



# NEO2™

The Only Laptop Designed for Classrooms™

## RESOURCE GUIDE

*for use with 2Know!*

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Dear Educator/Administrator,

Congratulations! You have taken a positive step toward accelerating learning by purchasing a NEO 2™ SmartOption Mobile Lab. With a NEO™ 2 SmartOption Mobile Lab, you can provide students with the advanced technology they need for essential practice in reading and language arts, science, maths, keyboarding and even social studies. NEO 2 truly is a solution you can use all day, every day in your classroom.

As you know, NEO 2 includes the 2Know!™ classroom response system for daily assessment of student understanding. As you begin implementing NEO 2 for informative assessment, this booklet will be your handy resource guide. You will find information about support and tips for accessing downloadable content, plus software and hardware key tasks, frequently asked questions and more.

We would love to hear about your success using NEO 2 in the classroom. You can email your stories to [UK-help@alphasmart.com](mailto:UK-help@alphasmart.com).

We look forward to hearing from you!

Sincerely,

The NEO 2 Team  
Renaissance Learning

## SUPPORT BY PHONE, EMAIL AND WEB

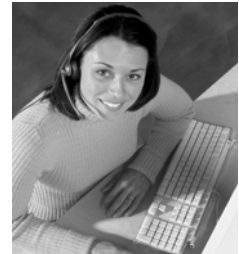
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### Phone

- **UK:** 0870 120 0718
- **Europe, Middle East and Africa:** +44 870 120 0718

### Email

- UK-help@alphasmart.com



### Web

- **UK:** www.alphasmart.co.uk
- **Europe, Middle East and Africa:** www.alphasmart.eu

Elsewhere, contact your local reseller. If you do not have a local reseller, email Technical Support at UK-help@alphasmart.com.

In the online Knowledge Base, you can search through technical support information and find detailed, step-by-step answers to questions you may have about NEO 2. Visit [support.renlearn.com/techkb](http://support.renlearn.com/techkb).

## KEY TASKS—THE 2KNOW! TOOLBAR

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### Install the 2Know! Toolbar

#### Windows Installation

1. Download the 2Know! Toolbar program at [www.alphasmart.co.uk](http://www.alphasmart.co.uk).
2. Double-click the **2Know!\_Toolbar\_2.0\_Win.msi** file that you downloaded. The installation wizard will open.
3. Click **Next >** on the Welcome panel of the wizard.
4. Note the installation location and click **Next >**.
5. Click **Install**.
6. If you want to start the 2Know! Toolbar right away, tick the **Launch 2Know! Toolbar** box.
7. Click **Finish** to complete the installation.
8. A message may appear to tell you that you must restart your computer for the configuration changes to take effect. Click **Yes** to restart now or **No** to restart later.

9. Connect the Renaissance Receiver to your computer and set the Receiver name. (See the NEO materials you received.)
10. Make sure that neither AccelTest™ nor the Renaissance Responder program (used with Accelerated Maths™) is running. Then, start the 2Know! Toolbar by clicking **Start ▶ Programs ▶ 2Know! Toolbar ▶ 2Know! Toolbar**.
11. Read the license; then, tick the **I agree** box and click **OK** to start the program.

## Macintosh Installation

1. Download the 2Know! Toolbar program at [www.alphasmart.co.uk](http://www.alphasmart.co.uk).
2. Double-click **2Know! Toolbar Installer** on the CD.
3. Enter the administrator user name and password for the computer and click **OK**. (You must have rights that allow you to install software.)
4. Click **Install** in the installation assistant. The program will be installed. (If the computer must be restarted after installation, the program will notify you; click **OK**.)
5. When the installation is finished, click **Restart** if the computer must be restarted. If not, click **Quit**.
6. Connect the Renaissance Receiver to your computer and set the Receiver name. (See the NEO materials you received.)
7. Make sure that neither AccelTest nor the Renaissance Responder program (used with Accelerated Maths) is running. Open the Applications folder on the computer's hard drive. Then, open the **2Know! Toolbar** folder. Double-click **2Know! Toolbar**.
8. Read the license; then, tick the **I agree** box and click **OK** to start the program.

