

“Live” Homework Help & Study Club

Minimum System Requirements

“Live” Homework Help and Study Club is **both a text chat and voice chat** system. While a headset and microphone are not required it is highly recommended that you use them to get the most from the session with your Homework Helper.

To access the Homework Help and Study Club you will need the following:

- PC Pentium III equivalent computer or higher (Homework Help and Study Club **does not currently operate on Macintosh systems**)
- High-speed internet connection (we recommend a direct connection, not a wireless connection)
- Homework Help Club **will work with a dial up modem** system but some functions will operate slowly.
- Homework Help and Study Club **only works with Microsoft Internet Explorer version 5 or higher** at this time.
- To download the most recent version of Internet Explorer, go to: <http://www.microsoft.com/windows/ie/downloads/default.msp>)

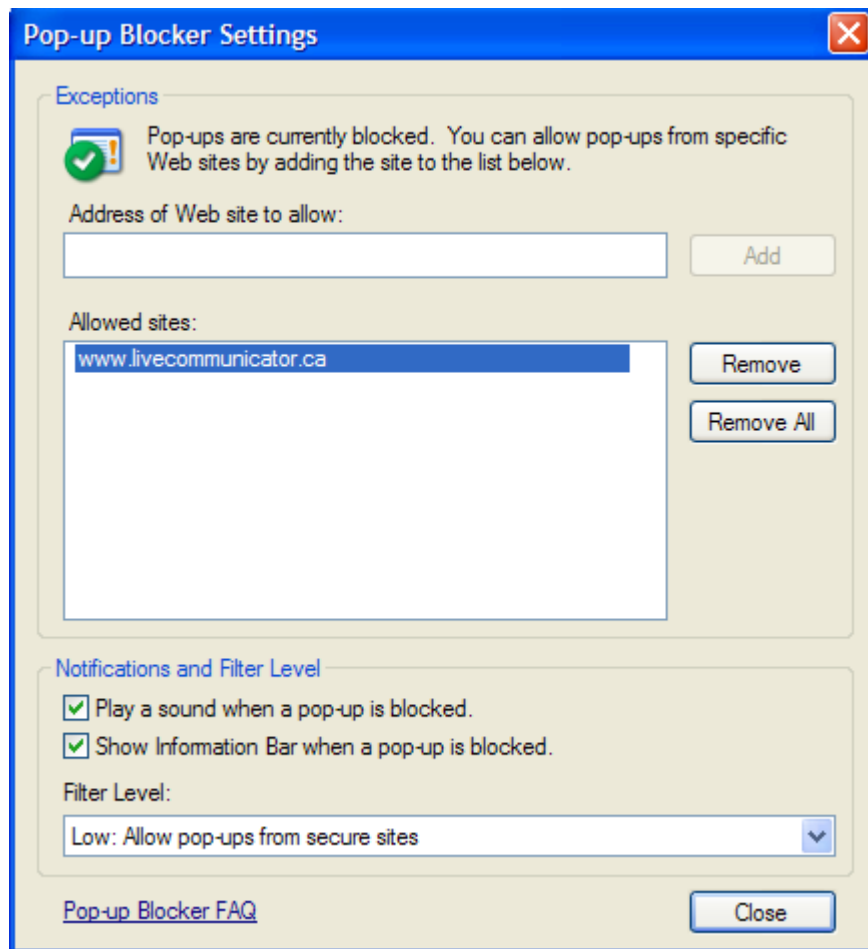
Additional Requirements and Suggestions to get started:

Yahoo messenger, AOL, or MSN **must not be active** before you log into the Homework Help and Study Club.

A simple test is available to check if your connection is being blocked by a **firewall**, click on the following link and our system will check your settings: <http://www.livecommunicator.ca/scripts/firewall.asp>

Homework Help and Study Club utilizes multiple windows in Internet Explorer. **Pop-up Blockers** may interfere with these windows and/or the initial installation of the “Live” Communicator software, causing the audio streaming to work improperly or not at all.

De-activate any pop-up blockers and/or configure pop-up blockers to allow Homework Help and Study Club to function properly. To configure your pop-up blocker, click on the tools menu tab of Internet Explorer and highlight pop-up blocker. Choose either “turn off pop-up blocker” or “pop-up blocker settings”. If you choose “pop-up blocker settings” look at the graphic on the following page.



Key in www.livecommunicator.ca, www.eyeball.com and www.mytutor.ca into the menu bar called “Address of Web site to allow” and click on Add. If you want additional information on pop-up blockers click on Pop-up Blocker FAQ in the bottom left corner of the Pop-up Blocker Settings screen.

