

Elluminate *Live!* Setup Instructions and Troubleshooting

Pre-Configuration

Please make sure your Mac or PC is equipped with speakers and microphone or headset, so that you can use the Voice over IP functionality built into the web conferencing software.

The first time you access Elluminate sessions, there will be a time delay as the computer automatically detects if you have the required software to join an Elluminate session. If not, it will automatically install/upgrade required software. This time delay will be approximately one to five minutes depending on internet connection speed.

It is extremely important to get your system set up prior to the start of the event.

How to Connect to Elluminate:

1. Go to: <http://www.illuminate.com>
2. Select "My Elluminate" icon at the top row of the page
3. Enter your Elluminate user login information
4. Select Login button
5. On the day of your first class, the "Today's Sessions" section will display a join link. To join the class, select the "Join" link that corresponds to your class.

Username: type your name in the format: FirstName LastName (there is a space between names)

Password: type your birth date in the format: ddmmyyyy



Please join the session 15 minutes prior to session starting time to ensure you are able to connect.

We highly recommend users close all other applications not required while using Elluminate *Live!*

Try our Practice Site for New Students:

1. After logging into Elluminate
2. Select "Join" link correspondent to the session name "Practice Site for New Students"
3. Please check the following:
 - Check your Speaker and Microphone Settings: go to Tools menu > Audio > Audio Setup Wizard. A series of panels will guide you through the steps.
 - Check your Connection Speed: go to Tools menu > Preferences > Session > Connection. You need to set your connection speed so Elluminate Live! can efficiently manage the data that it sends and receives. This only needs to be done once.
 - Examine the image

Use our Practice Site for Students: Students Giving Presentations

This site is open to all students; students will have moderator privileges in this session. Moderators can create Breakout rooms, upload presentations, share applications with others and use the whiteboard area.

How to Access Previously-Recorded Elluminate Live Sessions

1. After logging into Elluminate, select "Utilities" tab, then select "Playback".
2. Set the Start Date of when the session was held. Then press the "View Recorded Session List" button.
3. Press "Play" to the right of the class you wish to listen to. It will open in Elluminate Live and begin playing automatically.

Minimum Technical Requirements

Windows: Supported OS's and recommended versions of Java

- Windows XP, Vista, 7 (32 OR 64 bit with 32 or bit JVM)
- Pentium III 1 GHz processor
- Sun Java 1.5.0_17 or Sun Java 1.6.0_12 and greater is what is recommended

Macintosh: Supported OS's and recommended versions of Java

- OS X 10.5 (32 bit with 32 bit JVM)
- OS X 10.6 (64 bit with 32 bit JVM)
- OS X 10.6 (64 bit with 64 bit JVM)
- G4, G5 or Intel processor
- Apple Java 1.5.0_16 (J2SE5 - 32 bit), Apple Java 1.6.0_07 (J2SE6 - 64 bit)

In addition to the above requirements, all users require the following:

- Java version 1.5 or higher. Note: Windows users can use only the 32-bit version of Java (not the 64-bit version).
- 20 MB free disk space
- 28.8 Kbps Internet connection
- Windows, Linux or Solaris: soundcard with speakers and microphone or headset
- Macs: internal, USB, or external iSight microphone

Supported Browsers

- Windows XP - Internet Explorer 7, Internet Explorer 8, Firefox 3.5 and Firefox 4.0
- Windows Vista - Internet Explorer 7, Internet Explorer 8, Firefox 3.5 and Firefox 4.0
- Windows 7 - Internet Explorer 8 and Firefox 4.0
- OS X 10.5 - Safari 3 and Safari 4
- OS X 10.6 - Safari 3 and Safari 4

Troubleshooting - Tips and Solutions:

We highly recommend users should close all other applications not required while using Elluminate *Live!*

Check your Connection Speed - Inconsistent Connection

Make sure that your connection speed is set properly. You can check this in Elluminate *Live!*

1. From the Tools menu select "Preferences"
2. From the left hand panel select "Session"
3. Then select "Connection"
4. From the right hand panel select the proper "Connection Speed"
5. Ensure that the Prompt for speed: is "When Location Changes"

The default is 56K. Make sure it is set at the correct speed for your connection.

If you continue to have connection problems, try to connect at one or two settings below your Connection speed. For example, if you were having trouble getting into the classroom with a 56K modem, try connecting at 33.6 or 28.8.

If you are using **wireless** connection select: wireless (300 kbps)

Clear Java cache

Your Java cache is a temporary storage area where frequently accessed data can be stored for rapid access. Once the data is stored in the cache, future use can be made by accessing the cached copy rather than having to download the Elluminate content every time you enter a session, therefore lowering your connection time.

Clearing your Java Cache:

<http://support.illuminate.com/ics/support/default.asp?deptID=2653&task=knowledge&questionID=464>

Update your version of Java: <http://java.com/en/download/manual.jsp>

Audio suddenly stopping while either speaking or listening in a session

Should you encounter this problem while using Elluminate Live!, we recommend running the audio setup wizard and re-selecting your audio input device.

Problems playing .mov files in Elluminate Live! Using QuickTime 7.6

It has been reported that QuickTime 7.6.4 for Windows has problems playing .mov files in Elluminate *Live!*. It seems you will hear the video but be unable to see the picture. If this occurs we recommend you perform the following steps:

Confirming Version of QuickTime:

- Open your version of QuickTime (Start>Programs>QuickTime>QuickTime Player)
- Select Help
- Select About QuickTime Player...
- Confirm version

Please Note – If you have QuickTime Version 7.6.4 we recommend that you uninstall and reinstall QuickTime Version 7.5.

To Uninstall QuickTime:

- Select (Start>Programs>QuickTime>Uninstall QuickTime)
- Follow the instructions and prompts to uninstall this software.

To Install QuickTime 7.5 (version recommended by Elluminate Support):

- Go to <http://support.apple.com/downloads/#quicktime>
- Locate the download and follow the instructions.

Difficulty / Need Help?

Problem	Details of Problem	Who to Contact for Assistance
Problem with username and password	<ul style="list-style-type: none"> • can't log in to Elluminate 	Contact DLCE - Monday-Friday <ul style="list-style-type: none"> • online@msvu.ca • (902) 457-6717 between 8:30 am - 4:30 pm. (Atlantic time) Contact DLCE - Monday-Friday- first week only <ul style="list-style-type: none"> • (902) 457-5067 between 4:30 pm – 8:30 pm. (Atlantic time) Contact Switch board –Weekends– Ask for <i>ELive!</i> Tech Support <ul style="list-style-type: none"> • (902) 457-6788
Problems after you have logged in to Elluminate	<ul style="list-style-type: none"> • microphone and computer set-up issues • help using features of Elluminate Live • error messages within the software 	<ul style="list-style-type: none"> • Go to Elluminate (www.illuminate.com) • Choose the Support tab which runs an initial set-up immediately • email (support@illuminate.com) • for support within 24 hours phone toll-free 1-866-388-8674