



# Casper Focus User Guide

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JAMF Software has made all efforts to ensure that this guide is accurate.

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# Introduction

## Target Audience

This guide is intended for teachers who plan to use Casper Focus in their classrooms.

IT administrators who are preparing Casper Focus for use can find complete setup information and requirements in the *Casper Suite Administrator's Guide*.

## Overview

Casper Focus is an iOS app that gives teachers control over the devices used during class time by allowing the teacher to “focus” the devices on a single app, website, or attention screen. Focusing a device locks it on the app, website, or attention screen, preventing students from accessing any other screens or content on the device.

In addition to focusing student devices, teachers can also perform the following actions in Casper Focus:

- Clear passcodes on student devices.
- Use AirPlay Mirroring to show the screen of a student device on Apple TV.
- Distribute eBooks to student devices so that students can install them.

Casper Focus is available for free from the App Store.

Casper Focus is a component of the Casper Suite—a comprehensive management solution developed for the Apple platform and available from JAMF Software.


**Note:** Before teachers can use Casper Focus, an IT administrator must ensure that student devices meet the requirements for each Casper Focus feature that teachers plan to use. In addition, an IT administrator needs to perform additional setup tasks to prepare Casper Focus for use in the classroom. IT administrators can find complete information on these requirements and settings in the *Casper Suite Administrator's Guide*.

# Getting Started

## Casper Focus at a Glance



### Sidebar

To show or hide the sidebar, tap  in the upper-left corner. You can also swipe right to show the sidebar, or swipe left to hide it.


### Log Out

It is recommended that you log out of Casper Focus when you are done using it. This is especially important if multiple teachers use Casper Focus on a shared device, as the classes that are displayed are tied directly to your username.

To log out, tap your username at the top of the sidebar, and then tap **Log Out**.

### Settings

The Casper Focus settings allow you to access the *Casper Focus User Guide*.

To access the *Casper Focus User Guide*, tap  at the top of the sidebar and then tap **User Guide**.

## eBooks

You can distribute eBooks to student devices so that students can install the eBooks and view them using Apple's iBooks app. For more information, see [Distributing eBooks](#).

## Websites

Create a Websites list so that you can focus student devices on a website. For more information, see [Managing a Websites List](#).

## Classes

Classes allow you to access student devices during class time. Classes might be named by the teacher's name, the subject of the class, or the name of the cart that devices are synced to.

If your IT administrator has set up meeting times for your classes, a class is only available during its scheduled meeting times. If your IT administrator has not set up meeting times, classes are available at any time. A green circle is displayed to the left of a class to indicate that the class is available.

**Caution:** If your classes do not have set meeting times, pay careful attention to the class you choose in the sidebar to ensure you do not perform actions on devices in another classroom.

To display devices for a class, tap the class in the sidebar.


## Device Display Pane

The Device Display pane displays devices for the class selected in the sidebar. You can also tap a device to view its battery capacity and name, or to change its status to exclude it from the class for the day. For more information, see [Excluding a Device from a Class for the Day](#).

## Grid View


Grid view displays devices as thumbnail images. By default, grid view displays devices in alphabetical order by device name or by student name, but you can rearrange the devices into any order. To do this, touch and hold a device image to select it, then drag it into the desired location in the grid. The new order is saved automatically.

Grid view also displays a low-battery indicator if a device's battery level is low.

To display devices in grid view, tap .


## List View

List view displays devices in an alphabetical list by device name.

To display devices in list view, tap .

## View by Device Name/Student Name

When in grid view, you can view devices by device name (default) or by student name. The view you choose for a class is saved automatically.


To change the grid view display, tap  and then tap **View by Device Name** or **View by Student Name**.

## Action Buttons

The buttons at the bottom of the screen allow you to perform actions on student devices:

- The **Focus Devices** button allows you to lock student devices to a single app or website. For more information, see [Focusing Devices](#).
- The **Clear Passcodes** button allows you to clear passcodes from student devices. For more information, see [Clearing Passcodes from Devices](#).

## Opening Casper Focus

1. If Casper Focus is not installed on your device, download it from the App Store.
2. From the Home screen on your device, tap .

## Logging In

Log in to Casper Focus using the username and password for your standard network account.

If you do not know your username and password, or if your login information is not accepted, contact your IT administrator.

## Excluding a Device from a Class for the Day

You can exclude a device from a class temporarily so that it does not receive any Focus or Clear Passcode actions that are performed that day.

