Live Classroom – Presenter Troubleshooting Guide

**Problem: Users unable to hear presenter**

If you are conducting a One-Way Broadcast Audio or Video presentation, ensure that you have clicked the Start button in the Presenter’s Console.

**Problem: No audio; unclear, garbled, intermittent audio**

- Run the Wizard!
- Ensure that you are holding the Control key or clicking the Talk button when speaking.
- Make sure headset jacks are firmly seated in the computer
- If you’re using a wireless Internet connection, switch to a cable connection
  Depending upon Internet traffic, a wireless connection can cause intermittent audio problems
- **Check your Live Classroom connection**
  Ensure that HorizonMedia has connected by viewing the triangular 'hat' atop the NetStats Indicator to the left of the “Talk” button. 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.

  Likewise, if you should ever lose connection to the audio device, you may re-launch it by clicking the **Options** button > **Reconnect Audio** on the navigation bar of the Live Classroom interface. This should restore your audio connection to the presentation.

  If you’re using a dial-up connection to the Internet, expect audio problems.

- **Disconnect and reconnect audio**
  Click on “Options” to the right of the “Talk” button
  Click on “Disconnect audio”
Click on “Reconnect audio”

- **Proxy setting**
  Microsoft Windows contains settings that can be configured to allow a computer to connect to the internet through a proxy and is commonly configured to automatically detect a proxy, even if no proxy is detected. This setting will sometimes cause an issue when the HorizonMedia applet is connecting to the Live Classroom server, resulting in HorizonMedia audio not working. The following directions show how to disable the proxy detection setting in Windows:

  1. Go to Start -> SETTINGS -> CONTROL PANEL -> INTERNET OPTIONS
  2. Navigate to the CONNECTIONS tab
  3. Click on LAN SETTINGS
  4. UNcheck the box for Automatically detect settings.
  5. Click Apply, then OK.

- **Windows XP audio test/reset:**
  Exit Live Classroom
  Start/Control Panel/Sounds and Audio Devices/Voice tab/Test Hardware
  Run the complete test
  Reenter Live Classroom

**Problem: Other users hear distortion in my voice when I speak into my microphone**

Click on the Volume Meters in the Live Classroom interface. The Outgoing Volume Meter (on the right) should reach the top of the orange range (third indicator from the top), and occasionally reach the top two (red) levels when speaking. Otherwise, your voice may be distorted. To adjust volume, adjust the slider on the volume meter or adjust your computer’s Recording controls.

**Problem: Serious audio echo**

**Mute your speakers**

Mute your computer speakers or Volume Controls. If you are conducting a One-Way Broadcast Audio or Video presentation, you may also click the Stop or Pause button on the player’s controls in the left area of the navigation bar.

**Check the Volume Meters**

Click on the Volume Meters in the Live Classroom interface. The Outgoing Volume Meter (on the right) should reach the top of the orange range (third indicator from the top), and occasionally reach the top two (red) levels when speaking. Otherwise, your voice may be distorted. To adjust volume, adjust the slider on the volume meter or adjust your computer’s Recording controls.
Deselect “Lock talk”
If there’s more than one presenter deselect “Lock Talk” in the Options menu to the right of the “Talk” button

Disconnect and reconnect audio
Click on “Options” to the right of the “Talk” button
Click on “Disconnect audio”
Click on “Reconnect audio”

Technical Support

Live Classroom Tech Support
In Live Classroom, click on the “Help” button above and to the right of the participant frame
Complete and “Send” the support form. You will receive an email response within twenty four hours

Live Classroom Phone Support
Live Classroom support technicians are available at 866-350-4987