

Frequently Asked Questions

Presentation Features FAQs

How do I send a text message to all the users in the room?

Make sure "Main Room" is selected from the **To:** pull-down menu next to the chat field, and then type your message. (If you do not see "Main Room" listed, you do not have permission to send public messages.)

Press the **Enter** key on your keyboard. Your message will appear in the **Text Chat Area**. You will see the words, "**You say**" preceding messages that you send. Messages sent by other participants are preceded by their name.

How do I send a private text message to only one person in the room?

In the **To:** pull-down menu of the **Text Chat Frame**, select the designated person's name. (If you do not see the name listed, you do not have permission to send a message to this person.) In most browsers, you can also click on the user's name in the **Participant Frame** to the right, then type your message in the text chat field to send a private message.

Press the **Enter** key on your keyboard. Your message will appear in the **Text Chat Frame**. You will see your name appear with the words, "**You tell**" preceding the designated person's name. Other users will not be able to see your private message.

Why can't I send chat messages?

You cannot send chat messages because your presenter has disabled your chat abilities. You will not be able to send any public chat messages (or private messages to other participants) until your presenter enables you.

You can always send private messages to your presenter.

Can I download the presentation slides to my computer?

No. You must either ask your presenter to email you the presentation materials, or you can view them once the archived presentation (if available), has been opened in the Lobby. Contact your presenter to find out if the presentation was archived.

How do I access closed captioning and slide descriptions?

If your presentation is being closed-captioned, type **/cc** (followed by pressing **Enter** on your keyboard) in the **Text Chat Area** to activate captioning. Captioning will automatically appear in the **Text Chat Area**. To deactivate captioning, type **/cc** (and press **Enter**) once more.

If your presentation is using slide descriptions, type **/sd** (followed by pressing **Enter** on your keyboard) in the **Text Chat Area** to activate these descriptions. Slide descriptions will automatically appear in the **Text Chat Area** when a new slide is shown. To deactivate slide descriptions, type **/sd** (and press **Enter**) once more.

The text chat messages are scrolling too fast. How do I stop this?

1. Click the **Pause** icon  located to the right of the chat message field.

The **Pause** icon changes to a **Play** icon , indicating that chat is paused.

2. When you are ready to receive new messages again, click the **Play** icon to resume chat.

Technical Issues FAQs

“One moment please. Loading ...” has appeared on my screen for the past few minutes

If you have not run and passed all tests in the Wimba Classroom Setup Wizard, close the interface and run the Wizard for further troubleshooting.

If you have already run and passed all tests in the Wizard, close the interface and try logging in again.

I do not hear audio, even though the presentation has started

Close the interface and run the Wizard for further troubleshooting. You should have received a link to the Wizard before the presentation. If you have already passed the Wizard:

- Ensure that WimbaMedia has connected by viewing the triangular 'hat' atop the NetStats Indicator. If you do not see the hat, then you were unable to connect, and you will not have the ability to send or receive audio.
- If you should ever lose your connection to WimbaMedia, you may re-launch it by clicking the **Options Menu** and selecting **Reconnect Media**. This will restore your connection to presentation media.
- You may also use the **Telephone Simulcast**, by clicking the blue telephone icon within the **Media Bar**. Dial the telephone number provided and enter the PIN when verbally prompted.

(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).

Other users cannot hear me when I speak into my microphone

1. Ensure that you have speaking privileges.
 - a. Scroll to the top of the Text Chat Frame and verify that you see the following message:
'Your media format is WimbaMedia.'
 - b. Ensure that you see the **Speaking Privilege** enabled icon next to your name in the participant list.
2. 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.

3. 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.
4. Ensure that your microphone is correctly plugged into the computer.
5. 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.

The slides on my screen are not changing

Your browser most likely needs to be refreshed. Click the **Lobby** button (toward the right of your interface) and re-join the presentation by clicking the link for your presentation. If you are connected via a dial-up modem, you may need to wait until the slides load completely on your computer.

The archived presentation will not start

You may not have the appropriate media plugin and/or configuration to view the archive. Close the interface and run the Wizard for further troubleshooting. The appropriate Wizard for the archive may be different than the Wizard for the live presentation. Please ask your presenter if you have any questions about the appropriate Wizard to run.