**Note:** When a device is excluded from a class, its Include/Exclude status automatically reverts to "Include" at 12:00 midnight.

1. In the sidebar, tap a class to select it.  
The devices associated with the class display on the right.
2. Tap the device that you want to exclude from the class.
3. Tap the **Include/Exclude** switch to change the status to Exclude.



Hatch marks are displayed on the device to indicate that it is currently excluded from the class.

## Managing a Websites List

Before you can focus student devices on a website, you must add one or more web addresses to the Websites list in Casper Focus.

The Websites list that you create is accessible only on the device on which it is created, and only for the logged in user who creates the list.

### Adding a Web Address to the Websites List



1. In the sidebar, tap **Websites**.
2. Tap **Add New**.
3. In the **Title** field, enter a title to be used as the searchable display name for the website in your Websites list. For example, if you are adding the web address "https://www.apple.com/itunes/", you may want to use "iTunes" as the title.
4. In the **Address** field, enter the address for the website. The web address must start with http:// or https://.  
If the web address is long or difficult to type, you can do the following to copy and paste the web address from Safari:
  - a. In Safari, navigate to the website you want to add to Casper Focus.
  - b. Tap  , then tap **Copy**.
  - c. In the Websites list **Address** field in Casper Focus, tap and hold until the Paste option is displayed, then tap **Paste**.
5. Tap **Save**.
6. To verify that the web address you entered opens the intended website, do the following:
  - a. Tap the website in the list. The website opens in Safari.
  - b. From the Home screen on your device, tap  to return to the Websites list in Casper Focus.
7. To add another website, repeat steps 2 through 6.
8. Tap **Done**.

The website is added to your Websites list and will be available for selection when focusing devices on a website. For more information, see [Focusing Devices](#).

### Editing the Websites List

1. In the sidebar, tap **Websites**.
2. Tap **Edit**.
3. To edit a website's title or address, tap the website in the list and make changes as needed. Then tap **Save**.



4. To rearrange the websites into a different order, tap  next to a website and drag it into the desired location in the list.
5. To delete a website from the list, tap  next to the website, then tap **Delete**.
6. When you are done editing the Websites list, tap **Done Editing**.
7. Tap **Done**.

# Focusing Devices

Focusing devices allows you to lock student devices to a single app, website, or attention screen. During the time that the devices are “focused”, students cannot access any other screens or content.

You can perform focus actions on a single device, on a select group of devices, or on all student devices in a class.

You can perform the following focus actions using Casper Focus:


- **Focus on App**—Focusing devices on an app is useful if you want to limit students to the content you are teaching or referencing during class time. You can also use it to focus devices on a harmless app during exams, so that students cannot access other applications or unauthorized materials.
- **Focus on Website**—Focusing devices on a website allows you to securely lock all student devices to a specific website. When you focus devices on a website, a bookmark icon for the website displays in Safari on the student devices.  
Before you can focus devices on a website, you must first add one or more web addresses to the Websites list in Casper Focus. For more information, see [Managing a Websites List](#).
- **Focus on Attention Screen**—Focusing devices on the attention screen allows you to lock all student devices to a specific message or a blank screen. When you focus devices on the attention screen, the devices are locked to the message or blank screen until you remove the focus. The Focus on Attention Screen feature requires student devices with Self Service Mobile v9.7 or later installed.

## Focusing Devices

1. In the sidebar, tap a class to select it.  
The devices associated with the class display on the right.
2. Do one of the following:
  - To focus a single device, tap the device and then tap **Focus Device**.
  - To focus all student devices in the class, tap **Focus Devices**.
  - To focus a select group of devices, tap **Custom Group**, tap each device to include in the group, and then tap **Focus Devices**.
3. Do one of the following:
  - Tap the **Apps** tab to focus devices on an app.  
If you have a long list to choose from, you may want to search to locate the item in the list:
    - a. Tap the search field at the top of the list and enter all or part of the item title.  
Search results appear as you type.
    - b. Tap an app in the list.  
A checkmark displays next to the app to indicate your selection.
  - Tap the **Websites** tab to focus devices on a website.  
If you have a long list to choose from, you may want to search to locate the item in the list:

- a. Tap the search field at the top of the list and enter all or part of the item title. Search results appear as you type.
  - b. Tap a website in the list. A checkmark displays next to the website to indicate your selection.
  - Tap the **Attention Screen** tab to focus devices on a message or a blank screen.
    - If you want to focus student devices on a specific message, tap the message field and enter your message, then tap **Focus on Attention Screen**.
    - If you want to focus student devices on a blank screen, ensure that the message field does not contain text, then tap **Focus on Attention Screen**.
4. Tap **Done**.

