

SMART TeamWorks 4 software

INSTALLATION AND CONFIGURATION GUIDE

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Chapter 1

Overview of the installation and configuration process

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This chapter explains how to set up a Google Workspace room resource or Office 365 room resource, how to create a SMART TeamWorks Cloud account, configure your network for screen sharing, how to install SMART TeamWorks Room, and configure TeamWorks Room.

Setting up and configuring an Office 365 room resource

Setting up an Office 365 room resource

NOTE

Setting up a room resource doesn't require a Microsoft 365 license.

To set up an Office 365 room resource

1. Go to admin.microsoft.com and sign in with an administrator account.
2. Under the *Resources* menu, click **Rooms & equipment** in the left sidebar.

3. Click **Add resource**.
4. Enter the room's name and email address. You can also enter the room's capacity, location, and phone number.
5. Click **Save**, but don't close the dialog box yet.
6. Click **Edit booking options**.
7. Select **Auto accept meeting requests**.
8. Close the dialog box.
9. In the left sidebar, click **Users > Active users**.
10. Find the newly created room resource, then click  to reset the password.
11. Enter a room password.
12. Clear the **Require this user to change their password when they first sign in** checkbox.
13. Click **Reset password**.
14. Optionally, you can have the sign in information emailed to you. Select the **Email the sign-in info to me** checkbox and enter an email address.

Click **Send email and close**.

Configuring an Office 365 room resource

If you're setting up multiple rooms in your organization, SMART recommends that you create a room account for each room. This allows people to view the room's calendar and to book the room. You'll also be able to start video calls using any of the supported video conferencing applications set up during TeamWorks Room configuration. If you don't set up room accounts for each room, you can use the SMART TeamWorks Apps to connect your personal calendar.

To configure an Office 365 room resource

1. Run Windows PowerShell application as an administrator.
2. Sign in to the Exchange account that manages the room using one of the options below. Copy and paste the appropriate command into Window PowerShell, and then press **Enter**.

- Basic authentication

```
$UserCredential = Get-Credential
```

- Multi-factor authentication

```
Connect-EXOPSSession [-UserPrincipalName -ConnectionUri <ConnectionUri> -  
AzureADAAuthorizationEndPointUri <AzureADUri> -DelegatedOrganization  
<String>]
```

3. Load Cmdlets into Windows Powershell using one of the options below. Copy and paste the appropriate command into Window PowerShell, and then press **Enter**.

- Exchange Online

```
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -  
ConnectionUri https://outlook.office365.com/powershell-liveid/ -Credential  
$UserCredential -Authentication Basic -AllowRedirection
```

- Exchange Server (on-premises)

```
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -Credential  
$UserCredential -ConnectionUri http://<ServerFQDN>/PowerShell/ -  
Authentication Basic - AllowRedirection
```

4. Set the mailbox's execution policy by copying and pasting this command into Window PowerShell and pressing **Enter**.

```
Set-ExecutionPolicy RemoteSigned
```

5. Set the mailbox type to *room* by copying and pasting this command into Window PowerShell and pressing **Enter**. Replace *yourmeetingroom@yourcompany.org* with your own mailbox address.

```
set-Mailbox -Identity yourmeetingroom@yourcompany.org -Type room
```

6. Set "Add Organizer" to *false* by copying and pasting this command into Window PowerShell and pressing **Enter**. Replace *yourmeetingroom@yourcompany.org* with your own mailbox address.

```
Set-CalendarProcessing -Identity yourmeetingroom@yourcompany.org -  
AddOrganizerToSubject $False
```

7. Set the mailbox to prevent automatic deletion of the body of the email invitation. Copy and paste this command into Window PowerShell, and press **Enter**. Replace *yourmeetingroom@yourcompany.org* with your own mailbox address.

```
set-CalendarProcessing -Identity yourmeetingroom@yourcompany.org -  
DeleteComments $false
```

8. Set the mailbox to prevent automatic deletion of the meeting subject in invitations. Copy and paste this command into Window PowerShell, and press **Enter**. Replace *yourmeetingroom@yourcompany.org* with your own mailbox address.

```
set-CalendarProcessing -Identity yourmeetingroom@yourcompany.org -  
DeleteSubject $false
```

9. Set the mailbox to accept meeting invitations automatically. Copy and paste this command into Window PowerShell, and press **Enter**. Replace *yourmeetingroom@yourcompany.org* with your own mailbox address.

```
Set-CalendarProcessing -Identity yourmeetingroom@yourcompany.org -  
AutomateProcessing AutoAccept
```

10. Close Windows PowerShell.

Configuring Google Workspace

If using Google Workspace, you'll need to create a room resource and a Google resource calendar.