## Start the 2Know! Toolbar and Get Ready for the Session

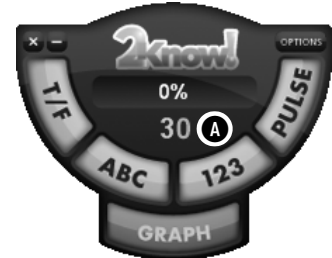
Make sure the Renaissance Receiver is connected to your computer (see the *NEO User Manual*) and set the Receiver name (see page 9 of this document). Make sure that neither AccelTest nor the Renaissance Responder program (used with Accelerated Maths) is running. Then, start the 2Know! Toolbar.

**Windows:** Click **Start ▶ Programs ▶ 2Know! Toolbar ▶ 2Know! Toolbar**.

**Macintosh:** Open the **Applications** folder on the computer's hard drive. Open the **2Know! Toolbar** folder, and double-click **2Know! Toolbar**.

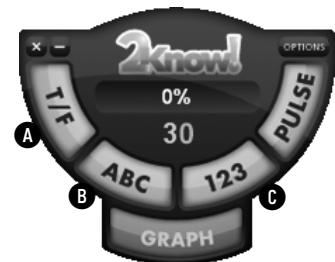
## Start the Session

1. Ask participants to turn on their NEO 2s.
2. Participants press **applets**, use the arrow keys to scroll to the **Responder** SmartApplet in the list, and then press **enter**.
3. Participants highlight the correct Receiver/ Network name and press **enter**. (Participants who have connected to a Receiver before can simply confirm that they want to stay connected.) The toolbar shows you how many participants have connected **A**.



## Ask the Questions

1. Ask or show participants the question. Then, press or click **T/F** for true/false **A**, **ABC** for multiple choice **B** or **123** for numeric response **C**.

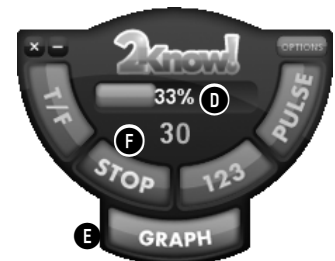


**Responder users can also answer short-answer questions if they are using firmware version 3.x or higher.**

You can also ask short-answer questions by pressing or clicking **Short Answer**. You will need to select a theme that includes a Short Answer button before you do this; see page 8.



2. Ask participants to choose or enter their responses and then press **enter**.
3. Watch the toolbar to see the percentage of participants who have responded to the question **D**.
4. Press or click **Graph** **E** to see a graph that shows the responses the participants chose. (For more information, see the next section.)
5. Press or click **Stop** **F** when you want to stop accepting responses.



## Use the Graph

**Note:** If you are projecting the toolbar and participants can see it, you may want to wait until after all participants have responded before you display the graph.



- A** The bars show you how many participants chose each answer.
- B** For numeric-response and short-answer questions, the five most common answers are shown, and others are grouped below in “Other Responses”.
- C** To choose the correct answer, press or click the circle next to it to put an X in that circle. The bar next to it will turn green. (You can change the correct answer.)
- D** Press or click **Stop** to stop accepting answers.
- E** **Reset** deletes all answers so participants can answer the question again (or another question of the same type).
- F** **Close** takes you back to the toolbar. If you have not stopped accepting answers, the toolbar will stop accepting them when you close the graph.

## Ask Pulse Questions

Use Pulse to ask simple questions with no correct answer. This can be useful when you want to check understanding of a concept or to take a quick vote.

1. Press or click **Pulse** when you want to ask participants if they are ready to go on to the next concept.
2. Participants press **Y, G** or **T** for yes/green/true, or they press **N, R** or **F** for no/red/false; then, they press **enter**. Watch the toolbar to see the percentage who have responded.
3. Press or click **Stop** when you want to stop accepting responses.
4. Press or click **Graph** to see a graph like the one shown. The red circle on the right shows you how many participants chose **No**. The green circle on the left shows how many chose **Yes**.



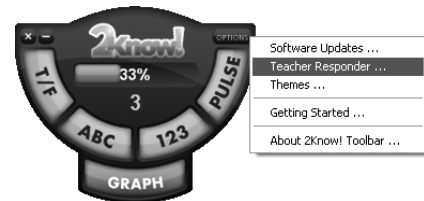
## Use the Teacher Responder Feature

The 2Know! Toolbar options allow you to designate one of your NEO 2s as a teacher responder. You can then use that NEO 2 to control the toolbar program from anywhere in the room.

