Wimba Classroom

A Participant Success Guide
Preparing Your Microphone and Computer:

• We recommend using a headset (with integrated headphones and microphone). Headphones will generally produce better audio quality than speakers, and they will also prevent the audio you receive from being picked up by the microphone when you speak.

• Before a presentation, make sure that your audio devices are properly connected to your computer. Speaker/headphone plugs are usually color-coded to match the output port of most PCs. Typically, speakers/headphones will be plugged into the green port to your sound card. If your computer does not have color-coded ports, search for an icon resembling either sound waves with an arrow pointing outward or headphones.

• Microphone plugs are also usually color-coded to match the microphone port of most PCs. Typically, microphones will be plugged into the red or pink port to your sound card. If your computer does not have color-coded ports, search for the icon that resembles a microphone.
Preparing Participants

Run the setup wizard before your first session. It checks for the following:

• Pop-up blockers
• Supported browsers (The latest version of Firefox is recommended for Wimba)
• Correct Java version
• Audio recording and playback

** Having trouble successfully completing with Setup Wizard?
Contact the NYU-Poly Helpdesk @ help@poly.edu or 718-260-3368. Also available is 24x7 support @ http://www.wimba.com/services/support
Preparing Participants

**Talk Key:** Allows you to communicate using a headset or a microphone

Participants can click and hold the Talk button to speak, or hold down the Ctrl key on your keyboard to speak. Presenter may choose to be on Lecture Mode which would disable Talk for participants during the presentation.

**Telephone Simulcast:** Use your telephone to communicate

Presenter and participants can use a telephone to dial a telephone number with a dynamic PIN number, without having to use a headset on their computer.

**Netstats:** A visual indicator of Internet connection strength
Network Statistics (NetStats) Indicators

Network Statistics (NetStats) indicators help you monitor connection quality:

- **Green** = Strong
- **Yellow** = Good
- **Red** = Low *
- **Gray** = Not Connected **
- **Telephone** = participant has dialled in

* Wimba Classroom supports lower bandwidth connections; a Red connection can still provide an enjoyable session.

** User should dial in to the session or contact Wimba 24x7 Technical Support
Participate without a computer using the Phone-Only option

• Join the session using any telephone
• Speak, listen, and collaborate
How to Get Help

24x7 Contact Information

• (866) 350-4978 (USA and Canada)
• 0800 007 6788 (UK)
• (703) 956-3917 (Other)
• technicalsupport@wimba.com
• http://www.wimba.com/services/support