Student devices are focused on the selected app, website, or attention screen.

**Note:** If you focus devices on a website when there are other website tabs already open in Safari, those websites will display a “Restricted Site” message. The student will need to tap the search /address bar at the top of the page (or tap  to open a new tab), and then tap the bookmark for the focused website.


## Changing the Focus

1. In the sidebar, tap a class to select it. The devices associated with the class display on the right.
2. Do one of the following:
  - If a single device is focused, tap the device and then tap **Update Focus**.
  - If all student devices in the class are focused, tap **Update Focus**.
  - If a select group of devices is focused, tap **Custom Group**, tap the devices you want to focus to a different app or different website, and then tap **Update Focus**.
3. Do one of the following:
  - Tap the **Apps** tab to focus devices on a different app. If you have a long list to choose from, you may want to search to locate the item in the list:
    - a. Tap the search field at the top of the list and enter all or part of the item title. Search results appear as you type.
    - b. Tap an app in the list. A checkmark displays next to the app to indicate your selection.
  - Tap the **Websites** tab to focus devices on a different website. If you have a long list to choose from, you may want to search to locate the item in the list:
    - a. Tap the search field at the top of the list and enter all or part of the item title. Search results appear as you type.
    - b. Tap a website in the list. A checkmark displays next to the website to indicate your selection.

- Tap the **Attention Screen** tab to focus devices on a message or a blank screen.
  - If you want to focus student devices on a specific message, tap the message field and enter your message, then tap **Focus on Attention Screen**.
  - If you want to focus student devices on a blank screen, ensure that the message field does not contain text, then tap **Focus on Attention Screen**.

4. Tap **Done**.

Student devices are focused on the selected app, website, or attention screen.

**Note:** If you change the focus from one website to another website, Safari will continue to display the originally focused website until the student taps the search/address bar at the top of the page (or taps  to open a new tab). The student can then tap the bookmark for the focused website.

## Removing the Focus

You can remove the focus from student devices as needed during class time.

If your IT administrator has set up meeting times for a class, the focus is automatically removed from student devices when the class ends. If your IT administrator has not set up meeting times for the class, you need to manually remove the focus.

1. In the sidebar, tap a class to select it.
2. Do one of the following:
  - To remove focus from a single device, tap the device and then tap **Update Focus**.
  - To remove focus from all student devices in the class, tap **Update Focus**.
  - To remove focus from a select group of devices, tap **Custom Group**, tap each device to include in the group, and then tap **Update Focus**.
3. Tap **Remove Focus**, and then tap **Done**.

# Clearing Passcodes from Devices

Clearing passcodes from student devices can be useful in instances where one student creates a passcode on another student's device, or if a student forgets his or her passcode.

You can clear passcodes on a single device, on a select group of devices, or on all student devices in a class.

## Clearing Passcodes


1. In the sidebar, tap a class to select it.  
The devices associated with the class display on the right.
2. Do one of the following:
  - To clear the passcode from a single device, tap the device and then tap **Clear Passcode**.
  - To clear passcodes from all student devices, tap **Clear Passcodes**.
  - To clear passcodes from a select group of devices, tap **Custom Group**, tap each device to include in the group, and then tap **Clear Passcodes**.
3. Tap **Clear** to confirm.

# Mirroring a Device on Apple TV

You can use the AirPlay Mirroring feature in Casper Focus to show the screen of a student device on Apple TV.


The AirPlay Mirroring feature requires student devices that are supervised by Apple Configurator.

## Using AirPlay to Mirror a Device on Apple TV

1. In the sidebar, tap a class to select it.  
The devices associated with the class display on the right.
2. Tap the device you want to mirror on Apple TV.
3. Tap  in the top-right corner of the screen, and then tap the Apple TV on which to mirror the device. In Casper Focus, an AirPlay image is displayed for the device to indicate that AirPlay Mirroring is active on the device.
4. On the student device, the student must tap Display when asked if they want to display their device screen.


The device screen is mirrored on Apple TV.

## Stopping an AirPlay Mirroring Session


1. In the sidebar, tap a class to select it.  
The devices associated with the class display on the right.  
Any student devices that are currently mirrored on Apple TV have an AirPlay icon displayed in the background.
2. Tap the device for which you want to stop the mirroring session.
3. Tap  in the top-right corner of the screen, and then tap **None**.

