



# **Troubleshooting Guide to the St. Jude Cure4Kids Web Conferencing System**

**Instructions for:  
Hosts, Presenters, Participants  
and Mobile users**



# Troubleshooting Tips

In this section we will present resolutions to common technical problems participants might have and which the administrator/host can use to help resolve.





## Audio is not working

1. If Participants can not hear the other members, have them check to verify that the speakers are plugged in, turned **ON**, and have the volume turned up.
2. Verify that their speaker button is not muted 

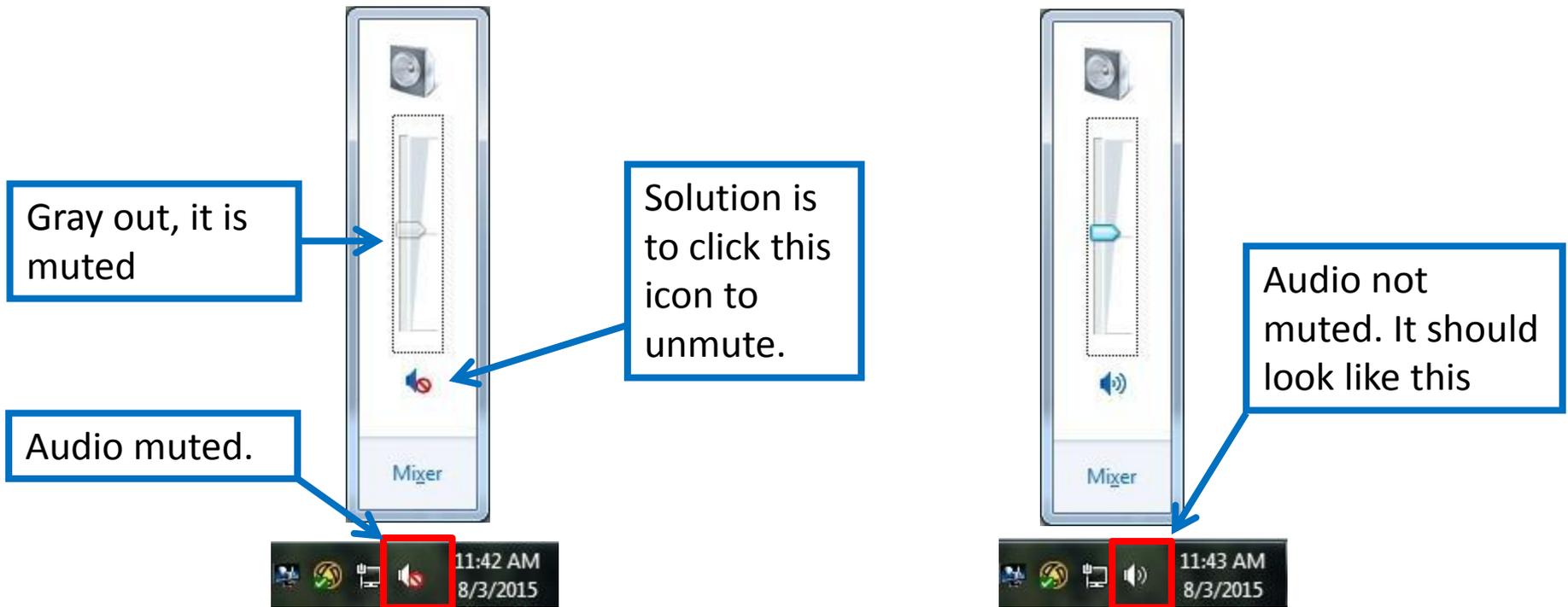
Speakers not muted. It should look like this





# Audio is not working

3. Next verify that their computer audio is **not** set to Muted.





## Microphone is not working

- 1. Check the microphone connection:** is it plugged in to the appropriate input jack on the computer? Is it turned ON (if there is an on/off switch)
- 2. Make sure that the microphone is connected/enabled** and unmuted in the Live Meeting room (many forget to do this).

