right click** on the **Show icon** on the taskbar.
2. Click **End Show**.



To enable the Instructor to Continue working in the background while Showing

1. On the **taskbar**, click the **Show icon**.
2. The **Showing** dialog will be displayed.
3. Click **Continue**.
4. The **Control Window** will be displayed and the **Title Bar** will indicate that the Show is **Suspended**. You can now continue to use the Podium workstation without the Students seeing what you are doing. The Students screens will still display the previous Show. **Unfortunately, the over-head display will still show what you are doing unless you turn the projector off.**

To Resume a Show while Suspended

1. In the **Control Window** Toolbar; Click **Resume**.
2. Students will now see the application currently displayed at the Podium machine.
3. The **Showing dialog** will be displayed on the Instructor's screen from which you can choose to "End, Resume or Continue" the Show.

To end a Show while Suspended

1. In the **Control Window** menu; Select **{Client}{End Show}**.
2. Students will now see their own display.

To set a Show Leader while Suspended

With the Show suspended, the Instructor can assign Show Leader status to one of the selected Students. This unlocks the mouse and keyboard of the Student, enabling them to take over the demonstration. The Instructor continues to oversee the Show and can End the Show as required.



Note: See the Show Leader section below for more information.



Show Leader

While the Instructor's screen is being shown to the class, it may be appropriate for a Student to take over the demonstration. For this purpose, the Instructor can assign Show Leader status to a selected Student. The mouse and keyboard of the Show Leader's PC are unlocked and they can continue the presentation on the Instructor's behalf.

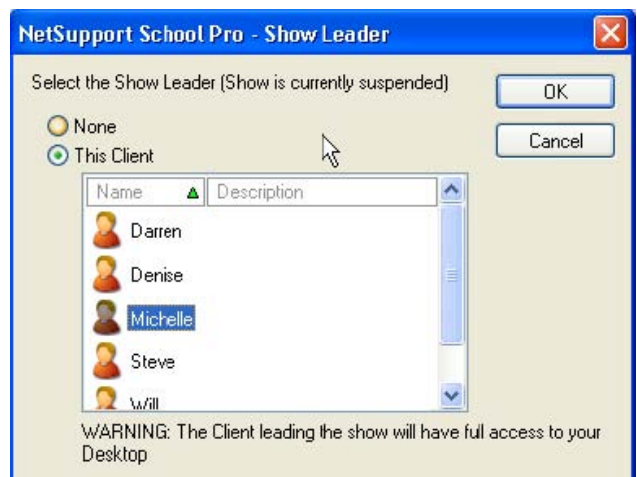
The Instructor can still interact simultaneously with the Show Leader and can suspend or end the session as required.

To create a Show Leader

1. Start Showing the Instructor's screen to Students as normal.
2. When you are ready to create a **Show Leader**, click the **Show Icon** in the taskbar.
3. This will display the **Showing dialog** and the **Show will be suspended**. Student screens will still display the Instructor's screen.
4. Click **Show Leader**.
5. The **Show Leader** dialog will be displayed.




Note: If the 'Show icon on taskbar' option has



previously been selected, you can create a Show Leader by **right clicking** on the icon and selecting **Show Leader**.

6. Click '**This Client**' and select the Student who will be the Show Leader.

 **Note:** The Show Leader will have full access to your desktop.

7. Click **OK**.

8. The message '**You are leading the Show**' will appear at the selected Student's machine.

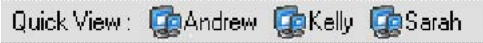
9. Click **Resume** to restart the Show.

The Show Leader and Instructor can now interact together in leading the Show.

Viewing Student Screens

Having connected to a Student, you can now control it. This is called **Viewing**. The Student's screen will be displayed in a Window on the Instructor's workstation.

NetSupport will allow you to View multiple student screens, each in its own Window, simultaneously.

 The Quick View Bar allows you to View a connected student quickly and easily. When you connect to a Student a button with the Student's name will appear on the Quick View Bar on the Control Window. By clicking on a button you will View the Student's screen. When you click on the button while Viewing, the View Window will be closed.

To View a Student

1. In the **List View**; **double click** the **required student** icon.

Or,

In the **Control toolbar**, click the **View Client**.

Or,

Right click on the **Student** icon and select **View**.

