

AlphaSmart Manager

User's Guide

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AlphaSmart Services

Please contact our Technical Services Center at (888) 274-2720 for technical questions or problems. You may also contact us by email at support@alphasmart.com.

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Introduction

AlphaSmart Manager helps teachers and other AlphaSmart users manage files and software on as many as 30 AlphaSmart 3000s connected to an AlphaHub.

With AlphaSmart Manager, you can:

- Define the contents of AlphaWord files and send them to connected AlphaSmarts.
- Retrieve AlphaWord files from connected AlphaSmarts and save them individually or collectively.
- Maintain security by setting passwords in three different areas.
- Keep track of the current number and status of connected AlphaSmarts.

With AlphaSmart Manager and AlphaHub, you can configure an entire classroom set of up to 30 AlphaSmart 3000s with the same files—story starters, language arts exercises, math drills—in one easy operation. Retrieving files from all 30 AlphaSmarts takes just a few mouse clicks instead of a separate operation for each AlphaSmart. In addition, you can decide how you want the AlphaSmarts set up to begin an activity, and save those settings to be easily reused at any time.

What is a configuration?

Using AlphaSmart Manager, you can customize your classroom activities by creating individual *configurations*. You define settings and file contents for a particular activity and save that information to a configuration file (denoted by the *.acf* extension). When you are ready to conduct the activity, you send the contents of the configuration to all of the connected AlphaSmarts.

For example, if you want your students to write an essay comparing the viewpoints of two different news stories, you can download the text of the stories to two files on their AlphaSmarts, place a sample outline for the essay in a third file, and the students can use File 4 for their writing. At the end of the exercise, you can collect work from all of the students in a single step.

Or if you are using the AlphaSmart for spelling tests, you can disable the Spell Checker on all AlphaSmarts.

Using AlphaSmart Manager to set these options has the same result as setting them on an individual AlphaSmart. But using AlphaSmart Manager is more convenient, because it allows you to configure up to 30 AlphaSmarts for a particular activity at the same time.

Building a configuration library

Re-using your configurations is just one convenient aspect of AlphaSmart Manager. In fact, as you create configurations, you'll likely find yourself using them repeatedly over the course of your teaching. As you build new configurations, you can save time and effort by simply opening an old one and modifying it according to your needs, then saving it under a new name.

Three levels of passwords

In addition to providing control over some AlphaSmart options, AlphaSmart Manager adds its own *configuration password* to prevent unauthorized users from configuring AlphaSmarts. Do not confuse this with the other passwords in the AlphaSmart system.

The *configuration password* is used within AlphaSmart Manager to control downloading of configuration data to connected AlphaSmarts. This password is optional and is not specific to a single configuration, but (if set) must be entered each time you want to download any configuration data to AlphaSmarts. (See "Creating a configuration password" under "Configuring AlphaSmarts" in "Chapter 5: Using AlphaSmart Manager.")

The *master password* cannot be changed using the AlphaSmart Manager. It is set at the AlphaSmart factory and is used to enable or disable the Password feature locally on an individual AlphaSmart. (See "Chapter 7: Advanced AlphaSmart Features" in the *AlphaSmart 3000 User's Guide*).

The *AlphaWord file password* is stored in a configuration to control AlphaWord file access. This password is optional and is set through the "Passwords" option in AlphaSmart Manager. It is then passed to the AlphaSmarts during the "Configure AlphaSmarts" operation, and must be entered by students before they can access an AlphaWord file. Once students have used this password to access their file, they can change the password for their file to one of their own choice. See "Passwords (AlphaWord file passwords)" under "AlphaWord Options" in "Chapter 3: Defining an AlphaSmart Manager Configuration."

All three passwords can be used independently of each other. Changing one password does not affect the other two.

System Requirements

AlphaSmart Manager requires a Universal Serial Bus (USB)-capable computer to connect to the AlphaHub, and runs on Windows® 98se/98me, Windows 2000, and Macintosh® OS 8.6 or later versions that support USB devices.

AlphaSmart Manager requires an AlphaHub in order to exchange files with AlphaSmarts. An AlphaHub is AlphaSmart's multiport management device to which you can connect a Windows or Macintosh computer running AlphaSmart Manager, and up to 30 AlphaSmarts. All connections are made through USB ports. See "Chapter 4: Connecting to the AlphaHub." To send and retrieve files through an AlphaHub, each individual AlphaSmart must be running AlphaWord v1.4 or later.

If your AlphaSmart has an older version of AlphaWord and needs to be updated, you can obtain a newer version from the AlphaSmart website at www.alphasmart.com/downloads, or by contacting AlphaSmart, Inc. Contact information can be found on the title page of this manual.