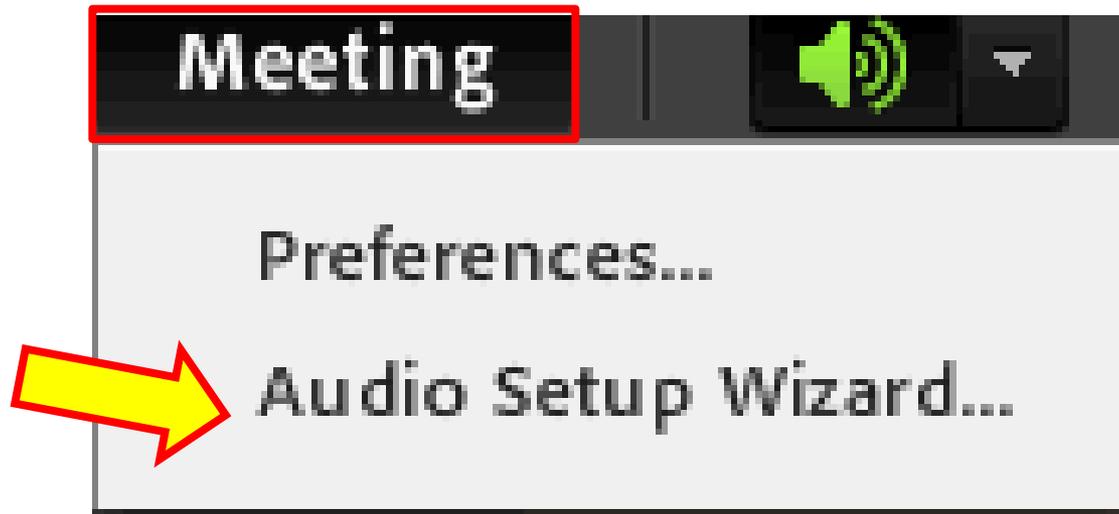


Microphone  
activated



## Microphone is not working

**3. Run the Audio Setup Wizard by clicking Meeting>Audio Setup Wizard**





# Microphone is not working

- **Audio Setup Wizard:** If a participant is unable to hear the playback of his/her recorded voice during the Step 3: Tune Microphone Volume of the Audio Setup Wizard, they will need to check both the microphone and its settings.

At step 2, make sure you click the down arrow and select the microphone option

Audio Setup Wizard - Step 2(4)

Select Microphone

To broadcast audio using Adobe Connect, choose a recording device below.

Rear Input (SoundMAX Integrated Digital High Definition Audio) ▼

If you are not sure which device to pick, click **Next** and Adobe Connect will choose for you. If you are not using Adobe Connect for broadcast audio, click **Cancel** to quit the wizard.

Help Cancel Prev Next



Audio Setup Wizard - Step 3(4)

Tune Microphone Volume

To ensure that your microphone is working properly, click **Record**, and read the following sentence into the microphone. Click **Stop** once you are done and click the **Play Recording** button to hear your recording.

Please speak "I can see the recording bar is moving and my microphone is working properly" or anything you desire

