iConnect: useful checks and tips

1. Check the audio before every session

If you experience audio issues then:
- run the audio setup wizard again
- check the audio and microphone sliders
- check the audio setting on your computer (is it muted)
- check the audio device (headset, speaker) is plugged in and working.

Tip: If a problem still exists try another computer, if possible.

2. Reduce connection speed

If you experience delays and session dropouts:
- reduce the connection speed

Tip: Start with a connection speed of cable DSL. Move up the list until you select a speed that provides a stable connection.

3. Short and simple slides

Follow these PowerPoint rules to decrease slide upload time:
- maximum of 60 slides per upload
- keep presentations under 20MB in size
- avoid animations and videos
- compress images to keep them small in size.

Tip: Use images from the Learning Place as they are already compressed.

4. Preload your slides

If you want to save time preload slides into iConnect. To preload slides:
- convert PowerPoint slides to .wbd files
- preload slides via iConnect Manager.

Tip: Loading slides (even preloading) takes time. If slides appear blank wait a few more minutes before taking any action.

5. Whiteboard resolution

Higher resolution whiteboards use more bandwidth and can result in transmission delays and errors. If you have poor bandwidth:
- lower the whiteboard resolution to reduce bandwidth requirements.

Tip: Lower the whiteboard resolution before uploading the slides.

6. Maximum simultaneous talkers

A higher maximum simultaneous talkers setting uses more bandwidth. If you have poor bandwidth:
- limit the maximum simultaneous talkers to 1 or 2 people.

Tip: Train participants to use the Talk button.

7. Video transmission

Follow these best practice guides to reduce delays and session dropouts:
- limit video transmission during a session
- shrink or minimise the video panel.

Tip: Limit the maximum simultaneous cameras to 1 or 2.

8. Check participant permissions

If participants are unable to select or use a tool:
- check their tool permission is enabled.
- manage tool permissions at an individual or global level, as required.

Tip: View the manage tool permissions instructions to find out more.

Contact the Learning Place

If the issues continue please send these details to: learningplace@qed.qld.gov.au.

Session details:
- session name
- date and time of error
- what happened (be descriptive and supply screenshots).

Details of person experiencing issue:
- name and logon ID
- location (e.g. home or school)
- type of computer (e.g. PC or MAC)
- personal, school or CFT computer
- connection type (e.g. satellite or wireless)
- Java version number.

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9. Check your Java

If you experience error messages:
- check Java to make sure Java 8.66 is installed.
- if required, replace Java with Java 8.66.

Tip: Java 8.66 must be installed on State School machines by a person who has system administrator privileges.

10. Check the Learning Place help centre

The help centre contains detailed instructions in various categories, including:
- Set up a web conference
- Audio and video window
- Participant window
- Breakout rooms
- Troubleshooting

Go to: iConnect help