



FREQUENTLY ASKED QUESTIONS FOR ADMINISTRATORS FOR i>clicker

If you have a technical question and do not find your answer here, please contact technical support 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 866-209-5698.

SYSTEM REQUIREMENTS

What are Your System Requirements?

PC

Windows XP or Windows Vista* One available USB port
Projection system (highly recommended) Screen resolution of 1024 x 768

* Please contact technical support for a Windows 2000 solution.

Mac

Max OS X version 10.4.2 or higher
One available USB port
Projection system (highly recommended) Screen resolution of 1024 x 768

What needs to be installed on classroom computers for i>clicker to run?

Neither i>clicker hardware nor software need to be installed. i>clicker is a complete plug-and-play program that utilizes applications included on every standard Windows and Mac machine.

Does i>clicker work with Lion (Mac OS 10.7)?

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

Does i>clicker work with the Microsoft Vista and Windows 7 Operating System?

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

PRESENTATION SOFTWARE

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

Yes. Creating a question list allows you to customize the settings for each individual clicker question ahead of class. For example, you may have a presentation that you plan to use in your class and would like to assign a correct answer to each of the i>clicker questions in the presentation. You can create a question list that corresponds with your presentation so that when you ask the clicker questions in class the results are automatically graded and displayed in your results chart. In addition to assigning correct answers, you can use question lists to set question-specific settings such as question titles, results chart labels, points for each answer choice, and more.

If instructors don't pre-program their questions, how can they review the questions/responses later?

i>clicker takes a screen capture of whatever is on the computer screen when the instructor presses "start" on the i>clicker menu bar. These screen captures are available for review in i>grader (i>clicker's integrated gradebook), along with student voting data and editing functions.

Can instructors use clicker questions provided by publishers?

Yes! i>clicker partners with the following publishers to provide high-quality, book-related clicker questions: Bedford, Freeman, & Worth; Cengage (all imprints); Elsevier; Lippincott, Williams & Wilkins; Pearson (all imprints); and Wiley Publishers. However, because most publishers now provide clicker questions in PowerPoint or Word, instructors can use i>clicker with other publishers' materials as well.

How do instructors program questions into i>clicker?

What attracts faculty and administrators to i>clicker is its ease-of-use. Instructors don't need to master complex new software or program their questions into a separate software application. Instead, i>clicker works seamlessly with **all** applications, allowing instructors to prepare their questions in the software they use anyway (such as PowerPoint, Keynote or Adobe). i>clicker's floating menu bar allows an instructor to poll from any application, at any point during a presentation (i.e. a question in PowerPoint or a Word document). i>clicker then captures a screen shot of whatever is on the computer screen at the moment polling is stopped (typically, a question) for later review of questions/responses. There is truly no other system on the market this easy to learn and use, which means you spend less time teaching instructors to use a response system and more time on your other duties.

Does i>clicker work with PowerPoint?

Yes. Instructors can use i>clicker with PowerPoint by simply writing questions in a PowerPoint slide, just as they would any other course content. In fact, if instructors have an existing presentation/lecture with multiple choice, T/F, or yes/no questions, they don't need to re-author their presentations. The i>clicker menu bar simply floats in front of the PowerPoint slideshow, enabling instructors to poll at any point during the presentation (i.e. on a question slide). Each time polling is enabled, i>clicker captures a screen shot (i.e. the question slide) for a later review of questions/responses. No additional work is required.

What if an instructor doesn't use PowerPoint? Does your software "convert" the presentation into PowerPoint?

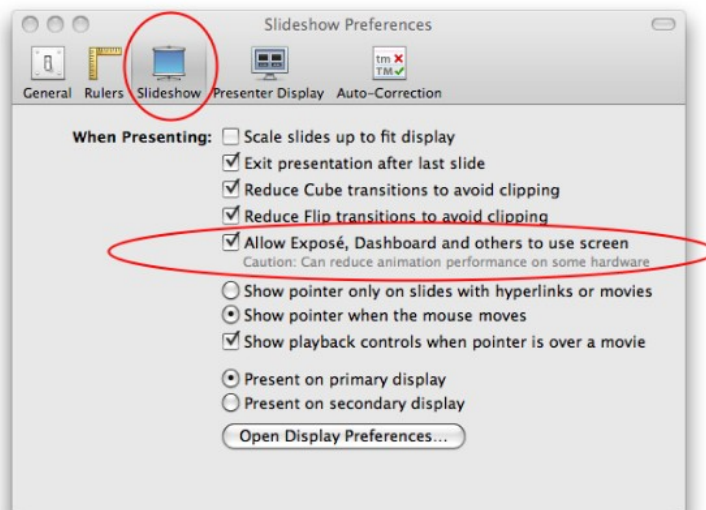
i>clicker works with **all** Macintosh or PC software applications, allowing instructors complete flexibility in presentation preparation. Because the i>clicker menu bar floats in front of any application, i>clicker *appears* integrated with every application. This menu bar enables instructors to poll at any point during their presentations (i.e. a question in a Word document) and then takes a picture of the computer screen for a later review of questions/responses. Thus, i>clicker doesn't have to "convert" content into a PowerPoint slide show. Many i>clicker users actually prefer Adobe, Flash, Word, Keynote, and even Notepad to PowerPoint. With i>clicker, instructors can even pose question from CDs, DVDs, or the internet—your options are limitless.

