

## Having problems with my Internet dial up connection to Blackboard?

### Dial-Up Modems

Dial up modem idle time – Do you know how long you can be idle – check with your Internet Service Provider (ISP) as you may be disconnected after several minutes – even while waiting for a new page to appear or scrolling through a web page (which often happens when a student is reading online or taking a Blackboard quiz). Suggestion: you may want to open another browser window to another site and periodically access other links on the page to fool the ISP server into staying connected.

Picking up the phone can cause an interruption to your web connections. Suggestion: Let others know in your home if you are taking a test online.

Sometimes call waiting may cause problems for your continued connection. Here is a suggestion: if you use a dial-up Internet connection, disable call-waiting by dialing \*70 before you connect to the internet (or change the phone setting on your PC) to take a Blackboard test or using Blackboard.

From Start Menu – click on Control Panel – click on Phone/ Modem Options – click on Dialing Rules for your location – click Edit – add Check “To disable call waiting” - select the correct code from the drop-down menu to the right (usually \*70) – click OK. This setting should reset to allow call waiting when you close your browser but can do the same steps above to enable.

Callers will receive a busy signal. Remember to re-enable call waiting when finished. Always confirm any changes with your ISP.

### ALL Connections

#### **Know your time-out sessions and ISP information regarding connections**

Check your phone connection for static, which will affect your connection.

Filling in forms does not generate traffic back and forth across the Internet connection, and it is not viewed as "activity" for the purpose of automatic time-outs. This means if you're online but not actually using the connection they will kick you off for being idle after a set amount of time - often around the 10 minute mark.

#### **Avoid Losing Your Work: essays/ long discussion/ thoughtful responses:**

We recommend working offline using a Word Processor such as Microsoft Word or WordPad. Save the file to your computer or disk - then copy and paste into the Blackboard tool as directed by your instructor. Many students have composed long answers online and lost all information upon submission due their ISP disconnection, timed-out, power failures, etc

#### **Quizzes/ Assessments**

After reading the question and answering – SAVE your answers each time.

Some browser actions may unfortunately cause students to exit an exam. Students should NOT do the following:

- Click Back, Forward, Home or Refresh in the browser
- Enter a new web site address in the toolbar
- Use bookmarks or Favorites
- Netscape – resize browser window as this causes a refresh; attempt to print the assessment
- AOL – there are some issues and students will want to use another browser