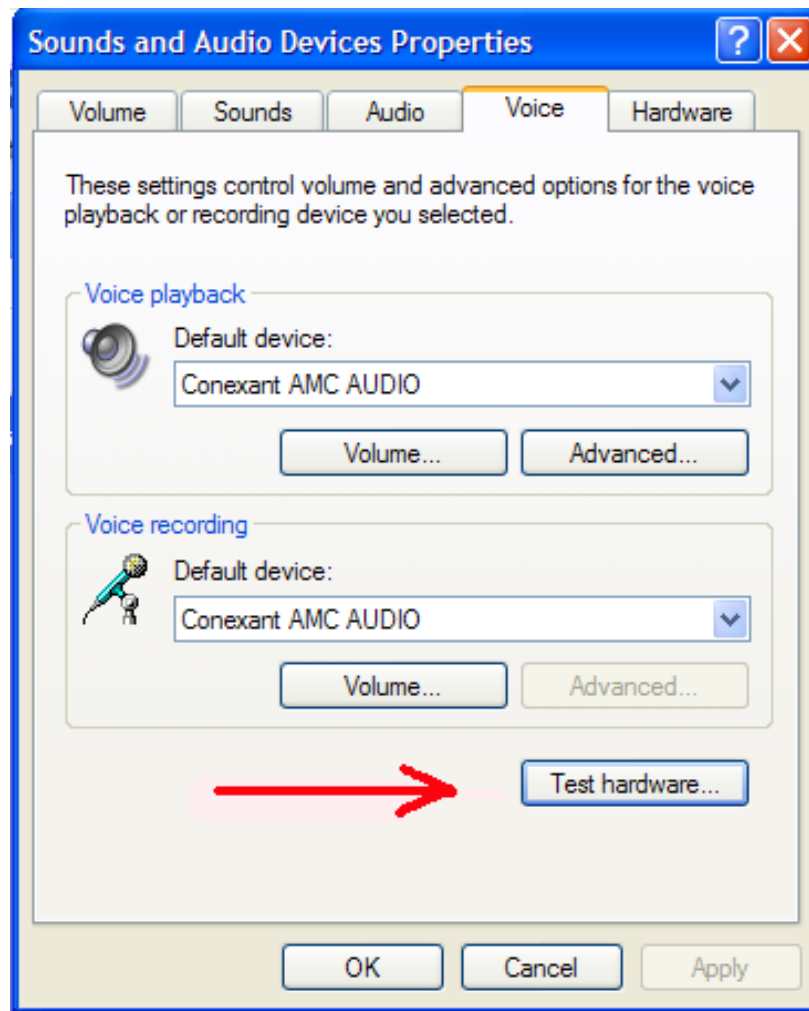
Check your Microphone and Headset

If you are using Windows XP, you can test your microphone and headset to check that your system is working properly.

Click on Start, open the Control Panel and select sound, speech and audio devices.

Select the sounds and audio devices button. You should be in the sounds and audio devices properties window. (See diagram on the following page)

Select the voice tab, click on test hardware and follow the instructions.




Please note, if you are **using external speakers** and a separate microphone that is built in to your web camera, you may have to turn down the volume on your speakers after connecting with your Homework Helper.

Reducing Echo during Audio Conferencing

Please Note, the system works best when both parties are using a headset, sometimes an echo may occur especially if only one party in the conversation is using a headset.

If both parties have a headset and an echo still occurs, please adjust your volume in and volume out slider bars as shown in the diagram on the following page. A setting of 50 or less on the slider bars is best.

