



Interactive Response Systems

Frequently Asked Questions

Q: When using the response systems with ClassComm I am getting a black screen when the program wants to run a video

A: Open Quicktime Player, open Quicktime preferences, select files types/miscellaneous/ and check flash tracks apply and ok then start software again (may need rebooting)

Q: When opening ClassComm the program bombs out back to desktop

A: Check version of Quicktime Player. If higher than 7.0.3 then uninstall and install the version directly from the disc supplied.

Q: Is the system IR or RF?

A: The system is Radio Frequency so there are no problems with line of sight. The receiver can be placed anywhere within the room where the handsets are being used.

Q: What is the range for communication with the receiver?

A: The range for communication with the receiver is 500m which is more than adequate for most situations. The first time the handsets are used with the receiver they have to be paired to the receiver by holding down the ? button and holding the handset next to the receiver.

Q: How many handsets do I have to buy?

A: The average set is 30 but you can buy as many as you want. Don't forget that with each set you will need a receiver – so if you bought 30 handsets and wanted to use them as two sets of 15 then you would need to purchase a second receiver.

Q: How do I create content?

A: All content is created within Powerpoint so you will need a copy of Microsoft Powerpoint. This is not supplied with the ClassComm software. We do supply an additional plug in tool that inserts a toolbar into Powerpoint so that any question slides you create can be mapped ready to insert straight into ClassComm.

Q: Is the system portable?

A: Yes, the complete system comes in its own strong case and can be carried to wherever it is required. In the case are storage slots for all the handsets + receiver and USB cable + a charging cable so that the handsets can be charged up 8 at a time.



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Q: How do I get all of my class/audience details into the master list to create classes or groups?

A: You can add students'/audience details in individually which is OK as a person joins a class or group part way through a year but initially you will want to import details in bulk using an Excel or CSV file. An administrator should be able to provide you with this file. The minimum information required in separate columns is an ID number, first name, surname and handset id. Whilst on the student/individual tab and with master list selected you can then import this data using the import/export facility. When you have then created your class you can add multiple students from the master list by using the ctrl and left click.

Q: Can I share the resources I create?

A: Remember that all resources are created within Powerpoint outside of the main ClassComm software. These resources can be stored anywhere including a shared drive on a network. If this is the case you may want to tick the box that says 'create local copy' when you import this activity in case the link to the shared drive is not available when you want to use the activity. The system memorises the file path to where the file is stored locally so if you move the file on your local machine you will have to re-import it. It is best to create a folder called 'ClassComm Resources' somewhere on your local machine and save all content into this folder and ensure the folder does not get moved. If your hard drive is formatted with the NTFS system then you could add extra security or add restricted access on this folder if you wished to prevent other users making changes. Remember also to always make a backup just in case disaster strikes!!

Q: Can I customise the look of the software and personalise it in any way?

A: Yes – If you click on the settings menu at the top of the screen and then select theme you can choose from 6 different themes. Also if you click on the double arrow underneath and to the right of the 'Charts' button you have the option to add or remove buttons.