Will the software float above Maple, Mathematica, and other types of software?

Yes. The i>clicker floating menu bar sits on top of any application (such as Mathematica, PowerPoint, Acrobat, Word, Internet Explorer, etc). Also, there is a minimize button to allow you to hide the i>clicker software at your discretion.

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

In Keynote Slideshow Preferences, there is an option labeled "Allow Exposé, 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 instructors ask a question spontaneously in class without having a slide written?

Yes, they can! i>clicker's "On the Fly" text box is available from within from the i>clicker floating menu bar so they don't have to quit their presentation to insert a spontaneous question. The screen shot and question data are captured in i>grader for later review and point assignment.

BASE/RECEIVER UNIT DETAILS

Where should the i>clicker receiver be placed in the classroom?

The i>clicker receiver does not require a line of sight to receive responses, and can be placed anywhere in the classroom. For best performance and maximum range, we would recommend against placing the receiver inside any type of metal enclosure, such as a metal podium; however, we do 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. Instructors only need one USB connection and the receiver is powered by your computer. The receiver works for 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 university classroom. We've been used in many of the largest lecture halls in North America (Guelph, Wilfrid Laurier, University of Toronto, Cornell University, and University of Manitoba); such adopters tested our range and signal before adopting and found our signal to be exceptionally strong.

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 your campus Wi-Fi technologies, including Internet, cell phones, and wireless microphones.

How does the receiver connect to the computer?

i>clicker connects to and is powered by the host system/computer via a USB port/cable.

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

The i>clicker base units can be set to any of 16 different sub-frequencies to prevent interference with nearby classrooms if two instructors are using i>clicker in close proximity. The default frequency is set to AA for both the base and the student remotes. If a sub-frequency (e.g. BA) is needed to avoid interference, instructors can change their sub-frequency via i>clicker's Settings/Preferences. If they do select a different frequency, a message with instructions for students will appear on the screen when they begin polling. Instructors can also disable this frequency alert via Settings and Preferences. For more information and instructions, consult the User Guide, available in the [Downloads](#) area of our website at www.iclicker.com.

For administrators in institutional/centralized adoptions, i>clicker can also deliver "fixed frequency" bases that prevent individual instructors from changing the sub-frequency themselves. This solution is attractive to schools interested in installing the bases into set classrooms and coordinating sub-frequency channels institutionally. The fixed frequency bases are slightly different in firmware and we provide administrators with a small executable for "hard-coding" the sub-frequency. The process is quite trivial. Contact sales@iclicker.com for more information about this option.

How do students change their remote frequency?

If you (or an instructor) has chosen a non-standard frequency (e.g. BA), i>clicker will alert students to this change when the instructor begins polling. Students will be instructed to:

A. Press the On/Off (power) button on their i>clicker remote until the blue Power light begins flashing (about 2 seconds).

B. Press the new two-letter code (as designated by either the instructor or you, the administrator).

A green Vote Status light will indicate students have successfully reset their remote frequency.

The entire process takes about 3 seconds. This code will remain in place for the duration of the lecture/session (as long as the remote is on). Students will need to repeat this procedure for every lecture, which is why setting one code for the entire term will be easier to administer and communicate. Directions for changing a remote's frequency are on the back of every remote. Instructors may also adjust or disable the frequency change alert preferences via Settings/Preferences.

Changing the remote frequency seems like a hassle. Why can't the receiver "find" the remotes automatically?

The i>clicker system has a unique protocol—that is, a unique way for the receiver and remotes communicate with each other. We considered adopting a protocol similar to competing systems, where the receiver would automatically find the frequency for the students. But our preliminary research directed us to rethink the approach. Our initial reviewer board (users of competing systems) all complained about students being required to register before voting could occur—they felt they lost 2-3 classes just trying to get students registered. So, we wanted to make sure i>clicker could collect and record votes regardless of whether the students were registered or not. Another aggravation consistently voiced by the reviewer board was the daily log-in procedure in which remotes must be "acknowledged" by the receiver before the remote can vote in the session. So, like the forced registration, we wanted to eliminate the daily log-in. Why do we explain all of this? Because these are the reasons we chose a protocol that requires students to change the remote frequency. We feel that the benefits far outweigh the drawbacks because today's students are generally very tech savvy, and even those who are not can easily find the directions to change their frequency on the back of their remotes.

