

## **Audio Problem Troubleshooting in Wimba Classroom**

### **If the person can hear but cannot talk (most common):**

#### **To Resolve Microphone Problems (per Wimba.com information)**

If someone have correctly connected your microphone, but others still cannot hear them, you should ensure that a) their computer's recording controls have the proper settings, and b) their microphone is functioning.

#### **To Check Recording Control Settings (PC)**

Open Volume Controls by selecting: Start -> Programs -> Accessories -> Entertainment -> Volume Control.

Click the Options menu and select Properties.

Select the Recording button.

From the list, make sure Microphone has a check mark next to it.

Click OK.

Go to the Microphone section and make sure the select box is set to a **non-muted option**. They may also want to adjust the slider, if volume level is an issue.

#### **To Check Volume Control Settings (Mac OS X)**

Open Sound Preferences by selecting: Apple Menu -> System Preferences -> Sound -> Input.

Make sure that the Input Volume slider is sufficiently to the right and the correct device is selected for sound input.

#### **Check Microphone Function (PC)**

If their volume controls have the proper settings, you should ensure that their microphone is functioning. First make sure that their microphone is turned on (if there is an on/off switch) and properly plugged in and the mute is not accidentally pressed on the cable or on the headset itself (this varies and is typically common on USB headsets).

You can have someone record an audio clip and listen to that clip to ensure that your computer can properly capture your audio:

Open your Sound Recorder by selecting: Start -> Programs -> Accessories -> Entertainment -> Sound Recorder.

Click the circular **Record** button to start your recording.

Speak into your microphone for several seconds. As you speak, you should see the audio meter register your voice.

Click the square **Stop** button to stop your recording.

To play back your recording, click the triangular Play button. You should hear the audio clip you have recorded. If you can't hear the clip (or did not see the audio meter register your voice), the issue is most likely related to your microphone.

### Check Microphone Function (Mac OS X)

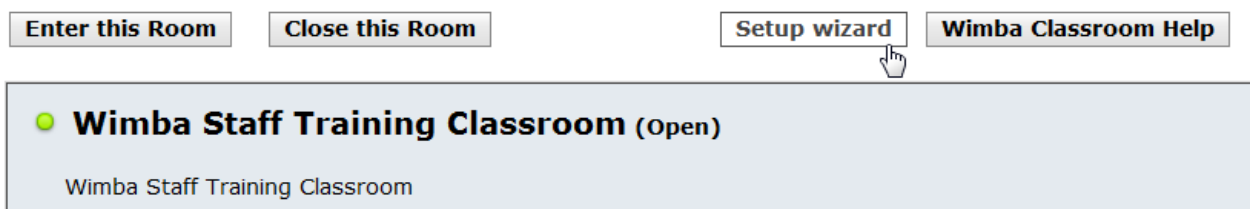
If your volume controls have the proper settings, you should ensure that your microphone is functioning. First ensure that your microphone is turned on (if there is an on/off switch) and properly plugged in. You can then use your Sound preferences dialog to determine whether your computer can properly capture audio:

**Open your Sound Preferences by selecting: Apple Menu -> System Preferences -> Sound -> Input.**

When you speak into the microphone, the Input level volume meter should register your audio. If it does not, the issue is most likely related to your microphone.

**If these options do not fix the problem, there are other options within Wimba that you can try to fix audio issues:**

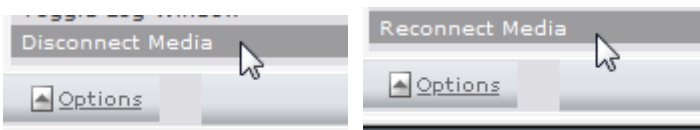
1. Re-run the **Wimba Setup Wizard** and ensure they can hear and talk.



2. They can **Exit** and re-enter the Wimba Classroom.



3. They can try **Disconnect/Reconnect Media** to refresh the audio under **Options**.



4. They can click on **Options>Audio Inputs** to select the right headset/audio input (puts a check near the right option). Note, if they do not have any headset listed, this means that likely the Wimba application and/or the Operating system is not detecting the microphone on the headset.




### Reboot/Telephone Simulcast

A system reboot while the headset is plugged in as a last resort but can fix connection issues but may take some time and the [Telephone Simulcast](#) provides a backup option if your microphone is not working and the person can also text if they have that ability in the room. **(Note, the problem could also be an old headset on its way out (feel free to ask if it is brand new)).**

The **Telephone Simulcast** provides a backup option for users who do not have a microphone or are experiencing technical difficulties.