Chapter Two

Installing and Starting AlphaSmart Manager

Installing AlphaSmart Manager

AlphaSmart Manager is available for Windows and Macintosh. Both installation and starting procedures are provided here.

Windows

1. Load the AlphaSmart Manager CD. The installation wizard (a graphical step-by-step program) starts automatically.
2. Follow the installation wizard, accepting the default values.
3. When the program is finished installing AlphaSmart Manager, restart Windows.

Macintosh

Note: Installing AlphaSmart Manager requires that you restart your Macintosh after installation is finished. It is recommended that you quit all other applications before installation.

1. Load the AlphaSmart Manager CD.
2. Double-click AlphaSmart Manager Installer.
3. Click Continue through the next two screens.
4. Select Easy Install. You may choose a specific location for the installation by clicking Select Folder.
5. Click Install.
6. Click Restart to complete the installation.

Starting AlphaSmart Manager

Once you have installed AlphaSmart Manager, you can start the program by following these simple steps:

Windows

- Click on the Start menu and select **Programs > AlphaSmart > AlphaSmart Manager > AlphaSmart Manager**.

Hint: You can create a Shortcut for AlphaSmart Manager and copy it to your Windows desktop for easy access.

Macintosh

1. Double-click **Hard drive > AlphaSmart Manager folder**.
2. Double-click the **AlphaSmart Manager icon**.

Hint: You can create a Shortcut for AlphaSmart Manager and copy it to your Windows desktop for easy access.

The Configuration Window

The main window in AlphaSmart Manager is the Configuration window, which is displayed when you start the program. This window shows an open, unnamed configuration with empty AlphaWord files and all options set to their factory default values.



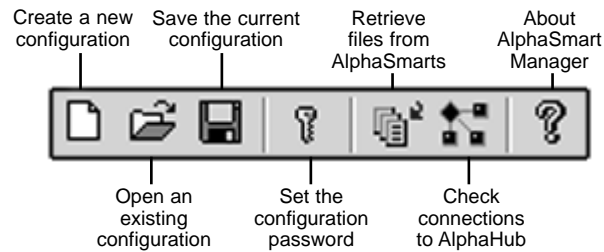
Use the Configuration window to create a configuration (.acf) which contains options and AlphaWord files that are unique to a specific activity.

Note: The graphics in this manual were created using the Windows version of AlphaSmart Manager. Though they appear slightly different on a Macintosh, all functionality is the same.

The Configuration window is divided into three sections: AlphaSmart Options, AlphaWord Options, and AlphaWord Files, which you'll learn more about in "Chapter 3: Defining an AlphaSmart Manager Configuration."

AlphaSmart Manager Toolbar (Windows only)

The Windows version of AlphaSmart Manager contains a toolbar which provides shortcuts to several functions.



The AlphaSmart Manager menu

The menu bar at the top of the Configuration window contains several options—Open, Close, Save, Save As—that you'll find in many Windows and Macintosh applications.

However, there is one simple but important concept you must understand about AlphaSmart Manager before you can use it effectively. **The menu options at the top apply to the entire AlphaSmart Manager program, and the window options apply only to the open configuration.**

For example, if you click **Set Password** in the File menu (or in the Edit menu on a Macintosh), you will be prompted to set a *configuration password*. Assume you set this password to the word: LISTEN. The program will prompt you for the password LISTEN every time you click **Configure AlphaSmarts** to send configuration data. This not only prevents tampering, but it avoids mistakes should more than one person have access to your computer.

You can change or clear the configuration password at any time, as long as you know the current password.

On the other hand, if you set the "Passwords" option (in the window, under AlphaWord Options) to "On," you will activate password protection on the connected AlphaSmarts when you send the configuration. If, in addition, you select the checkbox for "Set file passwords to:" and enter the word LEARN in the text field, you will be defining a new password for the eight AlphaWord files on each attached AlphaSmart. Once you download this configuration, your students will have to enter the password LEARN before they can access an AlphaWord file on their individual AlphaSmarts.

Once you understand this basic concept, you are ready to create your own configurations and take advantage of the power and versatility of AlphaSmart Manager.

Defining an AlphaSmart Manager Configuration

You use AlphaSmart Manager to define settings and file contents for a particular activity and save that information to a *configuration* (denoted by the .acf extension). When you are ready to conduct the activity, you send the contents of the configuration to all of the connected AlphaSmarts.

Defining a Configuration

A configuration (.acf) contains all the settings and files that apply to a specific classroom activity. For example, you might define a configuration for Beginning Language Arts, one for Intermediate Language Arts, and one for Science, with each configuration containing up to eight AlphaWord files.