NOTE

Only Google Workspace accounts work with this feature. Personal Gmail accounts don't work for signing in to admin.google.com.

Setting up a Google room resource

1. Go to admin.google.com.
2. Click **Buildings and resources**.
3. Under *Resource management*, click **Open**.
4. Add a resource calendar, specifying the meeting room.

Sharing a Google resource calendar

1. On admin.google.com, sign in with your administrator account and open [Google Calendar](#).
2. On the left, under *My Calendars*, find the resource you set up previously. If it's not there, see [My Calendars list and other settings](#).
3. Find the resource you want to share, hover over it, and click  > **Settings and sharing**.
4. Under *Auto-accept invitations*, choose the setting that works best for the resource:
 - *Auto-accept invitations that do not conflict*: The resource accepts invitations to new events if it doesn't have another event scheduled at the same time.
 - *Automatically add all invitations to this calendar*: All invitations appear in the resource's calendar even if some are for events that take place at the same time.
5. Select who you want to share the resource with:
 - To share with everyone in your organization, select **Make available for your domain**.
 - To share with specific people, select *Share with specific people* and click **Add people**. Type the email addresses of the people or groups you want to share the resource with.
6. To set the permissions, click  and choose an option. See Permission settings in [Share room and resource calendars](#).

Creating a SMART TeamWorks Cloud account

When your SMART TeamWorks Room is configured to use a TeamWorks Cloud account, people can connect to the workspace with the SMART TeamWorks App and participate in meetings, you can connect to another TeamWorks Room's workspace, you can conduct polls in the workspace, and use Bing image search.

After you've purchased SMART TeamWorks Room, you'll need to complete a number of tasks:

- claim and activate the TeamWorks Cloud license key
- create a TeamWorks Cloud account

- configure the TeamWorks Room installation to use the TeamWorks Cloud account

To claim and activate your TeamWorks Cloud account activation key

1. Follow the unique link from your “Purchase confirmation: Claim your SMART software” email to claim your Cloud account activation keys.
2. Sign in to the [SMART Admin Portal](#). (If you don't yet have a SMART Account, see [Creating a SMART Account for the SMART Admin Portal](#) to learn how to create one.)
3. Claim software by entering your TeamWorks Room key. The SMART Admin Portal creates a TeamWorks Cloud license key(s).

Note your TeamWorks Cloud activation key(s) for the next procedure.

To set up your TeamWorks Cloud room account

1. Go to twcloud.smarttech.com and sign in with your SMART Account email and password.
2. Click **License Keys**.
3. Click **Add**.
4. Enter the TeamWorks Cloud license key.
5. Click **Confirm Activation**.
6. Click **Home**.
7. Click **Room accounts**.
8. Click **New**.
9. Under *License Key*, select the license key you want to use.
10. Under *Room display name*, enter a room name.
11. Under *Email*, enter an email.
12. Under *Password*, enter a password.
13. This adds the TeamWorks Cloud room accounts, which you then configure for use with TeamWorks Room.
14. Record the TeamWorks Cloud room accounts and passwords.

To enter the TeamWorks Cloud room accounts and passwords

The SMART TeamWorks wizard prompts you to enter the TeamWorks Cloud room account and password when you run the wizard to set up TeamWorks Room. See *SMART TeamWorks Room account* on page 17.

Configuring Microsoft Teams

Before using Microsoft Teams, you'll need to configure it for best performance with SMART TeamWorks Room

1. Download and install the latest version of Microsoft Teams for Desktop.
2. Authenticate the software with the dedicated room account.
3. Open **Settings** and select **General**.
4. Under *Application*, select the following options:
 - Auto-start application
 - Open application in background
 - On close, keep the application running
 - Register Teams as the chat app for Office (requires restarting Office applications)

Configuring your organization's network and computer for screen sharing

Configure SMART TeamWorks Room's screen sharing feature to allow meeting participants to share screens from their devices to the meeting room's SMART Board interactive display. To set up the screen sharing feature, you need to turn on the screen sharing service.

