

iConnect: useful checks and tips

1. Check 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.

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.

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. Recording storage

Recordings are only available on the server for 6 months from the date of the session.

To keep an offline copy of your recording, see [Convert a recording using Collaborate Publish](#).

10. Check 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 Guide](#)

Go to: [iConnect help](#)

For a quality learning experience every time...

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 (supply screenshots).

Details of person experiencing issue:

- name and logon ID
- location (e.g. home or school)
- operating system
- personal, school or CFT computer
- connection type (e.g. satellite or wireless)