Why would students need to bother with changing frequencies at all?

Changing the operating frequency prevents interference with nearby classrooms. All radio frequency response systems must offer varying frequencies in order to keep votes contained in the intended classroom. But faculty only need to change the frequency if another i>clicker user is in a nearby room.

Can the receivers and instructor remotes be used for more than one course?

The hardware can be used for as many courses as needed. To use the system with multiple courses, the instructor needs to simply copy (or download) a separate copy of the i>clicker software folder for each course section he or she is teaching. For example, if teaching Psychology 101 and Psychology 210, the instructor would need to download two copies of the software folder, naming one folder Psych 101 and the other Psych 210. The instructor can either copy the software folder from the flash drive provided in the adopter's kit or download the folder from our site. Folder duplication is free and unlimited.

Is there a chance of the receiver "losing" votes where students and instructors 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.

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 that a student would see a red flashing light is

- 1. Polling is not active. If the student tries to vote either before instructors 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 instructors change the 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.*

If you would prefer for a more specific vote confirmation, the new i>clicker2 remotes feature an LCD screen with additional notification functionalities.

How many votes per second can the receiver collect?

i>clicker receivers collect 750 votes per second, and the vote receipt is immediately confirmed on the student remotes via a green or flashing red light. Each receiver can handle up to 1500 remotes, i>clicker's speed and reliability in sizeable lecture halls are consistently cited by institutional adopters as outstanding and differentiating features.

Can students change their responses?

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

How do instructors view voting results in class?

Instructors can view voting results one of two ways: on the receiver's LCD screen or the application's results chart. The receiver's LCD screen shows the percentage vote for each of the five options (A-E); this display allows the instructor to

see the results (real time as votes are coming in) without having to show the class the chart. The results chart shows both percentage of votes and actual number of votes in a resizable/repositionable bar graph. The chart can be displayed either by clicking the “Display” button on the i>clicker floating menu bar or by pressing the “B” key on the designated instructor’s remote. Results from any session can also be reviewed at a later time.

What is the difference between the blue and white remotes? Can the blue remote be replaced 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 student and instructor/loaner remotes. The white remotes are those sold to students (we do not sell the blue remotes to students). Each instructor’s adopter kit includes two blue remotes (one for the instructor’s remote function and one as a possible loaner to students). A white remote can be substituted for the blue remote without loss of functionality.

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 the instructor designates it as the instructor remote. Then, rather than interpreting the five choices (A, B, C, D, E) as student votes, the receiver recognizes the 5 options as control commands, thus allowing the instructor to control polling *and* the presentation from anywhere in the room. Instructor remotes come with stickers that can be affixed to the remote as a guide to the control commands.

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

To designate any i>clicker remote as an “instructor’s remote,” instructors must enter the remote ID in field #5 (Designated Instructor’s Remote) of General Settings and Preferences. The remote ID is the unique 8-character serial number found on the back of each i>clicker remote.

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?

i>clicker offers two battery-saving features. As long as a remote is actively communicating with a receiver (i.e. a student votes), that remote will remain on for 90 minutes after the last vote. If a remote is accidentally turned on or buttons compressed but the 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. Simply open the compartment, remove and replace the batteries. No screwdriver or special device required. Make sure that students realize that there are 3 AAA batteries to be replaced—many only see two.

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, the process of returning it will depend upon how it was obtained. If purchased through the campus bookstore, students may return it to the bookstore with proof of purchase. If purchased as a department or in a class set, the user will need to 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). i>clicker hardware is extremely reliable. We have less than a .0007% defective remote rate.

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

Yes. Instructors can use spare remotes as loaners to students who may have lost a remote or forgotten to bring one to class. The remote ID can be assigned to a student for a single session, and the same remote can be reassigned in future sessions. Each instructor’s adopter kit includes two blue remotes, and while one remote is generally used as the instructor’s remote, sometimes the other is used for loaning purposes. However, many professors opt not to offer loaner remotes because of class size and potential administrative problems. Instructors may want to consider setting ground rules before offering students an option to borrow remotes in order to minimize your class disruption.

Why don’t i>clickers have an LCD display?