“Live” Homework Help & Study Club

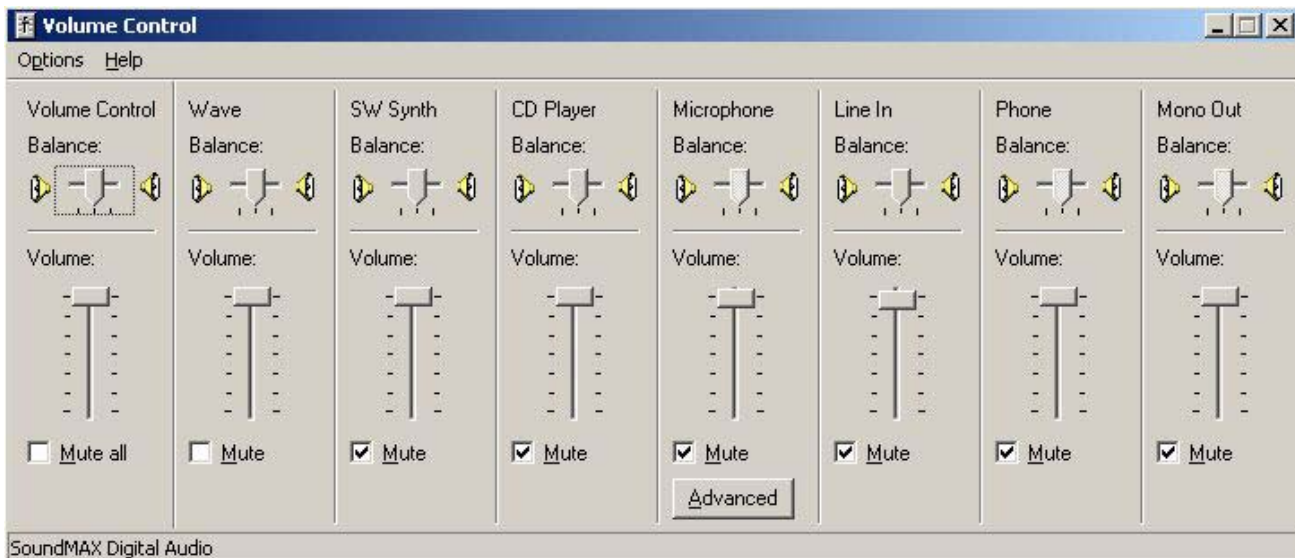
Tutor	Text Message
	Logged in to Meeting Room. Volume Out Volume In 
	<input type="text" value="enter message here"/> Send
Information	Whiteboard / Powerpoint

If echo still occurs, try the following:

- **Double Click on the small Grey Speaker next to the clock in the bottom right corner of your desktop.**



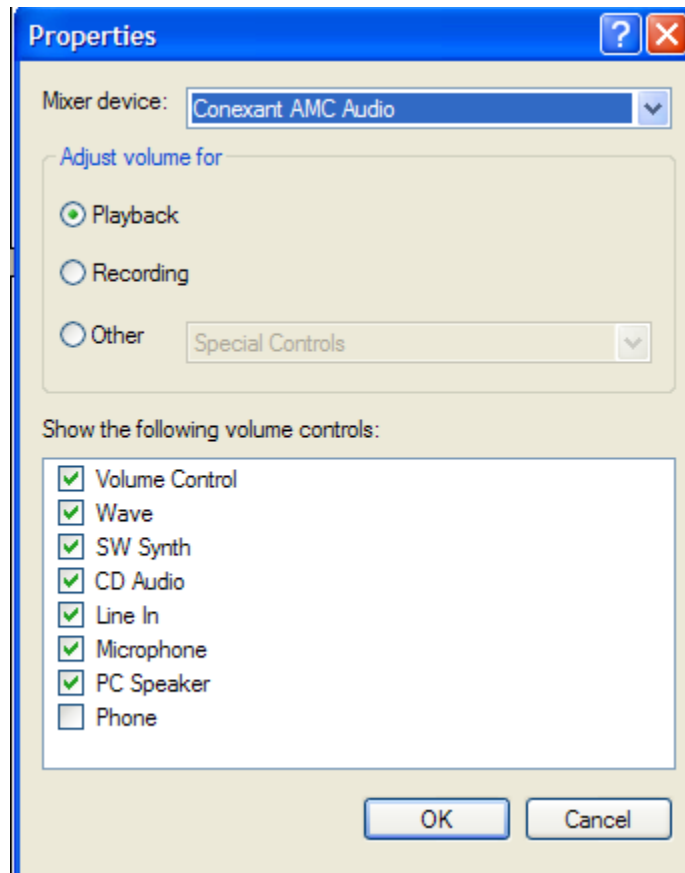
A “Volume Control” box will pop-up.



Mute everything except Volume Control and Wave Balance.

