



User Guide

Version 1.1.1

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1 Technical Requirements

System Requirements

- iPhone, iPod Touch, iPad iOS 3.0 or higher.
- Internet access via:
 - An active cellular data connection
 - Connection to an Internet-enabled Wi-Fi Access Point

Warning If you do not have an unlimited data plan, you may be charged for connectivity by your cell phone provider.

Turning Technologies is not responsible for any cell phone usage charges.

Note Presenters must have TurningPoint 2008 installed and ResponseWare enabled. For instructions on enabling ResponseWare please refer to the ResponseWare user guide located at <http://www.turningtechnologies.com/responsesystemsupport/productguidesmanuals/responsedevicessupportdocs/>

Device Bandwidth Requirements

- Wi-Fi or cellular connection (for optimum performance, a Wi-Fi connection is recommended). Local area Wi-Fi or cellular network capable of supporting a concentration of one simultaneous connection for each ResponseWare device located in the same coverage area on the network. *eg: If a presenter wants to use 100 ResponseWare devices, their network needs to be able to support 100 simultaneous Wi-Fi connections within the area the devices are being used. The difference in a network that can support ResponseWare and a typical Wi-Fi network is that in typical use, all 100 devices are not in the same location or using the network at the exact same time.*
- 1.6 kbps downstream
- 4.3 kbps upstream

Bandwidth Recommendations

Number of Users on Network	Required Available Network Bandwidth Up and Downstream (bps)
1	9600
2 - 30	128k
31 - 100	512k
101 - 350	T1 or better

2 About ResponseWare App for iPhone and other iOS Devices

ResponseWare App for iPhone and other iOS Devices allows users of these devices to connect to TurningPoint and TurningPoint AnyWhere session and reply to the interactive presentations.

Presenters must have TurningPoint 2008 or TurningPoint AnyWhere installed and ResponseWare enabled. For instructions on enabling ResponseWare please refer to the ResponseWare user guide located at <http://www.turningtechnologies.com/responsesystemsupport/productguidesmanuals/responsedevicessupport/docs/>

Installing ResponseWare on your iPhone

- 1 You can download ResponseWare either from iTunes, or the App Store on your iPhone, iPod Touch, or iPad.

How to Create a ResponseWare Account

To create an account you do not need a ResponseWare License code. License codes can be added at a later date.

- 1 Go to **www.rwpoll.com**.
- 2 Click **Create an account now**.
- 3 If you have purchased a ResponseWare license, enter the license in the box at the top of the page.
 - If you have not purchased a license, check the box next to “I have not purchased a license, but would still like to create an account.”
- 4 Enter your **e-mail address**.
- 5 Confirm your **e-mail address**.
- 6 Enter a **password**.
- 7 Confirm your **password**.
- 8 Enter the text from the **security image**.
- 9 Click **Create Account**.

A summary screen is displayed. An e-mail from **support@turningtechnologies.com** is sent to the e-mail address you provided. The e-mail contains your username, license information and your device ID.

- 10 Click **Continue**.

The ResponseWare Participant Home Page is displayed.

Changing Your Account Password

- 1 Go to **http://www.rwpoll.com** on your Web browser.
- 2 Select **Login**.
- 3 Enter your **email address** and **password**.
- 4 Click **Login**.

- 5 Click **Your Account**.
- 6 Click **Change Your Password**.
- 7 Enter the requested information in the fields provided.
- 8 Select **Change**.
Confirmation that your password was successfully changed displays on your screen.
- 9 Select **Continue** to be returned to your account home page.

How to Update Your License

Participant licenses can be purchased from the Turning Technologies e-commerce site (store.TurningTechnologies.com) or from your school's bookstore.

- 1 Login to ResponseWare.
- 2 Click **Your Account**.
- 3 Enter your **license code** in the box provided.
- 4 Click **Enter**.

Your participant license information is updated and you will receive a confirmation e-mail from support@turningtechnologies.com.

3 Sessions

Logging Into a ResponseWare Session - Registered Users

Some presenters may require participants to be logged into a ResponseWare account. If the presenter is only allowing registered users to connect, follow the steps below.

- 1 Select **ResponseWare** on the iPhone.

Note If connecting through a Proxy Server that requires authentication, tap the “Information” icon at the bottom right of the screen. Enter your Proxy username and Password then click Done.

- 2 Under Your Account, select **Not logged in**.
- 3 Enter the **User Name** and **Password**.
- 4 Select **Done**.
- 5 Select the **Your Identify** field.
- 6 Enter your **First Name**, **Last Name** and **User Data**.
- 7 Select **Save**.
- 8 Select the **Session ID** field.

The keypad appears in the bottom half of the screen.

- 9 Enter the **Session ID** provided by the presenter.

- 10 Select **Join**.

Note The next time you open ResponseWare, your Join As and Identify Myself As fields will retain the information from the previous session.

