

R38249— 2Know! Classroom Response System Frequently Asked Questions (FAQ)

Intended Usage: External

Updated On: 2/7/2011



Passwords and PIN's

Q: What is the default password for the AccelTest™ software?

A: admin

Q: What is the default Administrator PIN for the Renaissance Wireless Receiver Utility?

A: 1234

Q: What is the default Administrator PIN for the Renaissance Responders?

A: 1234

Q: What is the default Student PIN for an owned Renaissance Responder™?

A: 1212

Q: What do I do if a student forgets their PIN?

A: From the Renaissance Responder, press the yellow question mark button, enter the administrator PIN(1234), the students' name and PIN will be displayed.

Renaissance Receiver™ and Wireless Server Utility

Q: When students use their Renaissance Responders, they have multiple Renaissance Receivers to choose from, and they are all named “Renaissance Receiver”. Why is this happening?

A: This means that multiple Renaissance Receivers are within range of the Renaissance Responders. To change the name of a receiver, do the following: From the Renaissance Wireless Server Utility, go to Server Settings>Network Name. In the Network Name enter a name that is unique. For example, if the teacher's name is John Smith, give the Network the name of: Smith's Receiver. To save the settings, click on **Update Network Settings**.

Q: How can a teacher disable the calculator?

A: From the Renaissance Wireless Server Utility choose Device Settings, remove the check mark from Calculator and click on **Update Device Settings**.

Note: The calculator has already been removed from the 2.00, 2.01 and 3.00 versions and can not be enabled on these versions.

Q: Is the calculator a scientific calculator?

A: No, it is a basic multi-function calculator.

Q: What functionality is available on each version of the Renaissance Responder firmware?

A:

Functionality	1.80	1.81	2.00/2.01	3.00	4.00 (Enhanced Responder)
Large Font	X				X
Standard Font		X	X	X	X
Homework	X	X		X	X
Notes	X	X		X	X
Calculator	X	X			X
Settings	X	X	X	X	X
Synchronize	X	X		X	X
MathFacts in a Flash™, MathFacts History			X		X
Short Answer capability				X	X

Q: Will the 2Know!™ classroom response system interfere with my wireless network?

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

Q: What is the 2Know! classroom response system’s Frequency Bandwidth?

A: The 2Know! classroom response system uses the IEEE 802.15.4 specification for wireless frequency use, so there is no risk of interference with other applications. There are 16 channels in the 2450 MHz range. The 2Know! classroom response system uses 15 of these channels.

Q: Will students have to point directly at the Renaissance Receiver Unit in order to get their responses accepted?

A: No. The 2Know! classroom response system used 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 150 feet).

Metal objects between the devices and the Receiver can sometimes cause interference. It is best to make sure the Receiver isn't on the floor behind a desk, sitting on top of or behind the metal case on the computer, etc.

Renaissance Responders

Q: What is the difference between owned mode and shared mode?

Owned: When a Renaissance Responder is owned, students will enter their PIN when the Renaissance Responder is turned on. After the PIN is entered, students will not be required to enter a PIN or student number until the Renaissance Responder is turned off and then back on again. When the PIN is entered, the Renaissance Responder and the software know that the Renaissance Responder belongs to that student.

Shared: When a Renaissance Responder is shared; students are required to enter their ID each time they join a session and when a Renaissance Responder is shared students do not have access to Homework or Notes.

Q: How far can the Renaissance Responders be from the Renaissance Receiver and still receive a signal?

A: Up to 150 feet, depending on the configuration of the room.

Q: How many Renaissance Responders can be connected to one Renaissance Receiver at the same time?

A: Up to 300 when using polling questions in the 2Know! Toolbar or AccelTest.

Q: When students leave the classroom their calculators do not function. Why is this happening?

A: This happens because the calculator is not built in to the Renaissance Responder. The calculator functionality is coming from the computer that the Renaissance Receiver is connected to. When Renaissance Responders are out of the range of the Receiver, the calculator will not function.

Q: Do the Renaissance Responders have an auto-shut off feature?

