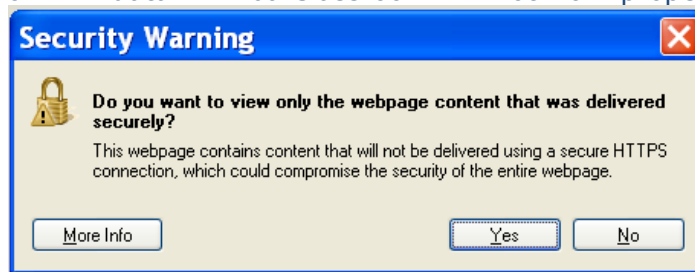


KCM Webinars

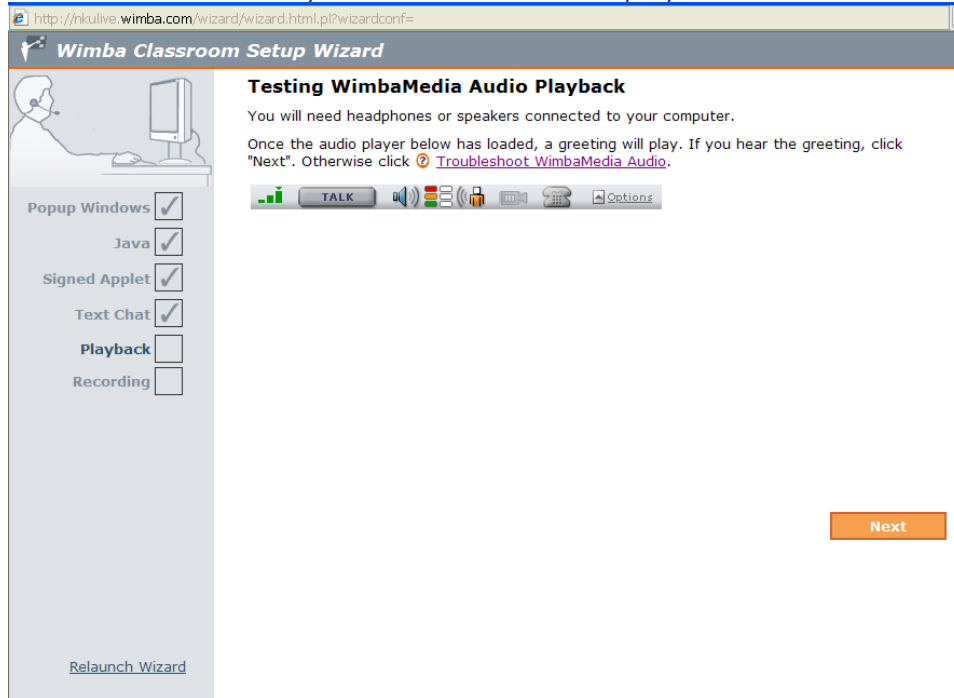
The Kentucky Center for Mathematics webinars are hosted by Wimba (www.Wimba.com). In order to test your computer and network configuration prior to accessing a webinar for the first time, it is recommended you log on our test Wimba session at <http://tinyurl.com/kcmwebinar-test> and run the Setup Wizard. Make sure every step of the Setup Wizard (including audio check) completes successfully. If your computer encounters a problem during the Setup Wizard that you are unable to resolve, please contact the KCM's GA Technology Coordinator, Pam Reichelderfer – 859-872-7693 / reicheldep1@nku.edu.

Wimba Participant Guide (FAQs): http://webhelp.wimba.com/WC/v6_1/Participant_Guide/

At any time during a Wimba Session, if your browser asks if you ONLY want to display secure data (see picture), always select NO. This message is confusing, but you need to select NO to show ALL data. Wimba Classroom will not work properly if you select yes.