Configuring the network

1. Enable the 2.4 Ghz network.
2. Open the TCP/UDP ports listed in this table:

NOTE

Even if your network is open, screen sharing requires the following ports to be open.

Protocol	Port range	Feature
TCP	53	Out to DNS
TCP	80–443	Google Cast
TCP	5000–5010	AirPlay
TCP	5349	Inbound
TCP	7000	AirPlay
TCP	7100	AirPlay
TCP	7236	Miracast outbound
TCP	7250	Miracast inbound
TCP	8008-8019	Google Cast
TCP	8034	Communication service
TCP	32768–65535	Inbound / outbound
UDP	53	Google Cast
UDP	123	Google Cast NTP
UDP	1900	Google Cast
UDP	3478	Stun
UDP	5353	Inbound
UDP	6010–6012	AirPlay
UDP	8035	Discovery service
UDP	10000	Media traffic
UDP	32768–65535	Inbound / outbound

Protocol	Port range	Feature
UDP	51563	Miracast

3. Configure the network to allow the following Bonjour services:
 - `_airplay._tcp`
 - `_googlecast._tcp`
 - `_display._tcp`
 - `_airserver._tcp`
 - `_raop._tcp`
4. You may have to add an exception to your firewall for **AirServer.exe**.
5. Add the following domains to the network allowlist:
 - `https://activation.airserver.com/`
 - `https://api.remago.com`
 - `https://inputtools.google.com/`
 - `https://autodraw.com/`
 - `https://www.dropbox.com`
 - `https://www.googleapis.com/`
 - `https://graph.microsoft.com/`
 - `https://webrtc.valarea.com/`
 - `https://rms.valarea.com/`

Configuring the computer

You may need to install the Wireless Display feature to use Miracast with SMART TeamWorks Room.

1. Open Settings, and click **Apps**.
2. Click **Optional features**.
3. Click **Add a feature**.
4. Select **Wireless Display**.
5. Click **Install**.
6. After the Wireless Display feature has installed, you can close Settings.

Chapter 2

Installing SMART TeamWorks Room

Complete the following tasks before you install SMART TeamWorks Room.

- Create your SMART TeamWorks Cloud account. See *Creating a SMART TeamWorks Cloud account* on page 8.
- If you're using a SMART Board interactive display in the meeting room, make sure the connected computer is running SMART Product Drivers version 12.18 or later.
- Uninstall any previous versions of TeamWorks Room.
- Install any video conferencing software you want to use (such as Microsoft Teams, Cisco Webex, or Zoom).

To install TeamWorks Room

1. Visit [current-version.htm](#) to download the latest version of the TeamWorks Room installation file.
2. Double-click the downloaded installation file to start the installation wizard.
3. Agree to the Terms and Conditions and click **Next**.
4. Accept the default installation location or browse to and select a custom destination, then click **Install**.
5. Select the **Launch Wizard** option, and click **Finish**.

After the software is installed, the SMART TeamWorks Wizard opens and guides you through the configuration. See *Configuring the installation* on page 14.

Chapter 3

Configuring the installation

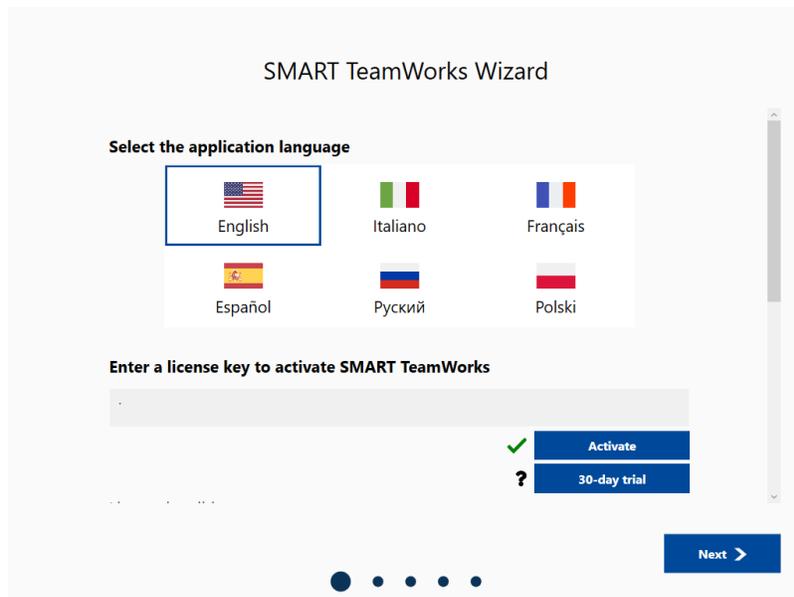
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Overview of configuring SMART TeamWorks Room using the wizard

