

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.

