

Class Course Terminal

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What are the computer configuration requirements for downloading the client?



Recommended configuration:

● Windows

CPU: i5-8250U or higher

Memory: 8GB or more

System: Windows 7 or later (XP system is not supported)

● Mac

Memory: 8GB or more

System: 10.13 or later

What should I do if I can't find the desktop icon after installing the client?



Locate the executable program in the installation directory and right-click to set up a shortcut.

What should I do if the client login page shows a white screen or a dotted frame?



Display of white screen issues:

1.png

Display of dashed frame issues:

2.png

Operation:

Right-click the elink icon, select Properties, and then open it in compatibility mode. It is recommended to use the Windows Vista (Service Pack 1) mode to open it under Windows 7.

3.png

How can instructors start a class on the client side?



After the instructor enters the classroom, click the "Start Class" button in the upper right corner to begin the class:

4.png

Class time requirements:

1. Classes can be started within 30 minutes before the scheduled start time.
2. If the class has not started after the set end time, the course time needs to be readjusted on the management console before starting the class.

How does the client test the device?



Click on the device detection in the settings in the upper right corner to test the speakers, camera, and microphone.

1.png

(1) Speakers

Click to test the speakers. If you can hear sound, it means the speakers are working properly. If you can't hear sound, you can switch the speaker device and test again.

2.png

(2) Camera

After selecting the camera device, if you can see the video image, it means the camera is working properly.

3.png

(3) Microphone

After selecting the microphone device and speaking, if you can see the volume fluctuate, it means the microphone is working properly.

4.png

What should the instructor do if they accidentally click the end class button during a class on the client side?



After the instructor clicks the "End Class" button during the class, A pop-up window will appear:

1. Click "Take a Break" to return to the course list page. The course will not end and you can enter it again.
2. The "End Class" button will have a 5-second countdown to prevent accidental course termination.

30.png

31.png

After the countdown ends, the "End Class" button will light up and can be clicked.

At this time, clicking "End Class" will end the class session and you cannot start it again.

32.png

Click the top right corner to close the interface and return to the course calendar list page.

33.png

How to play animated PPTs during classes using the client?



When using courseware, click the button in the figure or use the left and right arrow keys on the keyboard to play the courseware animations.

1.png

How to delay the end of the class?



When there are 5 minutes left in the course, the instructor will be prompted to decide whether to extend the class. Click the 'Extend for 30 minutes' button to delay the end of the class. Each class can be extended twice.

1.png

The client cannot enter the live streaming room all the time and frequently prompts 'timeout'?



When a 'timeout' prompt appears, it indicates that the current network is poor. Check if your mobile network is stable or connect to a Wi-Fi network with a stable internet speed, and then enter the live streaming room again.