January 16, 2009

Dear i>clicker customers:

It has come to our attention that some students may have clickers on which the remote ID sticker ink has rubbed off. When we manufactured our remotes, we took precautions against this exact problem. Unfortunately, these measures were not enough. Please rest assured that we are proactively taking additional steps to prevent this issue moving forward. We apologize wholeheartedly for the inconvenience. The following is a list of solutions for students and instructors alike:

**STUDENTS**

If you bought your clicker (used or new) last fall and were able to register it then, you are still registered and will be until July of this year.

If you registered before August 2008 call our technical support line at 866.209.5698 (9 AM-11PM M-F) or support@iclicker.com. They will locate your ID for you based on your student ID and or/name so that you can reregister.

*If you purchased a used clicker with an ID that had rubbed off and this is your first semester using it, you must go to your instructor for help on finding your remote ID.*

**INSTRUCTORS**

If your student registered their remote after August 2008, their remote is still registered and their registration will show up when you synchronize web registrations from i>grader. If the student has registered the clicker that they have now on a previous date, they can call our technical support line at 866.209.5698 (9 AM-11PM M-F) or support@iclicker.com. They will locate their ID for them based on student ID and or/name.

Students who bought a used clicker, however, will have to come to you for help in finding their IDs via one of the methods below. Remember that with i>clicker, students can vote right away without being registered, so there is no worry that their votes are not being recorded.

**Determining i>clicker remote IDs when the ink has rubbed off:**

At the beginning of each term, we suggest you first recommend to all of your students that they put a piece of transparent tape over their remote IDs to keep the ID from fading. If a student has a remote that no longer has the ID sticker on the back, he/she will need your help determining the ID. Regardless of what method you use, be sure to **have students make a note of their remote ID for future reference.**

If only a few students are affected:

1. Select "Loan/Register Clickers" from the drop-down arrow menu on the i>clicker toolbar
2. Select the first affected student’s name from the Student: drop-down menu
3. Ask that student to hold down the on/off button until the power light flashes and then enter the frequency code for the receiver (the default is AA)
4. The Remote field will auto-populate with the remote ID

If many students are affected:

1. Gather them together after class or during office hours
2. Select “Loan/Register Clickers” from the drop-down arrow menu on the i>clicker toolbar, then click on “Roll Call” along the bottom of the window
3. Have the students follow the onscreen instructions to register their clickers; their ID will appear next to their name

Or:
1. Have affected students form a line by your computer after class
2. Display the voting results grid from the Question/Polling tab in Settings & Preferences
3. One by one have students vote using their remotes—their ID will appear in the grid on the screen

If you have any questions about any of the information above, please feel free to contact i>clicker technical support at support@iclicker.com or 866-209-5698 9 AM-11 PM EST Monday-Friday.

Our apologies for any inconvenience this may have caused. Please rest assured that we are aware of the issue and are taking active measures to correct it! Thank you for being an i>clicker user, and let us know if there is anything we can do to help.

Regards,
The i>clicker team