

Get Started with Online Learning

We are looking forward to you joining us for an online learning session. This guide is to help you get started with online learning and covers what equipment you need, what to check before the session and what to do if things go wrong! We're sure you'll enjoy these sessions and look forward to 'seeing' you soon.

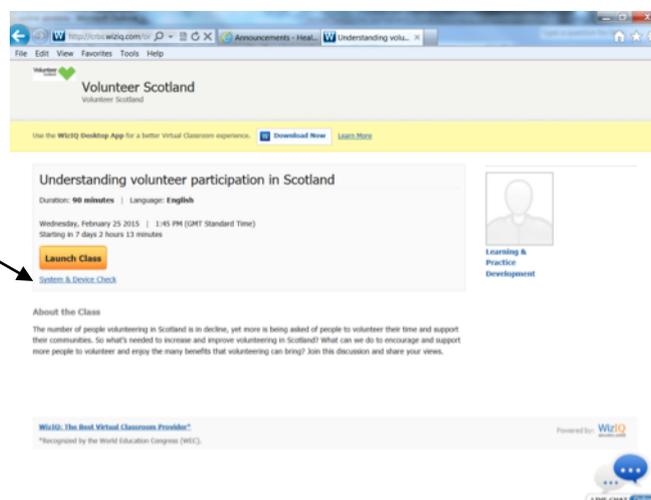
What you will need:

- **A quiet space** – If you're normally in an open plan office book a meeting room to ensure you're free from distractions. Your colleagues won't realise that having your headset on at your computer means you're attending training and from our experience will come over and chat to you!
- **A computer** – You need a minimum of 256 MB of RAM, but we recommend a minimum of 1 GB. (You can check this by going to 'my computer' and right clicking to select 'properties'). You also need a web browser to connect to the software, and a good sound card.
- **Internet connection** – A broadband connection of around 3MB is needed and although most broadband speeds are fine, you can check yours using a free programme such as www.broadbandspeedchecker.co.uk. **It is best to connect directly to the internet and not use a wireless network connection** as this can cause the sound to drop in and out. You can do this using an Ethernet cable which plugs into the back of your Router. Often, Routers come with an Ethernet cable but if not they can be purchased for about £5.
- **Good quality headset** - To get the best from the session you will need a headset with a microphone, and preferably a USB connection not a wireless connection. Please don't rely on your computer's speakers and microphone as this can cause feedback problems for everyone attending. You can buy one for around £20 from [PC World](#).

Before the session

Click on the link supplied in your confirmation email. Under the launch class button, you will see an option for 'System & Device check'. (Please note: you **do not** need to download the app.)

Click on 'System & Device check'.



The screenshot shows a web browser window displaying the Volunteer Scotland website. The main content area features a course card for "Understanding volunteer participation in Scotland". The card includes details such as duration (90 minutes), language (English), and start time (Wednesday, February 25 2015, 1:45 PM GMT Standard Time). A prominent orange "Launch Class" button is visible, with a link for "System & Device Check" located directly beneath it. A callout box with a black border and white background points to this link, containing the text "Click on 'System & Device check'".

You will then see the page below (you might get a pop up asking you to install or update java which can be downloaded from www.java.com). The test results need to show green ticks not red crosses. Where red crosses are shown you might need to contact your IT support for assistance.

Test your system & devices for the WiziQ Virtual Classroom

These tests ensure that your system meets the basic technical requirements, to successfully run or attend a live class on WiziQ. If any test fails, follow the on-screen suggestions to resolve the issue.

To Test the System Configuration

Test your system's compatibility for flash player, browser, operating system, and port settings.

System configuration requirements

Software	Type/Version
Flash player	10.3 or later
Browser	Internet Explorer, Chrome*, Safari, Firefox, Opera
Operating system	Mac OS X, iOS, Microsoft Windows, Android, Linux
Port 1935 RTMP or Port 80	Should be open

*iOS and Android users need to install the WiziQ App to access Virtual Classroom
 *Users on Chrome browser must upgrade the browser to version 28.0.1500.72 or above for better Audio/Video experience in the Virtual Classroom.

Test results

- ✓ Operating System: Passed
- ✓ Flash player: Passed
- ✓ Browser: Passed
- ✓ Port: Open

[Test again](#)

Test Internet connection speed

These requirements are based on one-on-one scenarios in virtual classroom.