IMPORTANT

- Before configuring SMART TeamWorks Room, be sure to create a SMART TeamWorks Cloud account. See *Creating a SMART TeamWorks Cloud account* on page 8.
 - If you ever need to change these settings, start the SMART TeamWorks Wizard and make the changes there (SMART TeamWorks installs a desktop shortcut to the wizard.).
-

SMART TeamWorks Room Wizard



The SMART TeamWorks Room's installation wizard guides you through the configuration. This table describes the configuration options available on the wizard's screens.

Select the application language

Select SMART TeamWorks Room's language. SMART TeamWorks Rooms supports

- English
- French
- German
- Italian
- Japanese
- Polish
- Portuguese
- Russian
- Simplified Chinese
- Spanish

Enter a license key to activate SMART TeamWorks Room

Enter a license key to activate SMART TeamWorks Room and click **Activate**.

OR

Click **30-day-trial** to start a 30-day trial with access to all of SMART TeamWorks Room's features.

Settings panel

Password-protect Settings	If enabled, you'll need to enter a password to open the Settings panel
Use SMART TeamWorks Room on-premises server	Enable or disable the use of a SMART TeamWorks Room on-premises server. If enabled, enter the server's URL.

Automatic start

Start SMART TeamWorks Room at Windows startup	If enabled, SMART TeamWorks Room starts automatically when a user logs on or when the computer is restarted.
Schedule a SMART TeamWorks Room restart	If enabled, SMART TeamWorks Room restarts every day at a specific time.

TIP

Enter the time using the 12-hour clock and AM or PM.

Import configuration

Load the configuration from file	You can upload a previously saved configuration file to configure SMART TeamWorks Room.
----------------------------------	---

Home launcher

The screenshot shows the 'Home launcher' configuration screen. It features a title bar at the top with the text 'Home launcher'. Below the title bar, there are four sections of settings:

- Meeting room name:** A text input field containing 'Room 101'.
- Wi-fi:** A toggle switch labeled 'Display Wi-Fi information on the screen sharing page', which is currently turned off.
- Wired HDMI presentation:** A toggle switch labeled 'Enable', which is currently turned off.
- Wireless presentation:** A dropdown menu currently set to 'Always available'. Below the dropdown, there is a small note: 'If not set to Always available, Screen Sharing is available only during a meeting.'

At the bottom of the screen, there is a navigation bar with a 'Back' button on the left, a 'Next' button on the right, and a series of five dots in the center, with the second dot from the left being filled, indicating the current step in the process.

Meeting room name

Enter a name for the meeting room if it's different from the computer name.

Wi-fi

Display Wi-Fi information on the screen sharing page

If enabled, the Wi-Fi network name and password appear on the screen sharing page. Before a device can share its screen, you have to enter a PIN.

NOTE

Devices can share their screen only if they are connected to the same network as the computer.

Wireless presentation

Select whether Wireless presentation is:

- Always available
- Available only during a meeting
- Disabled

If *Always available* is selected, a device can share its screen even if a meeting isn't occurring.

PIN required for connection

If enabled, you have to enter a PIN before a device can share its screen.

Digital signage

Enable digital signage

If enabled, a website (such as your organization's website or a customized landing page) appears on the home screen. Enter the URL for the page.

Show automatically when meeting finishes

If enabled, the website appears on the home screen after a meeting ends.

Room calendar

If you want to show a calendar, select a Microsoft Office 365, Google, or Microsoft Exchange EWS calendar. Click **Connect** to sign in to the account.

SMART TeamWorks Room account

Enter your SMART TeamWorks Cloud account email address and password. Click **Sign-In**.

NOTE

If you don't yet have a SMART TeamWorks Cloud account, see *Creating a SMART TeamWorks Cloud account* on page 8.

