

Illuminate Tips

Launching Illuminate

- a) This will start the **Java applet** and start Illuminate – this should take no more than 2-3 minutes if you have already been using Illuminate.
- b) If you are new to Illuminate then it will automatically install and should take up to 8-10 minutes.
- c) Depending on your network and connection, it will ask **YOUR network login and password** to activate the java applet.
- d) Choose yes or Run when the security warning window pops up for your confirmation.

Trouble shooting Illuminate

- a) *If you find you're getting nowhere or you get a message about not being able to install or start Illuminate do the following*
 - a. From your web browser go to **Tools/Internet Options**
 - b. Delete all Cookies and Temporary Internet Files by choosing '**Delete Cookies**' and '**Delete Files**'
 - c. If you still have problem launching then perhaps **your firewall is an issue**. Please contact **your IT support** to take down the firewall
- b) *Audio and speaker settings on your PC*
 - a. Make sure your **headphones** or **speakers** are connected and are working properly
 - b. Check your volume control box by double clicking the volume. Go to **Options/Prosperities**. Tick the appropriate ones from Playback, Recording and Other (Microphone)
 - c. Make sure you **haven't muted** anything
- c) *You can test the settings by recording and playback*
 - a. **Start/Programs/Accessories/Entertainment/Sound Recorder**. Record
 - b. Press the record button (Red dot). Speak (sing) into the microphone. Stop recording and play to listen
- d) *In Illuminate – Microphone settings*
 - a. From top menu bar select **Tools/Audio/Microphone Boost**.
 - b. To test the volume level of your Microphone and Speakers in Illuminate go to **Tools/Audio/Setup Audio** and follow the prompts.

Other useful links for further assistance with Illuminate Troubleshooting

- a) If you have any difficulties downloading Illuminate you may need to refer to the *Learn more about Illuminate Live!™...*
 - a. Online Orientation
 - b. Quick Reference Guide
 - c. Recorded Introduction

Available on the Illuminate website: <http://www.illuminate.com/support/>