



Installation and configuration guide for the Android Student app



The NetSupport School Student app for Android works in tandem with the NetSupport School Tutor for Windows.

Note: A NetSupport Browser app is also available, allowing you to install NetSupport School (along with NetSupport DNA, if required) on your iOS devices. For further information on how to configure and push out the NetSupport Browser app settings, please see technical document [Centrally configuring and deploying the NetSupport Browser app for iOS](#).

If the PC you intend to use to connect to the tablets does not already have the NetSupport School Windows Tutor installed on it, please follow the instructions below.

Installing and configuring the NetSupport School Windows Tutor

1. Go to www.netsupportschool.com/download/ and complete our brief registration page to access the NetSupport School download files.
2. Select the **Main Download** setup option
Or
If an Active Directory deployment is required, you will need to install using the **MSI** option.
If an alternative language install is required, scroll down the page to select from the list of supported languages.
3. The NetSupport School installation will start, displaying a Welcome screen. Click **Next** to continue.
4. The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select **I accept the terms in the License Agreement** and click **Next** to continue.
5. Enter the licence information:
If you have already purchased NetSupport School, select **Register** and enter the licence details you were provided with. Alternatively, if you are evaluating NetSupport School, select **30 day evaluation**.
Choose the type of licence you wish to use:
All platforms: Your Students are all Windows-based or using a mixture of Windows, macOS, ChromeOS, Android and iOS.
Non Windows: Your Students are all using non-Windows devices (macOS, ChromeOS, Android or iOS).*
* A reduced feature set is supported on these platforms and as such, a cut-down version of the NetSupport School Tutor (teacher) interface will be provided.
Click **Next**.
6. Select **Tutor** as the Setup Type and click **Next**. (If you want to install additional components on this PC, select **Custom**. The main [NetSupport School User Guide](#) provides more information about the options available.)

7. Room Identification. NetSupport School's convenient Room mode connection method is used to establish connections between the Tutor PC and Student tablets. If you have a default room name, you can enter this now or leave the default value, "Eval". Room names can be updated and added to in the Tutor Console once installed. Click **Next** to continue.
8. To start the installation, click **Install**.

Installing and configuring the NetSupport School Student for Android

For the Tutor Console to connect to the required student tablets, the NetSupport School Student app for Android must be installed and configured on each device.

The Android Student app works on Android v5.0 or later tablets and is available for free from the Google Play store.

Note: *The Student app can be centrally configured and pushed-out to devices using a third-party MDM (Mobile Device Management) solution. For further information, refer to technical document [Using Google Admin to deploy the Android Student to managed devices](#).*

In circumstances where central app management via an MDM tool is not available, you can also directly configure each Android device with the classroom connectivity settings or, once a connection between Tutor and Student has been made, 'push' the settings to each device from the NetSupport School Tutor program.

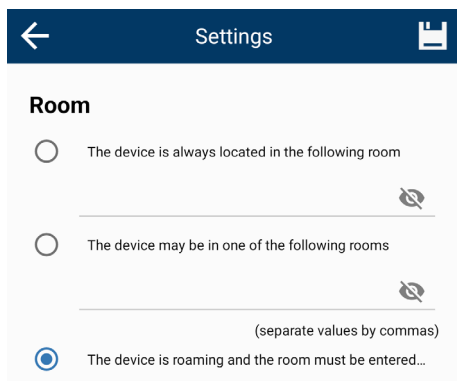
Configuring Student tablets to connect to a NetSupport School Tutor


NetSupport School offers a range of convenient connection methods but in the case of the Tutor Console connecting to Android tablets, Room mode is the default. The room name(s) created at the Tutor also need to be configured on the tablets, so they are available when Students wish to join a NetSupport-managed lesson.

If you need information on how to create and switch between rooms in the Tutor Console, please refer to the main [NetSupport School User Guide](#).