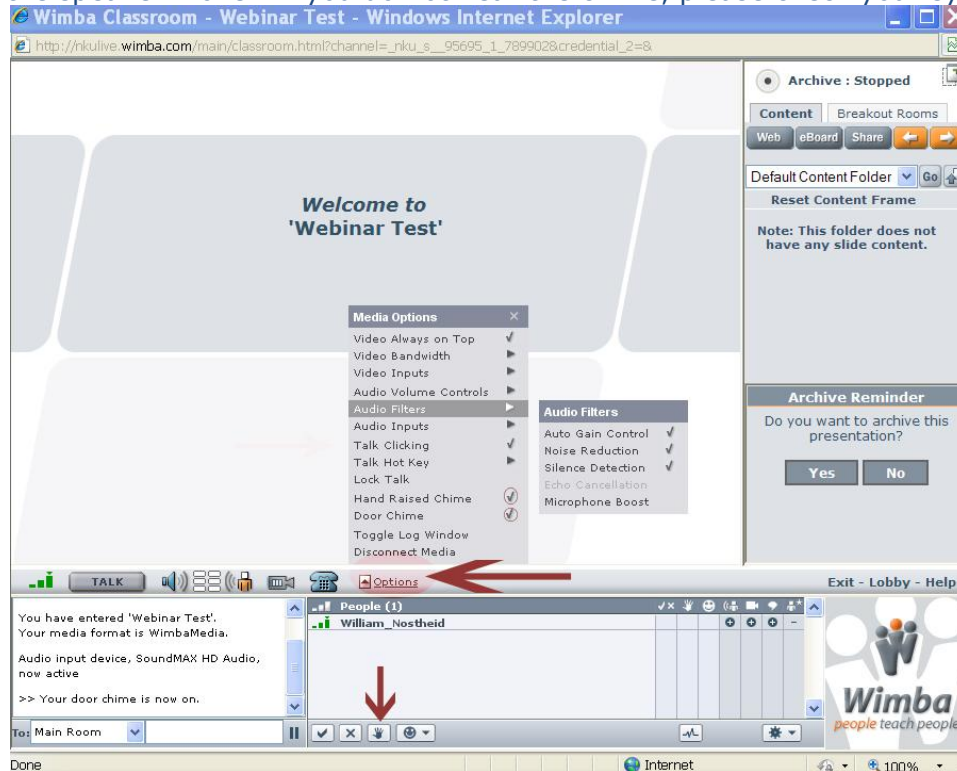


Prior to each Webinar, it is recommended you log on early with the link provided. Run the Setup Wizard again to check for connection or sound issues. Make sure you have a check mark in each box and you can hear the audio playback before continuing with the webinar.



Changing Options in Wimba Classroom (add sounds/additional quick sound check):

- Click the Options button, select 'Hand Raised Chime' and 'Door Chime'. Now, if you click the raise hand graphic, you will hear a sound. You will also see the sound bars next to the speaker move. If you do not hear the chime, please check your system.



Common Issues:

- No Sound – Prompted with a Proxy Server Login screen when running the Setup Wizard or logging into a Wimba Classroom
 - This issue MUST be corrected by your local Technology Coordinator. Wimba is only supported via a proxy with basic authentication in place. Wimba Classroom will not work properly with other authentication methods, i.e. NTLM, digest, etc. Most users when prompted by the proxy server login, are able to view the webinar, but are unable to hear sound.
 - The IP Address listed at the top of the login screen must be allowed by your Tech. Coordinator. Also make sure Port 80 is not blocked. For more information, have your Tech. Coordinator contact Pam Reichelderfer at the KCM.
- Unable to access Wimba Classroom – Port blocked
 - When your computer connects to Wimba Classroom, it does so by opening up a Java applet on your computer and requests a connection to the Wimba Classroom server via port 80. If the java applet is not loaded properly, or if the java applet is unable to connect to the server through a firewall or proxy, Wimba Classroom will not load up.
 - Solution: Check with your Network Administrator to ensure that java applets can connect to your Wimba Classroom URL via port 80. At the very least, port 80 is necessary to establish a connection but once connected, Wimba Classroom will attempt to use more efficient ports (443/tcp and 5998/tcp).

- Java Script Error – Setup Wizard should detect if there is a problem.
 - Please make sure that you have the latest version of Java installed, and *only* one instance installed. There have been cases where the new version of Java installed and did not uninstall the old version. Please contact your local Tech. Coordinator or Pam Reichelderfer at the KCM for assistance on this issue.