However, there are limitations this way to use Wimba controls like being able to mute yourself with \*6 so, we may want to refer folks to call in [on the phone only](#).

1. To access the Simulcast, click the **Phone** icon . A telephone number and PIN will appear.  
(If the **Media Bar** does not appear, type **/phone** in the **Text Chat Area** and press **Enter** on your keyboard. Dial-in information will then be displayed textually).
2. Dial the telephone number provided and enter the PIN when verbally prompted. You will hear three tones, indicating that you have successfully connected. You can now listen to session audio via telephone. If you are enabled to speak, you can do so using the telephone for your audio.

**Note:** Use of this option requires simultaneous access to the telephone and Internet for full participation in the presentation.

**To call in on the Phone Only**, they can use the number from the Landing Page like this one below and the student or presenter pin provided per room (you can give this to the student if they cannot access this page for whatever reason.)

Enter this Room

Close this Room

Setup wizard

Wimba Classroom Help

● **Wimba Staff Training Classroom** (Open)

Wimba Staff Training Classroom

**Phone Access:**      Dial-in numbers:      Pin codes:

Phone-Only Users and Phone Audio Controls (does not work with [telephone simulcast](#))

Phone-only Keypad Command Function (Has to be separate from some called in via the blue telephone – student or presenter; these commands do not work via the blue telephone connection (AKA the [telephone simulcast](#)):

\*6 Mute/Unmute self

*(The person on the phone must mute themselves when they are not speaking if on the phone or there will be much background noise and feedback in the room. If they cannot mute, you can mute them and let the professor know in text but; however, cannot mute them if they have presenter access.)*


\*9 List of commands

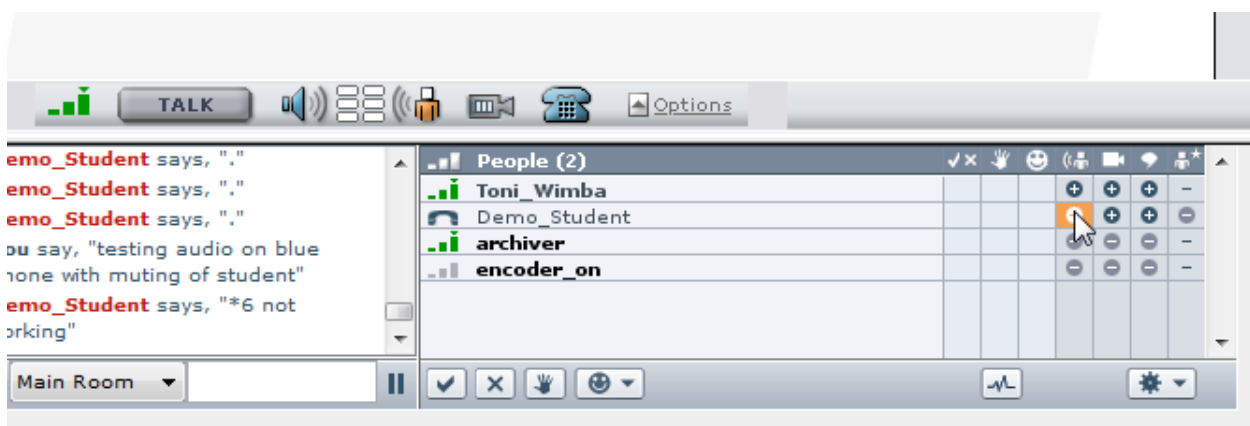
\*10 Raise hand

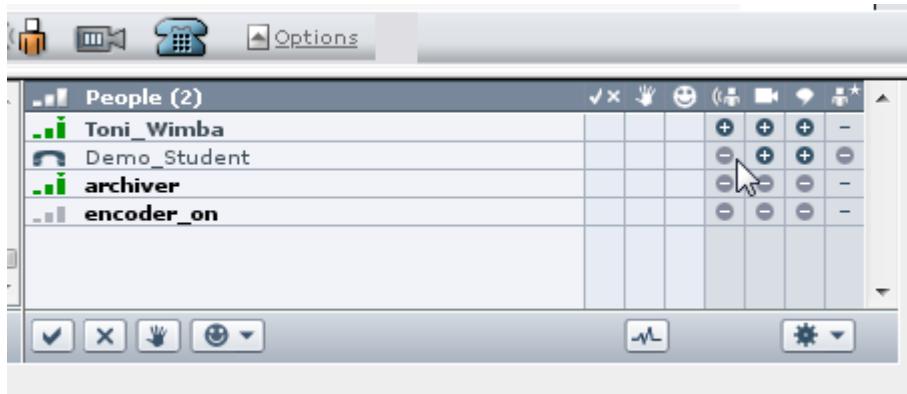
\*11 Indicate "yes" (poll)

\*12 Indicate "no" (poll)

How to mute/un-mute a student:

Click on the student's name or number in the first option  which will give a grey circle near their name.





