

ICN Troubleshooting

- **Situation:** One of your remote sites shows only a black or blue screen when you go to that site.

Resolution: That site does not have the system turned on. Use the fiber phone to call the site and have them locate and turn on all power switches (some ICN rooms may have one or two switches).

- **Situation:** You can't hear or see one of your remote sites.

Resolution: First have that site power off the system for 20 seconds and restart, if this does not resolve the problem call 242-3182 from the fiber phone.

- **Situation:** Your touch screen doesn't have all the buttons.

Resolution: First power off the system for 20 seconds and restart. If this does not resolve the problem, call 242-3182 from the fiber phone.

- **Situation:** Students are not paying attention or are being disruptive at the origination or a remote site.

Resolution: Stop the class! Address behavioral issues immediately. Remind students of NICC's conduct code. (Page 52 of the Student Planner & Handbook)

- **Situation:** The push-to-talk microphones at a remote site are not working.

Resolution: First have students at the site check for an "open" microphone (mic that is stuck down). Then have that site power off the system for 20 seconds and restart, if this does not resolve the problem call 242-3182 from the fiber phone.

- **Situation:** Your lavalier (clip-on) microphone is not working.

Resolution: Call 242-3182 from the fiber phone to report the problem if necessary. Plug a push-to-talk microphone into the podium and use that for the remainder of class. Inform Judy of the problem. (Calmar ext. 333)

- **Situation:** You enter your ICN site and the TV monitors are all black.

Resolution: The system is turned off. Locate and turn on all power switches (some ICN rooms may have one or two switches).



NICC

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COMMUNICATIONS
NETWORK



FACULTY GUIDE TO EFFECTIVE ICN INSTRUCTION

ICN Scheduling

Judy Bonnstetter, ICN Scheduler
Calmar Campus: 800-728-2256 Ext 333

ICN Tech Support

From: Fiber phone dial 242-3182
From: Land line or cell phone:
515-242-3182 or 800-572-3940

ICN DO'S:



- 🟢 "Read" your sites
 - 🔪 Direct students at all sites to always sit in camera view
 - 🔪 Connect with your students in all sites
 - 🔪 Check the classroom morale
 - 🔪 Address student issues
- Use the touch screen to scroll through remote sites and watch them on your back monitor.

- 🟢 Immediately identify, and TAKE ACTION to correct, poor conduct at all sites - especially remote sites.

- 🟢 Engage your students at all sites - every class period.
 - 🔪 Learn and use names
 - 🔪 Use activities for getting acquainted
 - 🔪 Ask Questions: facilitate responses from all sites
 - 🔪 Plan for student interactivity
 - 🔪 Switch cameras often



- 🟢 Take the time to call in technical difficulties to 242-3182 from the fiber phone or 515-242-3182 (800-572-3940 toll free). from a land line or cell phone.

No Excuses!



- 🟢 Call Judy (Calmar ext 333) 48 hours before you want to change your origination site, or cancel a site or class date.
- 🟢 Call or e-mail Judy (bonnstetterj@portal.nicc.edu) as soon as possible if you or your students have been locked out of an ICN room or building, and/or you do not have any students attending a site.
- 🟢 Make eye contact with your remote sites - it's the teacher camera, located on top of back TV Monitor.
- 🟢 Unclip and Unplug your clip-on microphone during testing or when speaking confidentially with a student.
- 🟢 Take about 15 minutes the first class period for "ICN Orientation." Make your students and yourself comfortable.
- 🟢 Wear conservative clothing with clean lines. It videos better.
- 🟢 Let students in on your ICN challenges or concerns. Ask them for help
- 🟢 Visit your remote sites as often as possible.
- 🟢 Have Fun and Be Yourself! Let your personality show!



ICN DON'TS

- 🔴 Don't - Touch the "touch screen" during start-up. Your session won't configure correctly.
- 🔴 Don't - Mail graded materials back to remote sites without putting them in individual envelopes or mail materials to remote sites without labeling the envelope: ICN Materials and or Test Materials.
- 🔴 Don't - Rely solely on the fiber fax machines for transference of materials.
- 🔴 Don't - Use annoying mannerisms such as whistling, pen tapping or eating with a "live" clip-on microphone.
- 🔴 Don't - Zoom in the teacher camera too close. You will be a talking head.
- 🔴 Don't - Zoom out the teacher camera too far. Your students won't be able to see your face and connect with you personally.
- 🔴 Don't - Wear stripes, solid white, or material with sheen or wild patterns.
- 🔴 Don't - Wear too much *Bling*. Keep the jewelry to a minimum. It can be a distraction.
- 🔴 Don't - Discuss confidential or personal information with your clip-on microphone plugged in.