To define a configuration

- 1 Start AlphaSmart Manager to display the Configuration window.
- 2 Click **File > Save As**.
- 3 In the Save window, enter a name for your configuration (for example, “Beginning Language Arts”).

That’s it! The name of your new configuration appears in the title bar of the Configuration window. But your new configuration still contains all the factory default settings, and its AlphaWord files are empty.

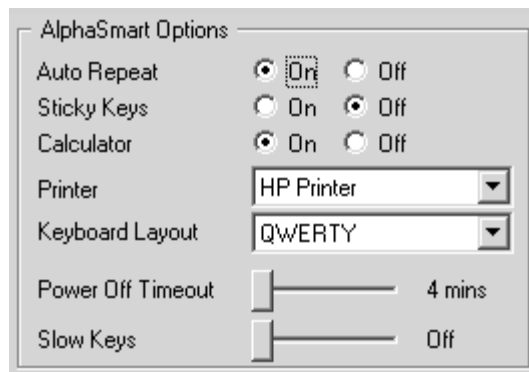
You use the Configuration window to define option settings for the activity. The Configuration window is divided into three sections: AlphaSmart Options, AlphaWord Options, and AlphaWord Files.

AlphaSmart Options

AlphaSmart Options are settings that apply to all operations of the AlphaSmart 3000. No matter which SmartApplet is being used, these settings will be in effect.

You can set unique AlphaSmart Options for each configuration you create. The options you set here apply to all AlphaSmarts that are used by the students who receive the configuration.

Because your classroom activities cover a variety of subjects at various learning levels, you'll probably want to set up your configurations differently depending on each activity's distinct



The AlphaSmart Options you set here apply to all functions of the AlphaSmart.

requirements. The AlphaSmart Options provide flexibility, allowing you to customize each activity you administer to your students.

However, keep in mind that **after you configure the AlphaSmarts, the students using them can change your option settings on their individual AlphaSmarts.** For more information about these options, see “Chapter 7: Advanced AlphaSmart Features” in the *AlphaSmart 3000 User’s Guide*.

Auto Repeat

When enabled (default), this feature causes automatic repeating of a character after the key is held down for longer than about one second. For example, if you hold down the letter “a” key for an extended period of time, you would expect to see the letter continually repeat itself on your screen (“aaaaaa”). However, with Auto Repeat off, you would see just one “a”, regardless of how long you held the key.

Example: Let’s say you’re administering an activity to a classroom of third-graders in which they are required to type in answers to questions. Because their typing skills are likely at a beginner level, it might be a good idea to turn off Auto Repeat so as not to penalize the students for holding down a key longer than normal. With more advanced students, you might decide to turn Auto Repeat on to teach them to keep their fingers moving as they type.

Sticky Keys

With this feature enabled (default=disabled), you can type combination keystrokes without actually pressing the keys simultaneously. For example, you could press Shift-4 in sequence (rather than holding down the Shift key) to get a dollar sign.

The Sticky Keys feature affects the four modifier keys: shift, option, command (⌘), and control. When Sticky Keys is enabled, pressing a modifier key effectively keeps that key “pressed down” for the next keystroke.

Calculator

When enabled (default), this feature lets you access the AlphaSmart Calculator which is included in every AlphaSmart as a pre-installed SmartApplet. You can use the Calculator on your AlphaSmart by pressing the “applets” key and selecting “Calculator.”

Example: You’ll probably want to keep this option enabled unless you are administering a math assignment in which your students are required to perform their own arithmetic calculations.

Printer

This option lets you specify the type of printer your students will be using.

Each AlphaSmart is preloaded with printer drivers that are compatible with various popular printers. The choice you make here simply tells the AlphaSmart which driver to use as the “active” driver for print jobs. The default is “HP Printer.”

Keyboard Layout

You can choose from four different keyboard layouts to provide for special education needs.

- **QWERTY** - (default) The standard layout of most keyboards and typewriters.
- **Dvorak** - A scientifically designed key layout which requires much less finger reaching and stretching for the most commonly used keys, and results in faster, easier typing.
- **Right-handed** - One-handed layout which enables faster typing for people with a disability that requires that they type using only the right hand.
- **Left-handed** - One-handed layout which enables faster typing for people with a disability that requires that they type using only the left hand.

Power Off Timeout

This feature lets you set the amount of time an AlphaSmart can be idle before it is automatically powered off. The minimum idle time is 4 minutes (default) and the maximum is 59 minutes. (Some SmartApplets may override this setting to lengthen the timeout period.)

