TECHNICAL ORIENTATION

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TECHNICAL ORIENTATION

Please read this information and take any recommended action prior to attending the "Technical Orientation" for your upcoming Virtual Top Gun Academy™ online class. While we cannot control the stability of the Internet or your personal computer, the recommendations below will put you in the best position for successful participation. Please print this reference guide and have it available during your "Technical Orientation".

TECHNOLOGY RECOMMENDATIONS

For the best learning experience using the WebEx interface, it is recommended that you:

- Use a **wired** Internet connection AND a **wired** headset.
- Use Windows 98, 2000 SP4, XP SP2, 2003 R2 (OS 10 is not recommended)
- Use one of the following: Internet Explorer 6, 7, or 8, Firefox 1.5 or higher or Netscape 8.1 or higher.
- Enable JavaScript and cookies
- Enable ActiveX for Internet Explorer

- **Special information for Vista users**:

  - When logging into a WebEx session, through Vista, the microphone headset must be plugged in prior to beginning the log in process. WebEx sends Vista a signal looking for a headset (for VoIP). If the headset isn't plugged in an error message may display. More importantly, you will not be able to hear from your external speakers since WebEx and Vista are looking for a headset. Plugging the headset in after logging into WebEx will not work. The only remedy is to leave the session, plug in the headset and log back in.

TECHNICAL SUPPORT – HELP DESK

For technical issues please call the ERA Help Desk at **800-374-1852**.

SETTING UP YOUR HEADSET – AUDIO SET UP WIZARD

1. When you first log into your online session please complete the following Audio Set up wizard. End your Conference to access the set up wizard. Click on "Audio" on the top tool bar, click "Integrated VOIP" on the drop down, and "End Conference" on the pop out.
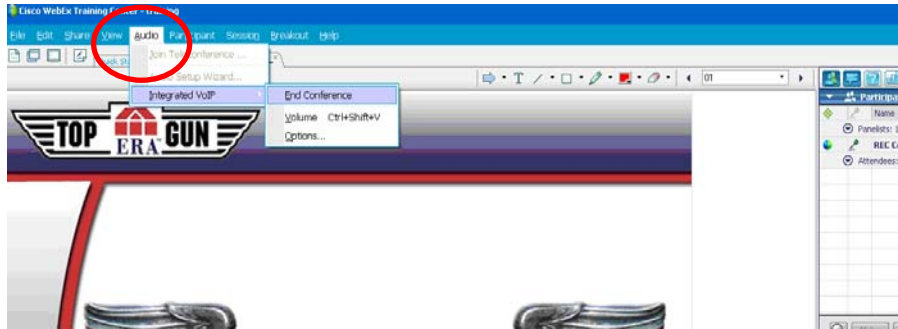
2. Select "Audio" from the top tool bar again. Click "Setup Wizard" from the drop down.
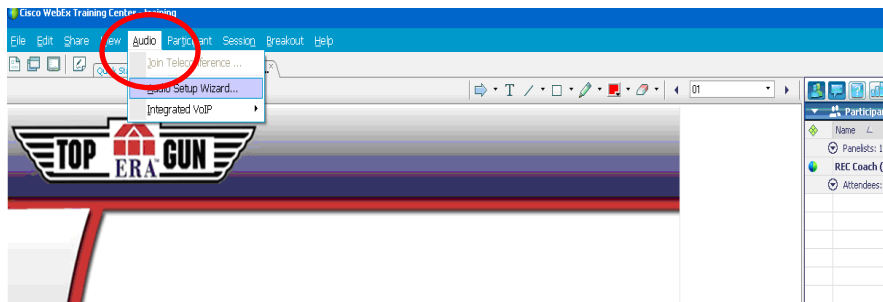
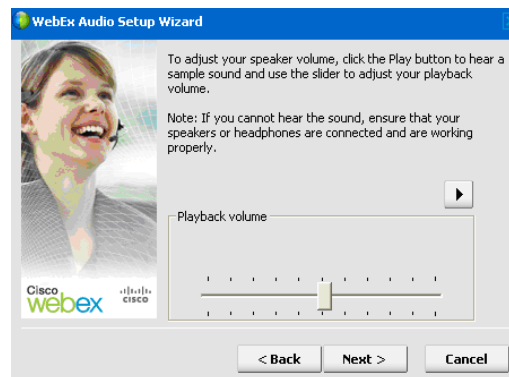3. On the "Audio Setup Wizard" window click the "Next" button.
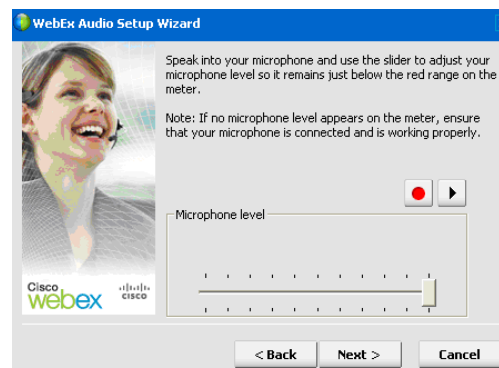
4. On the next window click "Next" again.