Record

Play Recording

Help Cancel Prev Next

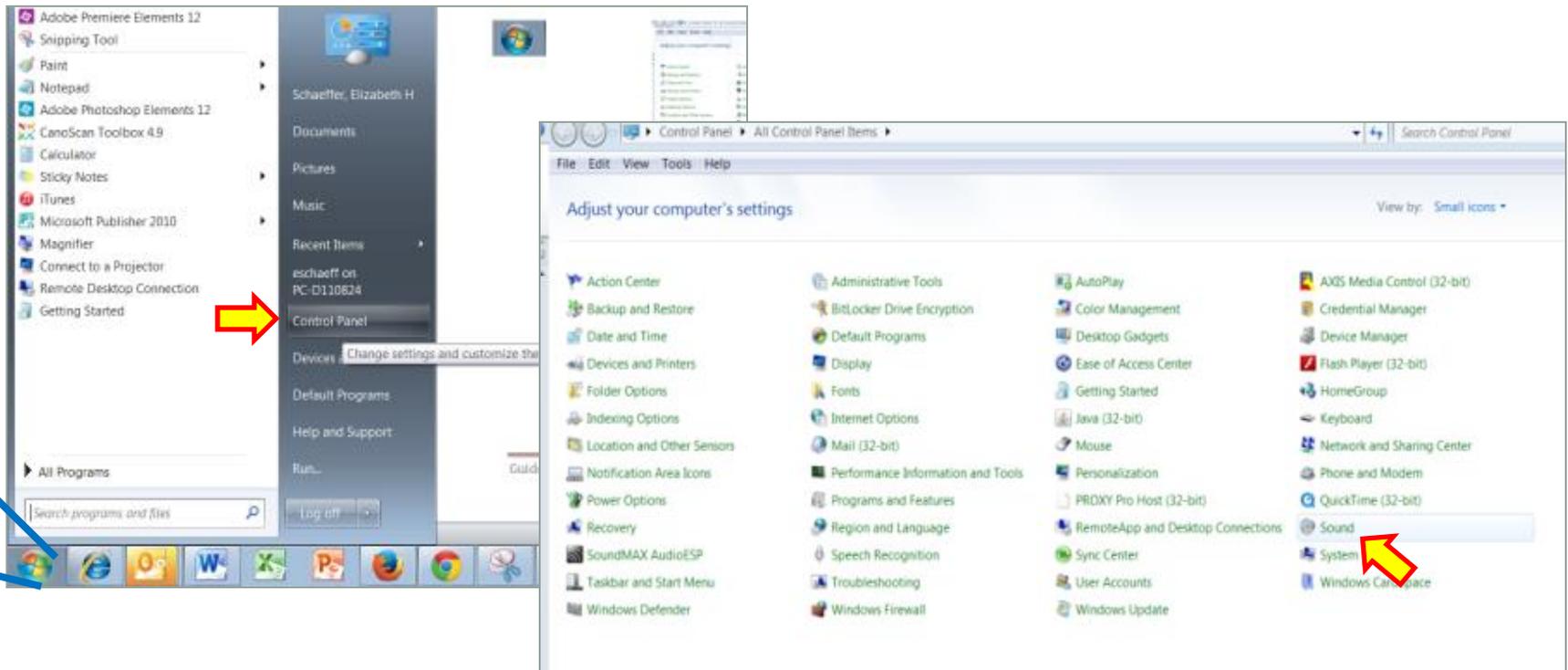


# Microphone is not working

4. Check the computer recording controls for the proper settings and volume levels and reconfigure if necessary.

Verify that the computer is set to accept audio input:

a) Click **Start Icon>Control Panel>Sound>...**

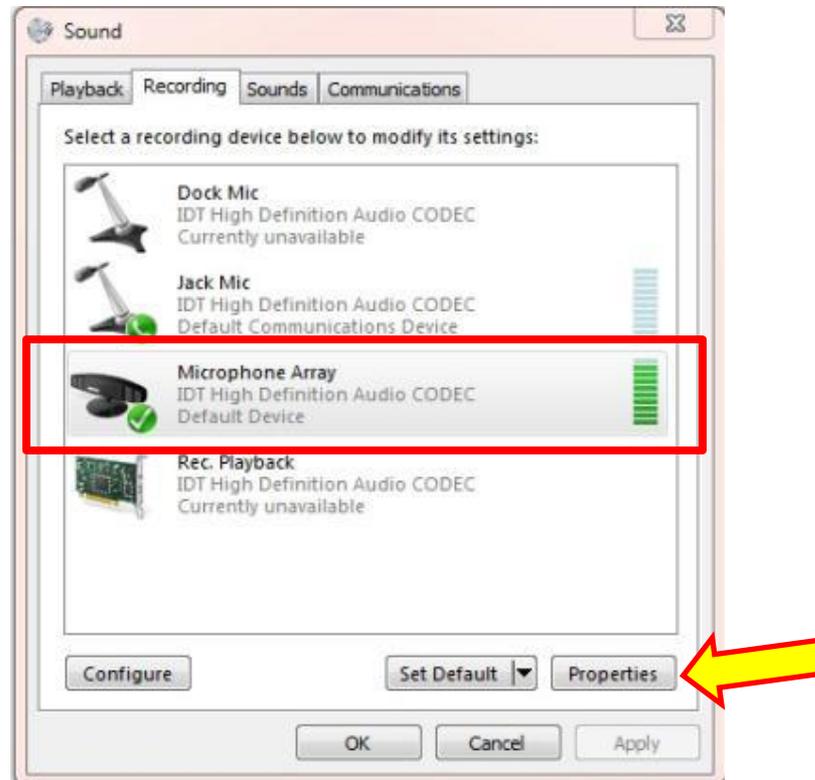




# Microphone is not working

b) A “Sound” window appear. Click the **Recording** tab.