A: Yes. Renaissance Responders will shut off after 30 minutes of inactivity to conserve battery life. Do not worry though – previous answers will not be lost.

Q: When would a student use the “?” (Question mark button)?

A: The “?” button serves two purposes.

1. If the student wants to scroll to previous questions, possibly to change an answer, they would press the “?” button and scroll to the question.
2. The “?” button is used to unlock an owned Renaissance Responder if the student cannot remember their PIN. To unlock the Renaissance Responder the teacher needs to enter the administrator PIN and the student PIN will display on the screen.

Q: Do Renaissance Responders come with batteries?

A: Yes. Each Renaissance Responder comes with two AA batteries, which may last more than a whole school year, even with heavy use.

Q: How much are replacement Renaissance Responders?

A: \$39.00 each.

Q: Can I add additional Renaissance Receivers?

A: Yes, they are \$99.00 each and come with a receiver and cable.

Q: How many characters are on a line?

A: Small font - 25 and Large font – 19.

Q: What if I need more than 24 Renaissance Responders for a class?

A: 2Know! classroom response system packages are available with 24 or 32 Renaissance Responders. Each case holds up to 32 Renaissance Responders and additional units are available for purchase if you own a 24 unit kit.

Assignments

Q: What assignments and question types are available in AccelTest?

A: Score Keys

Score Key allows a teacher to make a master score key for an assignment they have already created outside of AccelTest. For example, if a teacher has a history test that was created in Microsoft Word they use the New Score Key to tell AccelTest what the correct answers are for the assignment. For students to work on the assignment the teacher prints the assignment from Microsoft Word and the students use their Renaissance Responders to submit their answers.

Score Keys can contain Multiple Choice and Short Answer questions and can be scored with the Renaissance Responder, NEO 2™ or Scanner.

Responder

Responder assignments allow teachers to create assignments that can be scored on the Renaissance Responders or NEO 2s. The full question as well as the answer choices appear on the device and a printed assignment is not needed for this assignment type. These assignments can contain Multiple Choice, True/False, Yes/No, Numeric Response and Short Answer questions.

NEO 2 Only

NEO 2 only assignments allow teachers to create assignments that can be scored on the NEO 2s. The full question as well as the answer choices appear on the device and a printed assignment is not needed for this assignment type. These assignments can contain Multiple Choice, True/False, Yes/No, Numeric Response and Short Answer questions. In addition, these assignments can contain Enhanced Characters, such as Spanish or other high ASCII characters, in either the question or the response.

Projected

Projected assignments allow teachers to project questions for use during class. These assignments can include graphics that can not be displayed on a Renaissance Responder or NEO 2 devices.

These assignments can contain Multiple Choice, True/False, Yes/No, Numeric Response and Short Answer questions and can be scored with the Renaissance Responder or NEO 2.

Printed

Printed assignments can contain Multiple Choice, True/False, Yes/No, Matching, Ranking, Numeric Response, Short Answer and Essay questions and can be scored with the Renaissance Responder, NEO 2, scanner or scored manually. Teachers enter all of the questions into AccelTest and then a copy prints for each student when it is assigned in the Record Book.

Sessions

Q: What is a student paced session?

A: In a student paced session students can view questions in one of two ways: Questions on the Renaissance Responder or Printed Questions.

As students are working in a student paced session, the student determines when they move from question to question.

Q: What is a teacher paced session?

A: In a teacher paced session teachers can present students with questions in one of three ways: 1) Show questions using a projection monitor, 2) Ask questions from an existing assignment (this option means that the questions will be displayed on the students Renaissance Responders), 3) Ask verbal questions.

In a teacher paced session the teacher determines when students move from question to question.

Q: When students attempt to join a session, they receive the following message: “Session Complete”. Why is this happening?

