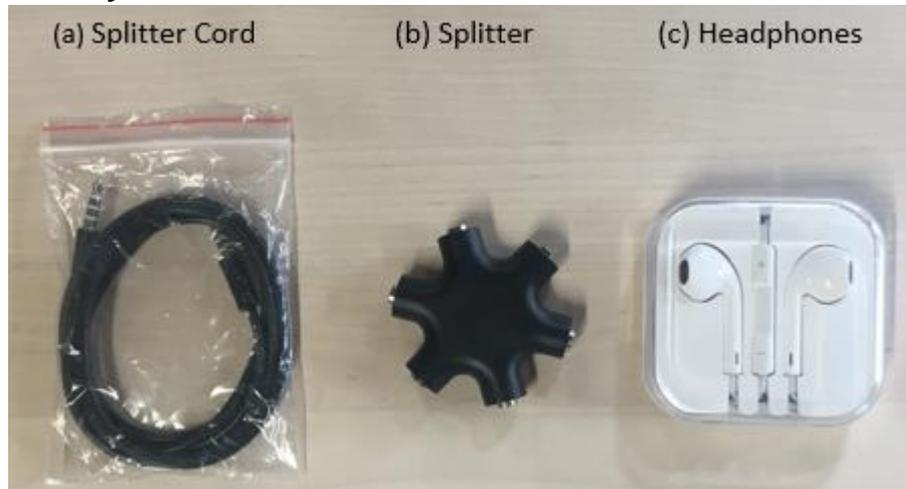


# HOW TO ASSEMBLE YOUR MYROAD SCHOOL KIT

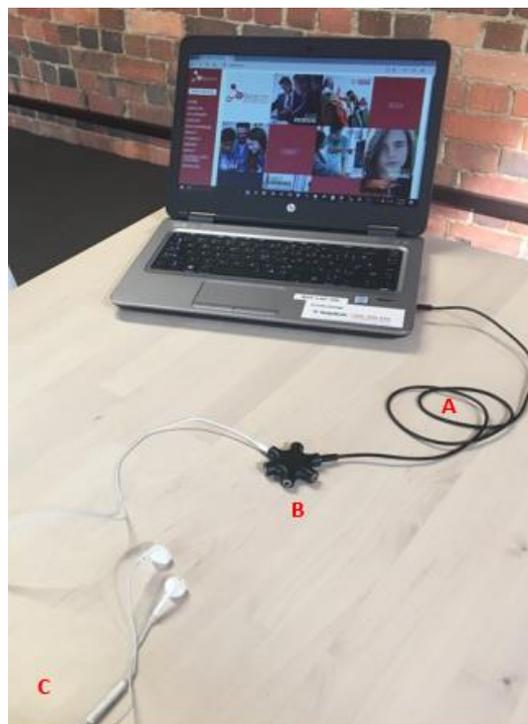
**Teachers / IT Department / Beacon on the ground staff** - When setting up each computer with your headphones, splitter and splitter cord, please assemble as per the photos below.

## 1. The content of your kit is:



## 2. Assembly instructions:

1. Connect one end of the black splitter cord (A) to the black six-pronged splitter (B).  
**Note:** make sure the cord is pushed all the way into the splitter. If sound is still not great, try jiggling the cord.
2. Plug the other end of the black splitter cord (A) into the audio jack on your laptop or desktop PC.
3. Plug each student's headphones (C) into a prong in the splitter.



# SOUND ISSUES

As a MyRoad school or mentor, from time to time you might experience technological issues. Below are some common problems and simple solutions that might assist.

If you are experiencing sound issues either as a mentor or student and the person at the other end of the videoconference **CAN'T HEAR YOU CLEARLY**, these tips should help. Check if the sound has improved after each step below and if not, keep going to the next step:

- **Unmute your computer sound:** Check if your desktop or laptop computer is on “mute” and if so “unmute”.
- **Maximise computer sound:** Maximise the sound on your computer, usually in the bottom right dashboard of your computer, by clicking on the sound icon below and maximising the volume.