2. The View Window for that Student will appear at the Instructor's machine.

To stop Viewing the Student and return to the Control Window

1. Select **{Client}{Close}** from the **View** Window menu.

SHARE/WATCH/CONTROL

There are three modes in which you can View a Student's workstation:

Share The Student's screen will be displayed at both the Podium machine and the Student. Both the Instructor and the Student will be able to enter keystrokes and mouse movements.

Watch The Student's screen will be displayed at both the Podium machine and the Students. Only the Student will be able to enter keystrokes and mouse movements. The Instructor will be locked out.

Control The Student's screen will be displayed at both the Podium and the Students. Only the Instructor will be able to enter keystrokes and mouse movements. The Student will be locked out.

To change the Viewing mode

1. While Viewing the Student's machine, from the **toolbar**; click the **View Mode** icon and select **Share**, **Watch** or **Control**.

Or,

From **Client** menu, Select either **{Share/Watch/Control}**.

Other View Window options are:

Scaling to Fit


It may be that the **Student's machine** is running in a higher resolution than the Instructor's machine. In this case choosing the Scale to Fit option from the View Window menu or toolbar, will re-size its screen to fit the Window in which it is displayed.

Switching to Full Screen

Alternatively, you might choose to use the whole of the **Instructor's** screen to display the **Student's** screen.

This is known as the Full Screen Viewing.



 **Note:** While Viewing a Student in Full Screen a floating toolbar will also be displayed. If you close this down, remember to use the hot keys, usually **CTRL+RSHIFT+LSHIFT**, to get back to the Control Window or press **<PAUSE ALT>** to display the drop down menus.

Blanking the Student's screen while Viewing

1. From the **View** menu; select **{Client}{Blank screen}**.
2. The Student screen will be blanked.
3. To restore the screen, the **View** menu; select **{Client}{Blank screen}**

Viewing multiple screens simultaneously

NetSupport enables you to View multiple Students simultaneously, each in its own Window. You can even scale their individual View Windows to fit on the Instructor's screen.

To View multiple screens

1. In the **Control** Window menu or any **Student View** menu, select **{Window}{Tile}** and then select which NetSupport Windows you want to display.
2. Your chosen Windows will be tiled on the Instructor's screen. If you want to be able to see the entire Student's screen then select the **Scale to Fit** option in the toolbar of each Student's View Window.

 **Note:** Scale to Fit is set by default. To View the screen in normal resolution, turn off Scale to Fit.

Exhibit - Showing a Students screen on Student screens

Show the Instructor's screen to a number of connected Students is not all Netsupport does. It is also possible to show one Student's screen to other connected Students, this is called **Exhibit**. For example, Student 1 has produced some work, which you wish to show to rest of the class.

To Show a Students screen

1. Select the Student whose screen you want to show to the other Students.
2. Select **{Client}{Exhibit this Client}** from menu.

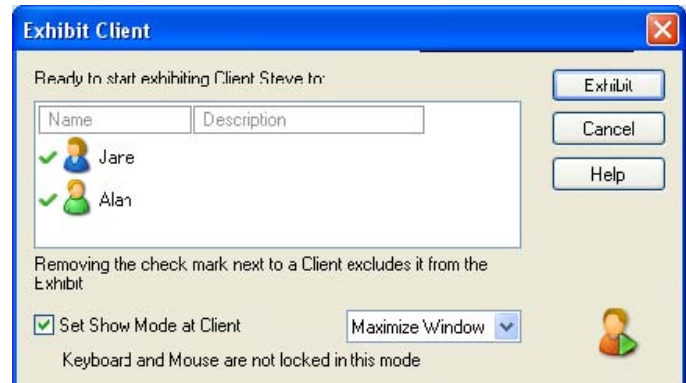
Or,

In the **Control toolbar**, Click the **'Show Menu'** icon and select **Exhibit**.

Or,

Right click on the Student icon and select **Exhibit this Client**.

3. The Exhibit dialog will be displayed.
4. Select the Students you wish to include.
5. Set the Show Mode to be used at the Students screens, **Full Screen, Windowed or Maximize Window**.
6. Click **Exhibit** to commence the Show.
7. The selected Student's screen will be then be displayed on the screens of the Instructor and the other Students. Only the Instructor and the Exhibiting Student will be able to change the screen, with the keyboard or mouse.



