



# HP Classroom Manager Technician Console

## Main features and benefits for IT administrators



### What is the Technician Console?

The HP Classroom Manager Technician Console is designed specifically for IT administrators and network managers to provide management and control over networked computers.

Unlike the HP Classroom Manager Tutor Console, which displays activity in a given classroom to teachers, the Technician Console provides a complete school view that groups computers by classroom, highlights computers connected to teachers, and displays real-time status updates.

### IT security through PC management and control

#### PC monitoring and remote access

The Technician Console enables remote monitoring of website activity, application usage and security processes for active and inactive PCs. This allows technicians to quickly see issues occurring and remotely fix PCs in real-time.

Technicians can update networked computers by pushing, copying and installing software onto all network PCs simultaneously. Anything from firewalls to anti-viruses and windows updates can be implemented seamlessly.

#### Support made easy

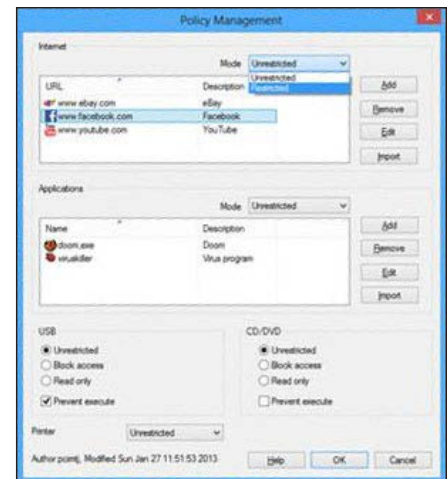
Maintaining a safe PC environment is essential and with the Technician Console IT administrators can ensure security while providing support to their teaching staff. From the tutor console, teachers can easily access the 'Get Support' button, allowing the teacher to quickly and silently start a text chat with a technician and request assistance.

Technicians can also send messages to one or all PC users in a matter of seconds. A message can be easily broadcast to all logged-on users in the event of an IT-related issue or problem.



### “Always-on” access policies

The Technician Console provides the ability to define “always on” policies for access to the internet, applications, and permissions to USB memory sticks, CD and DVD drives. These policies operate as “always-on” 24 hours a day, ensuring all systems have the required level of protection. The “always-on” features also allows for ongoing power and print management, which can significantly reduce school costs.



## The Technician Console further allows IT administrators to:

- Monitor all computers across the school network in a single view
- Switch between real-time thumbnail view and a detailed list view
- Monitor application and internet usage on each student PC
- Transfer files and folders to individual, multiple, or all computers
- Generate a full hardware inventory summary for a selected PC
- Generate a full software inventory for each PC, including hotfixes
- Control the services, processes, and applications running on each PC
- Provide direct technical assistance to any classroom teacher
- Power on/ off, reboot and login to classroom computers remotely
- Broadcast messages to groups or all network users in seconds
- Perform powerful 1:1 PC remote control on any selected computer
- Show real-time USB memory stick status on all student PCs
- View/set power management policy for students and teachers
- View/set Windows update policy for students and teachers
- View antivirus and spyware status for students and teachers
- View/set Windows firewall policy for students and teachers
- View/set Internet Explorer phishing filter for students and teachers
- Launch a local command prompt from the remote PC on your PC
- Apply a school-wide set of internet and application restrictions that are “always-on”
- Set “always-on” USB and CD/DVD restrictions across the classrooms
- Set “always-on” printer restrictions across the classrooms

**For more information on HP Classroom Manager please visit [hp.com/go/hpclassroommanager](http://hp.com/go/hpclassroommanager) or email [classroommanager@hp.com](mailto:classroommanager@hp.com).**

