



eLearn Virtual Classroom: Troubleshooting Guide

> **USB Headsets**

Most Audio and microphone problems will be overcome with the use of a **USB headset** – these are HIGHLY recommended. Please ensure your headset is **plugged in BEFORE** you enter the Virtual Classroom.

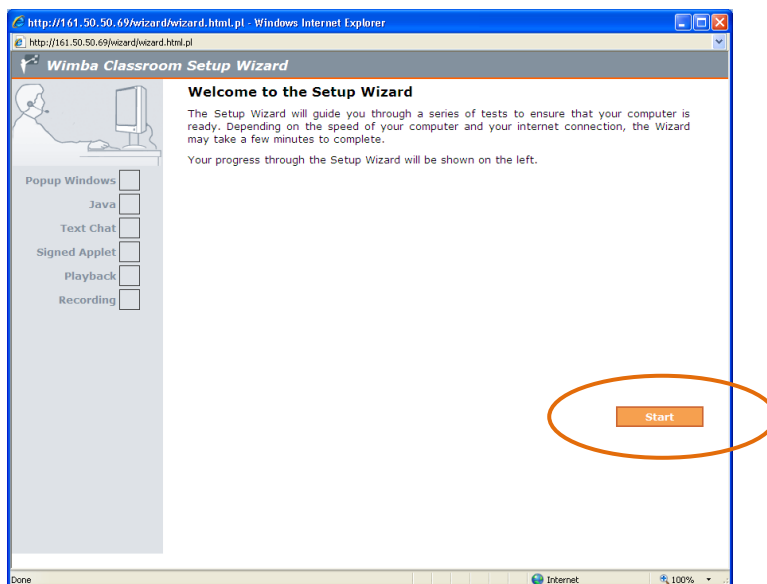
> **WIZARD**

EVERY computer must have run through the WIZARD before using the eLearn Virtual Classroom or Voice tools. This only needs to be done once.

The wizard can be found at the following URL:

<http://161.50.50.69/wizard/wizard.html.pl>

Please ensure you go through each step slowly and do not skip a step. If you have any problems with this wizard please contact INTACT – contact details are at the end of this guide.



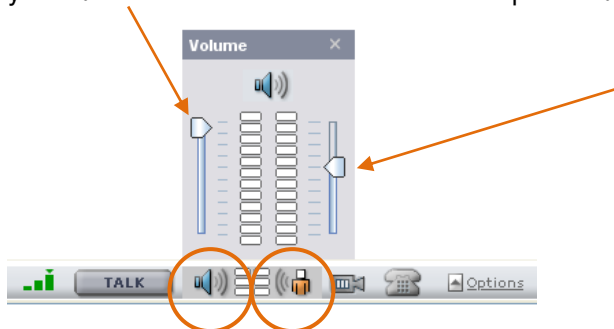
> **Technical Requirements**

For Wimba to run you will need to have a minimum of the following

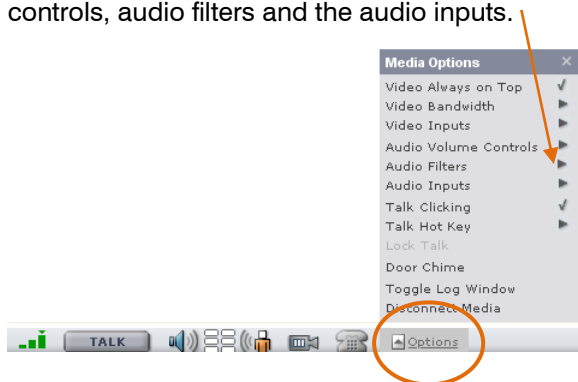
- Windows 7, Vista, or XP; Mac OSX 10.4+
- 256 MB RAM
- IE 7.0+, Safari 3.0+, Firefox 3.0+ (Browser must be Java and JavaScript enabled)
- Internet access at 56k or above

> Settings in the Wimba Classroom

If you click on the **horn** and **person icon** in the Virtual Classroom this will open up an area where you can slide the sound for both the microphone and the speaker up or down.

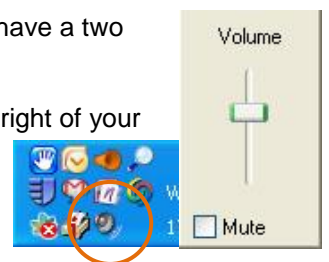


If you click on the **Options** button, this will open up many choices. Try adjusting the Audio volume controls, audio filters and the audio inputs.



> Other tips/tricks

- If your headset has a **control button on the cord** ensure this is turned on and the volume is turned up.
- Ensure the headset is **plugged into the right holes in the computer** i.e. if you have a two prong ensure the microphone prong is in the microphone hole and vice versa
- Ensure the **mute button is NOT checked** on the sound icon on the very bottom right of your computer screen and ensure the sound level is up.
- **Double click on the sound icon** to open all the sound features and settings. Ensure nothing is muted and all sound levels are not set too low.



If none of the above works please contact InTACT. If you are a teacher please call 6207555 or if you are student please call 62075511 and let them know it is an eLearn Virtual Classroom problem.

