<table>
<thead>
<tr>
<th>Student</th>
<th>Web Conference Supervisor</th>
<th>Technical Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Workstation Use</strong></td>
<td>Use the same computer or laptop for each project web conference. You will log in faster</td>
<td>Compile a list of student names and record the computer they use each lesson – seating plan.</td>
</tr>
</tbody>
</table>
| **Equipment** | Are you ready for your web conference?  
• Headset with microphone  
• MIS Username and Password  
• Web Conference Password  
• iConnect Session Name | Are they ready for your web conference?  
• Every student needs a headset with microphone, computer and internet access  
• Keep a list of student log in details, i.e. MIS Username and Password UserNames (available on OneSchool Student Profile) | LAN (blue cable) is usually going to be more stable and faster. However, Wi-Fi provides a convenient way to connect the computers in your school without dealing with the hassle of wires, but Wi-Fi is can be slow and unreliable compared to a wired connection. Wi-Fi has natural barriers such as walls, furniture and location (could be close to a black spot). Weather can also interfere. |
| **Bandwidth** | • Help your computer work as fast as it possibly can, and allow it to download the lesson content.  
• Make sure you have all other programs and applications closed on your computer.  
• Checking emails and playing online games while web conferencing slows everyone down – and is not part of the plan! | Ensure students are only using the advised lesson content: Web Conference and Blackboard.  
• Have one spare computer running the web conference in case of problems. Student can quickly swap to this computer, and the lesson to continue without interruption. | Bandwidth refers to the amount of data able to flow during internet and network use. During the IMPACT lesson time, it is recommended that other internet users in the school limit unnecessary use. LOG A SERVICE CENTRE JOB IF THIS IS A REGULAR PROBLEM |
| **Connection Failure to Web Conference** | Check the connection speed.  
Ask the student to log out and try again.  
Swap the student to the spare web conference computer. | LOG A SERVICE CENTRE JOB IF THIS IS A REGULAR PROBLEM |
| **Connection Speed Issues** | If your name keeps disappearing from the session or your computer cancels your connection you are dropping out  
• Make sure you have all other applications closed.  
• Change your connection speed  
EDIT – PREFERENCES – CONNECTION  
Choose CONNECTION SPEED and select 56kpbs dialup.  
If still continuing to drop out – continue to drop the computer cancels your connection.  
Move the student to the spare web conference computer. | Ensure all students are using the web conference only.  
Drop outs during a session can be caused due to bandwidth issues at the school location which is experiencing the drop outs.  
To reduce the drop outs occurring the user can change the connection speed, this can be done at the beginning of the session when the user is prompted to select connection speed or can be done during the session. LOG A SERVICE CENTRE JOB IF THIS IS A REGULAR PROBLEM |
| **Sound Problems** | If your sound isn’t working:  
• Is the headset plugged in correctly?  
• Check the settings on the headset and also the volume controls – is it on mute?  
• Run through your Audio Setup Wizard  
• Send your IMPACT teacher a message in the chat window.  
• Ask your School Supervisor for help. Swap to the spare web conference computer in the classroom. | Please check headset and speaker settings of student.  
Assist with Audio setup Wizard  
Have a spare computer available to use, and additional headsets to trial. | Please make sure that you test and trial headsets prior to IMPACT lessons. Some headsets may require software installation and this will most likely need to be installed by an Orange Card Holder or technician. |
| **Screen Freeze** | Your computer is stuck, the mouse won’t move and the screen in frozen!  
• Hold all three keys: Ctrl, Alt, Delete  
• Select Start Task Manager  
• Click on the problem application, usually Internet Explorer and END TASK.  
• Start again!  
• Let your IMPACT Teacher and Supervisor know. | Help your student to learn the Task manager process. | If this problem is occurring regularly on one particular computer with a particular student, please ask for support from your school IT staff (if you are lucky enough to have IT staff) and log a job with the Service Centre LOG A SERVICE CENTRE JOB IF THIS IS A REGULAR PROBLEM |