Keep in mind that all text is saved automatically when the AlphaSmart powers off.

Slow Keys

This feature is designed to allow a user with unsteady hands or difficulty in targeting specific keys to set a delay time between pressing a key and the generation of the associated character. You can turn Slow Keys off (default), or set it as high as 3 seconds.

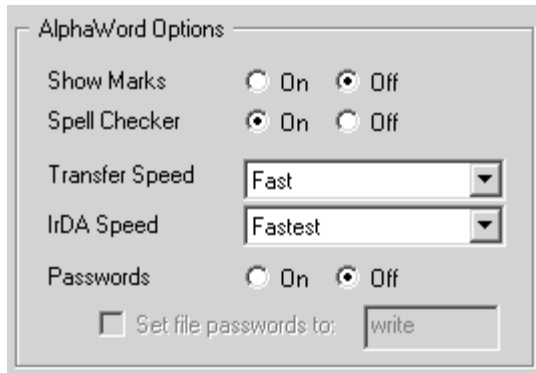
The Auto Repeat delay, which is normally about one second, will be increased to match the Slow Keys delay if it is greater than one second. For example, a Slow Keys delay setting of 1.5 seconds will set the Auto Repeat delay to about 1.5 seconds as well. This means that, after pressing and holding a key down, there would be a 1.5-second delay before a character appeared, and after an additional 1.5 seconds, that character would begin to Auto Repeat.

AlphaWord Options

AlphaWord Options are settings that affect operations specific to AlphaWord SmartApplet, the standard word processing program included with the AlphaSmart. Like the AlphaSmart Options, you can customize the AlphaWord Options for each configuration you create.

Show Marks

When this feature is enabled, pressing the tab key will produce an arrow (→) on the AlphaSmart screen, and pressing the enter key will produce a return arrow (↵) on the screen. This allows a student to distinguish between tabs and spaces, and to know where line breaks have been placed. When Show Marks is disabled (default), both characters appear as spaces on the screen. Regardless of the Show Marks setting, both tabs and returns are transferred to the computer as tabs and returns.



The AlphaWord Options apply specifically to the AlphaWord applet.

Spell Checker

When enabled (default) this feature allows a student to use AlphaWord's spell checker with its correction/suggestion capabilities by pressing the "spell check" key. When an unrecognized word is detected, the student is prompted to replace the word, ignore the word, edit the word, or view the word in its context.

When Spell Checker is turned off, pressing the spell check key while using AlphaWord will display the message: "Spell Check is turned off."

Transfer Speed

The AlphaSmart can send text faster than some older computers and printers can accept it, resulting in missing characters or jumbled text. Even on newer computers, some resource-intensive applications are slow to accept text. You can slow down the AlphaSmart's Transfer Speed to transfer text into these programs. You may have to experiment to determine which speed best fits the machines and applications you will be using for a specific activity.

Speed	Recommended when using	Compatible with
Slowest	Resource-intensive apps such as KidWorks and Student Writing Center.	All machines and apps.
Slow	Mac Classic, Apple IIGS, PC AT (286)	All machines and most apps.
Fast (default)	Mac LC, 386-based PC, 486-based PC	Most machines and apps.
Fastest	Newer Mac OS machines, Pentium-based PC	Many machines and apps.

IrDA Speed

This option sets the speed at which data will be transferred from an AlphaSmart to an infrared-capable device such as a printer or computer.

- **Fastest (default)** - Choose this mode for most computers and applications.
- **Compatibility Mode** - Tells the AlphaSmart to transfer more slowly. Choose this mode if you have a slower computer that cannot keep up with high-speed infrared transfers, and loses data as a result.

Passwords (AlphaWord file password)

AlphaSmart Manager allows you to enable password protection for all AlphaWord files. When you set the Passwords option to "On," the passwords that were last in effect for each file will be in effect again. You can also reset all eight of the AlphaWord file passwords to the same value, which you specify in the "Set file passwords to" field. The factory default password is "write". If you change this, be sure to inform your students that the file passwords have been reset.

AlphaSmart Manager cannot assign different passwords for each file; this can only be done using the AlphaSmart itself.

To set a password for all AlphaWord files within a configuration

1. Set the “Passwords” option to On.
2. Mark the checkbox next to the words “Set file passwords to.”
3. Enter a password between 1-6 characters. (The default password is “write”.)