Switching between Full Screen and Windowed Mode At The Instructor's machine

While the Show is in progress, the Exhibited screen appears 'Full Screen' at the Instructor's machine. If preferred, you can switch to 'Windowed' mode.

A toolbar appears, from which the Instructor can perform a number of tasks.



To Switch Between Full Screen and Windowed Mode

1. Select **Full Screen** from the Toolbar.

Or,

Select **{View}{Full Screen}** from the drop down menu.



Notes:

- While in Full Screen Mode, a floating toolbar appears.
- To return to Windowed Mode, click the **Full Screen** button on the floating toolbar.

Suspend or Stop the Exhibit

The Instructor can choose to end the Show or temporarily suspend it. While suspended, the Instructor and/or Student can prepare a new demonstration in the background. The previously exhibited screen remains on the other Student screens until the Show is resumed.

To Suspend The Exhibit

1. In the **Window** toolbar or **floating** toolbar, select **Suspend**.
2. While suspended, the Instructor and Exhibiting Student can work in the background. The other Students screens remain frozen.
3. To resume the Show, select **Resume**.

To Stop The Exhibit

1. From the **Window** toolbar or **floating** toolbar, select **Stop**.

TEACHING TOOLS

Annotating Screens

The Show, Exhibit and View features provide a useful Annotate tool that can be used to highlight areas of an Instructor or Student's screen in order to emphasize a key learning point.

To annotate a Show screen

While the Instructor's screen is being shown, the Instructor may want to draw the student's attention to a particular area. The Annotate tools can be used to highlight the relevant part of the screen.

1. While **SHOWING**, **right click** on the **Showing** icon and select **Annotate Screen**.

Or,

Double click on the **Annotate** icon.

2. The **Annotate toolbar** will appear.
3. Select the tool, color, etc and use the mouse to draw over the relevant part of the Instructor's screen.



Note: If you do not want the Student's to see the screen being annotated in real-time, click Suspend. This freezes the Show enabling the Instructor to continue working in the background. Click Suspend again to restart the Show, this refreshes the display at the Student screens.

To annotate a screen while Viewing

While **Viewing**, the Instructor can use the Annotate tools to highlight a particular area of the Student screen.

In **Share and Watch Mode**, the Student can also use the Annotate toolbar options. The Instructor can still use the other View Window options while Annotating, Chat, File Transfer etc.

1. **View** the required Student.
2. In the **View Toolbar**; Click the **Annotate icon**.
3. The Annotate Toolbar will appear.

To annotate a screen while Exhibiting

The screen of a Student that is being Exhibited can be Annotated in order to draw the attention of the other Students to a particular learning point. Depending on the Mode being used, both the Instructor and/or the Exhibited Student can use the Annotate options.

1. Exhibit the required Student screen.
2. In the **Exhibit Window** Toolbar Click the **Annotate** icon.
3. The Annotate Toolbar will appear.



Note: If you do not want the Student's to see the screen being annotated in real-time, click Suspend. This freezes the Show enabling the Instructor or Exhibited Student to continue working in the background. Click Resume to restart the Show, this refreshes the display at the Student screens.

Annotate Toolbar

Options



Save Screen -Saves the Annotated screen to a file.

Save Selection -When the 'select region' tool is active, you can highlight screen and save an area of the screen to a file.

Clear Screen -Clears the annotations.

Undo- Undo the most recent Annotation.

Exit - Ends Annotate but stays in Show, Exhibit or View mode.

Tool Toolbar- Choose from a range of tools with which to annotate the screen. For example, freehand draw, draw arrow, select region.



Color - Sets the pen color.

Width -Sets the width of the line.

Fill - Sets the color and fill style.

Font -Sets text font.