A: For students to join a session, ensure that the following steps have been taken:

1. Is the Renaissance Receiver connected to the computer through the USB cable?
2. On the students’ Renaissance Responders, is the correct receiver listed at the top of the screen? If not, choose Settings>Search for Networks and select the correct Receiver.
3. If this is a student paced session, has the assignment been added to the Gradebook and has the teacher started the student paced session? If the student paced session has not been started, do the following: From the AccelTest software, go to Renaissance Responder >Start Student Paced Session. Students will now be able to join the session.
4. If this is a teacher paced session, has the teacher started the session from the AccelTest software? If not, do the following: From the AccelTest software, go to Renaissance Responder >Start Teacher Paced Session.

Tracking Student Information

Q: How do I view students’ responses after a session is complete?

A: There are two ways to do this:

1. Gradebook: After each scored session the student data will be saved in the Gradebook. Students’ performance is represented based on the grading scale the teacher has selected.
2. Sessions Tab: From the sessions tab the teacher can view an item analysis of each question. The item analysis will show each students selection and a graph indicating the percentage of students that selected each answer.

Q: Can students see whether their answers were right or wrong after they submit their questions?

A: Yes, by using the Sessions Tab and its graphic representation.

Q: If using a PowerPoint, can my lectures be scored in real-time?

A: Yes, you can choose to ask verbal questions and allow students to submit answers throughout – your assignment is graded or allows anonymous access to check understanding.

Q: Can we survey, poll, or record voting?

A: You can choose to take all types of anonymous surveys and let the student voices be heard!

Homework and Notes

Q: How do I send a homework assignment to the Renaissance Responders?

A: From the AccelTest software choose Gradebook>Add>AccelTest>Select the assignment>in the Category field choose: Homework>Enter a due date>Assign to students>Click Done. From the Renaissance Responders, choose Synchronize. The Renaissance Responder screen will now show the number of new homework assignments added to the Renaissance Responder.

Q: Do students have to be in range of the Renaissance Receiver to work on homework or to view notes?

A: No.

Q: How do students submit their homework assignments?

A: From the Renaissance Responders main menu, choose Synchronize. When synchronizing has completed the student data will appear in the Gradebook.

Content

Q: Does the 2Know! classroom response system come with content?

A: Yes. The 2Know! classroom response system comes with 8,000 preloaded items (including items in reading, math, science, social studies, and language arts).

Q: Can questions be imported from other (non-2Know! classroom response system) databases?

A: There are several ways to include additional content: copy and paste questions from any existing assignment or quiz, import databases from one 2Know! classroom response system database to another, or import ExamView assignments as score keys.

The ExamView assignments are exported into XML format before importing them. With this model, users print the assignment from ExamView and then score it using the Renaissance Responders.

Q: Can I share assignments/quizzes with other teachers who have the 2Know! classroom response system?

A: Yes. The 2Know! classroom response system is designed to leverage a group effort. Educators could divide up a textbook or content area, enter in their assignments and quizzes, and then merge the files into one large database very easily.

Once assignments and quizzes have been created, they can be easily saved and used over and over again, or exported and sent to other users.

Q: How many students/assignments/questions can I have in my 2Know! classroom response system database?

A: You may have an unlimited amount of students/assignments/questions in your database.

Q: Can we use existing paper assignments?

A: Yes, simply create a Score Key and existing paper assignments can now be taken using 2Know! classroom response system and instantly scored.

Q: How many different lessons can I have in one 2Know! database?

A: Unlimited.

Q: Is there a limit on the number of questions that I can have in a 2Know! assignment?

A: You can add up to 1,000 questions to any AccelTest assignment that is scored with the Renaissance Responders or NEO 2s. Scanner assignments can have up to 50 questions.

Q: Can a teacher use Algebraic or Scientific notations in assignments?

A: Yes, by utilizing the Projected or Printed testing formats, these notations and other graphics may be used in conjunction with the features of the Renaissance Responders.

Q: Can questions be imported from other databases?

A: There are several ways to include additional content. For example, take advantage of a subscription for ExamView. 2Know! classroom response system does come with content: 8,000 preloaded items including items in reading, math, science, social studies, and language arts – various grade-levels.

Q: Does the system handle free response?