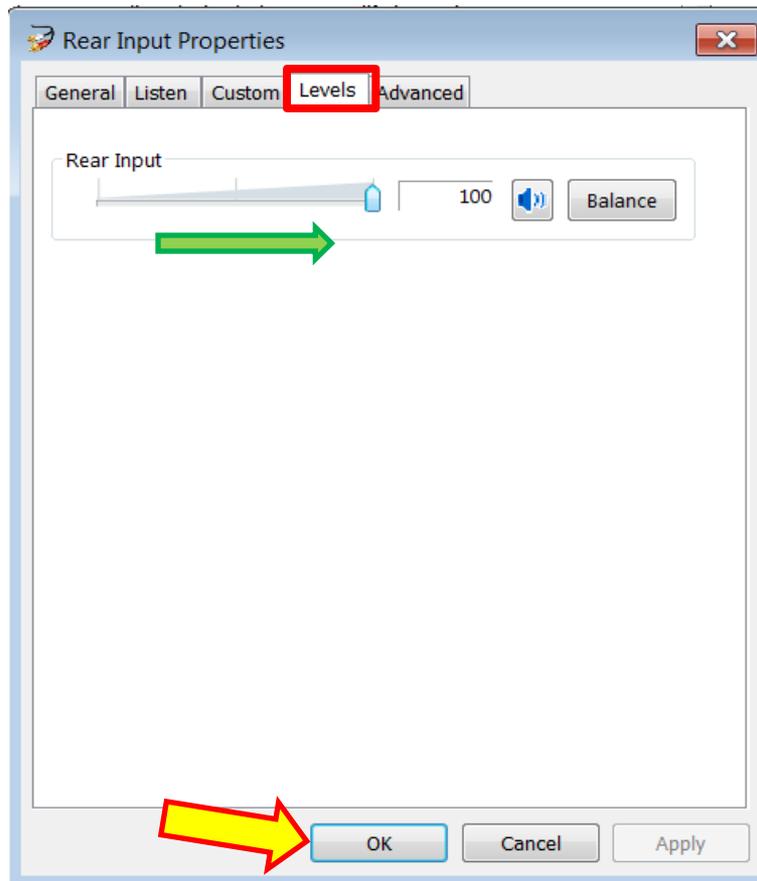
c) Speak or tap the microphone, it will let you know which one is the correct microphone (green lines go up and down). Select the microphone, then click **Properties**





# Microphone is not working

d) Click on the **Levels** tab and increase the input volume. Be sure to click **OK**.





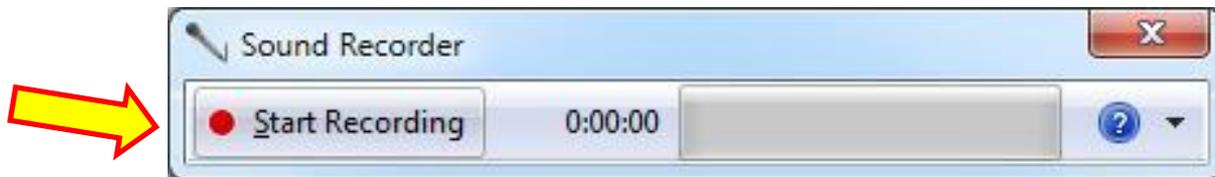
# Microphone is not working

## 5. Check Microphone Function:

If your volume controls have the proper settings, and the microphone is still not working, you should ensure that your microphone is functioning. You can record an audio clip and listen to that clip to ensure that your computer can properly capture your audio:

a) Click **Start Icon>All Programs>Accessories>Sound Recorder**.

b) Click the **Start Recording Button** to start the recording

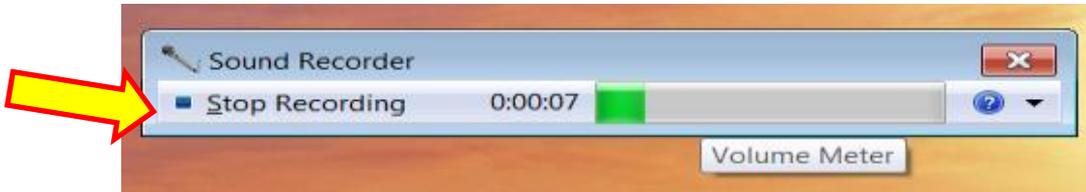




# Microphone is not working

## 5. Check Microphone Function:

- c) Speak into your microphone for several seconds. As you speak, you should see the audio meter register your voice.
- d) Click the **Stop Recording** button to stop your recording.