### Assigning (Setting Up) a NEO 2 as a Teacher Responder

Follow these steps to set up and use a NEO 2 as a teacher Responder:

1. Click **Options** and choose **Teacher Responder**.
2. If the program tells you that you have not assigned a Responder to the teacher, click **Assign**.
3. Start the NEO 2 and open the Responder SmartApplet.
4. Join the session.
5. Enter the PIN that the toolbar program shows you, and press **Enter**.
6. When the toolbar program shows the ID, click **Close**.
7. The NEO 2 will list your options.



To ask a question, follow these steps:

- a. Press **A** (to select Ask Question), then press **Enter**.
- b. Press the letter for the question type and press **Enter**.
- c. After participants answer, press **A** (to select Stop), then press **Enter** to stop receiving responses. If you want to see a graph, press **B** (for Show Graph) and press **Enter**. To minimise the toolbar or maximise it again, press **C** and then **Enter**.

While you are viewing a graph, you have these options:

- Press **A** (for **Stop**), then **Enter** to stop receiving responses.
- Press **B** (**Close Graph**), then **Enter** to close the graph.
- Press **C** (**Reset**), then **Enter** to reset (start over) and receive new responses.
- Press **D** (**Enter correct answer**), then **Enter** to choose or enter the correct answer. Then, enter or select the answer and press **Enter**.

## Unassigning a Teacher Responder

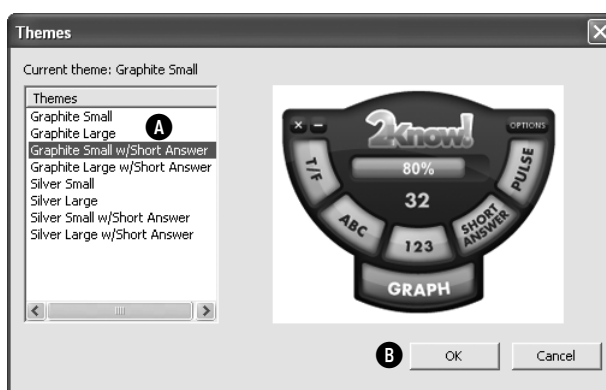
When you want to stop using a NEO 2 to control the toolbar program, you can unassign it by following these steps:

1. In the 2Know! Toolbar, press or click **Options** and choose **Teacher Responder**.
2. Press or click **Unassign**.
3. Press or click **Close** to close the window.

## Choose a Different Theme and/or Change the Size of the Toolbar

Follow the steps below to choose a different theme, which changes the appearance of the toolbar. Use the large-size themes on your computer so you can see the toolbar as you move around the room. Use the small sizes on interactive whiteboards to make the most of the whiteboard space. If you want to ask short answer questions, be sure to choose a theme that includes “w/Short Answer” in its name.

1. Press or click **Options** and choose **Themes** to see the window shown.



2. Press or click the theme type and size you want **A**. As you select each theme, you can see what it looks like on the right side of the window.
3. Press or click **OK** **B**.

## Get Software Updates

1. Press or click **Options** and choose **Software Updates**.
2. If you want to allow weekly software updates, make sure the **Weekly check for software update** box is ticked. (It is ticked when you first install the program.)
3. If you want to check for updates now, press or click **Check Now**.
4. Press or click **Close**.

## View 2Know! Toolbar Instructions while Using the Toolbar

To open instructions while using the 2Know! Toolbar, press or click **Options** and choose **Getting Started**.

## View the Toolbar Version and Other Information

Press or click **Options** and choose **About 2Know! Toolbar**. The information window will open; you can close it by clicking the window.

# KEY TASKS—RENAISSANCE RECEIVER

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To connect your Renaissance Receiver to your computer, see the *NEO User Manual*, the *SmartOption Mobile Lab Setup for NEO 2* instructions or other NEO 2 instructions that you have received.

### Default Administrator PIN

The default administrator PIN is **1234**. This PIN is required when you use the Renaissance Wireless Server Utility program on your computer.

