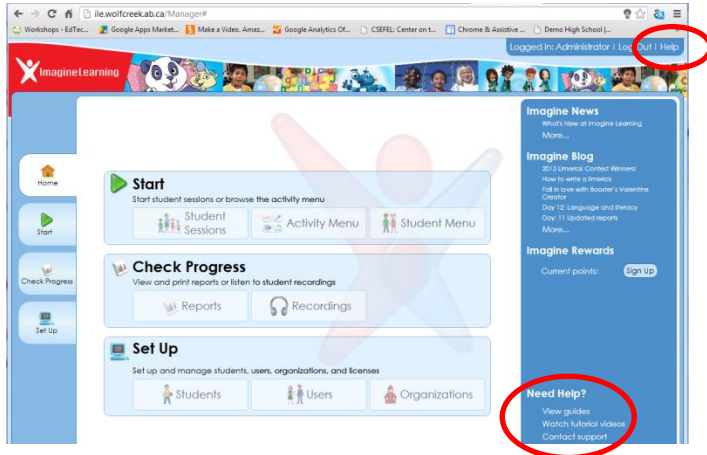## General Support:

Imagine Learning support resources can be found when launching the program from your start menu and logging in to your site. After signing on you can see HELP in the top right corner of the screen. There is also a link further down the screen to access support materials, including tutorial videos.

Clicking on HELP will bring up the screen below. This screen should be used to access software guides.
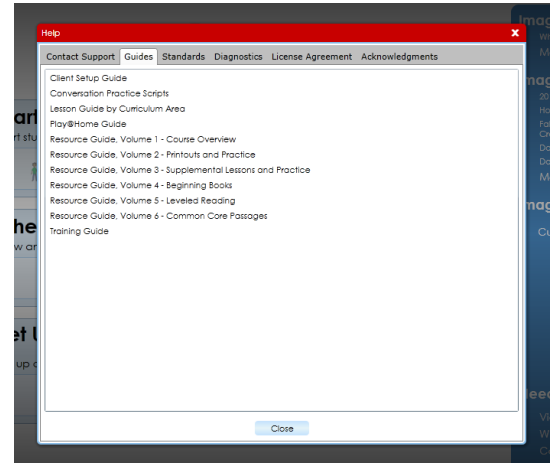
These guides are also stored in DocuShare and can be accessed by clicking on this link.

These tutorials review the steps in setting up classes and students, running and decoding reports, checking recordings and much, much more. There are black line masters for further support that coincide with the activites that individuals or classes are working on.

Specific Supports:

Recording:
When students begin using the program it is crucial that their headsets are complely plugged in for all recording purposes, **BEFORE** starting the software. If you are unplugging throughout a session or have to share microphones, the files will not be saved with all required content.

Setting Microphone Levels:
Default settings allow microphones to work as they should on first use. Users can change these settings and may need to be changed back in order to eliminate recording issues. A support document for microphone level setting follows on the second page.

Report Printing Errors In Adobe:
Settings in Adobe preferences allow reports to open within the browser. By default these are set correctly but some sites have had to make changes. Instructions follow on the third page.

If you have further support questions please contact Jay Cottell via email.

Setting Microphone Levels

When you connect your headset, be sure that the correct inputs are used for each line-in device option (microphone / headphone).

You will be prompted to confirm that you have plugged in a microphone. **Select OK.**