A: Yes, AccelTest software allows for free response grading, we also provide a free response worksheet report.

Q: Does the AccelTest software interact with content area Web pages like BrainPop.com?

A: Yes.

Professional Development

Q: Is 2Know! classroom response system training available for educators?

A: Yes, there are two options for training:

Online Installation and Setup Training: Here, you will learn how to install and setup the 2Know! classroom response system using a self-guided tutorial.

Online Getting Started Training: With this option, you'll learn as a Renaissance Coach walks you through getting started with 2Know! classroom response system and implementing it in your classroom. Sign up today at <http://www.renlearn.com/2know/>

Technical Requirements

Q: What technical support is available?

A: The Renaissance “Expert Support Plan” (ESP) gives you unlimited access to our world-class team of technical experts from 6:30am until 7:00pm Central Time, Monday through Friday by simply calling (800) 338-4204 or by emailing support@renlearn.com.

Any classroom teacher or staff can call in for immediate help.

Q: I am concerned about the 2Know! classroom response system's technical requirements and set up, should I be?

A: All that is required is AccelTest 3.x software (which comes with the 2Know! classroom response system package) and a Windows or Macintosh operating system. Full system requirements can be viewed at <http://www.renlearn.com/requirements>

Setup is a snap. Even those with limited computer experience can set it up and have it running in as little as five minutes. Our technical staff, available at (800) 338-4204 or support@renlearn.com, is also available should you have any questions.

Q: Will the system hop to an open channel?

A: 2Know! classroom response system receivers and Renaissance Responders include logic to select a clear channel from the 15 available channels when the 2Know! classroom response system server is started.

Q: What is the 2Know! classroom response system's interference robustness?

A: Radio hardware implements Direct Sequence Spread Spectrum (DSSS) in addition to Carrier Sense Multiple Access with Collision Avoidance (CSMA-CA).

Q: Will the 2Know! classroom response system work with a laptop?

A: Yes. You simply need a USB port for the receiver. No AC adapter is needed.

Q: Does 2Know! work on a Mac?

A: Yes, both the 2Know! Toolbar and AccelTest software support Windows and Mac – the Renaissance Receiver plugs into the USB port.

Q: What if my school uses a program that reformats my hard drive each night?

A: Most programs like this have an option to accept certain folders on your hard drive.

Q: Can the 2Know! classroom response system be installed on a network?

A: The 2Know! classroom response system is meant to be installed and used in a classroom environment.

Warranty/Site License/Usage

Q: What is the warranty on the equipment?

A: One year warranty, all parts – all labor.

Q: Does 2Know! come with a site license for the software?

A: Yes. AccelTest software is a school license.

Q: Can I have the AccelTest on my computer at home?

A: Yes. Teachers can install the software anywhere.

Q: How many students can I have in my 2Know! classroom response system?

A: Unlimited.

Q: Does 2Know! classroom response system work with all Interactive Whiteboards?

A: Yes – You can also display using your PowerPoint presentations!

Q: Do I need a projector or television to use the 2Know! classroom response system?

A: No. The great thing about the 2Know! classroom response system is that questions and answer choices can be displayed right on the Renaissance Responder screen, eliminating the need for a projector or television, or turning off lights in the classroom. However, it does have the capability to be connected to either a projector or television monitor if you choose.

Q: How rugged are the Renaissance Responders?

A: The Renaissance Responders are built to be resilient to dropping and knocking around.

Reports

Q: What kinds of reports are available with AccelTest?

A: Currently there are 16 reports available - the most popular are:

Answer Key

Assignment Analysis

Assignment Results

Record Book Summary by Term

Student Record

Q: Can I preview reports before printing?

A: Yes, you can set for auto preview on any reports, you can also save reports and send via email.

Q: Which report should be shared with parents?

A: Student Record.

Miscellaneous

Q: Is the 2Know! classroom response system portable?

A: Yes, very portable. This complete system comes in a carrying case, designed to be transported from one classroom to the next.

Q: Will scan cards from AccelTest 1.0 work in AccelTest 2.0?

A: No.