



FREQUENTLY ASKED QUESTIONS

If you have a technical question and do not find your answer here, please contact our technical support team at support@iclicker.com or 866-209-5698.

If you have a question about sales/service/policies and do not find your answer here, please contact customer support at sales@iclicker.com or 888-938-8881.

SYSTEM REQUIREMENTS

What system requirements are required of your computer (for i>clicker to work)?

If you are using a PC, you will need:

Windows XP Windows Vista* operating system

One available USB port

Projection system (highly recommended)

Screen resolution of 1024 x 768

*Contact technical support for a separate solution for Windows 2000.

If you are using a Macintosh, you will need:

Max OS X version 10.4.2 or higher

One available USB port

Projection system (highly recommended)

Screen resolution of 1024 x 768

* You can obtain a free update at www.apple.com by running the OS X Software Update utility. Be sure that the option to install 10.3.9 is checked on the Software Update list and click the Install button.

As noted above, the default screen resolution on your computer needs to be set to 1024 x 768 in order to view the full i>grader application. To check your settings (and to make sure your resolution is properly set), go to "Control Panel" and locate the "Display" icon. Go to "Settings," locate "Screen Resolution," and move the arrow to "more" or 1024 x 768.

We now also support widescreen interactive boards with a screen display at 1280 x 720. Please contact tech support for the link to fit this screen display.

Does i>clicker work with Leopard (Mac OS 10.5)?

Yes, it has been tested and works well with the new Leopard OS for Macintosh computers.

Does i>clicker work with the new Microsoft Vista Operating System?

Yes, it has been tested and works well with the new Vista OS for PC computers.

PRESENTATION SOFTWARE

Can I program correct answers ahead of time if I want to?

Yes. You can put your question information—the question title and corresponding correct answer—into a .csv file, most often in Excel or Notepad, that i>clicker will read and record. Most i>clicker users use this feature only when moving quickly through questions, such as during a quiz or review. For step-by-step instructions on creating your question list files, see pages 43-44 of the User Guide, available in our [Downloads](#) area on our website www.iclicker.com. Note: many users find that it is just as fast, and much easier, to simply use the "e" function on the instructor's remote during class to designate correct answers, which are then saved to i>grader. The User Guide also contains information about using the instructor's remote.

If I don't pre-program my questions, how can I review them later?

You can review your questions later because i>clicker takes a screen capture of whatever is on your computer screen when you complete polling (i.e. press "stop" on the i>clicker menu bar). Most often, you will have a question on the screen or some indicator to jog your memory of what you asked.

Can I use clicker questions provided by my publisher?

Yes! i>clicker adopts a non-exclusive approach and can be used with any testbank provided by a publisher. Note that you can always use i>clicker with other publishers' materials as most publishers provide clicker content in PowerPoint and Word formats, both of which work easily with i>clicker.

Does your software work with PowerPoint?

Yes. You can use i>clicker with PowerPoint by simply writing your questions in a PowerPoint slide. In fact, if you have existing questions with multiple choice, T/F, or yes/no questions, you need not re-author your presentation. The unobtrusive i>clicker menu bar floats in front of your PowerPoint slideshow (or any other application), enabling you to poll at any point you choose. Each time you enable polling, i>clicker takes a picture of your screen (i.e. your question) for your later review of questions/responses. No additional work is required.

What if I don't use PowerPoint? Does your software "convert" my presentation into PowerPoint?

i>clicker works seamlessly with *all* Macintosh or PC software applications (e.g. Keynote, Adobe, Word, Flash, etc), allowing you the utmost flexibility in creating questions. Because the i>clicker menu bar floats in front of any application, i>clicker *appears* integrated with whatever application you choose. This menu bar enables you to poll at any point during your presentation (i.e. a question in a Word document) and takes a picture of your screen for your later review of questions/responses. Thus, i>clicker doesn't have to "convert" your content into a PowerPoint slide show. Many i>clicker users prefer Adobe, Flash, Word, Keynote, and even Notepad to PowerPoint. We don't force you to change your preferred application. With i>clicker, you can even pose question from CDs, DVDs, or the internet—your options are limitless.

Will the software float above other types of software?

