

i>clicker 2

Frequently Asked Questions

Students

Why should I buy i>clicker2 instead of i>clicker?

While the original i>clicker remote has been a perfectly adequate solution for nearly 2 million students, i>clicker2 does offer some additional functionality that students might find appealing. The LCD screen on the i>clicker2 provides additional vote confirmation by showing both the response and whether or not the vote has been received. We've also improved the battery compartment and now only require 2 AAA batteries as opposed to the original remote's 3 AAA. Most importantly, if your instructor plans to ask numeric or alphanumeric questions, you will need an i>clicker2 remote in order to be able to participate.

Can I get a web>clicker2?

web>clicker2 is coming soon! web>clicker2 is a browser-based response solution that allows for all of the functionality of the i>clicker2 remote with the convenience of being able to use a laptop or smart phone.

Can I buy i>clicker2 directly from the www.iclicker.com?

Our brand new eCommerce site can be accessed at www.iclicker.com/purchase. The eCommerce site will allow for students to purchase an i>clicker, i>clicker2, or web>clicker subscription using any major credit card. Shipping and handling charges will apply.

Can I get a rebate on my i>clicker remote?

If you have already purchased an i>clicker remote, you may have the option of receiving a \$10 rebate. Some textbook publishers also offer rebate options depending on the package that you purchase. Please ask your instructor or your bookstore representative for more details.

Where do I register my i>clicker2?

You can register your i>clicker2 remote at www.iclicker.com/registration. The registration form requires minimal information and your privacy is always protected. You will need your first name, last name, and student ID and remote ID. Your student ID is normally the ID that you use to sign into your Learning Management System (i.e. Blackboard, Moodle, D2L, etc), but you should ask your instructor to ensure you are using the correct ID. Your remote ID is an alphanumeric code that can be found on a small sticker on the back of the remote. It will also appear on the LCD screen when the i>clicker2 remote is first powered on.

How much does it cost to register my i>clicker2?

Registration is always completely free—and you can register multiple times—though you should only have to register once per semester. Your instructor may also offer you the option of registering in class.

Can I share my i>clicker2 remote?

Yes, as long as you are not in the same class, you can share your i>clicker remotes among your peers and friends.

Faculty

Why doesn't i>clicker2 have a keypad?

We did extensive market research before we starting building the i>clicker2 remote. The feedback from dozens of faculty and students: the need for alphanumeric entry was crucial, but the vast majority of faculty only asked multiple choice questions and those who did ask open-ended questions did so only a few times throughout the year. For this reason, we decided that multiple choice functionality should still be at the core of the i>clicker2 design. We have improved the Multiple Choice experience as well with additional vote confirmation through the LCD screen. To answer a question with a alphanumeric response, student simply have to change the mode using the blue "Refresh" button and use the cross-bars at the top of the remote to toggle through to their alphanumeric response. Our beta testers reported that students easily were able to master this process and answer questions effectively after only minor instruction.

How do I adopt i>clicker2?

If you are a current i>clicker user, please contact your local representative for information on how to upgrade to i>clicker2. If you do not know your local representative, you can also email sales@iclicker.com.

I only ask multiple choice questions. Can I remove the numeric and alphanumeric functionality from my toolbar?

Yes, the floating tool bar is completely customizable in Settings and Preferences

Can I filter questions by demographic information?

Yes! If you are using the i>clicker v 6.1 software or higher, you can set up demographic questions related to personal information like gender, age, political affiliation, or whatever you'd like as the i>clicker software allows for you to create your own demographic questions outside of our pre-populated questions. You only have to run the demographic questions one time—usually at the beginning of class—and then that demographic information will be stored throughout the semester and any subsequent question that you ask can be filtered by your demographic questions.

Do you have training on i>clicker2 available?

Yes, we offer specific trainings on the i>clicker2 remote. You can also request a personal training by contacting sales@iclicker.com.

Can I use 6.1 software with the original i>clicker remotes?

Yes! All software upgrades are backwards compatible. i>clicker 6.1 offers new functionality including data filtering that is available to all i>clicker users.

Can I use i>clicker2 without upgrading to i>clicker 6.1?

Yes. You can use i>clicker2 in multiple choice only mode if you decide to continue using an earlier version of the i>clicker software. However, numeric and alphanumeric responses will not be received if the software is not version 6.1 or higher.

Do I have to update my software to use i>clicker2?

Yes, i>clicker2 requires you to download i>clicker v 6.1 or higher. All i>clicker software is free for download at our website: www.iclicker.com/downloads. You will also need to make sure that you have update firmware in your base unit. Please contact support@iclicker.com if you have additional questions about compatibility.

Are alphanumeric questions better than multiple choice questions?

Not necessarily, there is plenty of research and examples of highly sophisticated multiple choice questions that address misconceptions and provide high level assessment of student understanding. However, there are many good reasons to incorporate open-ended questions into your class including lessening the chances that a student could “guess” the correct answer. Furthermore i>clicker2 also enables you to ask ranking questions (i.e. “In which order did the following historical events occur?”) or questions with more than one correct answer.

Administrators

Will i>clicker2 work with the old base?

Yes and No. We will need to update the firmware of the current base in order for it to be able to receive answers from i>clicker2 remotes. If you need updated bases, please contact sales@iclicker.com to schedule a “base swap,” where you will turn in your existing bases, and we will provide the campus with a refurbished base. The base swap program is available at no cost to the university, department, or individual faculty member. After you receive the latest firmware update, all subsequent upgrades will be available via a remote update, so this process will only have to be completed one time.

Will i>clicker2 work with the i>clicker remote? What about web>clicker?

Yes, all i>clicker products will work together seamlessly. Of course, faculty who want to ask alphanumeric questions must require their students to upgrade to an i>clicker2 remote. Otherwise, if an instructor is asking only multiple choice questions, there is no reason that students couldn't use the i>clicker product of their choice.

Is i>clicker2 as straightforward as the original i>clicker remote?

Yes! We have worked hard and incorporated feedback from administrators, faculty, and students to ensure that i>clicker2 is just as easy to use as its best-selling predecessor. That being said, the original i>clicker remote is still available for purchase and continues to be supported.