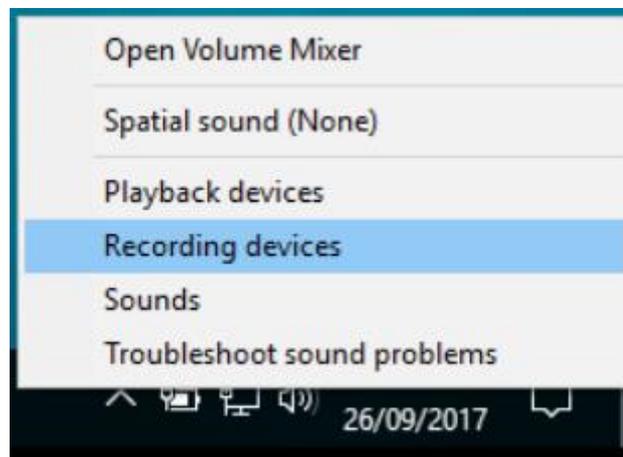


- **Maximise sound via recording devices:**

1. Right-click on the **sound icon**, usually in the bottom right-hand corner of your computer.

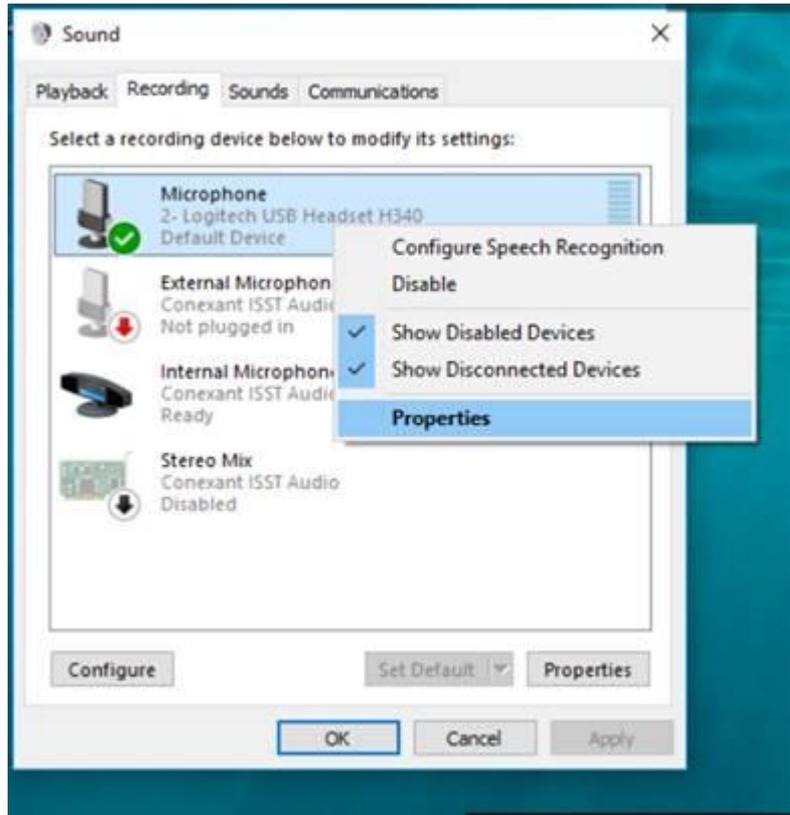