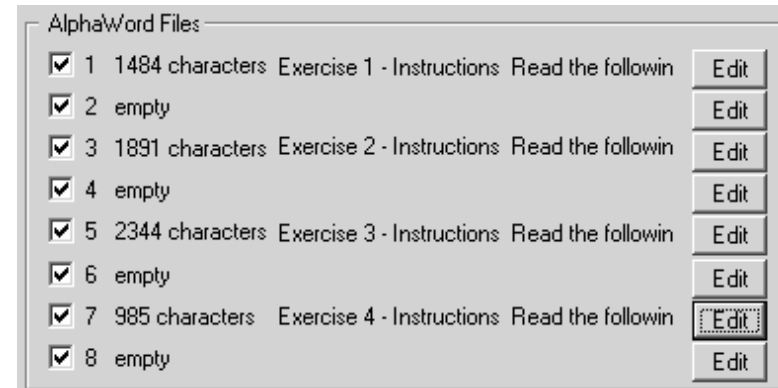
Once you configure the AlphaSmarts with this setting, your students must enter this password into their AlphaSmarts in order to access an AlphaWord file.

For more information about passwords, see “Chapter 7: Advanced AlphaSmart Features” in the *AlphaSmart 3000 User’s Guide*).

AlphaWord Files

AlphaSmart Manager lets you define the contents of any of the eight AlphaWord files for each configuration you create. This allows you to customize the files’ contents for any given activity.

For example, assume you are creating a configuration for administering language arts exercises for beginners. Each exercise will consist of text to read in one AlphaWord file, with the next file left empty for the student to write in. You name the file **Beginner Language Arts.acf** and set up the AlphaWord files for four different exercises. Your configuration might look something like this:



Each configuration can contain up to eight AlphaWord files.

Creating an AlphaWord file

To create an AlphaWord file, simply click the file’s corresponding “Edit” button, enter your text in the file content window, and click “OK.” You can also paste text from the Clipboard that you have copied from another application.

Important: Your students’ AlphaSmarts must be equipped with AlphaWord v.1.4 or later. Earlier versions will not operate with AlphaSmart Manager. You can obtain the latest AlphaWord version from the AlphaSmart website at www.alphasmart.com/downloads.

The Configuration window will indicate the number of characters the new file contains, as well as the first several words of the file for easy recognition. The maximum file size is typically 25,600 characters for AlphaWord files, but can vary depending on which other SmartApplets are installed.

What are the checkboxes for?

You mark a file's checkbox to indicate that you want to include that file when you download the configuration to your students' AlphaSmarts. If you unmark a file's checkbox, that file is still part of the configuration—it simply will not be downloaded when you click “Configure AlphaSmarts” later on, leaving the file's current contents intact on the connected AlphaSmarts.

This may be helpful if you want to assign different writing activities for each day of the week. You could actually enter all material at one time, but each day simply select the individual files you want to work on for that day.

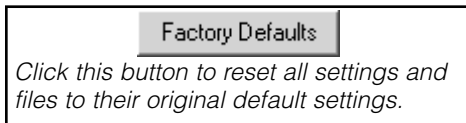
Maximum file size

The maximum file size an AlphaSmart can handle is typically 25,600 characters for a single AlphaWord file, but it can vary depending on which SmartApplets are installed.

When you click “Configure AlphaSmarts,” the program checks all attached AlphaSmarts to determine their maximum file size. If you try to send an AlphaWord file that is too large for the AlphaSmarts to handle, you will receive an error message and the download will not occur. Reduce the size of the large file, then repeat the configuration procedure.

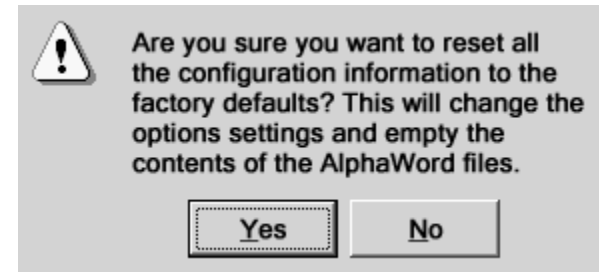
Factory Defaults

Clicking this button will reset all settings for the open configuration back to the original settings. This includes the AlphaWord files. When you click “Factory Defaults,” the content is erased from all eight AlphaWord files in the open configuration. (The AlphaSmarts themselves will not be affected until you click “Configure AlphaSmarts.”)



You'll typically use this option when the configuration contains files and settings that no longer apply to any of your school activities.

But remember, if you reset a file to its factory default values and save that file, you cannot recover its previous settings. If you change your mind after resetting a file that has been previously saved, just close the configuration without saving, then re-open the file.



You must click through this confirmation dialog box to reset all options to their default settings.

