



Missouri Interactive Telecommunication Education Network

Sally Hackman

Network Director
shackman@mitenetwork.org

Scott Kasmann

Technical Director
scottk@mitenetwork.org

Sheri Eaton

Resource Coordinator
sherie@mitenetwork.org

P.O. Box 64
600 West Morrison
Keller Bldg. Suite 12
Fayette, MO 65248

Phone: 660 248-1148
Fax: 660 248-2268

MIT-E North

Bunceton
Central Methodist
University
Glasgow
New Franklin
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I-TV Teacher's Guide to Solving Technical Problems

1. Review all turn on procedures. Ensure that the monitors are turned on and that the cabinet below the document camera has power. It should have several lights on different hardware components.
2. If the other sites cannot hear your students, make sure your site is not muted. The Mute Button on your touchpanel will be highlighted if your site is not sending out audio.
3. Try to figure out what does work—any microphones, cameras, etc. Try to use what *does* work to aid in fixing or circumventing any problems.
4. Contact Sheri Eaton to confirm what is working, what can be fixed, and if class can continue with limited problems or interaction.
5. Have an alternate work plan in case the problem cannot be solved. Try to get students on task as quickly as possible.
6. Sheri will contact your remote students and their facilitators to let them know there is a problem.
7. If MIT-E is aware of problems at other sites in your class we will contact facilitators and let them know of any technical issues effecting your connection.