Click on the same icon to un-mute which will give put a grey circle icon near the person's name. The option of \*6 to mute and un-mute works for phone only users; it does not work when the bridge is associated with the person's ID in Wimba ([telephone simulcast](#)).

**Additionally, If the person can talk but cannot hear:**

**If the person has no bandwidth (all grey bars):**

1. Verify again that the person is in the States and on **a wired connection** (it might take time to hear the door chime and see a red bar). We typically do not support folks on wireless connections and may have to ask them to [call in](#).
2. Check to verify any errors the person has popped up and check if they successfully went through the Setup Wizard (make a note of any error messages/error numbers for further troubleshooting). Have them run the setup wizard again regardless of errors to start on a clean slate. See the [list below](#) for some of the common error messages.
3. Sometimes the issue is with a problematic USB port so they could try disconnecting the USB connection and reconnecting after exiting the Wimba Classroom when securely connected. You can also prompt them through the same troubleshooting above similarly for audio issues with not being able to talk.

**Common Wimba Error Messages for common problems in General:**

**Error 132 (JSecureDoor Error)** - This problem is normally encountered during the setup process. Frequently it renders the user unable to hear the audio or view the slides in either a synchronous or asynchronous session. According to Wimba's technicians, the error message is generated because of an incompatibility issue between Microsoft Vista and recent versions of Java on some users' systems. The solution suggested by Wimba is to uninstall the program and install an older version of Java from their site.

**Error 142 (Unable to Download Door Archive)** - This problem is encountered when Wimba has been unable to fully install on your computer because there was some problem experienced while running the Wimba Setup Wizard. One of the workarounds suggested by the Wimba technicians is to simply re-run the Setup Wizard, which normally will fix the problem from the previous, unsuccessful installation.

**Error 160 (Invalid Door Archive)** - This problem is normally associated with a corruption of Java or the use of an outdated version of the program. To correct this issue, uninstall the program and then reinstall Java from their main download page.

**Error 184 (Unable to Write Message)** - This error message is usually caused by a personal firewall or security application on the user's computer. Contact Wimba support and one of their technicians will provide detailed directions on resolving the issue. The solution will vary depending on your operating system, installed programs, and overall configuration.

**Error 290 (Fatal Audio Library Error)** - This error is usually encountered because Wimba is unable to find an available audio device on your computer either because it is being used for another application or because an audio device has not been installed. To resolve this problem, first verify that audio is functioning properly on your system (test using either your speakers or headphones). Then, close and exit all other audio applications on your computer to ensure that they are not interfering with Wimba. These programs can include (but are not limited to) iTunes, Windows Media, Real Player, and other audio/video capture and playback applications. Wimba's technicians caution that there might be applications on your computer that utilize the sound card but are not actually opened so it is important to close all applications from the System Tray (on a Windows machine) or the Dock (on a Mac).

**Error 404 (File Not Found)** - This problem occurs when the link you are using to access the room is not (or no longer) connected to the Live Classroom. For example, an instructor can include a link to a live or archived session on the Blackboard calendar or post a link to a classroom in an announcement on Blackboard, enabling students to more directly access the Wimba resource. However, if that classroom is deleted but the student still attempts to access it via the link, an Error 404 message will be generated. This problem occurs only when a professor has deleted a room and will not happen if a classroom has simply been made unavailable.

**Error 500 (Archive Media Error)** - This error message is normally generated when a problem has occurred during the setup wizard, rendering Wimba from being unable to load recorded or live media content. Microsoft Windows contains settings that can be configured to allow a computer to connect to the internet through a proxy. If the proxy settings are configured incorrectly, this can sometimes cause an issue when the WimbaMedia applet is connecting to the Wimba Classroom server, resulting in WimbaMedia not working when attempting to view a live or archived session.