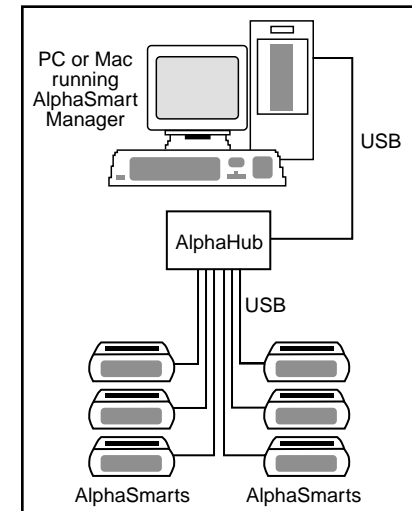
Connecting to the AlphaHub

To use AlphaSmart Manager, you must have a Universal Serial Bus (USB)-capable computer connected to your set of AlphaSmart 3000s through an AlphaHub.

An AlphaHub is AlphaSmart's multiport management device to which you can connect a PC or Macintosh (running AlphaSmart Manager) and up to 30 AlphaSmarts. All connections are made through USB ports.

Checking Connections

AlphaSmart Manager includes a status bar that shows which AlphaHub ports have an AlphaSmart connected to them. This status bar can be displayed using the Check Connection function.



When you click the "Configure AlphaSmarts" button, the settings and file contents defined in your .acf file are downloaded to AlphaSmarts through the AlphaHub.

To check the AlphaSmart connections

1. Click **Check Connection** in the Hub menu.

Hint: Windows users can click the Check Connections icon on the toolbar rather than going through the Hub menu.



2. The following dialog box is displayed.



This graphic shows 26 AlphaSmarts connected to the AlphaHub. Only four ports—23, 24, 25, and 26—have no AlphaSmarts connected to them. On your computer screen, a connected AlphaSmart is indicated by a green light.

This dialog box shows the status of all 30 AlphaSmart connections. If an AlphaSmart is experiencing a connection problem, make sure the USB cable is properly connected to both the AlphaSmart and the AlphaHub, and the AlphaSmart is powered on. If the problem persists, see “Chapter 6: Troubleshooting.”

3. When you’re finished, click the X in the upper-right corner to hide the status bar, **OR** you can leave the status bar open while you use AlphaSmart Manager.

Chapter Five

Using AlphaSmart Manager

Now that you know how to create a configuration, it’s time to put it to use by downloading its settings and files to your students’ AlphaSmarts. This operation is called “Configuring.”

Configuring AlphaSmarts

You can download a configuration to as many as 30 AlphaSmarts at a time. The entire configuration process typically takes only a few minutes to complete, but it can vary depending on the contents of your configuration and your computer’s processing speed.

Configure AlphaSmarts

Click this button to download your configuration to your students’ AlphaSmarts.

Important: When you download your configuration to the connected AlphaSmarts, **all settings, and the contents of any AlphaWord files that are selected in the configuration, are overwritten.** You can prevent data loss by either having your students copy the AlphaWord files they wish to keep to a computer, or by retrieving your students files (as described later in this chapter) and saving them to your computer’s hard drive before you perform the Configure AlphaSmarts operation.

Configuration does not change which SmartApplets are loaded on the AlphaSmarts, and does not affect data in SmartApplets other than AlphaWord.

To configure AlphaSmarts

1. Make sure your AlphaHub is powered on.
2. In AlphaSmart Manager, open the configuration you want to download. **Note:** If more than one configuration is open, only the frontmost file will be downloaded.
3. Click **Configure AlphaSmarts**.
4. Enter the configuration password. If no password has been set, go to the next step. (See “Creating a configuration password” in section below)
5. Click **OK** in the confirmation dialog box. The configuration process begins and a progress box is displayed.
6. When all AlphaSmarts have been configured, a “success message” is displayed.

Creating a configuration password

You can set a *configuration password* that will prevent others from using your computer to configure AlphaSmarts. A configuration password is not specific to a single configuration, but to your entire AlphaSmart Manager program. If you choose to create a configuration password, it must be entered every time a “Configure AlphaSmarts” operation is performed from AlphaSmart Manager.

Because the configuration password creation procedure differs somewhat between Windows and Macintosh, both procedures are provided here.

Windows

1. Click the Set Password icon in the toolbar.



—OR—

Click **Set Passwords** in the File menu.

2. Enter a new password between 1-6 characters.
3. Click **OK**.

Macintosh

1. Click **Set Password** in the Edit menu.

2. Enter a new password between 1-6 characters.
3. Click **OK**. The password is now set. You must enter this password each time you click the “Configure AlphaSmarts” button.

For more information about passwords, see “Chapter 1: Introduction.”

