

Frequently Asked Questions For Students

Will I be required to buy a ResponseCard ("Clicker")? Where will I be able to get one?

If you are required to purchase a ResponseCard, it will be listed on your syllabus and available for purchase with your textbooks in Bookstore. Since this is now the standard clicker on campus, you may be using it for several classes during your time at the College. If you buy one, you can re-use it for your other classes that require the Clicker. Otherwise, you will be able to sell it back.

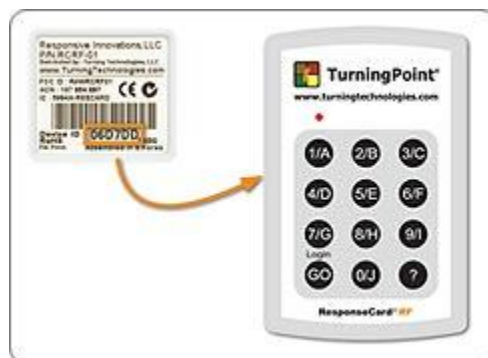
How do I register my Clicker?

You need to register your clicker at the [Turning Technologies](http://www.turningtechnologies.com) web site.

Where do I find my device ID number? The device ID number should be alpha-numeric, but can it be all numbers?

The device ID number is located on the back of your Clicker under the bar code. The device ID number will be either a 6 digit alpha-numeric code or a 6 digit numeric code.

While it is possible to have an ID with numbers only, the numbers are hexadecimal. The numbers can only be 0-9 and A-F. For example, the number will not contain any O's or I's.



Can I share a Clicker with a friend?

No. Only one clicker can be registered for one student per semester. **You cannot share a clicker.** If you are borrowing a clicker from a friend, make sure they will not be using it during the term. You will need to re-register that particular clicker for yourself for the entire semester. You cannot change clickers during the term, and there is no re-registering of a specific clicker during the term.

Can I borrow a Clicker from a friend?

Yes, but... If you know that your friend will not be using their clicker for the entire semester, you can borrow it, but be sure to register it under your name for the term. Remember, that a clicker can only be registered to one student for the term.

Why is my Clicker not working?

Double check to make sure the batteries are not dead. When you hit a button, the LED light in the upper left corner should light up. If it does not, you will need to change the batteries. The ResponseCard ("Clicker") takes two round watch batteries (Number: 2032).

When a poll is open and the light turns red when you enter your response, your Clicker is not on the correct channel. Check with your instructor to verify which channel you should be on. Then follow the steps below to change the channel on your ResponseCard.

1. Press "Ch" – the lower left button. The LED light should start flashing red-green.
2. Enter the two digit number for the desired channel.
3. Press "Ch" again. The light should turn green if the ResponseCard recognizes the receiver. If it flashes red, it did not detect a corresponding receiver. Try changing the channel again.



What channel should my Clicker be set to for my class?

Your instructor should tell you at the beginning of the course what the channel is for your classroom.

I've registered my Clicker and joined the class; why are my responses are not recorded?

Are you on the correct channel?

If your Clicker is on the wrong channel, it will flash orange/yellow for 8 seconds. On the 9th second, it will turn red. Try changing the channel on the Clicker. Your professor will need to tell you what channel to set it to.

For example: The default channel is 41. To reset your clicker to channel 41, press Ch-4-1-Ch. Then press number 1 to confirm. When you correctly program the Clicker, the light will turn green.

Are you on the Faculty Member's student roster?

If your teacher has asked for your Device ID number and put the numbers into a list, it is possible that you professor has selected to not accept responses from devices not currently on the list. Check with your professor to ensure your device has been included in the list and that the Device ID number is not incorrectly typed.

Is polling open on the professor's presentation?

If it is not currently a polling slide, polling will not be open and you will not receive a green light.

Why does the ResponseCard classroom clicker flash different colors?

- **Green:** Confirmation that the RF Receiver has received a response from the ResponseCard.
- **1 Yellow:** The ResponseCard is sending a signal and waiting for confirmation from the RF Receiver.
- **7 Yellow and 1 Red:** Your Clicker is set to a different frequency than the receiver. You need to change your channel to match the receiver.
- **Red:** Response not received by the RF Receiver.
- **Green and Red:** In Channel Changing mode.

Whom should I contact if I need help?

If your instructor is unable to answer your questions, feel free to contact the IT Helpdesk with your questions.