- **If you don't see all the categories in the sample diagram, click on the word “Options” in the top left corner of the Volume Control box and then click on each of the small boxes to include the controls in your**

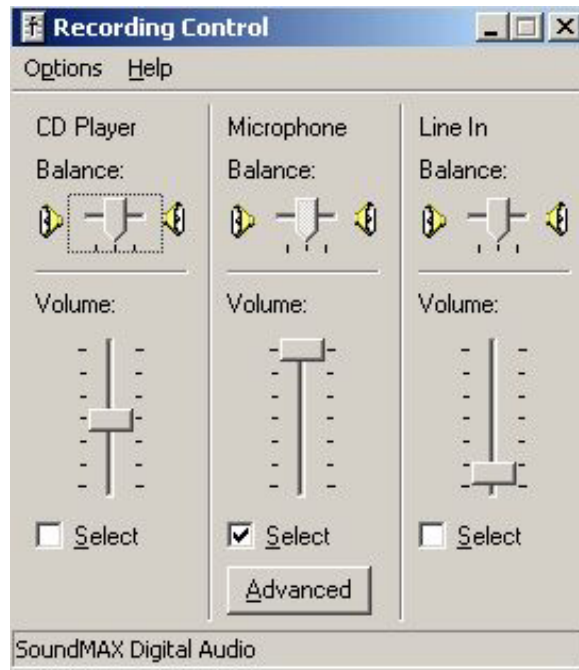
Volume Control Box. Then click OK to return to the Volume Control box.



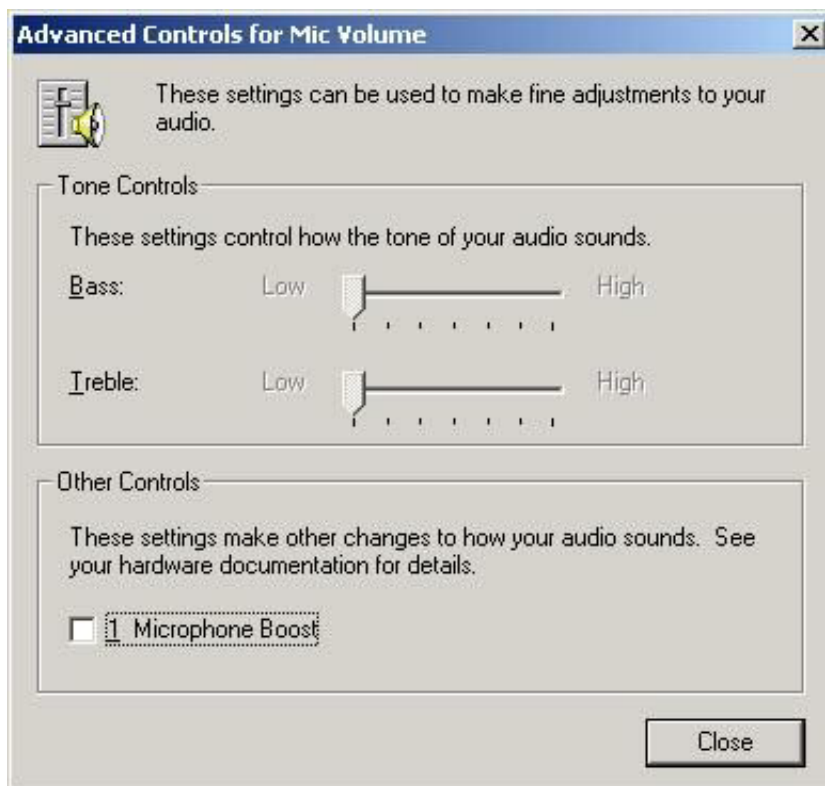
After you have checked all the mute boxes in the Volume Control box, you will need to return to the properties box (see diagram above) and click on the “Recording” radial button. Make sure all the available settings are checked then click OK.

When the Recording Control Box appears, make sure only the Microphone “Select” box is checked. (See the diagram on the following page).

At the bottom of the Microphone column, click on the “Advanced” button. If you don’t see an “Advanced” button, go to “Options in the top left hand corner of the Recording control box and click on “Advanced Controls”.



- With the "Advanced Button" visible, when you click on it another pop-up box will appear titled "Advanced Controls for Mic Volume".
- At the bottom of the box a section titled "Other Controls" will appear. Make sure that the box marked as "Microphone Boost" or "Microphone Gain Control" is Unchecked.



