

What you will need to get started with Wimba:

This document has been designed to assist you in preparing to use Wimba Classroom, and some of the essential things to both buy and check.

1. Assess your computer

- ❖ Visit our [System Requirements](#) (link opens in new page) page to make sure you are using the correct equipment.

2. Purchase your Headset with Microphone and install on computer

- ❖ You can purchase either a standard or USB headset. Wimba recommends Logitech or Plantronic brands.

3. Run the Wimba Wizard

- ❖ At least 48 hours before your first session, run the Wimba Wizard which is available from your Wimba Classroom link. The Wizard checks for the following:
 - Popup Blockers
 - Java version
 - ❖ If you successfully run the wizard, you are prepared to use Wimba Classroom.
 - ❖ If you cannot complete the wizard, use one of the methods below to get help.
-

Technical Support:

Technical Support is always on hand to provide assistance with Wimba Classroom. Wimba has many ways to contact our support team; these are listed below for your reference in the future and always available from: http://wimba.com/support/support_center.php (link opens in new page)

Wimba Classroom Knowledge Base

- ❖ <http://www.wimba.com/technicalsupport/> (link opens in new page)

Telephone Support

- ❖ 24/7 Technical Support Number
 - (866) 350-4978 (USA / Canada)
 - 0800 007 6788 (UK)
 - (703) 956-3917 (other)

Email Support

- ❖ technicalsupport@wimba.com