**Note:** A student can end an AirPlay mirroring session on their device at any time by tapping the AirPlay icon in Control Center on the device and then deselecting the Apple TV that their device is mirroring on.

# Distributing eBooks

You can use Casper Focus to distribute eBooks to Self Service  on each student device. Students can then access Self Service from their Home screen, install the eBook, and view it using Apple's iBooks app.

When you distribute an eBook using Casper Focus, you browse the iBooks Store, select an eBook, and then specify the class(es) to distribute it to.

After distributing an eBook, when a student in the class opens Self Service  on their device, the eBook is available for the student to install. The steps required for the student to install the eBook vary depending on if it is a free or paid eBook, and whether your organization has assigned Apple's Volume Purchase Program (VPP) codes for the eBook.

- **Free eBooks**—Students in the class can install the eBook on their devices from Self Service.
- **Paid eBooks with VPP codes assigned**—If your IT administrator has already associated VPP codes for the eBook, students in the class can immediately install the eBook from Self Service. The VPP code redemption will take place automatically when the eBook is installed.
- **Paid eBooks without VPP codes**—In this scenario, the student must buy the eBook. (If you do not want students to pay for their own eBooks, contact your IT administrator to coordinate payment using VPP codes before you add eBooks using Casper Focus.)


To distribute an eBook to student devices, Self Service must be installed on the student devices.

Installing an eBook that was distributed using Casper Focus requires student devices with iBooks 3.2 or later.

## Distributing an eBook

1. In the sidebar, tap **eBooks**.
2. Enter all or part of the eBook title or author in the search field, and then tap Search on the keyboard. The eBook search results display.  
**Note:** Only eBooks in ePub format are displayed in the search results. If you do not see the eBook you want to distribute, it is most likely in a format that cannot be distributed using Casper Focus.
3. Tap an eBook to display a description of the book.
4. To add the eBook to one or more classes, tap **Add To Classes**.
5. Tap each class to add the eBook to, and then tap **Add**.  
A message displays, reporting whether or not the eBook was added successfully.
6. Tap **OK**.
7. To add another eBook, repeat steps 2 through 6.
8. Tap **Cancel** to close the eBook Search pane.  
The eBook is distributed to student devices and displays in Self Service for the student to install.

# Troubleshooting

Issue	Solution
I cannot log in or I forgot my password.	Contact your IT administrator.
There are no classes listed in the sidebar.	There are no classes assigned to the teacher that is currently logged in. Contact your IT administrator.
A class does not contain any devices.	There are no devices assigned to this class. Contact your IT administrator.
The <b>Focus Devices</b> and <b>Clear Passcodes</b> buttons are not available.	The class is scheduled for a different meeting time. Try again during the scheduled meeting time, or contact your IT administrator if the meeting time needs to be changed.
I cannot focus a student device on an app.	The device is not running iOS 7 or later, and/or the device is not supervised by Apple Configurator. Contact your IT administrator.
I cannot focus a student device on a website.	The device is not running iOS 7 or later, and/or the device is not supervised by Apple Configurator. Contact your IT administrator.
I cannot focus my teacher device on an app or website.	This is by design, to ensure that you have full use of your device.
The app I want to focus devices on is not displayed in the list of apps.	The app has not been added to the Mobile Device App Catalog in the Casper Suite. Contact your IT administrator.
When I try to focus devices on a website, all tabs in Safari display a "Restricted Site" message on the student devices.	The students may need to tap the search/address bar at the top of the page in Safari (or tap  to open a new tab), and then tap the bookmark for the focused website. If this does not work, the issue may be that student devices have been limited to a list of specific websites only and the focused website is not included on that list. Contact your IT administrator
The focus was removed from devices even though I did not remove it.	Focus automatically times out when the scheduled class time ends. Contact your IT administrator if additional time needs to be scheduled for the class.
When I browse to find an eBook in the iBooks Store, the eBook I want does not display in the search results.	Only eBooks in ePub format are displayed in the search results. If you do not see the eBook you want to distribute, it is most likely in a format that cannot be distributed using Casper Focus. Contact your IT administrator for other eBook distribution options.
When my teacher's device is part of the class being managed, my device is locked out of Casper Focus.	To prevent a teacher's device from being locked out of Casper Focus, it can be excluded from Casper Focus actions. Contact your IT administrator.
I cannot stop an AirPlay mirroring session on Apple TV from a student device.	The device is not supervised by Apple Configurator. Contact your IT administrator.