

## TROUBLESHOOTING TIPS FOR ACCESSING e2020 AT HOME

In an effort to make the utilization of e2020 as simple as possible for students working from home, we've created this guide full of helpful hints. Please reference this guide if you are having difficulty accessing the Virtual Classroom courses from a home computer.

1. Ensure that the home computer and Internet connection meet or exceed the recommended requirements.

### Recommended Requirements

#### Operating Systems

- Windows 7 (PC)
- Windows Vista (PC)
- Windows XP Pro (PC)
- Windows XP Home (PC)
- Mac OSX 10.4.8+ (Mac)

#### CPU

- 1.5 GHz or greater processor (PC)
- G4 1.5 GHz or greater processor (Mac)
- Intel Core Duo 1.83 GHz or greater (Mac)

Note: in order to achieve optimal performance on slower Macintosh computers, Education 2020 recommends running Firefox 3 and Adobe Flash Player 10.

#### Memory (PC or Mac)

- 512 MB RAM\*

#### Hard Disk(PC or Mac)

- 100 MB available disk space for browser cache

#### Display (PC or Mac)

- 800x600 resolution\*
- 16 bit colors\*
- 128 MB graphics card (Mac)

#### Sound (PC or Mac)

- Windows Certified Sound Card, speakers or headphones

#### Network(PC or Mac)

- LAN 10/100 switched to desktop
- Internet access > 2.0 mbps per concurrent user to download video lectures

#### Web Browser

- Internet Explorer 7.x (PC)\*
- Firefox 2.0 (PC or Mac)\*
- Safari 2.0 (Requires 10.4, Mac)\*

#### Plug-Ins (PC or Mac)

- Macromedia Flash™ Player 9\*
- Adobe® Reader® 7\*
- Apple QuickTime® Player 7\*
- Macromedia Shockwave® Player 10\*
- Sun Java Virtual Machine 1.4.2\*
- Microsoft Silverlight 1.x or 2.x (optional)\*

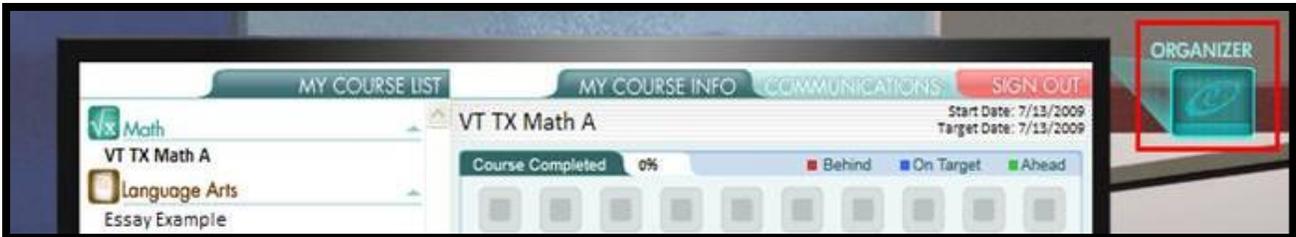
\* or greater

2. Clear the Internet cache.
  - A. In your browser, delete the temporary Internet files and cookies. You can do this by clicking the **Tools** menu and clicking on **Internet Options**. On the General tab, in the Browsing History section, click **Delete**.
  
3. Refresh the video player.
  - A. Hold the **Ctrl** key on your keyboard while pressing the **F5** key at the beginning of a video; this refreshes the player and should clear out any caching done by Adobe. You can also go to Adobe's online settings panel and click on the Delete All Sites button.



4. If none of the previously listed solutions works, please try these solutions:
  - A. Uninstall and reinstall Adobe Flash player. The link to download Flash Player 10 is: <http://www.adobe.com/products/flashplayer>. (Please note that you will need to reboot your computer after uninstalling and reinstalling the player.)
  - B. Load the video in Firefox, and press the **Refresh** button to see if the player will refresh.
  - C. When the video appears, press the **Pause** button to give the video a chance to fully load before playing the video.
  - D. Only have the Virtual Classroom open when you are working. Education2020 is a resource intensive application, so having any other applications open or running in the background can cause problems.
  - E. Wireless Internet can drop connections intermittently, so it is recommended that you hard wire your computer to your Internet connection.

- F. Set up your account to look for video lectures from Education2020's server instead of your school's media appliance.
1. Log into the Virtual Classroom.
  2. Click on the **Organizer** button.
  3. Click on the **Settings** button.
  4. Once in the Settings screen, ensure that the correct media server is selected.
    - a. **School**, if working at school.
    - b. **Home**, if working from a location outside of school.
  5. It's a good idea to perform this action every time you log in from home, as this setting will reset to the default setting at the next login.



- G. Be sure to include [http://\\*.education2020.com](http://*.education2020.com) as a trusted site in your browser. Click the **Tools** menu and then click on **Internet Options**. On the Security tab, click the **Sites** button and add [http://\\*.education2020.com](http://*.education2020.com) as a trusted site.



- H. Check your true Internet connection speeds by opening up a web browser and going to <http://www.speedtest.net>.
  1. Click on the **yellow ABQ pyramid or areas nearest your location**. This will ping your upload and download speed.
    - a. For our video lectures, the recommended download speed is 5.0 mbps and the required speed is 2.0 mbps. This is because you are pulling video from the servers at the e2020 home site in Scottsdale, Arizona rather than from your school's media server.
    - b. If you experience fluctuation in the system dipping down below the 2.0 mbps requirement for playing video lectures, this can occur due to others on your street using the Internet, incoming or outgoing phone calls, other web pages or programs that you have running, or even hidden applications like Windows Updates that can take place in the background of your computer's operations.
  - I. Many problems can be solved before you begin by using tools available to help you learn the e2020 program. While in the Virtual Classroom Lobby, click the **Organizer**, then click the **Resources** button, and then click the **Orientation Videos** button. These videos will guide you through using the Virtual Classroom.

Should you need further assistance please contact your teacher and provide them with as many details as possible about the problem.

Good luck and we are glad to have you as part of the e2020 family. ☺