5. Press the "Play" button to the right of the Playback volume area in the window to hear the recording to test your headphones. If you can hear then click the "Next' button.
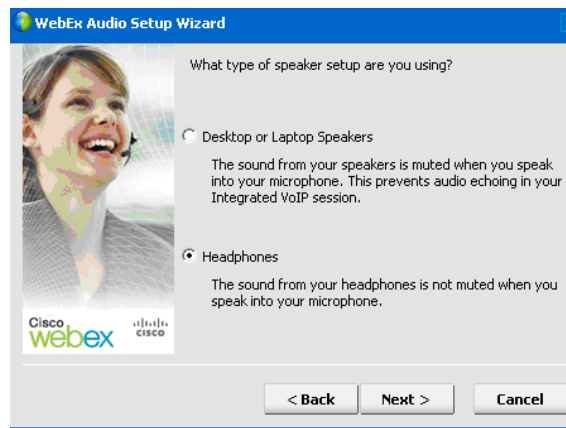

6. Press the "Record" button to the right of the Microphone Level area in the window to make sure your microphone works. Speak aloud to record something. Then press play. If your microphone works properly, click the "Next" button.
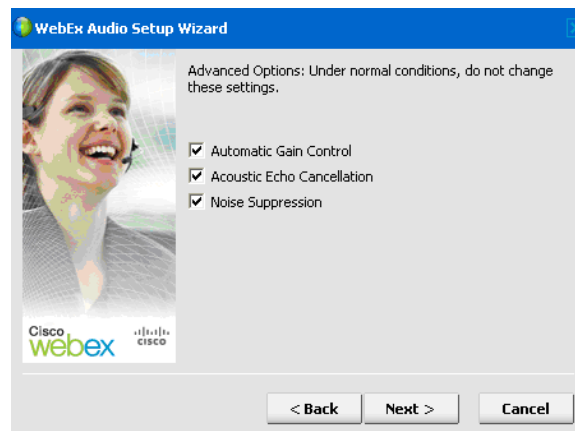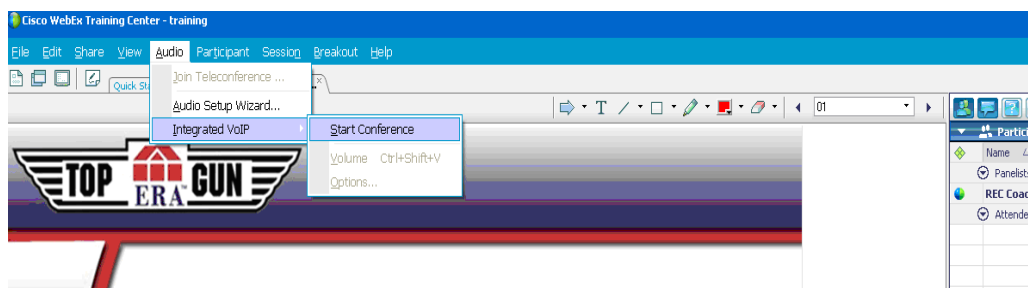
7. Select the "Headset" radio button, then click the "Next" button.