Multi-display setup

If you're using multiple displays, configure the touch screen for each display by clicking **Set up touch**.

Interface customization

Use a custom logo	If enabled, you can upload an image to use as for the top banner.
-------------------	---

Use a custom background	If enabled, you can upload a custom background image.
-------------------------	---

Room calendarNOTE: These options appear only if you've connected to a room calendar (above).

Allowing meeting extension	If enabled, you can add more time to a meeting that's about to end.
----------------------------	---

Countdown before scheduled end of meeting	Set the length of the countdown that appears before a meeting is about to end: 10, 30, 60 or 120 seconds.
---	---

Meeting extension time	Select the number of minutes to add when extending a meeting: 10, 15, 30, or 60 minutes.
------------------------	--

Participants can join before a meeting starts	Select the interval before a meeting begins when a participant can join early: 5, 10, or 15 minutes before the meeting starts.
---	--

Room can be freed after	Select an interval at which a meeting is canceled automatically if no one joins: 5, 10, or 15 minutes. After the room is freed, another user can claim the meeting room and delete the previously scheduled meeting if it's not needed.
-------------------------	---

Room will be freed automatically after	If enabled, a meeting that no one joins is automatically deleted after a certain time. Set the interval a room will be automatically freed: 10, 20, or 30 minutes.
--	--

Instant meeting default duration	Select a length for instant meetings: 15, 30, or 60 minutes
----------------------------------	---

Launcher session

Start video conference automatically after joining meeting	If enabled, the camera turns on when joining a meeting
--	--

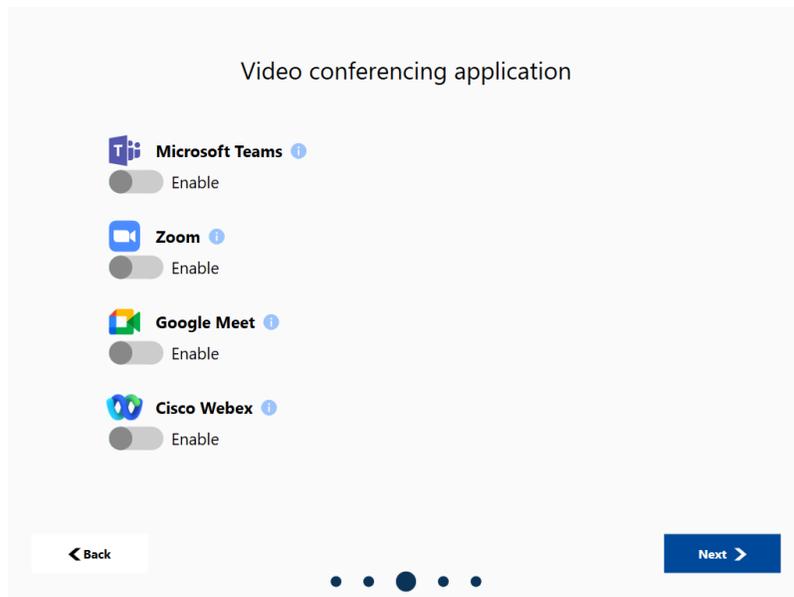
Execute a PowerShell script when session ends	Runs a custom batch script after every meeting. You can use this to automate file removal or to perform security-related tasks.
---	---

Third party integrations

Jabra People Count (PanaCast 50, PanaCast Classic)	If enabled, SMART TeamWorks Roomcan support PanaCast 50 and PanaCast Classic.
--	---