Suspend -Suspends the Show allowing you to go back to the Control View Window. (Not available when Viewing or Exhibiting)

End- Ends the Show, and takes you back to Control View Window. (Not available when Viewing or Exhibiting)

Distributing Files

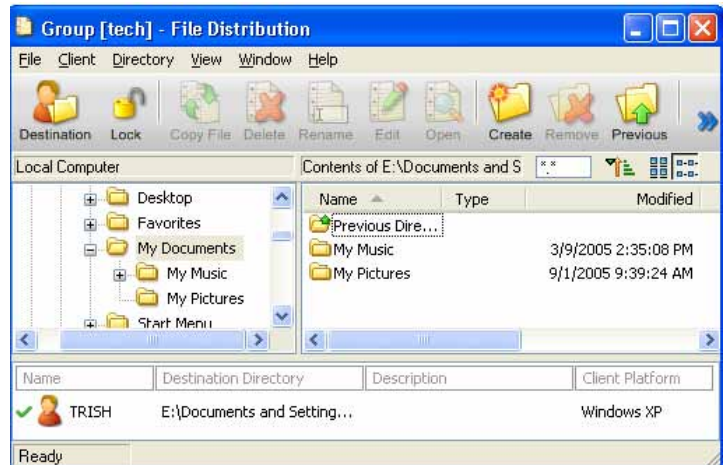
As well as enabling you to Transfer Files (this will be covered in the Advanced class) to and from individual Students, NetSupport also allows you to Distribute Files to multiple Students simultaneously.

You can Distribute Files to:

- All connected Students;
- Selected Students;
- A pre-defined Group of Students.

To Distribute Files to a defined Group of Students

1. In the **Control Window**, from the **Group Bar**; select the (*appropriate student group*) **Tab**.
2. From the toolbar; click the **File Distribution** icon.
3. The File Distribution Window will appear
4. From the **Local Pane Tree View**, select **the item(s) to be copied** to the Students.
5. **Destination Directory** is the location on the Student workstations where the files/directories are copied.



Note: Unless otherwise specified, the Student's Destination Directory will be the same as the item(s) location on the Instructor workstation. If the Student does not have the same Directory available, the item(s) will be copied to the C Drive by default and the folders automatically created.

Or,


To set a specific Destination Directory on the Student workstation, **right click** on the **Student** icon in the **Remote Pane** and select **Set Destination**. Select a **destination**, click **OK**.

6. Click **Copy**.

To Distribute Files to a selected number of Students

1. From the toolbar; Click the **File Distribution** icon,
2. The File Distribution Window will appear.
3. In the **Remote Pane** indicate which Students you wish to copy files to by **unchecking** or **checking the checkbox** beside the Student name.

- In the **Local Pane Tree View**, select the **item(s) to be copied** to the Students.
- Destination Directory** is the location on the Student workstations where the files/directories are copied .

 **Note:** Unless otherwise specified, the Student's Destination Directory will be the same as the item(s) location on the Instructor workstation. If the Student does not have the same Directory available, the item(s) will be copied to the C Drive by default and the folders automatically created.

Or,

To set a specific Destination Directory on the Student workstation, **right click** on the **Student** icon in the **Remote Pane** and select **Set Destination**. Select a **destination**, click **OK**.

- Click **Copy**.

NetSupport Video Player

While the Video Player can be used to run a video file on the local workstation, NetSupport's remote control capabilities combined with full Audio Support enable you to use this tool to enhance training sessions and demonstrations across multiple PCs simultaneously.

All standard video files, for example avi and mpg, are supported. The Video Player runs locally on each Student workstation and the video file can be accessed locally or from a network drive. If video files are stored locally the impact on the network is minimized as only the data to control the player, eg start, stop, pause and synchronization packets, are sent. If each Student machine retrieves the video file from a network drive you will place additional demands on the network.

For optimum performance, store the video files locally on each workstation, you may wish to use File Distribution to do this.

Other influencing factors will be:

- The number of Student workstations accessing the file;
- The speed of the network eg: 10/100 MB;
- The size of the video file;
- Student workstation memory/performance specification;
- Other traffic on the network.

Play a Video file on a workstation

- In the **Control Window** menu; Select **{Client}{Show Video}**.

Or,

In the **List View**;

Right-click on the **Student** icon and select **Show Video**.

Or,


In the **Control** toolbar; Click the **'Show Menu'** icon and select **Show Video**.

- The **Show Video** dialog will appear.


This is used to select the Students to show to and the video file to be shown. You can show to a selected Student or multiple Student workstations. To show to multiple Students, click **'These Clients'**. You can exclude Students by clicking next to the Student's name. In the Video File field enter the location and name of the required video, you can select Open to browse for the file.

