Student i>clicker Troubleshooting Guide

Be sure to register your remote for each class using clickers at mycourses.unh.edu, NOT at iclicker.com

My i>clicker won’t turn on.
• If the remote is new, be sure that the plastic tab has been removed from the battery case in the back.
• Be sure that the batteries are facing the correct way and are fully inserted.
• If you think it is possible that your batteries may have no charge left in them (average battery life is 200 hours), try replacing the batteries.

My i>clicker won’t connect to the base.
You can only connect to the channel when an i>clicker session is running.
• Be sure that you’re using the correct frequency code. The code for each classroom is displayed on the wall at the front of the room.

I registered my clicker, but my grades are not showing up in Gradebook.
• Make certain that your clicker is not still set to “AA”. There are no classrooms on campus using this code, and your clicker being set to it means that you have never properly connected to the base.
• If your clicker is on the correct frequency for your classroom, but you still cannot see your grades, your professor may need to sync their i>clicker roster with Blackboard again. If you registered your remote late or had to replace your clicker, the roster will need to be updated in order for you to begin receiving credit. You will need to discuss this with your professor.