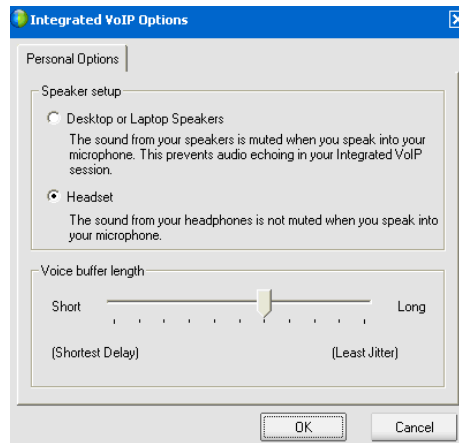8. Make sure all boxes are checked and click the "Next" button.

9. Restart your conference again by going to "Audio" on the top tool bar, "Integrated VOIP" on the drop down and "Start Conference" on the pop out.

10. Select "Headset" and click the "OK" button.

Your Headset should now be working. Your coach will also retest this during the first session.

TROUBLE SHOOTING YOUR AUDIO

Check that your headset jack is securely plugged into your computer correctly
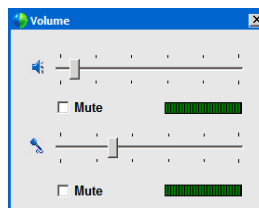

Increase your PC volume located on your computer's task bar

Select *Audio* from the Main Menu in your online classroom. Click on *Integrated VoIP* and select *Volume*