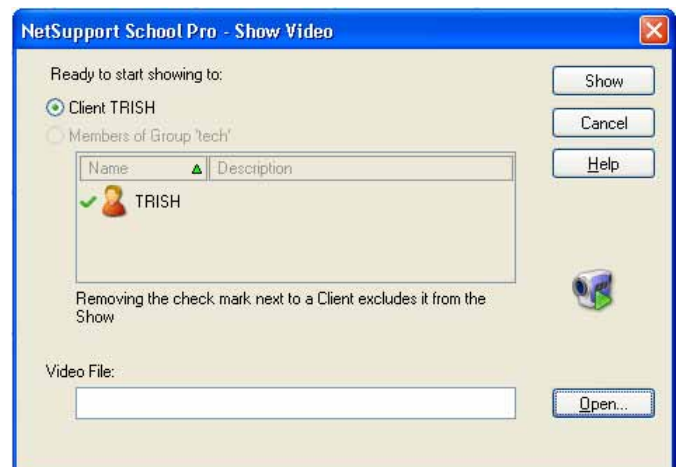
- Click **Show**.

- A check will be made to ensure that the video file is available at the Student workstations. If not, you can choose to abort the Show or to continue showing to the students that do have access to the file.

 **Note:** You can use NetSupport's File Distribution feature to remotely copy missing files to Student workstations.

- When the video file is launched, the **Video Player Control Panel** appears. Standard operations are available, **Play, Stop, Pause etc.**

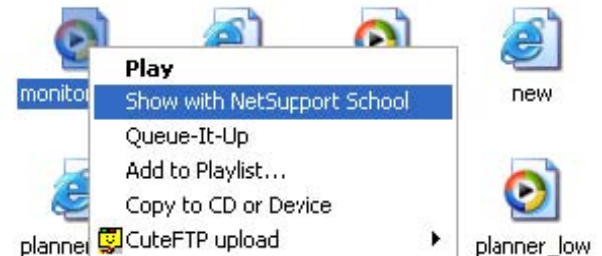
 **Note:** While the video is running, the Student workstations are locked.



Playing Videos via Explorer

NetSupport also provides an option to run videos from outside the **NetSupport** program. Simply navigate to the required video file in Explorer and launch it from the folder where it is stored.

1. Navigate to the folder containing the video file.
2. **Right-click** on the required video and select '**Show with NetSupport School**' from the drop down list.
3. The **NetSupport** program will load, connect to the Known Students and display the **Show Video** dialog.
4. **Confirm which Students** to include, the Video File will already be selected, and click **Show**.



NetSupport Video Player Control Panel

The Video Player Control Panel operates in a similar manner to all audio and visual aids. Although the commands on the toolbar perform the same actions as would be expected please find a detailed explanation below.



File Menu - The File drop down menu contains the following options:

- Open** -Allows you to select and load the appropriate video file.
- Close** -Closes the open video file.
- Exit** -Shuts down the Video Player.

View Menu - The View drop down menu contains the following options:

- Text Labels** -Hides and displays text labels on the Video Player toolbar.
- Toolbar** -Hides and displays the Video Player toolbar.
- Status Bar** -Hides and displays the Status Bar of the Video Player.
- Zoom** -Resizes the video screen

Play Menu - The Play drop down menu contains the following options:

- Play** -Starts the loaded video file.
- Stop** -Returns to the beginning of the loaded video file.
- Pause** -Blanks the Students video screen and pauses the video file at the Instructor's workstation.
- Start** -Returns to the beginning of the video file.
- End** -Fast forwards to the end of the video file.
- Mute Students** -If students are not using headphones while they are watching a video, the sound coming from each workstation can be distracting. This option turns audio off at the Students workstations but leaves it on at the Podium machine.

Help Menu - Provides access to the on-line Help and general Version information.


COMMUNICATING WITH STUDENTS

Chatting to Students

NetSupport allows you to Chat to any number of connected Students simultaneously, via a scrolling text window.

To Chat to Students

1. Select the **Students or Group of Students** you want to Chat with in the **List View**.

 **Note:** If you do not select a Student icon, all connected Students will be included.

2. Select **{Client}{Chat}** from the **Control Window** menu.
Or,
Click the **Communicate** icon on the **Control** toolbar and select **Chat**.
Or,
Right click on an individual **Student** machine and select **Chat**.
3. The **Create Discussion** Dialog will appear.



The Create Discussion Dialog has the following options:

Confirm which Students to include in the Chat session and select any **additional options** (listed below) that should apply. Click **OK** to start the Chat session.