Internet connection speed requirements

Use in Virtual Classroom	Minimum speed	Suggested speed
Only audio session	44 kbps	256 kbps
Audio session + other features*	300 kbps	512 kbps
Only video session	106 kbps	512 kbps
Video session + other features*	356 kbps	1 Mbps

*other features include screen sharing, watching YouTube or other videos, sharing content etc.

Test results

Internet Speed: 2.29 Mbps

[Test again](#)

To Test for Screen Sharing

Test the availability & compatibility of java plugin version required to share your screen in the Virtual Classroom.

Important: java plugin is required only if you are a presenter. Attendees and viewers do not need to install java plugin.

Java requirements:
 For sharing screen, you require java version 1.5 or later.

Test results

- ✓ Java plugin test: Passed
 Java is installed and enabled in your browser.

[Test again](#)

It's also important to test your speakers and microphone. You might need to allow the flash player settings below.

Test devices

The access to audio/video devices is currently denied. [Allow Access](#)

Speakers
 Test speakers for the Virtual Classroom.

Microphone
 First, select your preferred audio device.

Camera
 Test compatibility of web camera.

Adobe Flash Player Settings
 Privacy
 Allow www.wiziq.com to access your camera and microphone?
 Allow Deny
 Remember

Select 'allow', 'remember' and then close.

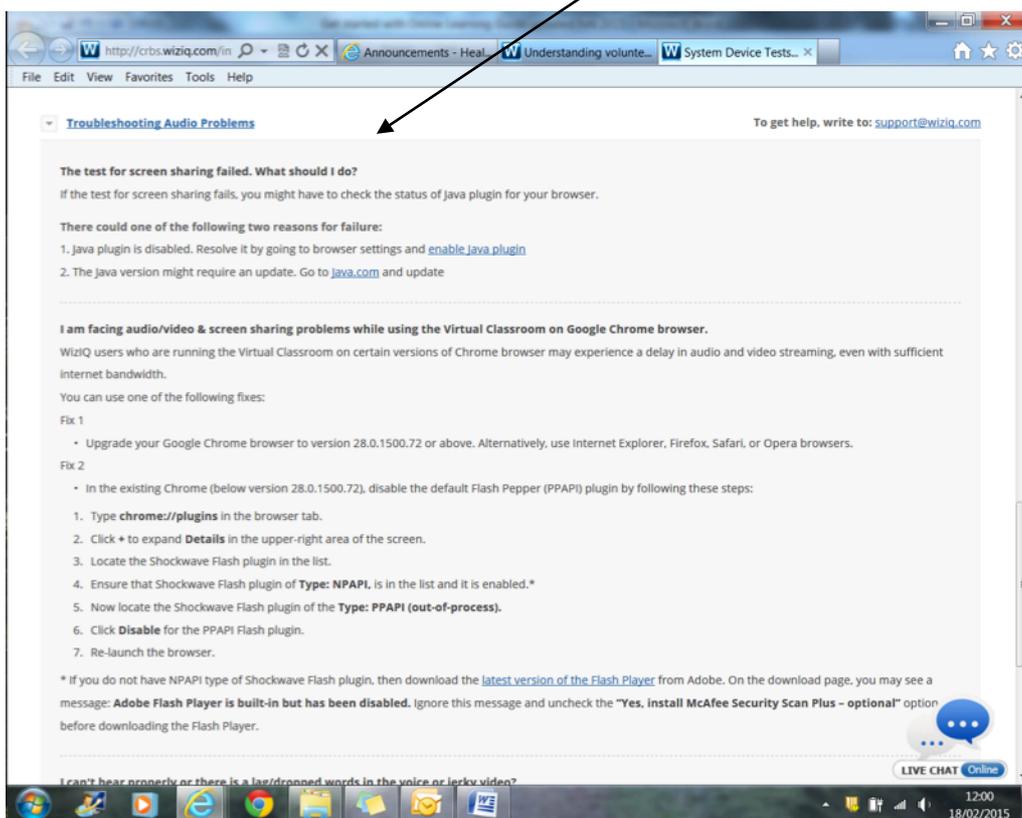
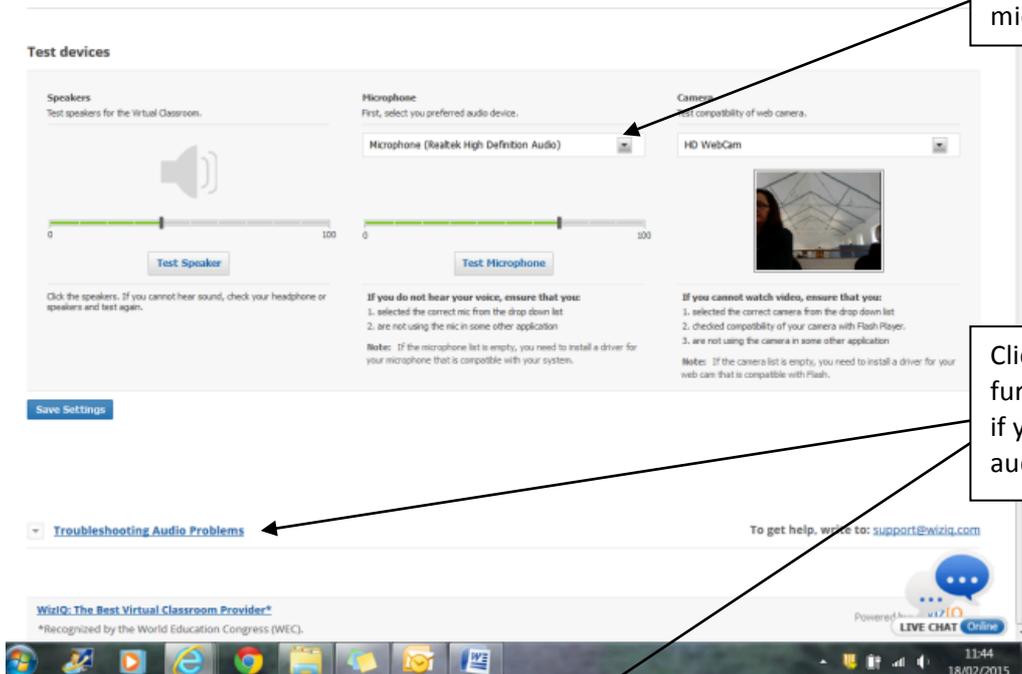
[Troubleshooting Audio Problems](#)