With the i>clicker remote, a green/red vote status LED light is easy to see in dim lecture halls and is 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. If you are interested in getting an i>clicker with an LCD screen, you should consider i>clicker2.

REGISTRATION

How do students register their remotes?

i>clicker currently offers two standard registration methods: in-class registration and online (web-based) registration, both of which are free and are easily incorporated into the course. Minimal information is required of students and both registration options are tied to the instructor's class roster. The instructor should select which option he/she will use and notify students accordingly. We are in the process of launching a new registration tool that works with your campus course management system (e.g. Blackboard, Vista, ANGEL, Moodle). This requires installation of a plug-in/extension by your campus course management administrator. Interested in beta testing the i>clicker integrate solution? Contact Chad.Moeller@macmillan.com to learn more.

Can our campus host registration locally rather than using your website?

Yes. i>clicker also offers institutions the option to host their own registration site or use their own LDAP authentication; we can provide the requisite scripts, documentation, and administrative support. For complete instructions on these options, please visit the [Downloads](#) area of our site.

I am very concerned about FERPA. Does the i>clicker national registration site obtain information that could violate any FERPA requirements?

The data collected by i>clicker is minimal and meaningless when disconnected from the professor's roster, contained only on the desktop. The i>clicker web registration process was specifically designed to consider privacy/FERPA laws.

Students who register their clicker online via our national database must enter their last name, first name, student ID, as determined by the professor, and i>clicker remote ID. This data is stored on a SQL server database owned by Macmillan, the parent company of i>clicker. We do not collect or store the students' IP addresses, nor do we request student school affiliation, course information, or email address. As a result, the data is purposefully of no use outside of registration.

Specifically, as related to FERPA, we don't collect non-directory student information in an interpretable and traceable way. For example, we won't know if a Michael Lee registered on our site is from the University of California-Irvine or New York University—the information can't be traced to an individual state or school.

However, we also recognize that many campuses prefer to host registration on campus to further protect the data. Our campus-hosted registration options are easy and we will be happy to consult with you in implementing a locally-hosted registration system.

Can students register their clickers from within the campus course management system?

The new i>clicker integrate, available for beta testing summer and fall 2008 with a full launch in 2009, will enable your students to register from within the campus CMS. This solution does require involvement from your CMS/IT administrator and the installation of a plug-in/extension. You can find more information on i>clicker integrate on the [Course Management](#) section of our website at www.iclicker.com.

Do students need to be registered before class?

No, students do not need to be registered in order for i>clicker to collect votes. For students who are not yet registered, responses will be associated with the respective remote IDs. In other words, instructors can use i>clicker to collect data/votes from the very first day of class and eventually tie all students to their remote IDs through either in-class registration or online registration.

SOFTWARE and SCORING

Do instructors 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.

How do instructors view and display voting results in class?

A histogram of 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. Instructors 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 instructors 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, enables the instructor to decide when and if voting results are displayed. Instructors 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 instructors export polling data to a course management system such as Blackboard or Vista?

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

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

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

Manual integration. i>clicker polling data is specifically formatted for the 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.

i>clicker integrate: allows for seamless, full integration of data between the 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 all Blackboard solutions, Sakai, and Moodle. Desire2Learn support is coming soon!.

What if your software crashes? What if an instructor's 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 the 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, the instructor would not lose any data that had occurred previous to the crash.

How do instructors upgrade 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 running WebUpdate, instructors **will not** lose class data nor will their data be changed. Users can run WebUpdate at any point during the course term. Both the Mac and PC software folders contain the WebUpdate application. You may also download the latest software from <http://www.iclicker.com>.

TRAINING AND SUPPORT

What training options are available?

i>clicker offers daily, live, Webinar training sessions led by an experienced i>clicker trainer. To learn how to begin a session just go to the [Training](#) area of our website. These online sessions are free of charge and provide attendees with a detailed view of i>clicker set-up, execution, and administration. All trainers invite questions and interaction. Some customers may be eligible for in-person training. Please contact us toll-free at 1.888.938.8881 from 9-5 EST Monday-Friday or email us at sales@iclicker.com if you are interested in in-person training.

i>clicker also provides training materials at no additional charge. These materials include detailed User Guides, Quick Start guides, and many other documents, available in the [Support](#) and [User Community](#) areas of our website at www.iclicker.com.

Is technical support available?

Yes, i>clicker technical support is available for instructors, administrators, and students from 9:00 a.m. - 11:00 p.m. EST, Monday-Friday at 866-209-5698 (toll free) or support@iclicker.com.

MISCELLANEOUS

Other than paying for the remotes at the bookstore, what other fees will the students have to pay? Do students have to pay registration or activation fees?