2. Choose “**Recording Devices**”  
(PTO)

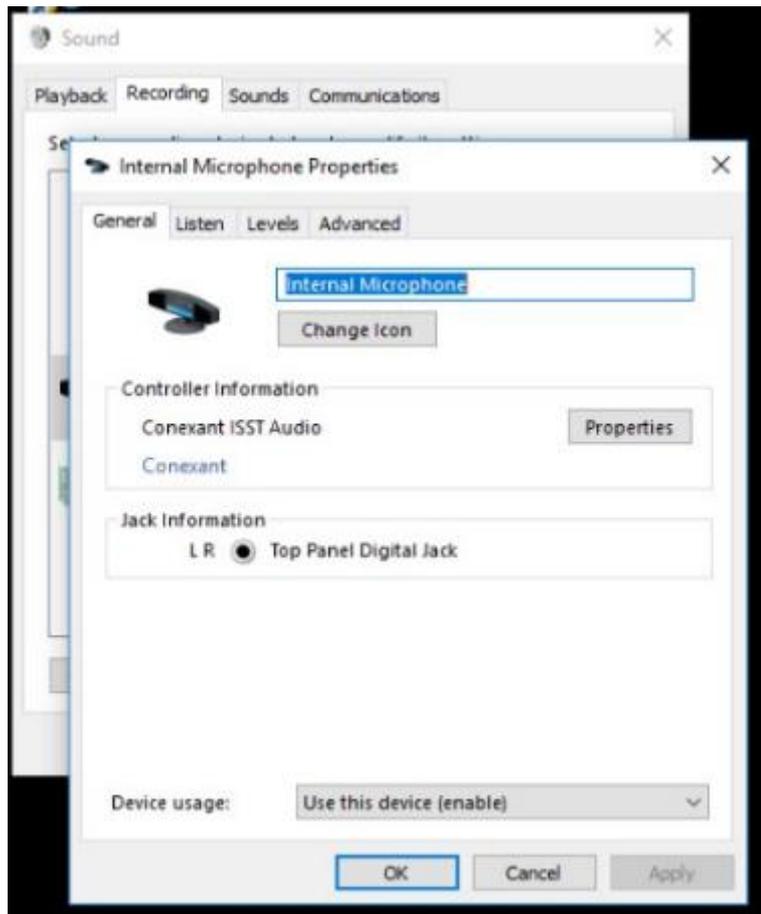


3. Right-click on “**External Microphone**” (or whichever microphone has a green tick).

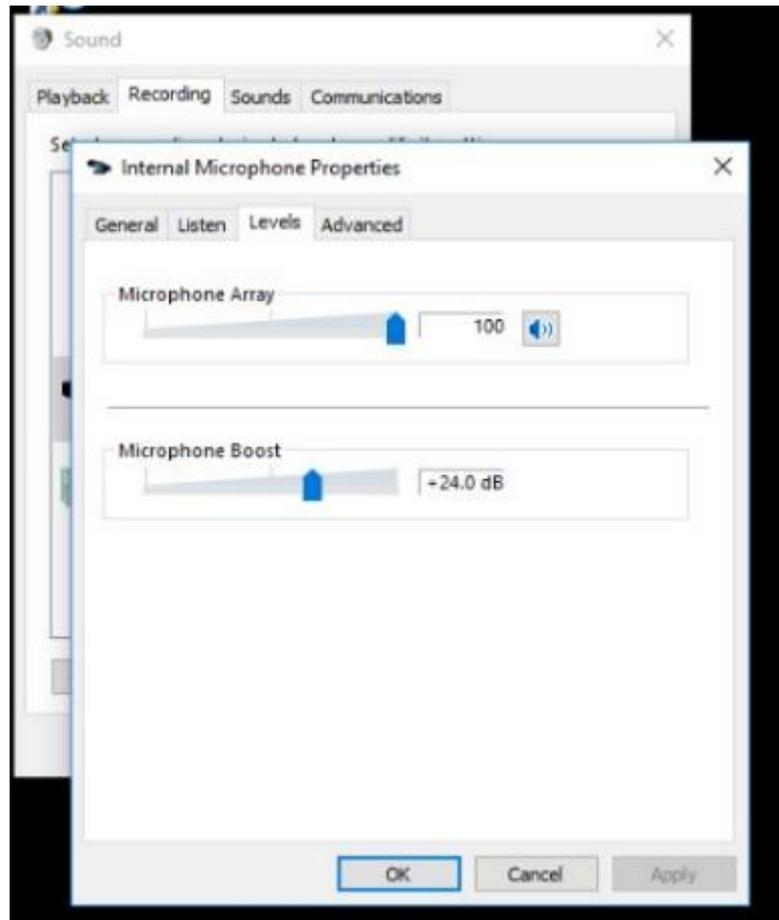
4. Then select “**Properties**”.



