

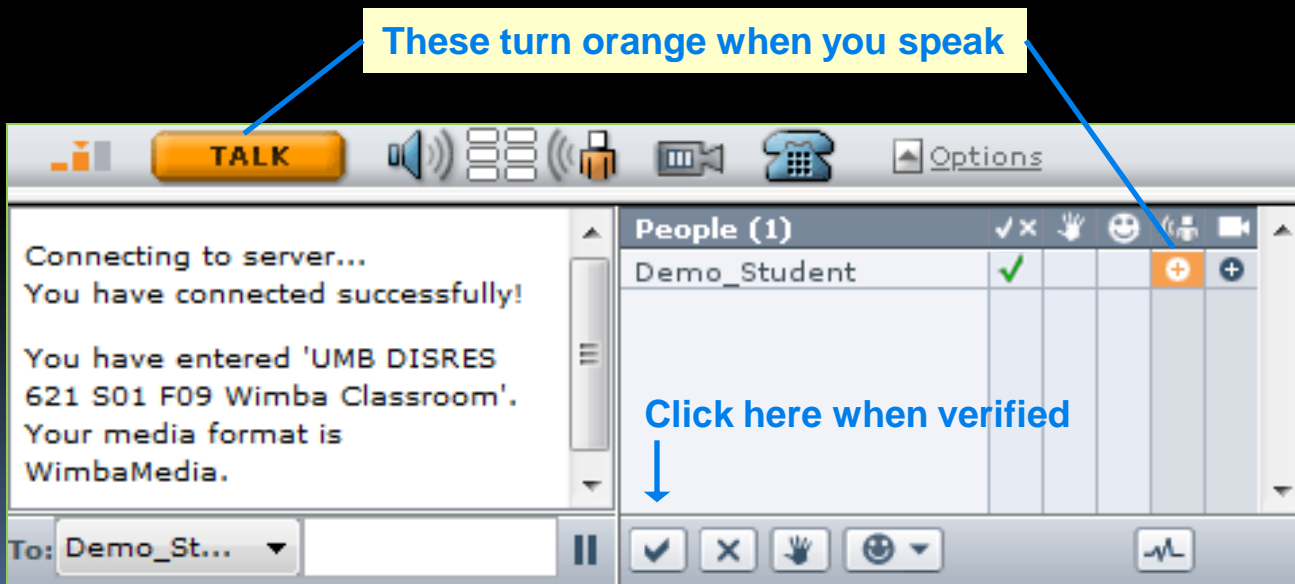
Audio Check

1 – WAIT for a support person to call on you.

2 – Say “hello.” To talk, either:

- Click and hold the **TALK** button on the screen, **OR**
- Hold down the **CTRL** key on your keyboard
- Release Talk/Ctrl when done speaking

3 – If OK, put up check mark by clicking button at bottom of screen.




Welcome to Wimba!


For this “dry run” session, you will learn:

- **Basic features of the classroom**
- **Communicating in class**
- **Troubleshooting common problems**
- **Finding help**

Documentation

Wimba Classroom

 **Wimba Classroom Documentation**

 **UMB Wimba Staff Training 2012 Room (Ongoing)**
[Wimba Classroom](#)

Click first link before list of actual Wimba classrooms

Page will open with list of links

2nd link is useful wiki link

Wimba Classroom Documentation - A Public Read Only Page

Preparing For Your First Wimba Session

[Quickstart Guide](#)

[UMB Wimba Classroom Info for Students](#)

← *Wiki link with dry run and more*

[Wimba Classroom Participant Guide\[.pdf\]](#)

Learning More About the Wimba Classroom

[Wimba's Support Website](#)

[Student Comprehensive Guide \[web format\]](#)

[Student Comprehensive Guide \[PDF format\]](#)

Preparing for Your Presentation

[How to Present PowerPoints in Wimba](#)

[Presenter Guide \[web format\]](#)

[Presenter Guide \[PDF format\]](#)

Wimba Classroom Accessibility

[Accessibility Best Practices - PDF Format](#)


Other Wimba Related Resources


Landing Page


Wimba Classroom

Click here to enter Wimba

Click here to verify setup

 Enter Room

 Run Wizard

 Wimba Classroom Help

UMB Wimba Staff Training 2012 Room (Ongoing)(Open)

Phone Access :

Dial-in numbers :

PIN codes :

Phone : (571) 392-7604

Student : 56682847

*Phone # and PIN for audio
if you can't get into Wimba*

Here is the list of recorded archives for this room:

Watch or download

TITLE

ENTER

ACCESS

DOWNLOAD

UMB GERON 645 S01S02 F12 Wimba Classroom - 09/11/2012 18:30



Total items: 1

Setup Wizard

Wimba Classroom Setup Wizard

Welcome to the Setup Wizard

The Setup Wizard will guide you through a series of tests to ensure that your computer is ready. Depending on the speed of your computer and your Internet connection, the Wizard may take a few minutes to complete.