Topic

If required, enter a title or description for the subject to be discussed in the Chat session. This will appear in the Title Bar of the Chat Window that is displayed at the Student machines. If left blank, the Instructor Name will appear.

Members

To exclude Students from the Chat session, remove the check mark next to the Student name.

Additional Options:

Members can decline to join

If checked, a message will appear at the Students machine inviting them to join the Chat session. They can choose to Join or Decline.

Members can't leave the chat

If checked, the option for Students to Leave the Chat session will be removed.

Chat Window is always visible

If checked, the Chat Window remains on the Student's desktop for the duration of the Chat session.

 **Note:** Members cannot minimize the Window if options selected.

4. The **Chat Window** will appear at the Instructor and Student workstations.

The Chat Window

This Window is displayed at each participating members machine and lists the progress of the Chat session. Only the Instructor or Group Leader can add or remove Students from the session. Unless the option is disabled in the Chat Properties dialog, Students can Leave the session.

The following options are available from the Chat Window:-

Chat Menu

The content of a Chat session can be stored for future reference.

Select **Save** to create a file containing the text or select **Copy** to be able to paste the Chat content into another application or file.

Window Menu

Only the Instructor's Chat Window will have a Window drop down menu. This menu enables you to toggle between opened screens or Tile them.

Chat Progress

The main body of the Chat Window is used to record the progress of a Chat session. It holds details of members who have joined or left the discussion, as well as the messages that have been sent by each member.

Message

This is where you type your comments. Type the message and hit Enter or click **Send**.

Auto Send

Each message is restricted to 128 characters. Check this box to automatically send the message when the limit is reached.

Close

Ends the Chat session.

Members

Members currently included in the Chat session are listed here. The Instructor can add or remove Students from the Chat session as required. Unless disabled in the "create discussion" window, Students have the option to Leave the session of their own accord.

Invite

The Chat Properties dialog is initially used to select the Students to include/exclude from the Chat session. To add Students when the Chat session is in progress, click **Invite**. The **Add Members** dialog will appear, select the **required Students** and click **Add**. You can send a copy of the Chat progress to new members by checking the **Send discussion history** box.



Note: Students that have been removed or have decided to leave the Chat session can be invited back.

Eject

To remove Students from the Chat session, select the Student in the **Members list** and click **Eject**. Ejected Students can be invited back into the session if required.



Notes:

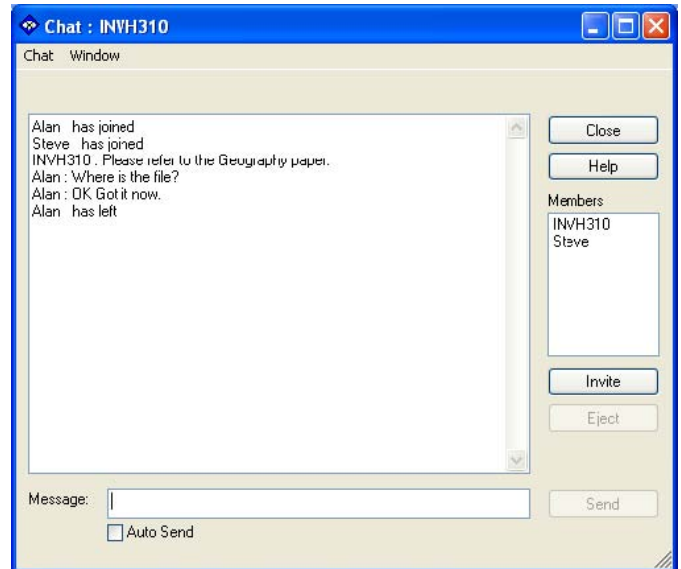
- Students can also initiate Chat sessions by opening the Student Main Window and selecting **{Commands}{Chat}**.
- By default, the Student can only Chat to the Instructor. However, the Instructor can enable the option for Students to Chat to each other by selecting the **Menu**, then **Control Window**, then **{View}{Current Settings – User Interface}** and checking **Student to Student Chat**.
- If the Student does not respond to the Chat Window, you can send an audible beep to each workstation by selecting **Chat Window menu** and then **{Chat}{Send Beep}**.

Chat to a Student while Viewing

1. In **View** menu; Select **{Tools}{Chat}**.
2. The **Chat Window** will appear on the Instructor and Student workstation.