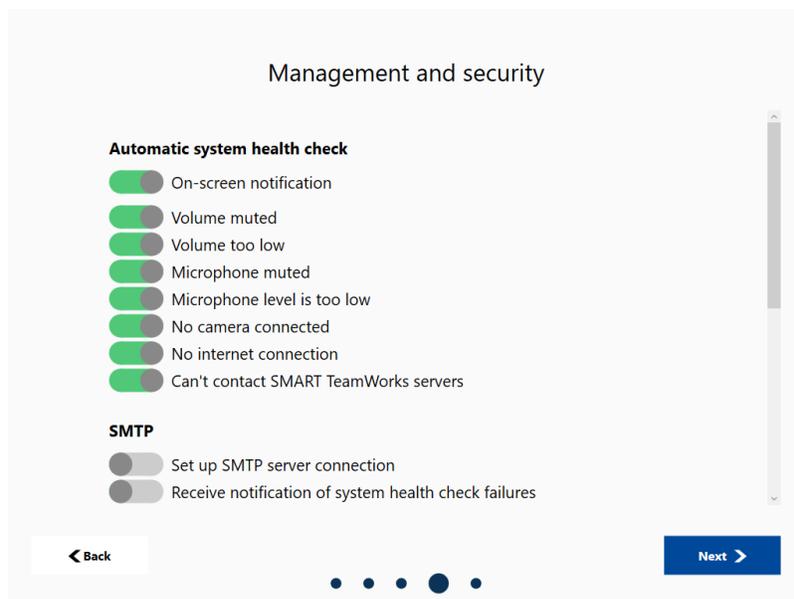
Crestron HTML 5 User Interface	If enabled, SMART TeamWorks Roomcan support Crestron HTML 5 user interfaces.
--------------------------------	--

Video conferencing application



Enable a video conferencing application and add your account information for integrated meeting systems. You can also enable Instant Meeting and participant lookup features.

Management and security



Automatic system health check

SMART TeamWorks can perform a variety of checks to make sure meetings and video conferences work properly. Select which checks you'd like to have performed. Notifications about potential issues appear in the lower right corner of the launcher.

SMTP

Set up SMTP server connection	When enabled, this information will be used to support sending meeting recaps and notification of health check failures via email. Enter information for the SMTP server, server port, email account, and password. You can also select Enable TLS / SSL encryption .
Receive notification of system health check failures	Notifications of any failures found during the automatic system health check will be sent to the email address you enter here.

Kiosk mode

Kiosk mode enabled	If enabled, only TeamWorks Room and applications opened from the TeamWorks Room launcher will run on the computer. When this option is enabled, you can't access the computer's desktop and other Windows features.
--------------------	---

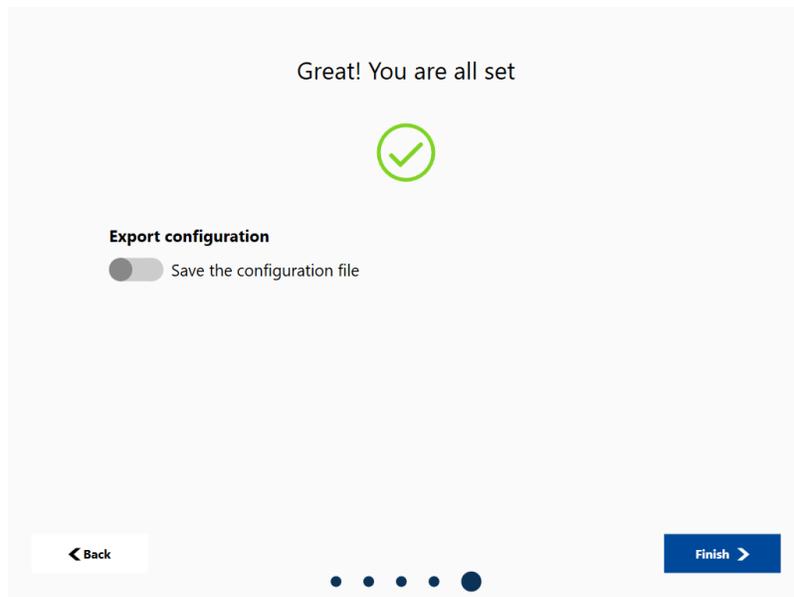
Bluetooth proximity

Enable Bluetooth low energy proximity	If enabled, select Low, Medium, or High. The device will automatically disconnect from TeamWorks Room depending on proximity. Both the room computer and device require Bluetooth 4.0.
---------------------------------------	--

App security

Keep mobile session active if the network disconnects (manual disconnection from the launcher)	If enabled, SMART TeamWorks allows the personal calendar and cloud accounts to remain active in TeamWorks Room if the transferring TeamWorks App loses network connection to the room.
Clean up when meeting ends or participant disconnects	If enabled, SMART TeamWorks removes local files, closes applications opened during the meeting, and clears the network and website caches after a meeting ends..

Export configuration



Export configuration

Save the configuration file	Enable this option to save the configuration to a file you can use to configure other computers.
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SMART TECHNOLOGIES

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