Your progress through the Setup Wizard will be shown on the left.

To view the system requirements for Wimba Classroom, [click here](#).

These steps may require installation of components the first time you run the wizard

--- **Wait for “Congratulations...” message before clicking “Next”**

--- **Wait for three beeps and then talk/listen before clicking “Next”**

Wizard should take 2 - 3 minutes to run

Start

The Wizard ensures your system is set up correctly (browser, java, audio, etc.) – *may not catch all problems*

Headsets

Analog (2 1/8" plugs)



USB (1 flat connector)



Easier to use, lower quality

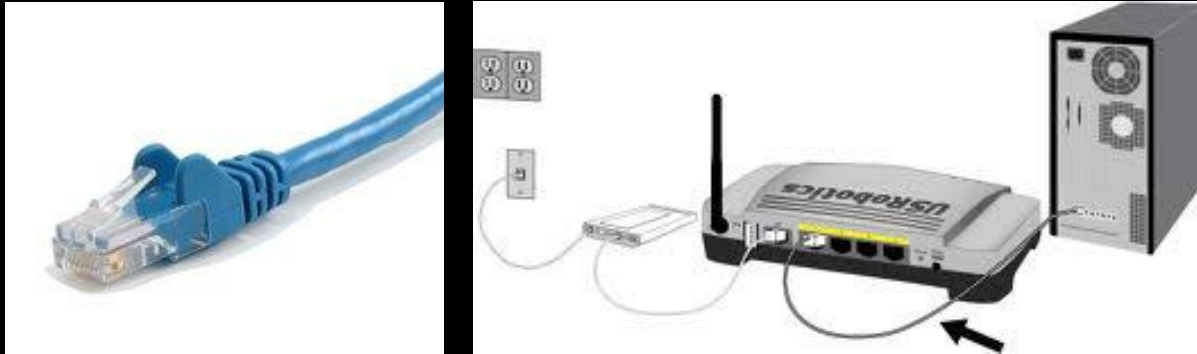
Higher quality, can “act up”

- Make sure headset and microphone are properly connected
- Make sure microphone is NOT muted (circled above)
- Mac users should generally use built-in mic/speakers

Get Wired!

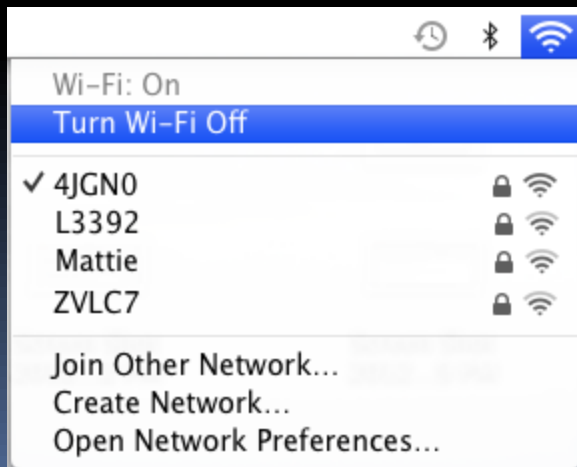
Wired connections work better than wireless ...

