

Preparing to Participate in a CARLI Wimba Webcast

Read this and perform these steps well in advance of the scheduled webcast.

1. What equipment do I need?

All participants must have access to a telephone and a computer with a web browser. You may assemble a group around a speakerphone and a single computer or use a computer projector; each person does not need their own computer. Audio will be provided by conference call. The webcast will use Wimba Classroom.

2. Is my computer ready?

If you have participated in a session on WebJunction, your computer may already be set up, but please verify this by running the Wimba Classroom Setup Wizard as far in advance of the session as possible. Please don't wait until the time the webcast is scheduled to begin to run the Setup Wizard or you will miss the beginning of the session.

The Setup Wizard will check to see if your computer has the settings required to connect to a Wimba Classroom session. Wimba requires an up-to-date version of Java, which will be confirmed by the Setup Wizard. Setup Wizard will also test your audio equipment, but it is not important if your computer passes the audio setup tests because we will not be using the Wimba audio service for these webcasts. Rather, you will receive the audio over the conference call. Therefore, participants will not need to have speakers or microphones for their computer.

3. How do I run the Setup Wizard?

To connect to the Setup Wizard, point your web browser to this url:

<http://67.202.209.252/wizard/launcher.cgi?wc=wms>. You must have your browser set to allow pop-ups. Follow the prompts in the Wizard. Remember, it does not matter if your computer passes the audio setup tests as we will not use Wimba audio.

4. What kind of computer hardware and software do I need for Wimba Classroom?

Wimba System Requirements:

Windows 2000+, Mac OSX 10.3+*

128 MB RAM (256 MB recommended)

IE 6.0+, Safari 1.2+, Firefox 1.5-2.0 (Browser must be Java and JavaScript enabled)

Internet access at 56k or above

*Mac OS X 10.3 is not supported for Wimba Classroom 5.1.1+

*IE for Mac not supported

If you have any problems running the wizard, please contact CARLI Support at support@carli.illinois.edu or toll free at 866-904-5843.

Participating in a CARLI Wimba Webcast with Audio via Conference Call

1. What conference call service is this?

CARLI uses the University of Illinois' "Meet-me" conference call service to provide phone-in options for meetings, including Wimba webcasts. The University has several conference phone lines, so the number to call may not always be the same.

2. How do I connect to the call?

A few minutes before the webcast is scheduled to start, just dial the phone number you have been provided. There are usually two numbers: one in the 217 area code, and a toll-free option. Callers in the Champaign-Urbana area should use the local, 217 number. All other callers should use the toll-free number provided.

Starting in fall 2009, the UIUC conference call service has been upgraded. Conference calls will require a meeting ID number and a password, both of which will be provided to you by the organizer of the event. There are several prompts that require a reply by the caller in order to connect to the conference call, described below.

Conference call prompts and replies:

If you hear an initial prompt that asks if you are the meeting organizer, please do not select that option; that should be used by CARLI staff only.

Some of the prompts offer other options, but the instructions below are the replies needed to connect to a routine CARLI conference call.

1. To attend the meeting: press 1
2. Enter the meeting id supplied to you by CARLI, followed by the pound key
3. Enter the meeting password supplied to you by CARLI, followed by the pound key
4. State your name and then press the pound key
5. To join the meeting: press 1

3. When should I call in?

For Wimba webcasts, we will request that the phone line be open 10 minutes before the webcast is scheduled to begin so that you can verify that you are able to participate. If you call into the meeting too early, you may be told the meeting ID isn't recognized. If this happens, hang up, check your clock and call in again. If you cannot

connect after the appointed time, call the CARLI Office at 1-866-904-5843 to report the problem, and we will inform the University telephone operators.

4. Should I connect to the Wimba url first or to the phone number first?

It doesn't matter. Most people connect to Wimba, then to the phone, but either is fine.

5. What if my call gets disconnected?

If you have to leave the call, or get disconnected, you will typically be allowed to call back in. If you cannot reconnect, call the CARLI Office at 1-866-904-5843.

6. What if the webcast runs longer than expected? Will the phone disconnect?

No, but we will try to complete on time, because another group may have the phone line booked right after our session and begin calling in for their meeting. Occasionally, someone will call into a conference call as a wrong number for different conference call or other number.

A few conference call etiquette tips:

DO use your mute button, if you have one, except when you want to talk, particularly if you'll be using a hands-free phone and intend to do any paper shuffling, typing or talking during the meeting. These sounds carry amazingly well through the conference call line and will be louder, and more distracting, to others on the call than to the person making them.

If so instructed, DO use the "raise your hand" function and wait to be recognized by the presenter before you begin speaking. More than one person speaking at once is difficult for the presenter as well as the participants to follow to the conversation.

DO say who you are each time you begin speaking, at least until the callers recognize each other by voice.

DO NOT put a conference call on hold, particularly if you are calling from a phone system that plays background music to callers on hold. The music will broadcast into the entire conference call.