Logging Into a ResponseWare Session - Guest Users

Some presenters may allow guest participants to be logged into a ResponseWare sessions. If the presenter is allowing guest users to connect and you do not have a ResponseWare account, follow the steps below.

- 1 Select **ResponseWare** on the iPhone.

Note If connecting through a Proxy Server that requires authentication, tap the "Information" icon at the bottom right of the screen. Enter your Proxy username and Password then click Done.

- 2 Select the **Session ID** field.

The keypad appears in the bottom half of the screen.

- 3 Enter the **Session ID** provided by the presenter.

- 4 Select **Join**.

Note The next time you open ResponseWare, your Join As and Identify Myself As fields will retain the information from the previous session.

- 5 Enter your **First and Last Name, and User Data**.

- 6 Click **Done** in the upper right corner.

Responding in Standard Mode

Standard mode is the default mode in which questions will be displayed to ResponseWare users. Presenters have the option to set their presentation to Standard mode or Basic Mode. Standard Mode will provide a greater interactive experience for the participants.

Responding to a Multiple Choice or Multiple Response Question

- 1 When polling is open the question and answer options are displayed.
- 2 Select the number or letter that corresponds to your answer choice(s).

- You may change your answer, while polling is open, by making another selection.

Once polling is closed the results are displayed. Tap the chart to view the number of responses instead of the percentages

Tap the chart again to return to percentages.

To view the question, select the Question View Icon in the upper right-hand corner.

To return to the chart select the Chart View Icon in the upper right-hand corner.

Responding to a Fill in the Blank, Numeric, or Essay Questions

- 1 When polling is open the question and answer options are displayed.
- 2 Click **Enter Response...** to respond.
- 3 Enter your answers, by typing the answer choice.
- 4 Click **Done**.

Once polling is closed the results are displayed.

Responding to a Moment to Moment Question

Moment to Moment questions are used to gain the on going opinion of a participant over a period of time. Moment to Moment questions will display a scale from 1 to 5 with a scale slide selector in the middle.

- 1 Slide the **Scale Selector** between 1 for minimum and 5 for maximum at any time to change your opinion on the current question.

Viewing the Question History

View questions previously surveyed during the session.

- 1 Select the **History** Icon on the bottom left-hand corner.
- 2 Select a question to view the results or answer options.
- 3 Select **Current Poll** to return the present question.

Sending Messages to the Presenter

- 1 Select the **Messaging** Icon on the bottom of the window.
- 2 Select the **Paper/Pencil** icon in the top right-hand corner.

The new message window opens.

- 3 Enter your message text.
- 4 Select **Done**.

Your message is displayed in green.

A message from the presenter is displayed in blue.

- 5 Select **Current Poll** to be returned to the question.

Responding in Basic Mode

Basic mode is a less interactive mode in which questions will be displayed to ResponseWare users. Presenters have the option to set their presentation to Standard mode or Basic Mode. Basic Mode is used to conserve bandwidth.

Responding to Multiple Choice or Multiple Response Questions in Basic Mode

- 1 ResponseWare displays a basic keypad. If the Keypad is not displayed, swipe in the center of the screen to the right.
- 2 Submit your answers, by selecting the answer choice or choices.
 - You may change your answer, while polling is open, by making another selection.

Responding to a Fill in the Blank Question in Basic Mode

Answer choices can be changed at any time while polling is still open.

- 1 ResponseWare displays a Text Response box. If the Text Response box is not displayed, swipe in the center of the screen to the left or the right.
- 2 Tap in the white space to reveal the keyboard. Enter the response to be submitted.
 - You may change your answer, while polling is open, by making another selection.
- 3 Click **Done**.
- 4 Click **Send**.
- 5 A confirmation is displayed that the response was accepted.

Responding to a Moment to Moment Question in Basic Mode

Moment to Moment questions are used to gain the on going opinion of a participant over a period of time. Moment to Moment questions will display a scale from 1 to 5 with a scale slide selector in the middle.

- 1 ResponseWare displays a Scale Selector. If the Scale Selector is not displayed, swipe in the center of the screen to the left.
- 2 Slide the **Scale Selector** between 1 for minimum and 5 for maximum at any time to change your opinion on the current question.

Sending Feedback to the Presenter

- 1 Select the ? Icon on the upper right of the window.

Logging out of a Session

- 1 Select **Leave** on the top-left hand corner.
- 2 You are returned to the ResponseWare Home screen and your *Join As* and *Identity* information is retained for the next session.

Note You may press **Leave** at any time.

4 Contact Us

Turning Technologies Customer Service Department offers first class technical support second to none.

Technical Support is available Monday - Friday, 7am - 9pm EST.

From within the continental United States, you can reach Customer Service toll-free by calling 1 877 726 4602. If calling from outside the United States, please call +1 330 746 3015.

Customer Service may also be reached via e-mail at support@turningtechnoloiges.com. Please note, it may take up to two business days for a reply if contacted via e-mail.