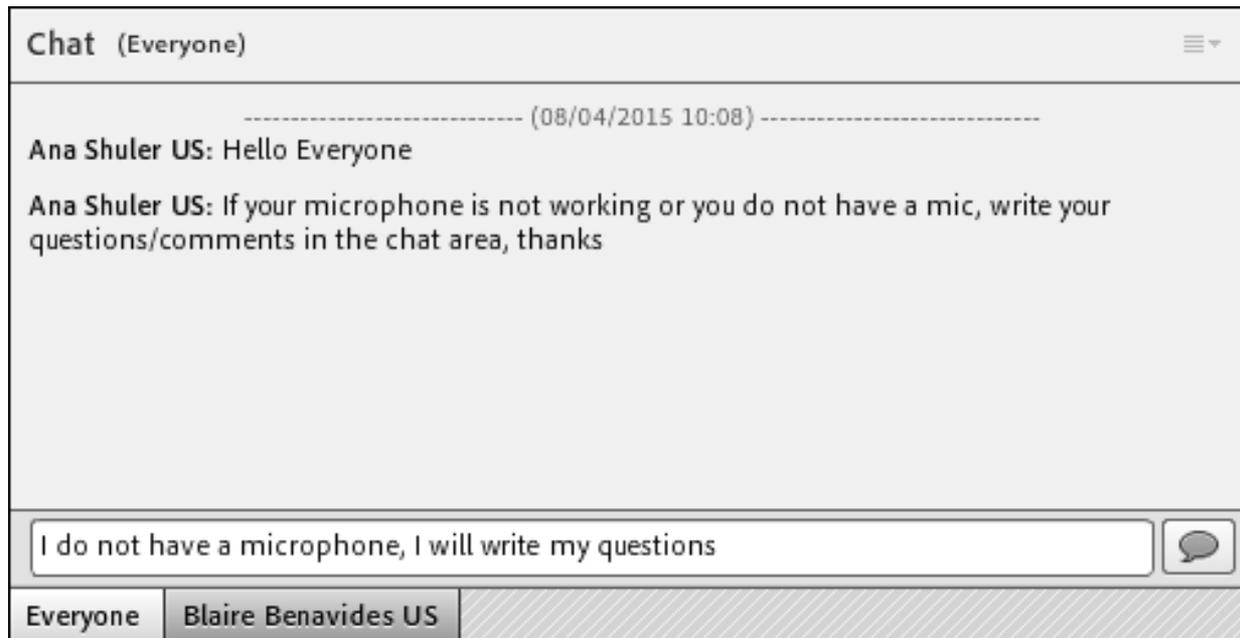
e) It will prompt you to save a wma file. You can save in your Desktop for easy access. Double click the wma file to hear the audio clip you have recorded.

f) 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 and it should be replaced.



# Participating without a Microphone

- If the microphone is not working or the user just doesn't have one, he/she can still communicate via Text Chat





# Audio lost during the Presentation

If the audio cuts in and out during the presentation/meeting it is likely due to one of the following:

- a) Ensure that your speakers or headphones are still plugged correctly into your computer.
- b) Make sure that the speaker button is not muted 
- c) Audio cutting and some delay is due to temporarily losing the network connection, likely to be caused by:
  - Using a high load of resources from your computer.
  - A Network outage.
  - Insufficient or fluctuating bandwidth. Particularly it occurs while uploading or sharing a presentation.
  - Attending via mobile (wireless).

**Solution:** close all other programs, (like Word, email); switch to an Ethernet-connected workstation; exit the meeting room and re-enter



# Attendees hear echo

1. Sometimes the audio of the person speaking gets picked up by the open microphones of other attendees and causes echoing (especially when using open-air microphones instead of headsets).

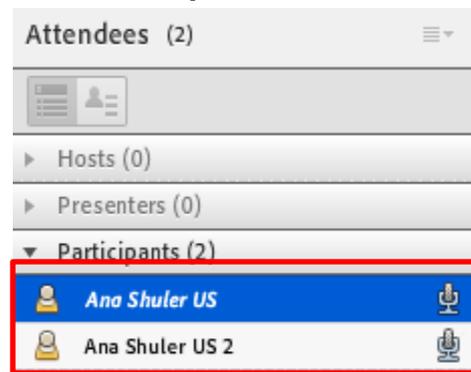
**Solution:** Host/moderators need to ask the other attendees to mute their microphones and to follow meeting etiquette for asking the host for a turn to speak (raise the hand button  ).