Right Click on the speaker in the icon tray at the bottom right of your screen. **Select Recording devices.**
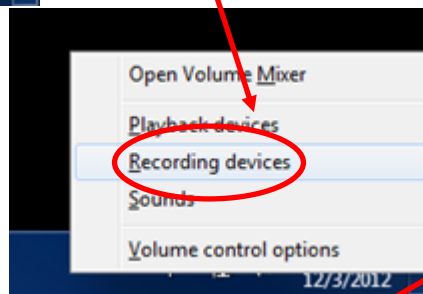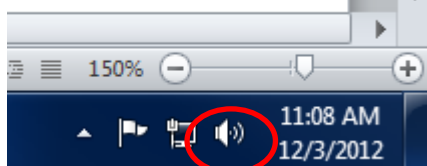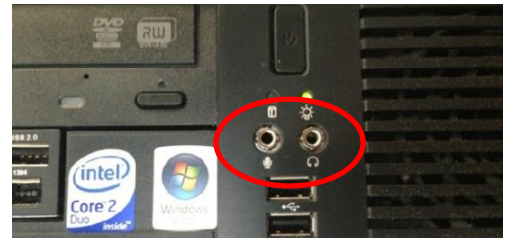
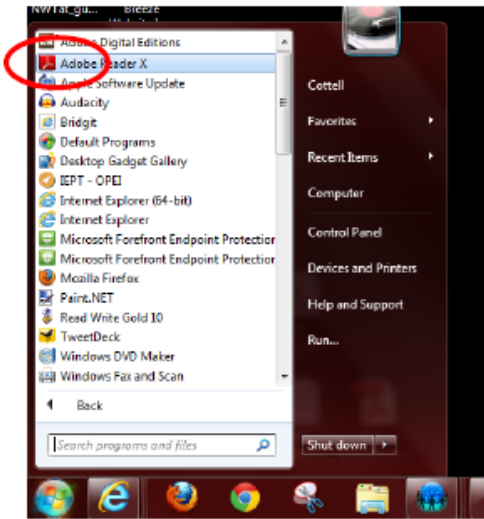**Select** the microphone that is checked off and **click** on **Properties**.
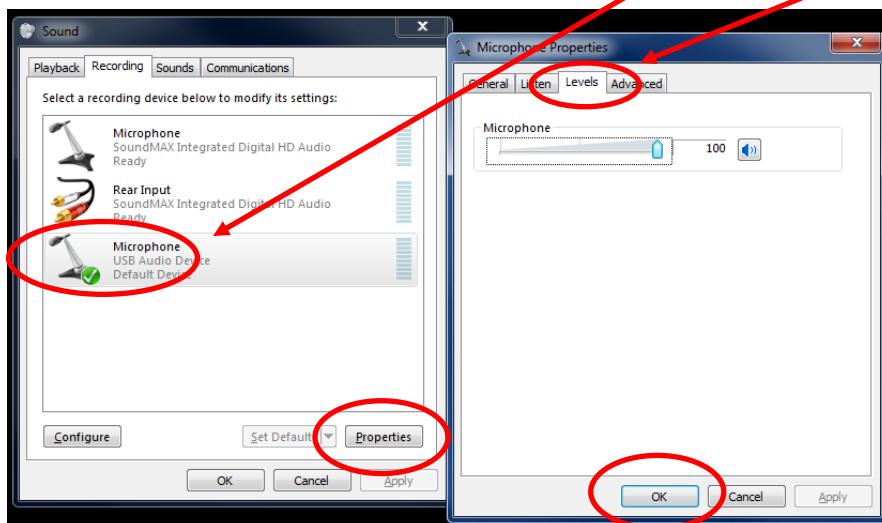
Click on the tab for **Levels** and **change** to 100% using the sliding bar for level adjustment.
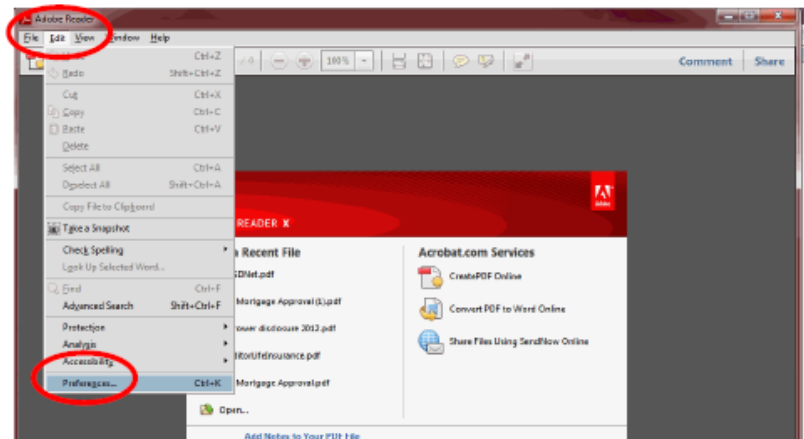
Click OK.

These changes will be saved to the workstation. The next user will not have to repeat this process. A new workstation will require the same

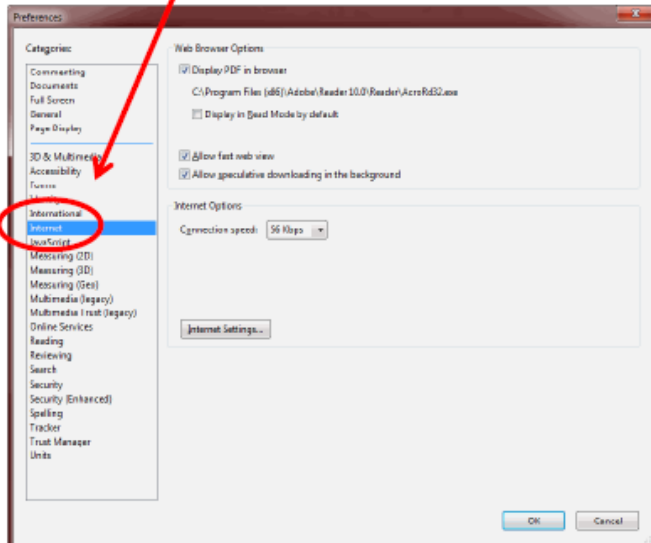# ILE Reports – Change Adobe Settings

Go to **START** and select All Programs. Find and launch Adobe Reader X.
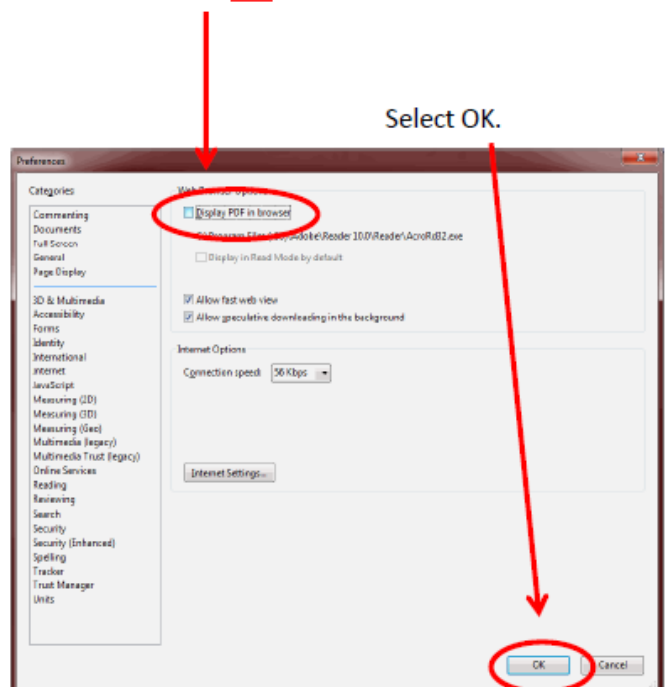
Adobe Reader will start and from here you will go to **EDIT** and select Preferences.

Click on **Internet** from the categories.

Ensure that the box for *Display PDF in browser* is **not** checked off.

Select OK.