



Troubleshooting the NETnet Classroom

A copy of the **NETnet User's Guide** should be made available to every instructor using the NETnet Classroom, preferably prior to the beginning of the semester. The User Guide contains an extensive list of FAQs and minor troubleshooting tips. To download the guide, visit <http://www.netnet.org/instructors/netnet/manual.htm>.

There should also be a laminated troubleshooting guide at all Lectern Workstations. **Minor** troubleshooting is ALL the faculty should be required to know – they are responsible for teaching the class, not tech support.

General Tips

- Bring to every class meeting a list of all sites involved and the phone numbers of each remote room, if available. Having these numbers handy will allow you to contact remote rooms quickly regarding actions you'll take to get the conference up and how long they need to stand by.
*A short form for these numbers is provided at the end of this document.
 - Make sure the instructor and facilitators are familiar with the equipment. NETnet offers free, on-site, on-demand, hands-on training sessions to facilitate this. Email dl@mail.netnet.org to schedule a session.
 - KNOW HOW TO CONTACT TECHNICAL SUPPORT **BEFORE** CLASS BEGINS. The first line of contact will be your local tech support; followed by NETnet at (903) 877-7510.
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Facilitators/Tech support personnel:

Before class begins

- You should have your room powered on and someone available for audio testing at least 30 minutes prior to start time. This up-front time will allow you to work out technical issues without wasting class time.
- As soon as you come in, if you see and hear the instructor site, open a mic and check audio.
- Check that all cameras are working.
- Test sending and receiving graphics with remote rooms; confirm with audio that all have been received.

- If your site is experiencing problems, please contact NETnet at (903) 877-7510 for assistance. If you have contacted NETnet but still cannot see or hear the instructor within 30 minutes of class start, students are free to leave. Each class can be VCR taped as a backup for the class.
 - At the instructor site, all technical support personnel should clear the room at class start. **PLEASE DO NOT** interrupt the instructor with technical updates. Technical issues at remote sites can be resolved transparently to the instructor site.
 - Please contact NETnet at (903) 877-7510 if no students show up for your class. This will alert us that you are not having technical issues. After contacting us, you are welcome to power down your room.
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Instructors:

Before class begins

- Consider using the first class as an orientation to distance learning and, if no remote site facilitator will be present, providing training on basic troubleshooting to students.
- Provide students with a list of policies and procedures pertaining to the distance learning environment, including a listing of your ITV etiquette rules.
- In your policy, indicate what the students should do in the event that the doors are locked, the equipment isn't turned on, etc. This should include some phone numbers where the proper tech support personnel may be reached.
- Establish guidelines on how long students should wait if they cannot hear or see you from their sites, and what to do if this occurs.
 - For example, if they cannot hear or see you after 30 minutes of class time, they are free to leave.
 - Consider taking a short break to allow for troubleshooting
 - Your policy can state that in the event of technical difficulties, students should check the course web page or their email for information on obtaining copies of the videotaped back-up of the class.
 - The important point is to have these procedures spelled out well in advance so valuable class time is not wasted, and so remote students are not left hanging.
- **Develop a contingency plan** for the remote site(s) and share it with the remote facilitator, who will follow it in the event of difficulties
 - For example, if you still have audio but no video, Plan B could be a discussion on a topic that supports the objectives of the lesson
 - No audio or video? You could have each site work on a case study and post their results to an online class discussion group. Students will know to check their email or the course website if technical difficulties arise if you already have such a policy in place.



- Designate a local and a remote troubleshooter to handle technical problems, making sure they know who to call and what to do in case of technical difficulties
- **Practice** with the NETnet Classroom equipment, and - if possible - with making a connection before your first class. Connections should be made at least 30 minutes prior to class. You may also use this time to set your teacher camera presets and auto-tracking.

During the Class:

- If you lose the connection with a site, call your local tech support.
- If the remote site can still hear you, let them know there's a problem and direct them to the remote facilitator
- If the remote site can only see you, use written instructions displayed on the document camera or whiteboard to direct them to the remote facilitator.
- If you completely lose the connection (audio and video) revert to the contingency plan you developed and shared with the remote facilitator or your students before the class began.
- Finally, if something goes wrong don't criticize the technology -- derogatory remarks about the technology will cause your students to question its role in the classroom. Instead, focus on joint problem solving, not on placing blame for the glitch.

NETnet Videoconference Contact Information Form

Date of Conference/class:	
Time:	
Course title:	
Instructor:	
Site name:	
Instructor site Room phone number:	
Instructor site Tech support number:	
Remote site Room phone number:	
Remote site Tech support number	
NETnet phone number	903-877-7510