It is best to use headsets with microphones, but if that is not possible, attendees need to move the microphone as far away possible from the speakers and lower the volume of the speakers.

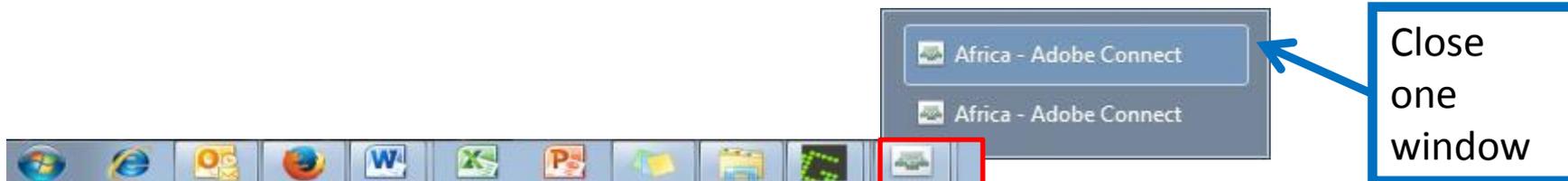


# Attendees hear echo

2. An attendee (especially the speaker) may have logged in more than once (they have multiple sessions active).



**Solution:** check the taskbar at the bottom of the screen to see if there are multiple active, but “minimized,” Live Meeting icons. **Right click** and **close** all but one.

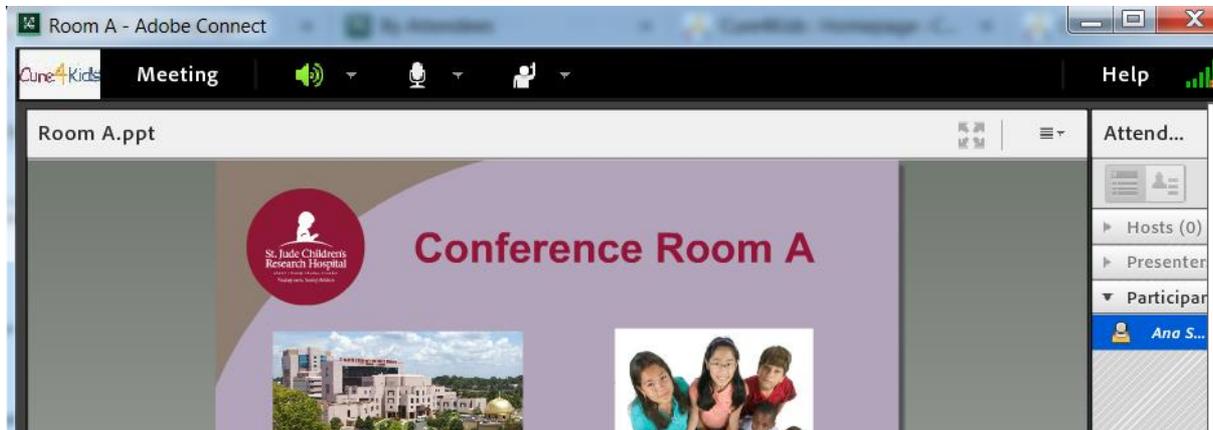




## Slides are not advancing or the Share Area is blank during the Presentation

Because of bandwidth issues and delays communicating over the internet, it frequently can take 5-10 seconds for all of the attendees to see the slides as the presenter advances them.

**Solution:** If after waiting a participant is still not able to see the slides as they are advanced, or if their “Share” area remains blank, they should try exiting the meeting (click the **X** at the top right of your screen) and reentering the room.





# Error Uploading Presentation

When uploading a presentation, you may get an error message alerting you to issues with file names or sizes, or the file may get “hung” and never load.

The following could be the cause:

- **Issue with file name? Try renaming:**

1. The file name should not include spaces and unusual characters or extra punctuation marks (. , / \* >). Underlines and a single period before the extension are ok (for example: “AML\_cases.pptx”).
2. The file name, including extensions, should be less than 50 characters long. We recommend naming files with the date as the prefix and including a very abbreviated descriptor, for example: “2015\_01\_22AML.pptx”.
3. The presenter will need to find the file on their computer and rename it, before trying to share it again.