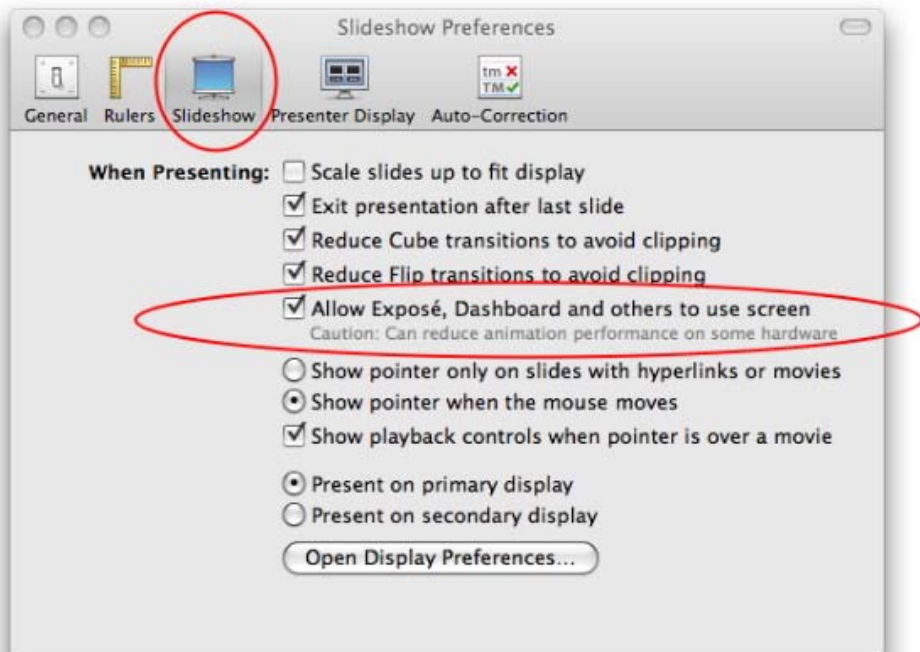
Yes. The i>clicker floating menu bar sits atop any application (such as publisher test banks, PowerPoint, Acrobat, Word, Internet Explorer, etc). There is also a new minimize button to allow you to hide the i>clicker software at your discretion.

How can I display i>clicker in conjunction with Keynote Presentation software?

In Keynote Slideshow Preferences, there is an option labeled "Allow Expose, Dashboard, and others to use the screen." If you check this, and then open i>clicker, the control bar should appear on the screen.

Can I ask a question spontaneously in class without having a slide written?

Yes, you can! i>clicker's "On the Fly" text box is available from within from the i>clicker floating menu bar so you don't have to quit your presentation to insert a spontaneous question. Your screen shot and question data are captured in **i>grader** for later review and point assignment. Note that you don't have to use the "On the Fly" function in order to ask a spontaneous question—it is simply designed as a convenience so you don't have to exit your presentation application. But many teachers ask the question verbally or via a whiteboard, interactive board or even the chalkboard and then begin polling without formally typing a question into any software.



RECEIVER UNIT DETAILS

Where should I place the i>clicker receiver in the classroom?

The i>clicker receiver does not require a line of sight to receive responses, and can thus be placed anywhere in your classroom. For best performance and maximum range, we recommend against placing the receiver inside any type of metal enclosure, such as a metal podium; however, we have customers who do lock the receiver in metal and still the range is unaffected.

Is installation required?

Unlike infrared systems, the i>clicker receiver is a plug-and-play solution. You only need one USB connection and your receiver is powered by your computer. The receiver works with both USB 1.1 and 2.0 standards.

What is the range for the remote and receiver?

One receiver has a range of 250+ feet. Only one receiver is required for a typical classroom.

How many votes can i>clicker receive and how fast can it receive them?

Each i>clicker receiver can process up to 1500 votes and accepts up to 750 per second. Votes are generally received and confirmed in less than .01 seconds. i>clicker is used successfully in the largest lecture in North America 1300 students in one lecture hall at Cornell University.

Will the receiver interfere with any Wi-Fi signals?

No. i>clicker operates at 915 MHz, and so it will never interfere with campus Wi-Fi technologies, including Internet, cell phones, and wireless microphones.

How do you prevent nearby receivers and clickers from interfering with each other?

With our new K12 version of the software, each remote must be registered to a student before polling begins. By doing this it eliminates the issue of interference with nearby classrooms. The receiver in each classroom will only recognize the remotes registered for the polling session initiated by the teacher in that particular classroom.

Can I use my receiver and instructor remote for more than one course?