5. Then select “**Levels**”.



6. Move the “**Microphone Boost**” bar to between half-way and three-quarters of maximum (any higher and the sound might be too loud and distorted).



After these steps, check if the person at the other end of the videoconference can hear you more clearly. If so, great, continue with your session.

If not, continue to **Maximising Zoom volume** instructions below.

- **Maximise Zoom volume via recording devices:**

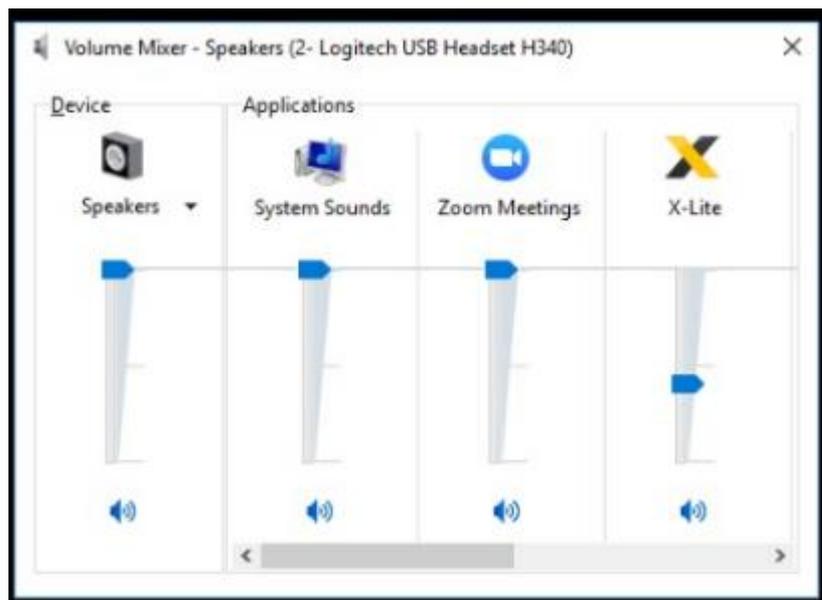
1. Right-click on the **sound icon**, usually in the bottom right-hand corner of your computer.



2. Then choose **“Open Volume Mixer”**.



3. You'll see a range of volume controls pop up. Scroll across until you see the one called **“Zoom meetings”** and move the volume bar up to maximum to maximise volume in Zoom.