To End Chat

1. In **Chat** menu; Select **{Close}**.



Sending a Message to Students

With NetSupport, you can send a message to an individual Student, a Group of Students or all Students on the Network.

To send a message

1. In the **List View**; Select the Student you want to send a message.

2. **Right click** and select **{Message}**.

Or,

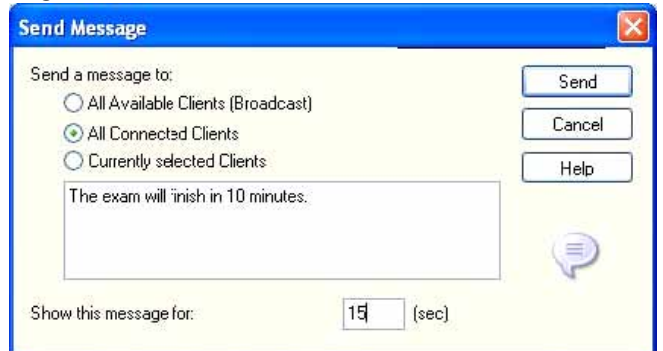
In the **Control Window** menu;

Select **{Client}{Message}**.

Or,

In the **Control** toolbar; Click the **Communicate** icon and select **Message**.

3. The **Message** dialog box will appear. Choose whether to send the message to **all Available Students**, **All Connected Students** or **only the Currently Selected Student**. Enter the message and decide whether to **show the message at the Students PCs for a specified time**.



4. Click **Send**. The Message will be displayed in a dialog at the Students screens and will remain until the User closes the dialog or the specified time limit expires.

Send a message while Viewing

1. In the **Client** menu; Select **{Message}**.

2. The **Send Message** dialog box will appear.

3. Enter your message.

4. Click **Send**.

The message will be displayed on the Student screen currently being viewed by the Instructor and will remain until the Student clicks OK.

Help Requests

NetSupport allows a Student to Request Help from an Instructor. They do this either by selecting the request Help Command from the Student menu or by pressing the hotkeys.

To request help

1. Press the Hotkeys, usually **ALT+LSHIFT+RSHIFT**

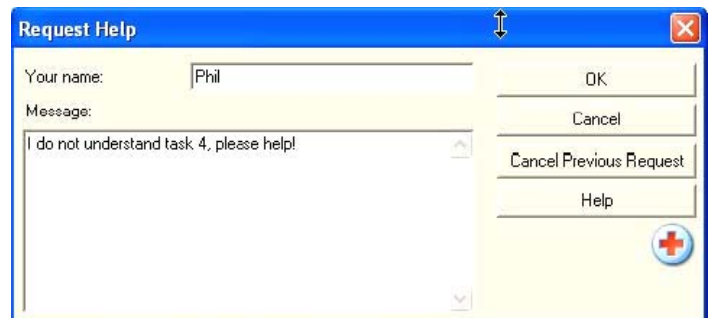
OR, **Right Click** the **Netsupport icon** in the taskbar and select **Request Help**.

2. This opens a dialog box into which they type their name and the message.

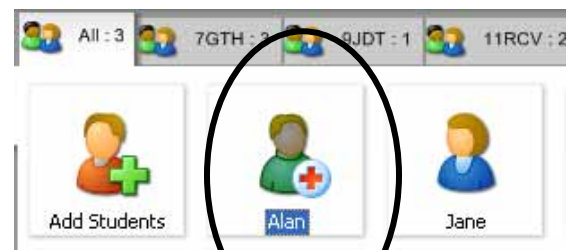
3. Click **OK**.

4. The Help Request will then be sent to the connected Instructor.

If a Student raises a Help Request an alert will be raised at the Podium machine. Any outstanding Help Requests will be visible to the Instructor with a Help Request icon displayed next to the Student icon. This will show until that Help Request has been cleared.



Note: The students must be informed at the beginning of the class that they can request help and how.



To display current Help Requests

1. In the **Control Window** menu; Select **{ School } { Help Requests }**.
2. The **Help request** Window will open and list the Requests.

If there are any help requests pending since the last time the Instructor connected to the Student, the Help Request Window will be open as the Instructor initializes.

3. By clicking on the **View Client** or **Chat toolbar** buttons, you can reply to the Students Help Request.