Retrieving Files from AlphaSmarts

So far, we’ve discussed downloading settings and files in the form of a configuration for a classroom activity. But what about turning that around? Once your students have completed the activity, how do they get their modified files back to you for grading or discussion? Simple. Just *retrieve* them.

While your students can still individually transfer files to a computer and save them there, the “Retrieve Files” option allows you to retrieve files from all your students’ AlphaSmarts to your computer in one operation. Files are retrieved as simple text files (.txt) and can be opened, viewed, edited, and saved. **Note:** No text file will be created for an empty AlphaWord file. Because you may be retrieving as many as 240 different files (30 AlphaSmarts x 8 AlphaWord files each), AlphaSmart Manager helps you organize them by copying the entire hierarchical structure from the AlphaSmarts to your hard drive.

For example, when you choose the “Save All” option, all files downloaded from AlphaSmart #1 will be saved to the “AlphaSmart #1” folder; files from AlphaSmart #2 will be saved to the “AlphaSmart #2” folder, and so on. The number assigned corresponds to the AlphaHub port number to which the AlphaSmart is attached.

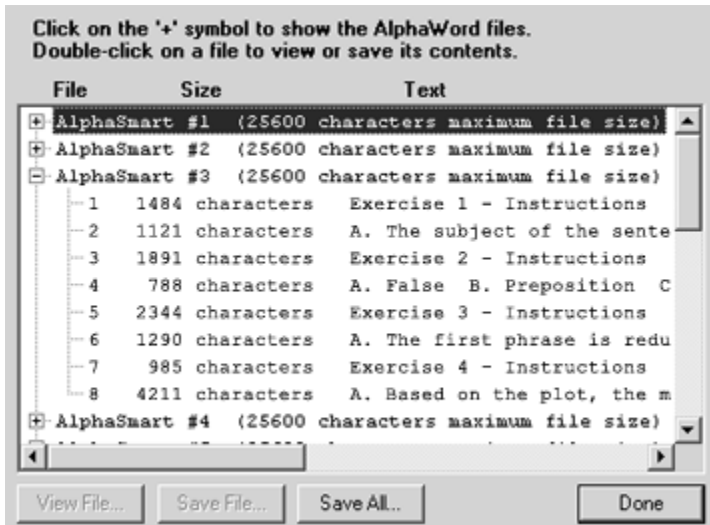
Tip: You can number your AlphaSmarts 1-30, and assign each student a number to use throughout the year. When students finish working with the AlphaSmarts, they connect them to the AlphaHub cable with the matching number. This will result in the folder number described above matching the number on the AlphaSmart.

To retrieve files from AlphaSmarts

1. Make sure your AlphaHub is powered on.
2. In AlphaSmart Manager, click **Retrieve Files** in the Hub menu.



Hint: Windows users can click the Retrieve Files icon on the toolbar rather than going through the Hub menu.



You can click the "+" sign to show an AlphaSmart's individual files. This example shows an expanded view of AlphaSmart #3.

3. The download begins and a progress box is displayed.
4. When all files have been retrieved from connected AlphaSmarts, the following dialog box is displayed.
5. Choose an option.
 - **View File** – Lets you select and view the files individually without saving them to your hard drive. (This button is enabled when you select a file.)
 - **Save File** – Saves an individual file to your hard drive. (This button is enabled when you select a file.)
 - **Save All** – Saves all files—in their hierarchical structure—to your hard drive. This process may take in excess of 45 minutes if all eight files on all 30 AlphaSmarts are full and of the maximum size. You will discover what is normal for your usage, but as a rule of thumb for more typical configurations, allow at least ten minutes to retrieve files from 30 AlphaSmarts.
6. When you're finished viewing and saving files, click **Done**.

Chapter Six

Troubleshooting

When I click "Check Connections" it says that no AlphaSmarts are currently connected.

- Make sure the power switch on the back of the AlphaHub is turned on. A green light on the front of the AlphaHub indicates that the power is on.
- Make sure your computer is properly connected to the AlphaHub.
- On Macintosh, use the System Profiler to see if the computer is communicating with the AlphaHub. It will be listed under Devices and Volumes as a USB Communication device named Alphacart. If you don't see this item, make sure that the files USBAlphaSmartDrv and USBAlphaSmartShim are in the Extensions folder of the System folder that is in use.
- On Windows, use the Device Manager to list hardware devices. The AlphaHub will be listed under the AlphaSmart heading.

I have an AlphaSmart connected to a port on the AlphaHub, but when I click "Check Connections," the indicator is black instead of green.

- Try plugging that AlphaSmart into the AlphaHub using a different USB cable.

The “Configure AlphaSmarts” button is disabled (grayed out).