The i>clicker hardware can be used for as many courses as you like. To use the system with multiple courses, create those courses (or classes) in your i>clicker software by clicking on i>clicker.exe and choosing to add a course. Enter the course name, number and section number. For example, if you are teaching AP Chemistry, the Course (class) Name would be AP Chemistry, 1st period, Fall 09. Repeat this process for all sections that you will be teaching. When initiating polling, choose the class you are teaching at that time.

Is there a chance of the receiver “losing” votes where students and I think they are recorded but they actually are “lost”?

The i>clicker base protocol is unique and allows for a superior system in terms of reliability and accuracy of vote collection. There is a **0% chance of dropped or lost votes** with i>clicker, as compared to the typical 5-6% with competing systems. This translates into a system that students trust and results in fewer headaches for you.

What do the numbers on the LCD panel on my receiver mean?

The i>clicker base/receiver features a unique LCD screen that enables you to view polling results as polling occurs without having to project results to the students. This is a useful tool to monitor student voting progress and choices without displaying the graph to the whole class. Information is updated every second, and includes the timer on the upper left, the total vote count on the upper right, and the distribution of votes by percentage across the 5 choices across the bottom.

What if I need to replace a receiver?

Though we have a very low defective rate for our receivers (less than .0125%), we are always happy to help troubleshoot and/or replace a receiver you suspect may be defective. Contact our technical support team at support@iclicker.com or toll-free at 866.209.5698 with warranty questions or issues with your receiver.

REMOTE DETAILS and VOTE RECEIPT

How will students know when their votes have been received?

When a student has voted successfully (that is, a vote has been received and confirmed), the “Vote Status” light on the student’s remote will turn solid green. If the student’s vote was not received, the vote status light will flash red indicating that the student will need to vote again. The most common reasons a student would see a red flashing light are:

1. Polling is not active. If the student tries to vote either before you start polling or after polling is closed, the vote status light will flash red.
2. The remote and receiver are not on the same frequency. If you change your frequency from the default, students will need to change the frequency on their remotes to match that of the receiver. If a student forgets to change the frequency, s/he will see a red flashing vote status light when trying to vote.

Can students change their responses?

Students can change responses as long as the polling remains active/open. During an active polling period, i>clicker records each student’s last response. Once polling for a particular question has stopped, any response changes will not be received (and the vote status light will flash red).



How do my students know when a vote was sent *and* received?

On the top of the i>clicker remote is a “Vote Status” light. The “Vote Status” light will flash green once, indicating the vote has been sent and confirmed. A red flashing light indicates that the vote was not received. Note that the green light only flashes once, while the red light flashes three times. The difference in LED displays was designed considering the needs of color blind students. NOTE that **with the K12 version of the i>clicker software, students MUST be registered to a clicker in order for their vote to be recorded in iGrader. They will receive a green light if they vote and are not registered but again, the clicker *must* be registered for their vote to be recorded.**

What is the difference between the blue and white remotes? Can I replace the blue remote if it has been lost?

There are no technical differences between the blue and white remotes--the color difference simply allows you to keep track of your own remotes. The white remotes are those sold to students--we do not sell the blue remotes to students. Each instructor kit includes one blue remote

A white remote can be substituted for the blue remote without loss of functionality. However, if you require a replacement for your instructor’s remote, please contact our sales department toll-free at 1.888.938.8881 from 9-5 EST Monday-Friday or email us at sales@iclicker.com.

What is the “instructor’s remote” and what does it do?

The blue instructor remote looks and functions exactly like the white student remote until you (the teacher) designate it as

your instructor remote via the i>clicker software (in Settings/Preference). Once enabled, your 5 clicker choices (A, B, C, D, E) become control commands, thus allowing you to control polling *and* your presentation from anywhere in the room. It also enables you to use the remote as wireless mouse in advancing/retreating your presentation slides. Instructor remotes come with stickers that you can affix to your remote as a reminder to the control commands.

How do I enable the “instructor’s remote”?

To designate any i>clicker remote as an “instructor’s remote,” you must enter the remote ID in (Designated Instructor’s Remote) in General Settings and Preferences. The remote ID is the unique 8-character serial number on the back of every i>clicker remote. If you plan to use the same instructor’s remote regularly, select “Set for Course” in the Settings/Preferences. If you plan to use the remote for just one session, then choose “Set for Session.”