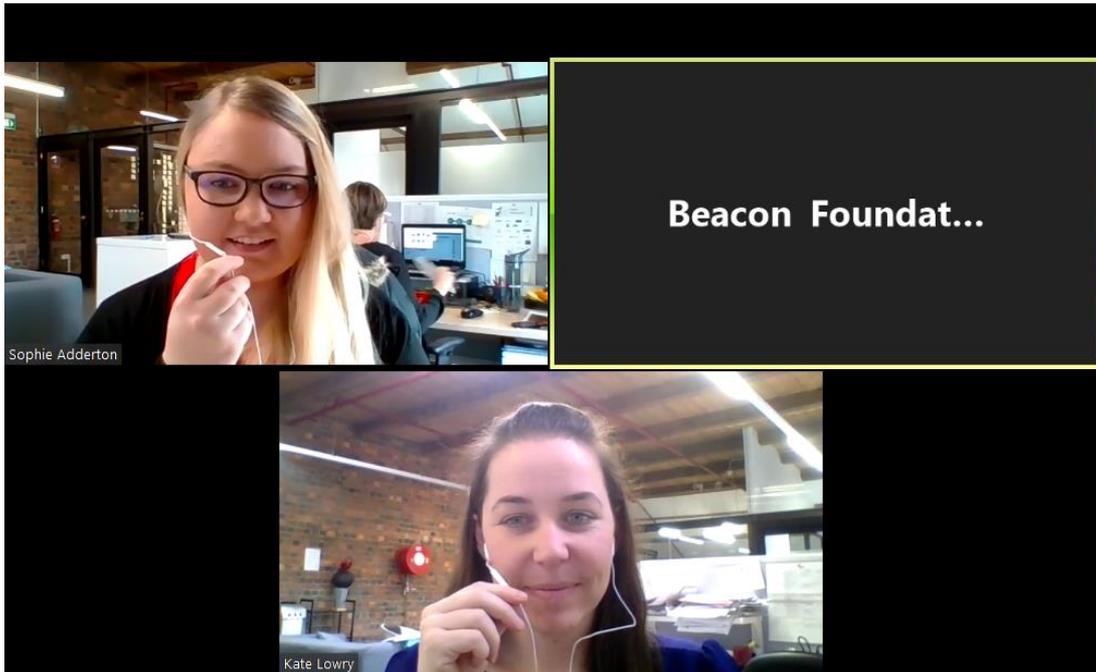
The above steps should fix the problem of others not being able to hear you clearly.

If you are having the problem of **NOT BEING ABLE TO HEAR THE OTHER PERSON** on the Zoom conference clearly, talk them through the above steps to maximise their volume.

If the above steps followed at both ends don't fix your audio problems, as a last resort students can unplug their splitter and headsets and use the computer audio directly (if doing so those students would ideally move to a quiet spot away from other groups where possible).

## OTHER SOUND TIPS

- **Hold headset microphone close to mouth:** Each MyRoad student will be given headphones to keep, which have an inbuilt microphone. If mentors are having trouble hearing, students can hold the microphone close to their mouths when speaking (below).



- **Video sound cannot be heard:** Whilst playing module videos either at the mentor or school / student end, if the person on the other end of the Zoom conference can't hear a Module Support Video being played, the below tip should help.

Before playing each video, you'll need to click "Share Screen" in Zoom. Please ensure when you do so that you click the "Share Screen" button **ONCE ONLY** (don't double-click).

A dialogue box will then appear with two check boxes at the bottom of the screen - "share computer sound" and "optimise for full screen video clip". Ensure both boxes are ticked each time you share your screen.

If students cannot hear a video, it most likely means you haven't ticked those two boxes, in which case click the red "Stop Share" button at the top of your Zoom screen then click the green "Share Screen" tab again **JUST ONCE**, this time ensuring both boxes are ticked.

# VIDEO PROBLEMS

If you are experiencing “visual” issues including not being able to play Module Support Videos at the mentor or school / student end or you can see other student groups on your videoconference instead of your mentor, the below tips should help:

- **If you can see other groups of students instead of your mentor:** This most likely means that more than one group of students has logged into the same Zoom link. Please log out and ensure each student laptop / computer is logged into a different Zoom link.
- **If you can't play Module Support Videos:** If you are unable to play the required Module Support Videos (mentors) or Introductory Video (school), there are some tips below that might help:
  - **Mentor videos:** The MyRoad team will have given you access to the link below which is your Video Launch Pad. Keep this page open during your session as this is where you'll play Module Support Videos in each module and is where you'll also copy the student evaluation survey link and send to students.  
<https://ebeacon.net.au/myroad/session-content/>.

In the event that the thumbnail videos fail to play / load at the mentor end, try the Alternative Source Video URL under each square video thumbnail as a back-up. If the thumbnail videos won't play / load, the alternative source most likely will.

