

Frequently Asked Questions

Other users cannot hear me when I speak into my microphone

1. Ensure that WimbaMedia has connected by viewing the triangular 'hat' on top of the **NetStats** Indicator. If the hat does not appear (and the bars are gray), then you have no connection.

If you should ever lose your connection to WimbaMedia, you may re-launch it by clicking the Options Menu and selecting Reconnect Media. This should restore your connection to presentation media.

2. Ensure that you are holding the **Ctrl** key (or **F8** key, if specified as your **Talk Hot Key**) or clicking the **Talk** button when speaking.
3. Ensure that your microphone is correctly plugged into the computer.
4. Ensure that your Hardware and Volume settings are correct (as detailed below).

To Check Recording Control Settings (PC)

- a. Open your *Volume Controls* by selecting: Start -> Programs -> Accessories -> Entertainment -> Volume Control.
- b. Click the *Options* menu and select *Properties*.
- c. Select the *Recording* button.
- d. From the list, make sure *Microphone* has a check mark next to it.
- e. Click *OK*.
- f. Lastly, go to the *Microphone* section and make sure the select box is set to a non-muted option. You may also want to adjust the slider, if volume level is an issue.

To Check Volume Control Settings (Mac OS X)

- a. Open your *Sound Preferences* by selecting: Apple Menu -> System Preferences -> Sound -> Input.
- b. Make sure that the *Input Volume* slider is sufficiently to the right and the correct device is selected for sound input.