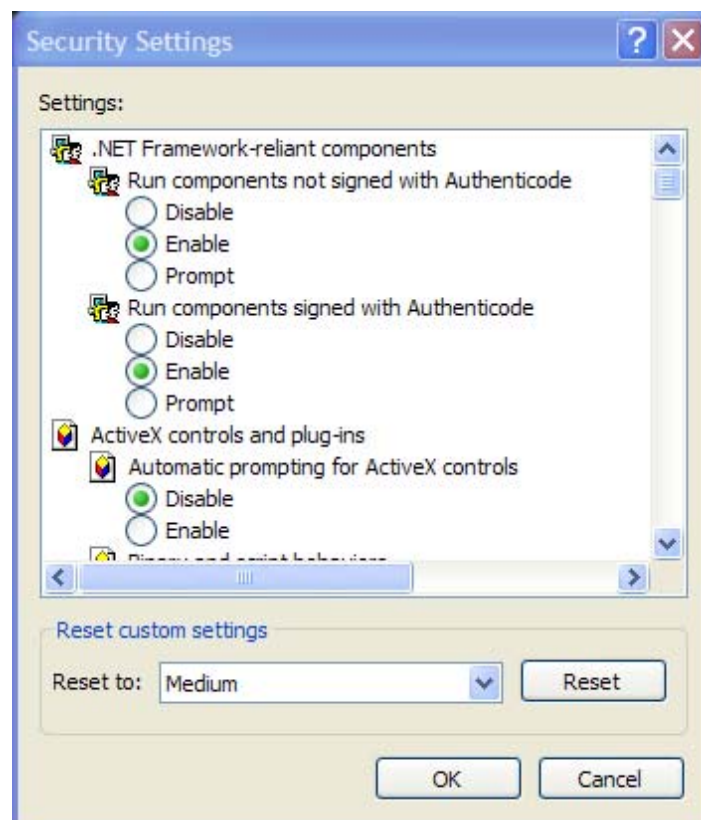
Advanced Troubleshooting Suggestions:

Make sure you have checked that your computer meets the minimum requirements before trying any of the following suggestions. Go back to the top of this document to check the minimum requirements again.

If your system meets the minimum requirements, you have checked all of your settings and are still experiencing difficulty try the following.

The Homework Help and Study Club is driven through Active X controls a Microsoft product. To check that Active X control settings are set to enable access to the Homework Help and Study Club do the following:

- 1. Open Internet Explorer**
- 2. Go to Tools and then Internet Options**
- 3. Select the Security tab and click on the Custom Level button**
- 4. Your screen should look like this:**



First of all look at the bottom of the screen to the section titled “Reset custom settings”.

Make sure that your Custom Settings are set to Medium, Medium Low or Low and that all of the Active X controls and plug-ins are enabled except the first one as is pictured above. When complete press OK.

Now install the software required to operate the Homework Help and Study Club by going to: <http://www.livecommunicator.ca/setupNT.exe> and following the instructions as they appear on your screen.

After the Active X installation has finished, you return to The Homework Help and Study Club and log in. Your screen should then look like this:

“Live” Homework Help & Study Club

Tutor Text Message

Logged in to Meeting Room.

1

2

3

4

5

6

Wednesday, May 25, 2005
0:03:13

Gary Casey

Control Panel

- Log Out
- Help (FAQ)
- Send File

Whiteboard / Powerpoint

INTERACTIVE LEARNING CORPORATION

“Live Homework Help and Study Club”

Take a moment to familiarize yourself with the screen. (see next page for supporting notes)

- 1. This is the Text Message the opening comments in the text message box will tell you the name of your Homework Helper. In the enter message box is where you will enter text if you don't have audio.**
- 2. Information about whom else is in your session and the time that you have been logged in will appear in the "Information" window. If you have successfully logged in a time clock will appear in the "information" window indicating the amount of time that you have been in your session. After 18 minutes of your 20 minute session, a tone will sound to indicate that there are 2 minutes left in your session.**
- 3. To the left of the text message box, you will see volume control sliders. Use the sliders to turn the volume up or down to suit your personal requirements. The left scroll slider is for volume out from your microphone, the right one is for volume in to your headset or speakers.**
- 4. Next to the volume control bar are three icons. The first icon on the left stops your video output (not available for Homework Help and Study Club). The second one from the left is for "Settings". You can click on that icon to make sure your microphone and camera device settings are correct. The third icon from the left will mute your microphone output.**
- 5. The use of other features in the control panel will be explained in by your tutor as required.**
- 6. The Whiteboard/PowerPoint window is the area where you will be able to see explanations of ideas and check for understanding.**

Now that you are familiar with what the Homework Help and Study Club meeting room looks like, please use your Internet Explorer back arrow to return to the login page.

To begin your session, please enter your name in the space provided and you will be connected to a screen that will ask you to enter a subject and then click connect to search for a Homework Helper.

If you receive a message that no helpers are available, make sure you are trying to login during the hours of operation of the Homework Help and Study Club. If you are requesting a helper during operating hours and receive this message, all our Homework Helpers will be busy assisting other students, please try again later.

Good Luck with your session and don't forget to complete an evaluation form when you log out.