iConnect checks and tips for students

1. Check your audio before every iConnect lesson
   - If the audio sounds wrong:
     - run the audio setup wizard again
     - check the audio and microphone sliders in the lesson
     - check the audio setting on your computer (is it muted?)
     - check the audio device (that is, the headset and speaker) is plugged in and working.
   Tip: If a problem continues, try another computer, if possible.

2. Reduce the connection speed
   - If you experience delays, hear chipmunks or drop out of a lesson, reduce the connection speed.
   Tip: Start with the cable DSL connection speed.
   Move up the list until you select a speed that works.

3. Video transmission
   To reduce delays and stop dropping out of your lesson:
   - don’t use your webcam
   - shrink or minimise the video panel in your lesson.

4. Check Java
   - If you see error messages:
     - make sure Java 8.66 is installed
     - if required, update or install Java 8.66.
   Tip: Java 8.66 must be installed on school machines by a person who has system administrator privileges.

5. Ask your teacher
   - If you are still having issues with iConnect, contact your teacher for help.

6. For further help
   Contact the Service Centre on 1800 680 445.