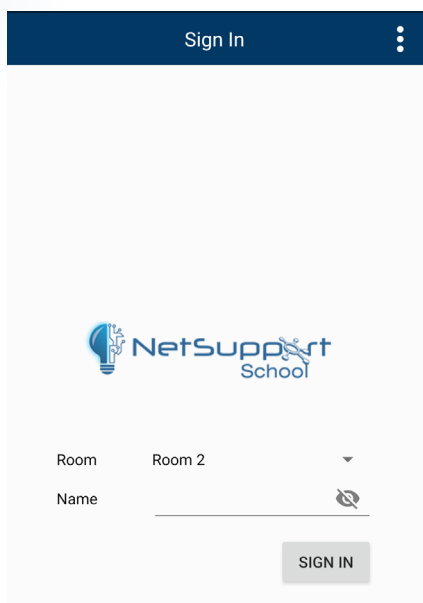
Manually configuring the Student tablets

1. Once the NetSupport app is installed on the tablets, configure each device to connect to the NetSupport School Tutor.

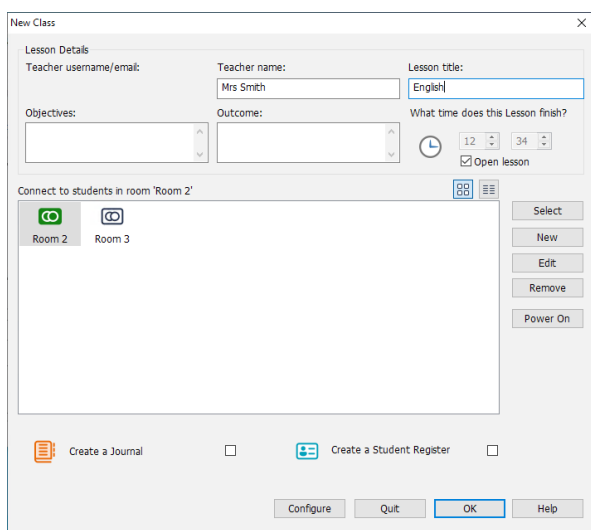


2. Launch the NetSupport Android Student app on the required tablets.
3. Select the **Settings**  icon in the top right corner.
4. Configure Room mode by adding the corresponding room name(s) that have been created in the Tutor program. You can choose between three options:
 - If the device always connects into the same room, simply enter the single room name.
 - If the device needs to connect into a number of different rooms throughout the day, enter each room name separated by a comma.
 - If the device is roaming, you can prompt Students to enter the room name manually.

5. Additional connectivity and security settings can be applied if required. For example, if a NetSupport Name & Connectivity Server (Gateway) is in use in your environment, you can configure the matching address and key in the apps.
6. Once all options are configured, save the settings.
7. The app will reload and display the configured room names. Students join the required NetSupport-managed lesson by selecting or entering the room name along with their login credentials.



8. When the Tutor program is launched, the teacher selects the matching room name from the Class wizard and the connection with the Student tablets will be initiated. (If the Class wizard isn't set to automatically open when the Tutor Console launches, select the class name on the left-hand side of the status bar and click **End Class.**)



Using the NetSupport School Tutor to push-out connection settings

Once the tablets are 'known' to the Tutor, any future changes to the configuration settings can be pushed-out centrally to devices via the Tutor program.

1. Select the Administer tab in the Tutor Console ribbon and click **Modify Student Settings.**
2. The Modify Student Settings dialog will appear. Edit any of the room or other connectivity settings as required. You can also password protect the deployed configuration to prevent changes being inadvertently made at the tablets. Click **Save.**

Modify Student Settings

Room

The device is always located in the following room

The device may be in one of the following rooms

The device is roaming and the room must be entered manually

Launch at startup Sign in to fixed room

Connectivity

Default Port: Multicast Address:

Use Gateway

Gateway Address:

Gateway Key:

Protect Settings

Password:

Save Cancel

3. Select the tablets you wish to send the revised settings to by selecting the Administer tab in the Tutor Console ribbon and clicking **Apply Student Settings**. If password protection has been set, enter the password and click **Send** to deploy the revised settings to the tablets.

In certain environments, the NetSupport School Tutor Console may not locate the Android Students during its browse. For further information on how to locate and connect to Android devices, please visit our Knowledge Base and refer to the technical article [What to do if the Android Students are not found by a Tutor Console browse at startup](#).

If you continue to encounter problems with your installation, our [Support team](#) will be happy to help.