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.

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

Contact the Learning Place
If the issues continue please send these details to: learningplace@det.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.