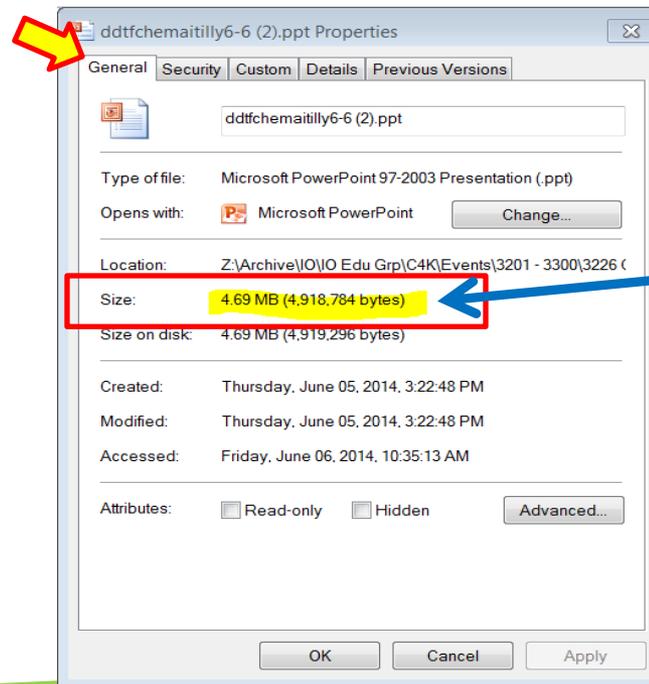
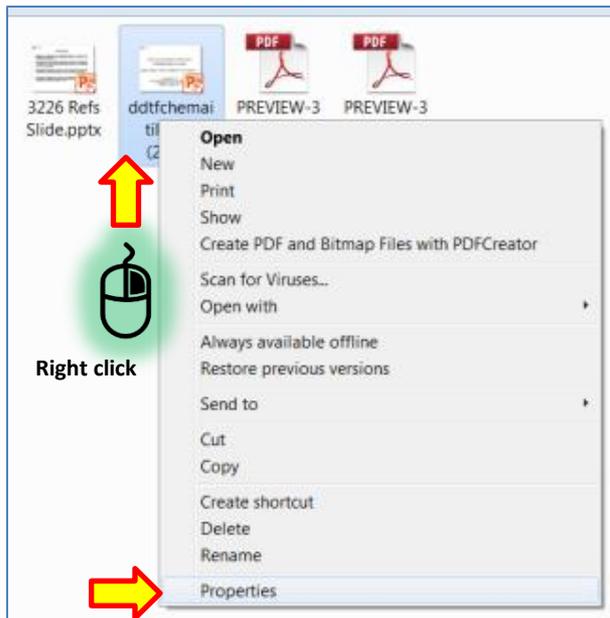
# Error Uploading Presentation

- **Issue with file size?**

Files that are very large, especially those with images and photos, may be too big to be uploaded into Live Meetings, especially over slow internet connections. We recommend that files be **NO LARGER THAN 3 MB** (megabytes)

## 1. How to check the file size:

To check the size of the file, the presenter will need to navigate from his/her Windows desktop to where the file is saved on their local computer. Then **right click** on the file name and choose **Properties**.



Size of presentation



# Error Uploading Presentation

- **Issue with file size? Might need to compress:**

## 1. **Compress the size of the presentation** ([PowerPoint 2010 instructions](#)):

A single photo or all the pictures in a PowerPoint presentation can be compressed quickly to reduce the overall file size of the presentation.

- a) From within the PowerPoint presentation, click on any picture to activate the **Picture Tools**
- b) Click the **Format** button, then the **Compress Pictures** button.