There are no fees required of the school or the students. The only cost is for the hardware--the student remotes. The only recurring costs for the hardware are for replacement batteries.

Can users add their own applications or modify i>clicker?

Absolutely. i>clicker and i>grader are both open source and can be adapted to meet user 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 would easily be able to navigate i>clicker's simple six buttons using the raised battery compartment as a tactile reference point. We also offer Braille stickers that can be placed alongside the buttons. These are available through a special request of your i>clicker representative. 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 have a vibrating clickers that allow blind students to receive a vibrating vote confirmation; combined with the Braille stickers, the vibrating vote confirmation will provide ample support for low vision and blind students. For more detailed information about i>clicker's 508/Accessible features, consult our VPAT guide, available upon request from your i>clicker sales representative or by contacting sales@iclicker.com.

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; faculty have the freedom to choose the textbook and clickers of their choice. We are proud to be partners with: Bedford, Freeman, & Worth Publishers; Cengage; Elsevier; Lippincott, Williams & Wilkins; Pearson Education (all imprints); and Wiley Publishers.

In doing so, we are providing higher education instructors with the greatest flexibility when choosing a book and a response system. Our basic philosophy is to offer i>clicker remotes at the lowest possible stand-alone price so that students who purchase used books are not penalized.

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.

How durable is the i>clicker hardware and software? What is your failure rate?

i>clicker is the most durable and reliable system on the market. Remotes and receivers have been through rigorous durability and drop testing; both have repeatedly survived falls from 6 feet (1.83 meters). In two years on the market, student remotes boast a defective rate of **less than .0007%**. Receivers are equally reliable with a .001% defective rate. The i>clicker base firmware protocol allows for more reliable vote collection than competing systems, and there is a 0% chance of dropped or lost votes with i>clicker, as compared to the typical 5-6% with competing systems.

Does i>clicker have an automatic "save" option in case the system crashes?

Yes, i>clicker protects the instructor against system failures. Each time a poll is conducted, i>clicker creates a few small files and the raw data file is updated. If a computer were to crash mid-lecture, the professor would not lose any data collected prior to the crash.

Why do some of my student's remote IDs not match the IDs that I see in the i>clicker and i>grader software?

Each i>clicker remote contains a unique remote ID that the i>clicker and i>grader software use to identify the remotes. Until recently, each i>clicker remote contained a unique 21-bit ID, which allowed for roughly 2 million unique ID combinations. There are now more than 2 million clickers in the market and in 2010 we ran out of 21-bit IDs. In order to address the issue, our newest remotes now have a 24-bit remote ID which allows for roughly 16 million unique ID combinations and will keep us going for many years to come.

The original i>clicker base receiver was designed to receive 21-bit remote IDs only. Therefore, when the i>clicker base receives a vote from a remote with a 24-bit ID, the base translates that ID into a 21-bit ID. Technically, everything works fine, except that the ID in the i>clicker and i>grader software does not exactly match the ID on the student remote. This is why the remote ID in your software (the 21-bit ID) does not match the remote ID on the student remote (the 24-bit ID).

The difference in the IDs does not impact your student voting data or grades. You can use the new 24-bit ID student remotes with the old bases. Even though the old bases work with the new 24-bit ID remotes, beginning in 2011 we will

start replacing all old bases with updated bases that more accurately recognize the 24-bit remote IDs. The new base will work seamlessly with the 21-bit ID remotes and the 24-bit ID remotes. The new base will also work with your existing student and class data. You will simply remove the old base, plug in the new base, and get back to teaching. You will be notified by your i>clicker sales representative about the upcoming base swap soon.

NOTE: If you have a base with firmware v03.03 or newer (see sticker on bottom of base), you will not experience this issue. All bases with firmware v03.03 and newer have been updated to recognize the 24-bit remote IDs.

I see you have a new remote, i>clicker2, available. Does this mean that i>clicker is going to be discontinued?

No! We are happily going to continue to produce and support the best-selling i>clicker remotes into the future. i>clicker remotes are compatible with i>clicker2 remotes (as well as web>clicker). If you are interested in learning more about i>clicker2, please contact your local sales representative or sales@iclicker.com.

Does i>clicker have the capability to issue a variety of question types, like multiple choice, true/false, numerical, alpha/numerical, sequence series and short answer?

The traditional purpose of a response system is to collect quick and immediate feedback without taking up class-time. The original i>clicker's straightforward interface allows for the most simple and robust solution on the marketing today. If your instructor's require alpha/numerical, sequence series, and/or short answer questions, you should consider i>clicker2, the newest remote available now from i>clicker. For more more information, please contact your local sales representative or sales@iclicker.com.