To get help, write to: support@wiziq.com

You will then be able to select to 'test speaker' and 'test microphone'. We will not be using a camera. Make sure that your headset is selected and not the computer's own microphone.

Select your headset microphone.

Click here for further information if you are having audio problems.



If you have tried all of the above and are continuing to have difficulties checking whether your system works, please give us a call well in advance of the session. We can talk it through with you and a test session online to try out your device settings.

Logging in to the session.

Just in case there are technical problems on the day we suggest joining the session at least 15 minutes before it is due to start. Once you've joined the session you will have time to check your audio and 'chat' with others before you start.

Click on the link provided in the confirmation email. You will then be able to select 'launch class' to join the session. You will be asked for your name before entering the classroom.

Getting your Audio right.

Once you have launched the session it is useful to carry out this audio check each time you attend a live session.

- In the top right corner of the application, click on the symbol of a spanner.
- Select Device Settings.
- Make sure you select the headset you've connected and not the computer's own speakers and microphone.
- Remember to test both the speaker and microphone settings.
- We will not be using the camera.
- Click Save Settings within the Device Settings dialogue box to save these settings.

Top tips!

Don't worry if things go wrong; when technology is involved it probably will at some point! Testing the settings in advance and joining the session during the set up time is really important so the facilitator has time to help you resolve any issues.

Things to try if you're having problems:

- Connect directly to the internet; don't rely on a wireless network connection.
- Make sure there are no background programmes running.
- Go to your computer's 'control panel' and check your headset is selected as the default speakers and microphone.
- Re-run the test for microphone and speakers.
- Try connecting your headphones via a different USB port.
- Try using a different internet browser. We have found Explorer better than Chrome.
- Close the application and try logging in again.
- If all else fails – switch everything off and back on again!

Once the session has started, the facilitator must focus on delivering the session for everyone else attending so will be less able to help you.

And, if all of the above fails the sessions will be recorded and a web link emailed out to all participants afterwards so you'll still be able to watch it. If the session crashes for all participants, try to log back in using the link provided in the email. The facilitator will contact you by phone or email if it can't be resolved and re-arrange an alternative session.

Any further questions?

We're looking forward to working with you and are confident you'll enjoy these sessions. If you'd like to contact us, our details are below:

Email: hello@volunteerscotland.org.uk
Tel: 01786 479 593.