

## Illuminate Tips and Hints

### Launching Illuminate


**Accessing an Illuminate Room link will download and install the IlluminateLive! virtual classroom software on your computer. This will start the Java Applet (by Java Web Start);**

- a) Java Web Start detects the setting on your computer to start Illuminate – this should take no more than 2-3 minutes if you have already been using Illuminate.
- b) If you are new to Illuminate then it will automatically install and should take up to 8-10 minutes.
- c) Depending on your network and connection, it will ask **YOUR network login and password** to activate the java applet.
- d) Choose yes or Run when the security warning window pops up for your confirmation.
- e) Agree to Illuminate terms and conditions.

### Trouble shooting Illuminate download and installation

**You should have installation rights to install softwares on your computer**


If you find you're getting nowhere or you get a message about not being able to install or start Illuminate do the following

- a) Delete Temporary Internet Files and Cookies and Browsing History from your Internet browser
  - o From your Internet browser go to Tools>Internet Options
  - o Delete all Temporary Internet Files, Cookies and Browsing History by choosing 'Delete Cookies' and 'Delete Files'
- b) If you find you're getting nowhere or you get a message about not being able to install or start Illuminate do the following
  - o Open your 'Control Panel' by Start > Control Panel
  - o Open Java application (  )
  - o Under 'General' find Temporary Internet Files or Settings and delete all Downloaded Applets, Downloaded Applications and other Files.

This should make your computer system to download and install IlluminateLive! software.

### Troubleshooting Audio




**Test your computer has audio card installed**

- a) Audio and speaker settings on your PC
  - o Make sure your headphones or speakers are connected to the right sockets in your computer and are working properly
  - o Check your volume control box by double clicking the volume icon on the bottom right hand corner of your screen (  ) to open the Master Volume.
  - o Go to Options/Prosperities. Tick the appropriate ones from Playback, Recording and Other (Microphone). Make sure you have ticked the Microphone (  Microphone )
  - o Make sure you haven't muted anything

b) You can test your audio and microphone by recording and playback on your computer

- o Go to Start > All Programs > Accessories > Entertainment > Sound Recorder.
- o This will open your Sound Recorder



- o Press the record button (  ). Speak (sing) into the microphone. Stop recording (  ) and play (  ) to listen

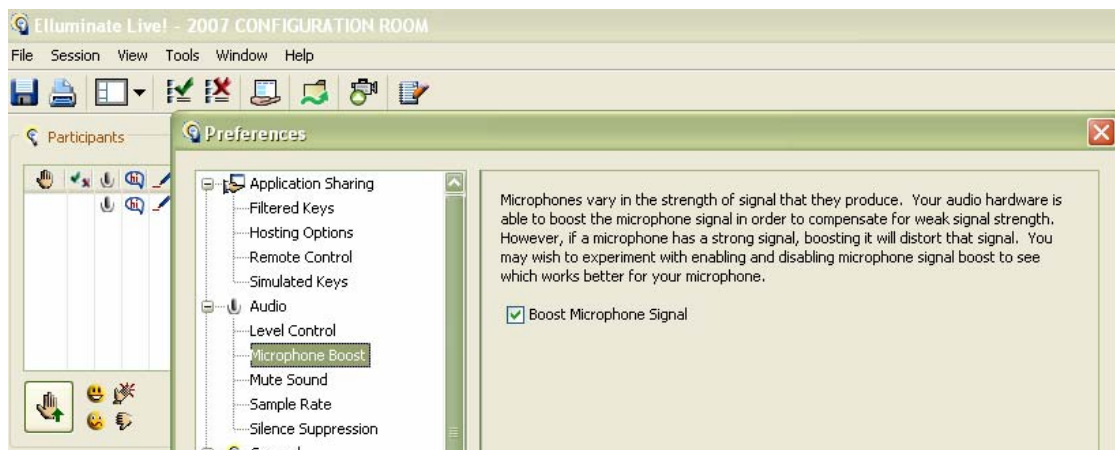
### Troubleshooting Audio in Elluminate

- o Login to Elluminate by accessing the link provided to you for a particular session or to test prior to your attendance go to:

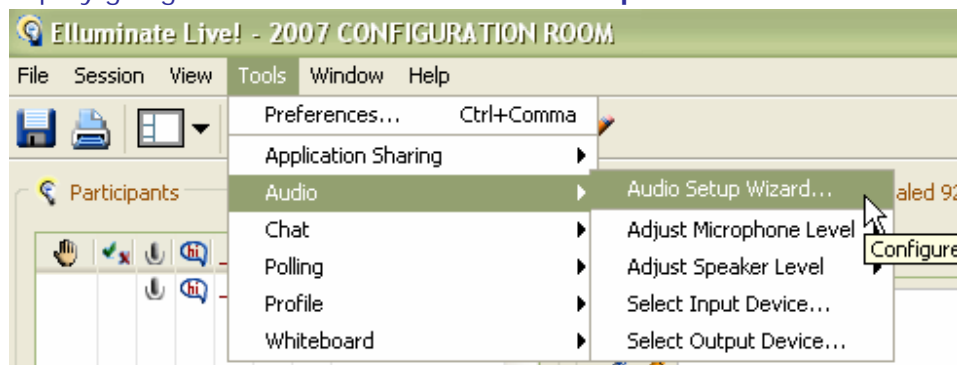


OR <http://tinyurl.com/39jgv4>

- o Once you are within Elluminate - from top menu bar select **Tools > Preferences > Audio > Microphone Boost** – make sure Boost Microphone Signal is ticked. Check the other options under Audio to make sure you have selected the appropriate settings (Elluminate usually picks the correct settings in most cases).



- o To test the volume level of your Microphone and Speakers in Elluminate run the Audio Setup by going to **Tools > Audio > Audio Setup Wizard** and **follow the prompts**.



**For further assistance refer to:**

- <http://www.illuminate.com/support/>
- Email e-Events team: [e-events@flexiblelearning.net.au](mailto:e-events@flexiblelearning.net.au)