1 - Use an ethernet cable to connect your computer to a router or modem

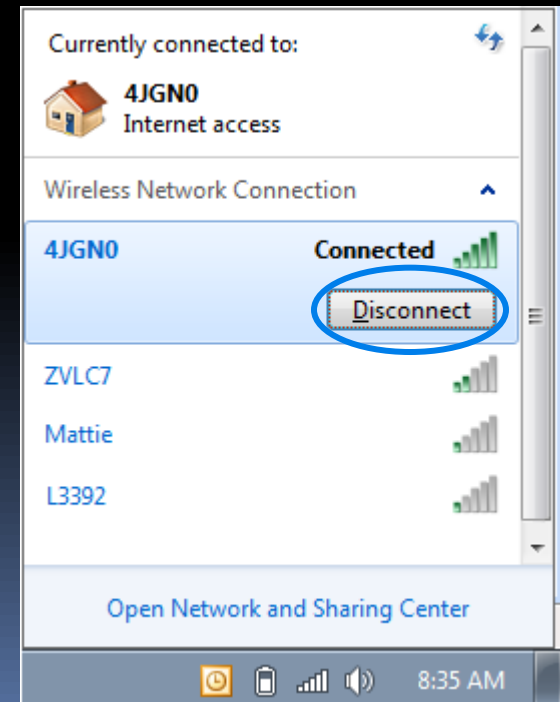


2 – IMPORTANT: Disable wireless on your computer

Typical
Mac
disable



Typical
PC
disable



Classroom Overview

Welcome to
'UMB RN to BS VCC Fall 2013 Wimba Dry Run Room'

A – Content Frame

used for presentations, app share, etc.

B – Media Bar

E – Exit Room

F – Support Info



Exit - Lobby - Help - Cookie Policy

Connecting to server...
You have connected successfully!

You have entered 'UMB RN to BS VCC Fall 2013 Wimba Dry Run Room'.
Your media format is WimbaMedia.

Audio input device, Microphone / Line In (IDT High , now active)

C – Text Chat Area

People (1)

Paul_Support									
--------------	--	--	--	--	--	--	--	--	--

D – Participant Area

A window titled 'People (1)' containing a list of participants. The first participant is 'Paul_Support'. Below the list are several control icons: a checkmark, an 'X', a hand, a smiley face, a volume icon, and a gear.

UMassOnline
University of Massachusetts

Wimba Classroom Support
E-mail Support:
umb.wimba@umb.edu

The Wimba logo, which consists of three stylized human figures in a circle.

To: Main Room

Interacting in Class

Status indicators

People (3)		✓	✗	✋	😊	(?)	📺
MikeM						+	+
David_B		✗	1			+	+
Sarah_Y		✓			😊	+	+

Yes ↓ No ↓ Raise Hand ↓

Room Pulse →

Status

STATUS VALUES

- Clear Status (circle)
- Away (bird)
- Approve (thumb up)
- Disapprove (down)
- Surprise (!)
- Confused (?)
- Clap (hands)
- Laugh (smile)
- Faster (>>)
- Slower (<<)

Text Chat

Type message in white bar, then click **Enter** to send it

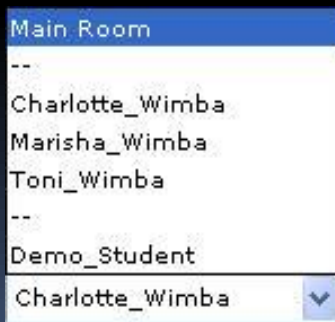
➤ Public Message

- Select *Main Room* in drop-down list
- Everyone sees message, has white background

➤ Private Message

- Select name in drop-down list
- Only one person sees message, has gray background

Pops up name list



Public

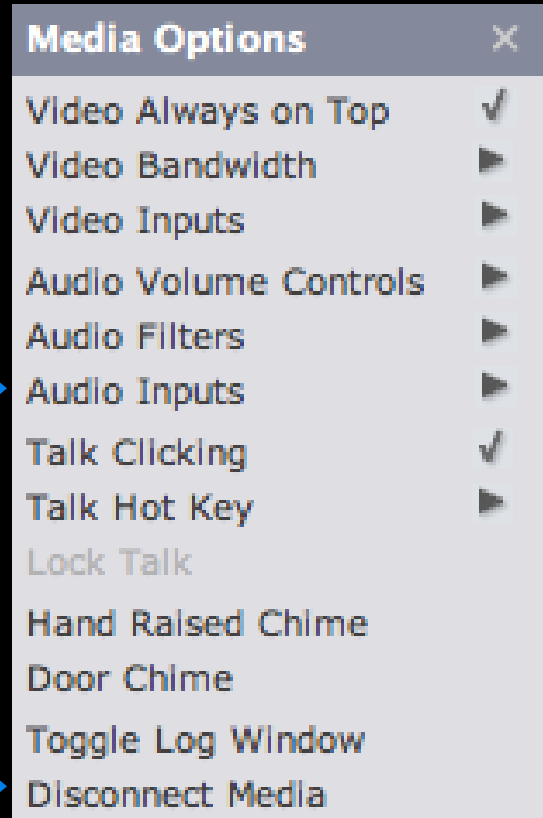
Private

“pause” scrolling

Media Bar

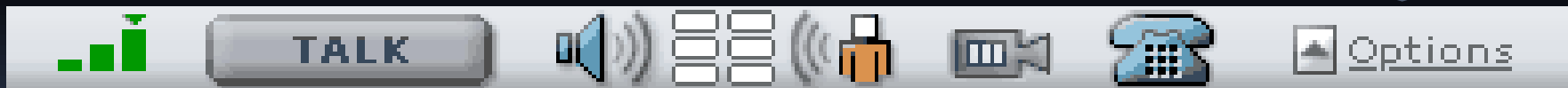
Change microphone settings

*Can fix **some** audio glitches*



A screenshot of the 'Media Options' menu. The menu is titled 'Media Options' with a close button (X) in the top right corner. It contains the following items, each with a checkmark or arrow on the right side:

- Video Always on Top ✓
- Video Bandwidth ▶
- Video Inputs ▶
- Audio Volume Controls ▶
- Audio Filters ▶
- Audio Inputs ▶
- Talk Clicking ✓
- Talk Hot Key ▶
- Lock Talk
- Hand Raised Chime
- Door Chime
- Toggle Log Window
- Disconnect Media



Bandwidth indicator

Talk button

Speaker / Mic levels

Webcam

Blue phone to call for audio

Calling In for Audio

➤ CAN'T get reliably connected – Use Landing Page PIN

- This PIN never changes

Phone Access :

Dial-in numbers :

PIN codes :

Phone : (571) 392-7604

Instructor : 56682854

Student : 56682847

- Your Phone number is displayed in room

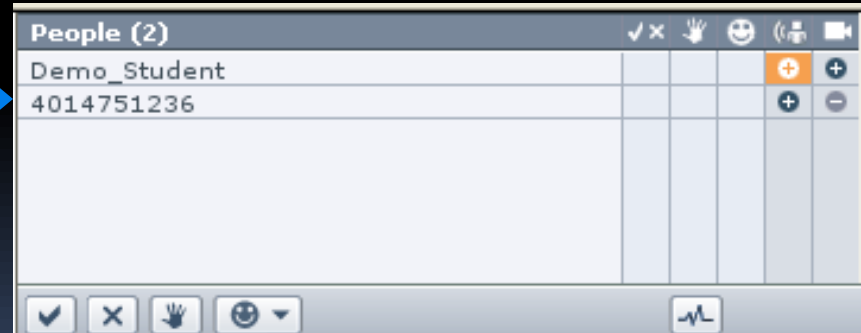
➤ CAN get reliably connected except audio

- Use Blue Phone



- Pops up a unique PIN with phone number

Called in via landing page →



Note: Phone number is 571 area code - long distance may apply
Mute phone when not talking (*6 from landing page)

Troubleshooting

Audio Issues

- Make sure microphone is properly connected and not muted
- Test sound by playing a YouTube video or similar
- Options -> Disconnect Media *then* Reconnect Media (usually wireless)
- Options -> Audio Inputs to change mic settings
- Anti-virus may interfere with Wimba (PC)
- Exit and Re-enter the room

Visual Issues

- Slides not updating, text/buttons not working, “0 People” in Room
- Exit and Re-enter Room - fixes temporary glitches
- Stubborn problem could be Java or browser issue

Java/Browsers

- Verify latest version of java
 - <http://www.java.com/en/download/testjava.jsp>
 - Reboot after upgrading
- Have multiple browsers available
 - PC: Firefox, Internet Explorer, Chrome
 - Mac: Safari, Firefox
- Turn off pop-up blockers and remove toolbars

Support Information

Email UMB Wimba Staff

- umb.wimba@umb.edu
- do NOT use Blackboard email to contact support staff

Blackboard General Help

- <http://umb.echelp.org>

Blackboard Account Issues

- UMass Service Desk: 617-287-5220 (9 am - 5 pm Eastern Time)

User Manual and other Documentation

- First link where class sections are listed
- wimbateam.wikispaces.umb.edu/students

Recommendations

- **Arrive 10-15 minutes before class**
 - Do audio check before “birding”
- **Connect wired instead of wireless**
- **Master basic troubleshooting**
 - Try to exit and re-enter the room
 - Try a different browser (have 2 or 3 installed)
 - Call in for audio if having problems (don’t wait)
 - Check Java version and/or clear Java cache
- **Basic “etiquette”**
 - Talking – let go of talk button, turn down speakers
 - Buttons – don’t leave checks/hands/status up forever
 - Phoning – wait until called on, use *6 to mute/un-mute
 - Leaving – use “exit” link instead of X in window

Good Luck!

Have a great semester!