### Changing Administrator PIN and Renaissance Receiver Name (Recommended)

1. Open the Renaissance Wireless Server Utility program and go to the **Server Settings** tab.
2. Click **Set Administrator PIN**.
3. Enter and confirm the new PIN; then, click **OK**.
4. Click **OK** when program states that the PIN is updated.
5. Delete the name in the **Network Name** field, and type a new name (e.g., *Room 245* or *Mrs. Smith's class*).
6. Click **Update Network Settings**; then, click **OK** when the program states that the settings have been updated.

# FREQUENTLY ASKED QUESTIONS

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Below are answers to the most commonly asked questions concerning the 2Know! classroom response system and NEO 2. For more information, please see the contact information at the beginning of this guide.

## **Can 2Know! be installed on a network?**

2Know! is meant to be installed and used on individual computers in a classroom environment.

## **Should I be concerned about the technical requirements and setup for 2Know!?**

All that is required is the 2Know! Toolbar program and a computer that meets the requirements you will find at [www.renlearn.co.uk/alphasmart\\_crs\\_specs.html](http://www.renlearn.co.uk/alphasmart_crs_specs.html).

Setup is easy. Even those with limited computer experience can set it up and have it running in as little as five minutes. Our technical staff is also available should you have any questions.

## **Does the 2Know! classroom response system work with interactive whiteboards?**

Yes. You can also display your PowerPoint presentations.

## **Will 2Know! work with a laptop?**

Yes. You simply need a USB port for the Receiver. No AC adapter is needed.

## **When students use their NEO 2s with the 2Know! Toolbar, they have multiple Renaissance Receivers to choose from, and they are all named “Renaissance Receiver”. Why is this happening?**

This means that multiple Renaissance Receivers that do not have unique names are within range of the Responders or NEO 2s. To change the name of a Receiver, see page 9. Enter a name that is unique. For example, if the teacher’s name is John Smith, give the network the name “Smith’s Receiver”.

## **How many Renaissance Responders or NEO 2s can be used with one Receiver at the same time?**

Up to 300 can be used with one Renaissance Receiver.

## **What is the range of a Renaissance Receiver (how far away from the Renaissance Receiver can a student with a Responder or NEO 2 sit)?**

Up to 45 metres.

**Will students have to point the Responders or NEO 2s directly at the Renaissance Receiver in order to get their responses accepted?**

No. 2Know! uses Radio Frequency (RF) technology, which is not blocked by line-of-sight obstructions. The answer is recorded as long as the device is within the range of the receiver (up to 45 metres).

**What radio technology does 2Know! use?**

2Know! operates in the public 2.4 GHz band, the frequency used by WiFi, Bluetooth and other wireless devices. The system uses standard IEEE 802.15.4 modulation and communication protocols to avoid interference with other devices operating in the same area.

**Will the system hop to an open channel?**

Renaissance Receivers and responders include logic to select a clear channel from the 15 available channels when the Renaissance Receiver is started.

**How does the Renaissance Receiver handle interference?**

The system uses Direct Sequence Spread Spectrum (DSSS) in addition to Carrier Sense Multiple Access with Collision Avoidance (CSMA-CA) in order to communicate when other wireless devices are near.

**Will the radio frequency (RF) technology of 2Know! interfere with my wireless network?**

No. The system is designed to work in a “noisy” environment without interfering with other wireless technology.

**Do the NEO 2s have an automatic shut-off feature?**

Yes. In most SmartApplets, NEO 2 will shut off after 4 minutes of inactivity. In the Responder SmartApplet, it will shut off after 30 minutes of inactivity, and in the Accelerated Reader™ SmartApplet it will shut off after 10 minutes of inactivity.

## FOR MORE ABOUT THE RENAISSANCE RECEIVER

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Refer to the *NEO User Manual* or other NEO materials you have received to find the steps you need to follow to connect the Renaissance Receiver and to change settings in the Renaissance Wireless Server Utility.

If you have a problem with your Renaissance Receiver, refer to the manual and the Renaissance Learning Knowledge Base. If this does not solve your problem, then call the business which sold you the Receiver or contact Technical Support. Many problems can be solved by email or over the phone.

If the unit needs to be returned to the factory for repair, it must be assigned a Return Material Authorization (RMA) number before it is returned. To obtain an RMA number, contact Technical Support (see page 3) with the following information:

- A detailed description of the problem.
- The serial number of the unit.
- The name and the address to which the unit should be returned.