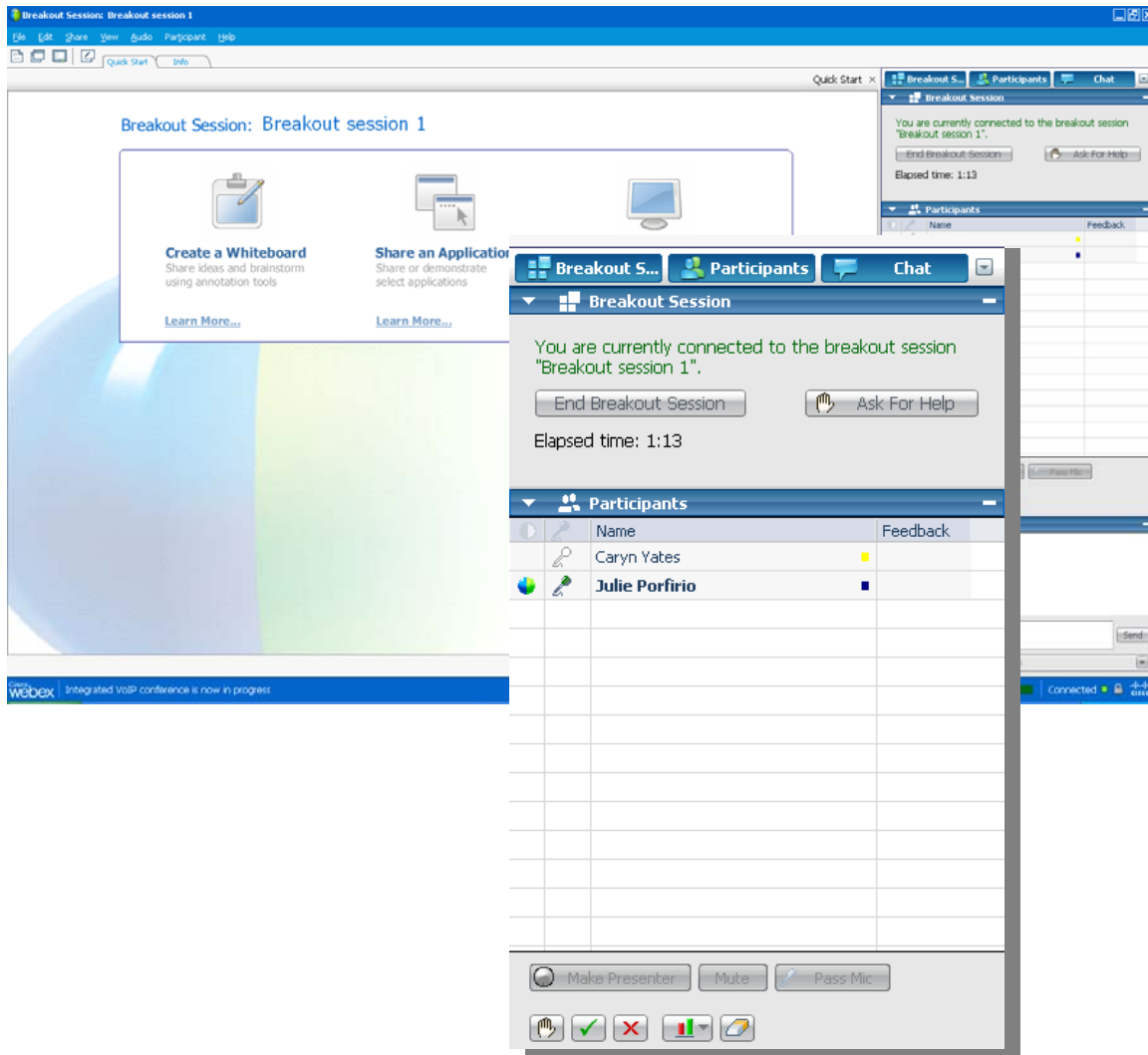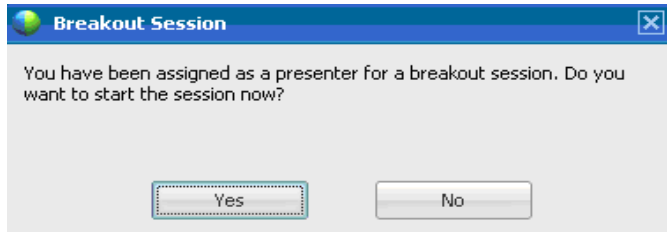Move the sliders to adjust your speaker and microphone volume.

BREAKOUT SESSIONS

PRESENTER – You may be selected to be a Presenter in a Breakout Session. The following are step-by-step instructions to help you be successful.

1. Presenters will get the following screen. Click on the "Yes" button.

2. The Presenter can then pass the microphone to one student at a time. To do this:

      A. Highlight the name of the student by left clicking on it.
      B. Then click on the "Pass Mic" button (located under the list of attendees).

PARTICIPANT – All others in the Breakout Session will be participants.

1. Participants will get the following screen:
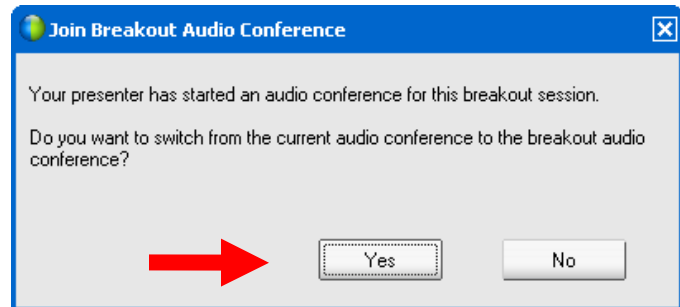
Click on the "Yes" button.

BACK IN THE MAIN ROOM – Once you come back from each Breakout Session, you will be asked again to join the VoIP. You must select "Yes" in order to listen and speak in the remainder of the session.