- Make sure the power switch on the back of the AlphaHub is turned on. A green light on the front of the AlphaHub indicates that the power is on.
- Make sure your computer is properly connected to the AlphaHub.
- Make sure at least one AlphaSmart is connected to the AlphaHub and powered on.

When I try to use AlphaSmart Manager Help, my browser reports that it is unable to find a file or directory.

- Make sure the Help folder is in the same folder with AlphaSmart Manager, and that the following documents are in the Help folder:
 - checkconn.html
 - config.html
 - main.html
 - password.html
 - retrieve.html
- If you are using a Netscape browser on a Macintosh, make sure that no folder in the path to the AlphaSmart Manager folder has a "/" character in its name.

I can't remember the configuration password that I set, and now I can't use AlphaSmart Manager to configure my AlphaSmarts.

Call AlphaSmart, Inc. Customer Support at 888-274-2720 for assistance.

Glossary

.acf – The extension attached to a configuration file created using AlphaSmart Manager.

AlphaHub – A multiport hub device to which you can connect a PC or Macintosh (running AlphaSmart Manager) and up to 30 AlphaSmarts. All connections are made through USB ports.

AlphaSmart Manager – The software that helps teachers and other AlphaSmart users manage files and software on as many as 30 AlphaSmart 3000s connected to an AlphaHub. AlphaSmart Manager runs on both Windows and Macintosh computers.

AlphaWord – A word processing SmartApplet that is built into an AlphaSmart. AlphaWord offers popular features such as spell check, cut/copy/paste, find, and autosave.

AlphaWord file password – The password that protects AlphaWord files from intruders. The AlphaWord file password is set through the “Passwords” option in the AlphaWord Options area in AlphaSmart Manager.

Calculator – A calculator SmartApplet that is built into an AlphaSmart. Calculator offers popular features such as addition, subtraction, multiplication, division, exponentiation, and grouping using parentheses.

compatibility mode – An IrDA speed option. When you choose “compatibility mode,” you are telling the AlphaSmart to “type slowly.” Choose this mode if you have a slower computer that

may have a hard time keeping up with high-speed infrared transfers.

configuration – A configuration (.acf) is a file that contains all the settings and AlphaWord files that apply to a specific classroom activity. When you click “Configure AlphaSmarts” you send the configuration data (not the configuration file itself) to the connected AlphaSmarts.

configuration password – The password that prevents intruders from using the AlphaSmart Manager configuration process. This password is used within AlphaSmart Manager to let you download a configuration to connected AlphaSmarts. If it is set, you will be prompted to enter this password when you click “Configure AlphaSmarts.”

download – To copy data from a main source to a peripheral device. In AlphaSmart Manager, configuration data is downloaded from the computer that is running AlphaSmart Manager to the connected AlphaSmarts.

factory defaults – The configuration settings that are programmed during the AlphaSmart manufacturing process. For example, the factory default for the Keyboard Layout is QWERTY.

fastest mode – An IrDA speed option. When you choose “fastest” mode, you are telling the AlphaSmart to transfer text at its highest IrDA speed. If you find that text is garbled or missing, switch to “compatibility mode.”

IR – Short for infrared. The IR designation (e.g. AlphaSmart 3000 IR) signifies that the AlphaSmart contains infrared technology, which allows you to transfer files to a printer or computer without using cables.

IrDA speed – The speed at which data is transferred from an AlphaSmart to an infrared-capable computer. On the AlphaSmart, the IrDA speed can be set to “fastest” or “compatibility mode.” (“IrDA” is short for “Infrared Data Association,” a group of device manufacturers that developed a standard for transmitting data via infrared light waves.)

master password – The password that controls access to certain settings from the AlphaSmart itself. This password is originally set by AlphaSmart, Inc. during manufacturing. You are prompted to enter this password when you use a keyboard command on the AlphaSmart to turn on AlphaWord file passwords, for example.

retrieve – To acquire data from a peripheral device to a main source. In AlphaSmart Manager, data entered by students is retrieved from connected AlphaSmarts to the computer that is running AlphaSmart Manager.

SmartApplet – An application that runs on an AlphaSmart. AlphaWord and Calculator are examples of SmartApplets.

transfer speed – The speed at which an AlphaSmart sends data via a cable connection to a computer. Older computers may not be able to handle data transfer as fast as newer devices. You can adjust this speed using the “Transfer Speed” option which is found in the AlphaWord Options section of the Configuration window in AlphaSmart Manager.

USB - Universal Serial Bus. An external communications bus standard. AlphaSmart devices (including AlphaHubs and computers running AlphaSmart Manager) are connected with each other through USB cables.

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