If neither of those options work, you can send students via the Chat box in Zoom the student version of the videos page and ask them to play the videos at their end whilst sharing their screen with you. Again, if the thumbnails don't work for students at their end, again the alternative source videos underneath each thumbnail should work. You can copy the student video URL from within your Video Launch Pad and you'll find it under “**Troubleshooting video problems**”.

If all else fails and you cannot play the videos at the mentor or student end, just continue with your session and focus on having discussions around the questions provided without playing the videos.

- **If videos are taking a long time to buffer:** This could be a browser or an internet issue. Chrome is the preferred internet browser for mentors and schools but if Chrome is not available, Internet Explorer or Edge are the next best. As advised in the MyRoad tech check list, wired internet cables are preferred where possible to WIFI as the internet connection will be more stable.

# HOW TO PLAY VIDEOS WHILST IN ZOOM

Mentors, you'll play a total of 15 Module Support Videos whilst in your Zoom videoconferencing session with students. This is not as difficult as it sounds but can be stressful when trying to do it quickly while others are watching. A bit of practice beforehand will make for a more seamless experience for mentors and students.

## Preparation and set-up:

- To avoid any issues with videos being slow to load during your session (ie "buffering") it is a good idea to play them all in advance (each video is only a minute so playing them will not take long). All videos are available here <https://ebeacon.net.au/myroad/session-content/>.
- You will be logged into Zoom videoconferencing and interacting with students when it comes time to play each video. Your Session Run Sheet (at <https://ebeacon.net.au/myroad/mentor-active-day/>) will prompt you when to play each video, so ensure you have it printed out.
- Have your Session Day Launch Pad open ahead of your session (<https://ebeacon.net.au/myroad/mentor-active-day/>) and have the "Module Videos" tab open. Keep this videos window open for your entire session. It's from here you'll play all your videos, with each one numbered and in order. When prompted by your Run Sheet, play the video that matches the number on your Run Sheet (ie Video 2.1).

## Practicing in Zoom

To get familiar with Zoom you can use this test meeting link at any time:

<https://zoom.us/test>

Watch these short videos for more information about using Zoom:

How to join a meeting:

<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->

Test Audio & Video on your device

<https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Audio->

User controls (mute, change name, etc)

<https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls->

Sharing your screen

<https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen->

# TIPS: PLAYING YOUR VIDEOS ON THE DAY

**STEP 1:** Mentors, to play your chosen video, you'll need to share your screen with students. To do so, click the green "Share Screen" button at the bottom of your Zoom screen (if you can't see the Zoom panel / dashboard, hover your mouse at the bottom of your screen until it appears).

**Tip:** Be sure to click the "Share Screen" button **ONCE ONLY** (don't double-click) and a dialogue box will appear with two check boxes at the bottom - "share computer sound" and "optimise for full screen video clip". Tick both. If students cannot hear a video, it is most likely because you haven't ticked those boxes, in which case click the red "Stop Share" button at the top of your Zoom screen then click the green "Share Screen" tab just **ONCE**, ensuring both boxes are ticked.

**STEP 2:** After sharing your screen in Zoom, hover your mouse over the thumbnail icon of the video you want to play on your Module Videos page.

Click the "play" icon  then immediately click the full screen icon in the bottom right corner of the video 

**STEP 3:** Watch the video with students. When the video is finished, click the red "Stop Share" tab at the top of your screen. This will return you immediately back to your videoconference with students in full screen chat mode.

**Repeat the above steps for each video you play.**

**Please note:** If videos are not playing properly at the student end (ie sound or video is patchy), you have a student video URL in your module videos page that you can send to students via the chat bar. Students can then play the videos at their end. You may have to talk students through how to share their screen before and after playing videos although there are also instructions in the student video URL that you will send them. That way, you can still both watch all videos together.

If you find it all becomes too much, or the video technology fails on the day, please just use the questions in your Session Run Sheet to generate discussion with students without using the support videos.

**Good luck in your session and don't hesitate to contact the MyRoad team on 1300 935 627 for any issues leading up to or during your session.**