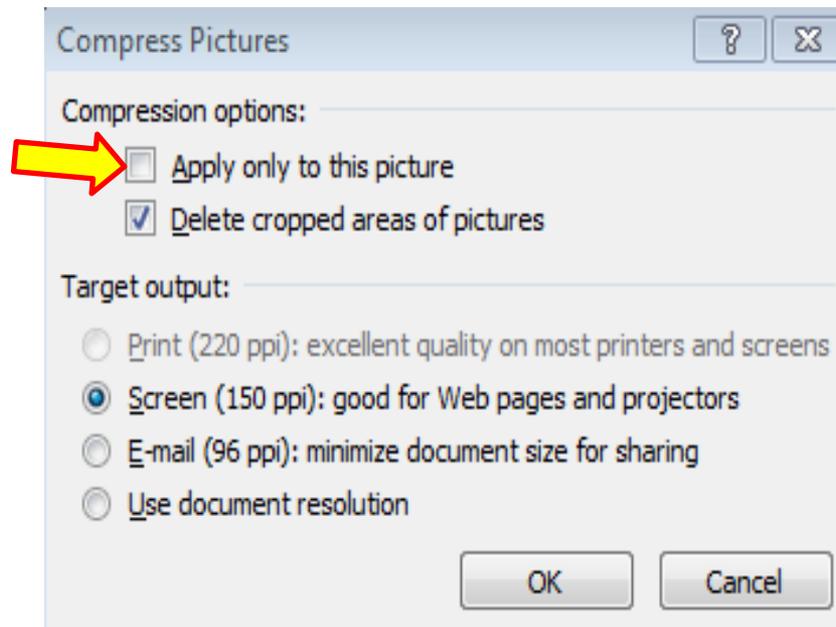


# Error Uploading Presentation

2. **Compress the size of the presentation Continuation** (PowerPoint 2010 instructions):

c) A **Compress Pictures** window opens. By default, PowerPoint 2010 assumes that you will want to compress only this photo in the presentation. If you want to compress **all** photos in the presentation, uncheck the check the box for “**Apply only to this picture.**”

Uncheck to  
compress all  
pictures





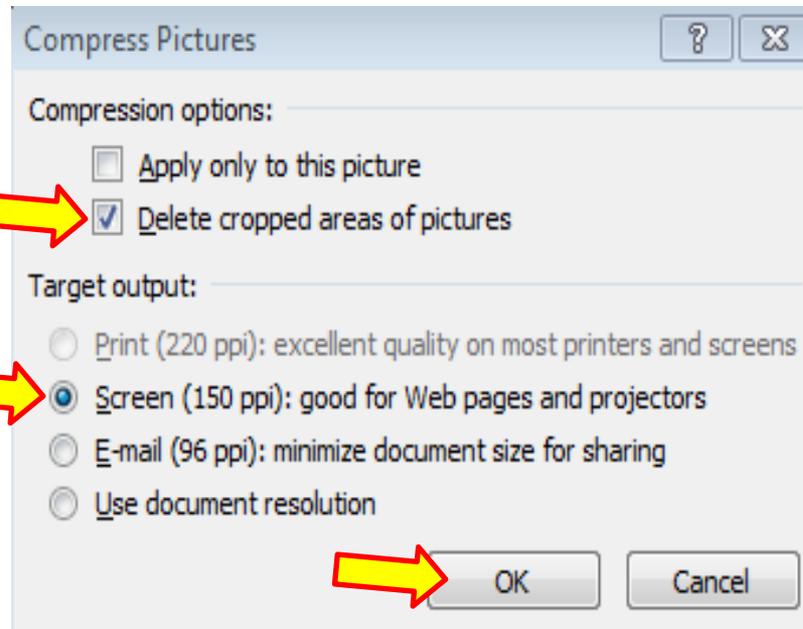
# Error Uploading Presentation

2. **Compress the size of the presentation Continuation** (PowerPoint 2010 instructions):

d) Compression options:

-By default, all cropped areas of any picture will be deleted.

Select these options, then click **OK**



e) Save the presentation with a new name (check the file size again!) and re-upload/share in the Cure4Kids Live Meeting via **Share Document**.



# How To Report a Technical Problem

If you have questions, need assistance or would like to report a technical problem, please contact **St. Jude Cure4Kids Live Events Help** [help@Cure4Kids.org](mailto:help@Cure4Kids.org) and provide the following information:

1. A full description of the technical problem.
2. A screenshot of the error you are getting. To take a screenshot:
  - a. Click on the screen with the error to make sure it is active and visible.
  - b. Hold the **CTRL** key down while clicking the **PtrScn** (print screen) key to copy the screen into the Windows clipboard (memory).
3. Paste the screenshot into the email by clicking in the body of the email and pressing **CTRL+ V**.
4. Send the e-mail ([help@Cure4Kids.org](mailto:help@Cure4Kids.org))
5. Or contact Ana Shuler at [ana.shuler@stjude.org](mailto:ana.shuler@stjude.org)