What is the battery life for the remotes? How long do students have when the “low battery” light appears?

New batteries supply approximately 200 hours of use. The “Low Battery” light will flash red when the user has 10 hours or less of battery power remaining. Each remote uses 3 AAA batteries, which are inexpensive to replace. New i>clicker remotes include 3 AAA Energizer batteries.

Is there an auto shut-off feature?

Yes, actually i>clicker offers two battery-saving features. As long as a remote is actively communicating with a receiver (i.e. a student uses it to vote), that remote will remain on for 90 minutes after the last vote. If a remote is accidentally turned on or buttons compressed but that remote is not communicating with a receiver (i.e. in a backpack or purse), the remote will automatically turn off after 5 minutes.

How do you replace batteries?

The battery compartment is on the back of the i>clicker remote and can be opened using a paperclip or pen cap. Open the compartment, remove and replace the batteries. No screwdriver or special device is required.

What if a clicker breaks or is defective?

i>clicker offers a standard one-year limited warranty on each new i>clicker remote. If a clicker is defective, please contact us at sales@iclicker.com to request a replacement and return the defective unit to us for analysis.

Are your clickers tested for durability? What is your defective rate?

The i>clicker remote has been through rigorous durability and drop testing and repeatedly survived falls from 6 feet (1.83 meters). The chances of your students getting a defective i>clicker remote are very small as our hardware is extremely reliable. We have less than a .0007% defective remote rate.

Can an i>clicker remote be used as a loaner?

Yes. You can use spare remotes as loaners to students. You will need to open the Loan/Register option from the tool bar, choose enter the remote ID of the loaner clicker and choose the student who will be using this clicker for that class period. Set for session for just one class period or for the whole semester or year.

Why don’t your clickers have an LCD display?

Two reasons: student cost and accessibility. The LCD screens available with competing clickers are often small and hard to read. Our inventors found that when students were focusing on their remote hardware, they were less likely to focus on the content but instead focusing on the technology. Moreover, the LCD display often does not offer sufficient light for dim classrooms or students with mild visual disabilities. With the i>clicker remote, a green/red vote status LED light is much easier to see in dim classrooms and is more friendly to students with visual impairments. A green light means not only vote was sent but also confirmed/stored. A red flashing light means the vote was not received.

REGISTRATION

How do students register their remotes?

i>clicker currently offers two standard registration methods: in-class registration (roll call) and manual registration (teacher led). Both registration options are tied to your class roster. The teacher should select which option he/she will use and notify students accordingly.

Do my students need to be registered before class?

Yes. With the new K12 version of the software, your students must be registered to a clicker before their vote will be recognized by the receiver.

SOFTWARE and SCORING

Do I have to install the software? Is there a license? How much memory will the application require?

i>clicker is an executable and requires no installation or hard drive space. It is a completely plug-and-play solution.

Software is freely available to everyone, is open source, and is downloadable via the [Downloads](#) area of our website www.iclicker.com.

How do I view and display voting results in class?

A histogram of your students' results can be displayed either by clicking the "Display" button on the i>clicker floating menu bar, or pressing the "B" key on the designated instructor's remote. You may also see results without having to display the histogram through the LCD screen on your receiver. The LCD data is updated every second, and includes the timer on the upper left, the total vote count on the upper right, and the distribution, by percentage, of votes across the 5 choices across the bottom.

Note that you control when and if the voting results are displayed; i>clicker does not automatically launch the voting results graph for pedagogical reasons. The flexibility of the i>clicker graph, combined with the LCD results feature, enable you to decide when and if voting results are displayed.

You may also view and export session results and reports after class using i>grader, the i>clicker grade book application.

How are student responses saved?

Each i>clicker session is saved in a comma-delimited .CSV file, named according to the date and time the session was held. These files are then read by i>grader and presented in an easy-to-view grade book. i>grader includes options to export the data to a large variety of formats, including Blackboard Enterprise Vista. Users can choose to export a single session, multiple sessions, or the entire term's data with the export tools.

Can I export polling data to a course management system such as Blackboard or Vista?

Yes, i>clicker supports virtually every course management system, including:

| | |
|--|--------------|
| Blackboard | Desire2Learn |
| Blackboard Enterprise (formerly WebCT) | Sakai |
| ANGEL | |
| Moodle | |

We support your course management system integration needs in two ways:

Manual integration: i>clicker polling data is specifically formatted for your designated course management system—enabling a quick and painless transfer of data from i>grader to your campus system. We offer step-by-step documentation for each system.

