

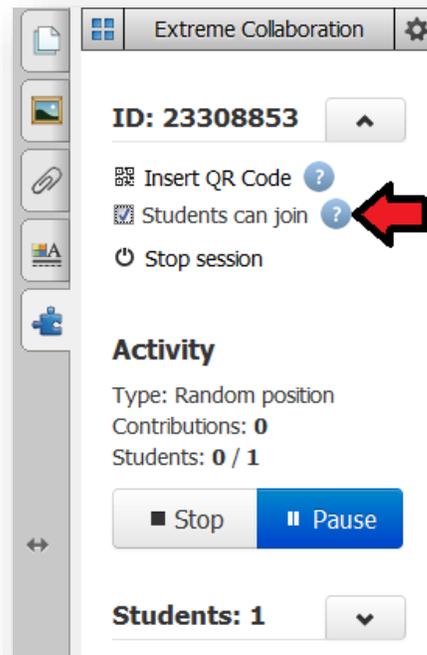
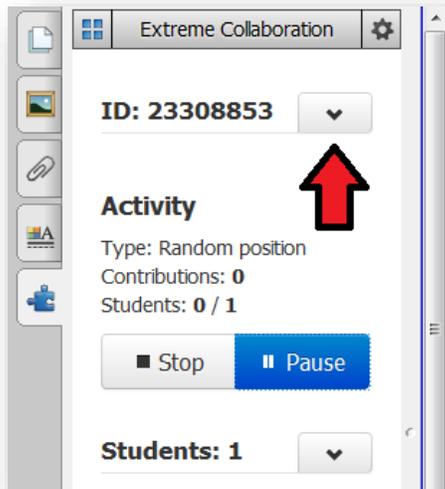
EXTREME Learning with EXTREME Collaboration

Making the SMART Board experience collaborative.

SMART Extreme Collaboration Troubleshooting

I have an active session, but my students cannot join.

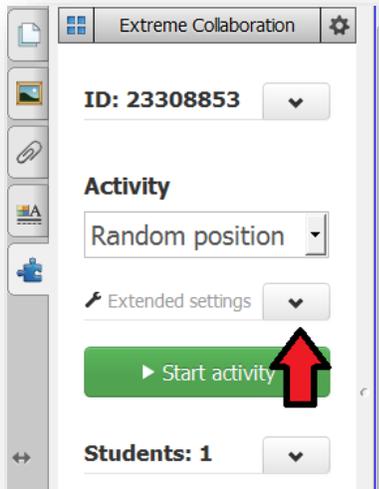
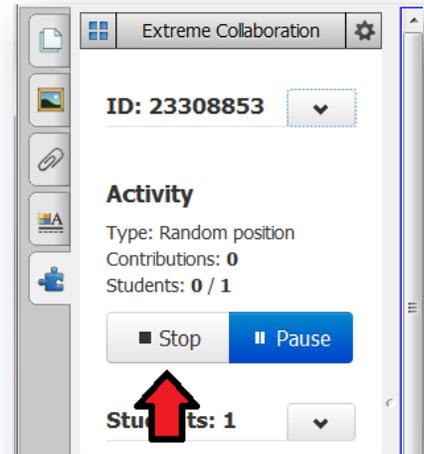
When you “start” a session, the ability to join the session is automatically disabled. You can enable this setting again by clicking the arrow to the right of the session ID and checking the “students can join” option.



I have an active session, but my students can't add images.

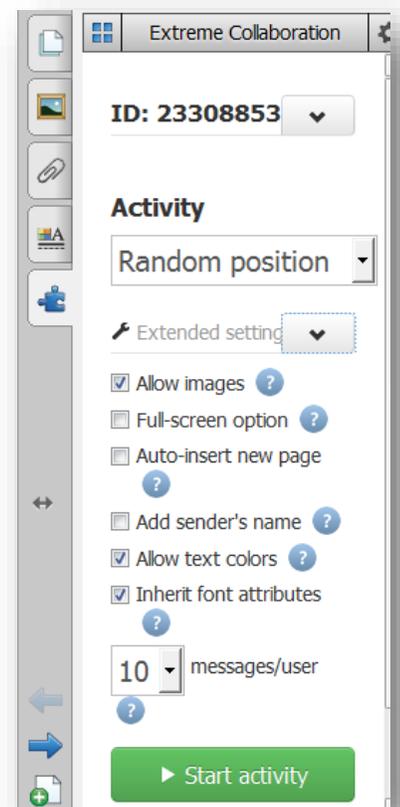
1. Stop the active session

Note: your session ID will not change from this action, nor will your students need to reconnect.



2. Open the extended settings by clicking the arrow beside the "extended settings" title.

3. Make sure your desired requirements are met.
4. Restart your session by clicking "Start activity".



My students have run out of messages, and I want them to be able to send more!

You may stop the current activity, and then start it again. This will reset the number of messages a student can send to SMART Notebook.

When you have stopped the activity, you may set the number of messages a student can send to a maximum of 10 under extended settings.