New! i>clicker integrate allows for seamless, one-click integration of data between your campus course management system and i>clicker. This solution does require IT involvement and installation of a plug-in/extension. We offer i>clicker integrate for Blackboard, Blackboard Enterprise (Vista and Campus Edition), Moodle, and ANGEL.

What if your software crashes? What if my computer crashes?

As we hear time and again from our user community, i>clicker hardware *and* software are extremely reliable and software crashes are extremely rare--unheard of, in fact. If your computer (or operating system) crashes, there are additional protective measures in place. A few small files are generated each time a poll is conducted and the raw data files are updated. If a system were to crash mid-lecture, you would not lose any data that had occurred previous to the crash.

What is the difference between a score of Ab and a score of 0 in i>grader?

A zero indicates that the student did respond in class but did not meet your requirement for earning points. Ab (absent) indicates that the student did not provide any responses for a session. A student who missed class or did not answer any questions would receive an Ab. This value is treated as zero points for calculating averages, but is displayed differently to indicate at a glance that the student did not participate or was not in class.

How many points should I make i>clicker questions worth?

There is not a definitive answer to this question. Users and recent academic literature indicate that clickers are most effective when they are associated with "nominal" points, but not "too many" points. You need to assign enough credit so that students are motivated to think about the question being asked and answer correctly.

MISCELLANEOUS

Other than paying for the i>clicker hardware, what other fees are required? None. There are no additional fees required to use i>clicker. The only cost is for the hardware--and it is a one time fee. The only recurring costs for the hardware are for replacement batteries.

My class is finished for the semester and I will be teaching a new class. How can I start over?

The best way to start over with i>clicker is to download a new copy of the software from www.iclicker.com. This will ensure you have the latest version of our K12 i>clicker software. Be sure to archive your old course folder for your records.

Can I add my own applications or modify i>clicker?

Definitely—i>clicker and i>grader are both open source and can be adapted to meet your needs. We also offer a common API in .NET for programmers. If you would like a copy of our source code or API, please send your request to us at support@iclicker.com.

How do students with disabilities use your product?

The intentionally simple design of i>clicker is inherently better suited to students with visual impairments. Most visually impaired individuals are able to navigate i>clicker's simple six buttons using the raised battery compartment as a tactile reference point. We considered the needs of color blind student in creating the light patterns: the steady light of the received vote status LED versus the blinking light for votes that have not yet been received. We also offer Braille stickers that can be placed alongside the buttons. These are available through a special request of your i>clicker representative. Vibrating clickers (available fall 2008) will further allow blind students to receive a vibrating vote confirmation. For more detailed information about i>clicker's 508/Accessible features, consult our VPAT guide, available upon request from your i>clicker representative or by contacting our sales department at sales@iclicker.com.

Is training available?

Yes, we offer online training sessions for our users, led by an experienced i>clicker trainer. Go to <https://iclicker2.webex.com> to sign up for a training session.

Are your clickers exclusive to one publisher?

No, i>clicker is supported by a large network of publishers. We have adopted a "non-exclusive" publisher approach, so that you have the freedom to choose the textbook and clickers of your choice.

Is i>clicker hardware made of material that is recyclable and/or non toxic?

The i>clicker plastic and packaging are recyclable and all electronic components are ROHS (Restriction Of Hazardous Substances)—which means no heavy metals (lead, Mercury, Cadmium, Chromium) and Organic (polybrominated Diphenyl Ethers or Polybrominated Biphenyl) substances. All items, of course, have to be recycled properly.

Is technical support available?

Yes, i>clicker technical support is available for teachers as well as students from 9:00 a. m. - 11:00 p.m. EST, Monday-Friday. You can contact Technical Support Center toll free at 866-209-5698 or support@iclicker.com.

How can I upgrade my i>clicker software?

Current and new users of i>clicker can double-click the WebUpdate icon in the course folder to update both i>clicker and i>grader applications. When you run WebUpdate, you **will not** lose your class data nor will your data be adjusted or changed. You can run WebUpdate at any point during your course term; in fact we advise it. Both the Mac and PC software folders contain the WebUpdate application. You may also download the latest software from www.iclicker.com.