

ELIMINATE TROUBLESHOOTING

(or, Help! It's not working!)

Information to Gather

The following checklist would be helpful when troubleshooting Elluminate sessions.

- **Nature of the problem.** An accurate description of the problem goes further to solving most problems than any other piece of information available. If your monitor is not working, are there any lights on the monitor? Is it turned on and the power plugged in? Is it connected to the computer? Any question that comes to mind may solve the problem before any further steps are necessary. Even if it doesn't, having an accurate picture of the problem before you will be beneficial during troubleshooting.
- **Hardware.** Collect any information on the hardware in use. This primarily relates to the hardware that you are having trouble with, but it can be important to know if someone is working on a laptop or desktop PC as well. If an audio problem exists, be sure to check if the user has a headset or is using speakers as well as if standalone microphone plugged in or if the headset has a microphone attached. For peripheral items attached to the computer, check the type of connection. This will oftentimes be USB (rectangular jack) or in the case of audio, Analog (two round jacks, typically green and pink).
- **Operating system.** Many operating systems vary from one version to the next. Knowing which version of the operating system the user is running will direct you to the correct steps in diagnosing and solving any problems.

Problem:

Hardware:

Operating System (OS):

Browser information

Elluminate is a Java program and runs in its own environment, independent of browsers. Not to say that all Java applications do, but the security dialogs that the user received prior to joining a sessions allow Elluminate to run independently on the machine. In other web related tasks, knowing the browser is helpful.

Required programs

Many Elluminate problems can be solved by ensuring the most recent versions of Java and Flash. You can download these at:

- Java: www.java.com/download
- Flash: www.adobe.com/flash

Please note that these programs require Administrator privileges to install and may require IT support to set up correctly.



The screenshot shows the Java.com website. The top navigation bar is red with the Java logo on the left and links for 'Java in Action', 'Downloads', and 'Help Center' on the right. A search bar is also present. Below the navigation bar, there is a sidebar on the left with two sections: 'Attention PC OEMs' and 'All Java Downloads'. The main content area features a large red button labeled 'Free Java Download' and the text 'Download Java for your desktop computer now!'. Below the button, there are links for 'What is Java?', 'Do I have Java?', and 'Need Help?'. The version 'Version 6 Update 22' is also displayed.

Attention PC OEMs

Include Java software with your PCs! Find out how to [distribute Java](#) on your Windows PCs.

All Java Downloads

If you want to download Java for another computer or Operating System, click the link below.
[All Java Downloads](#)

Free Java Download

Download Java for your desktop computer now!

Version 6 Update 22

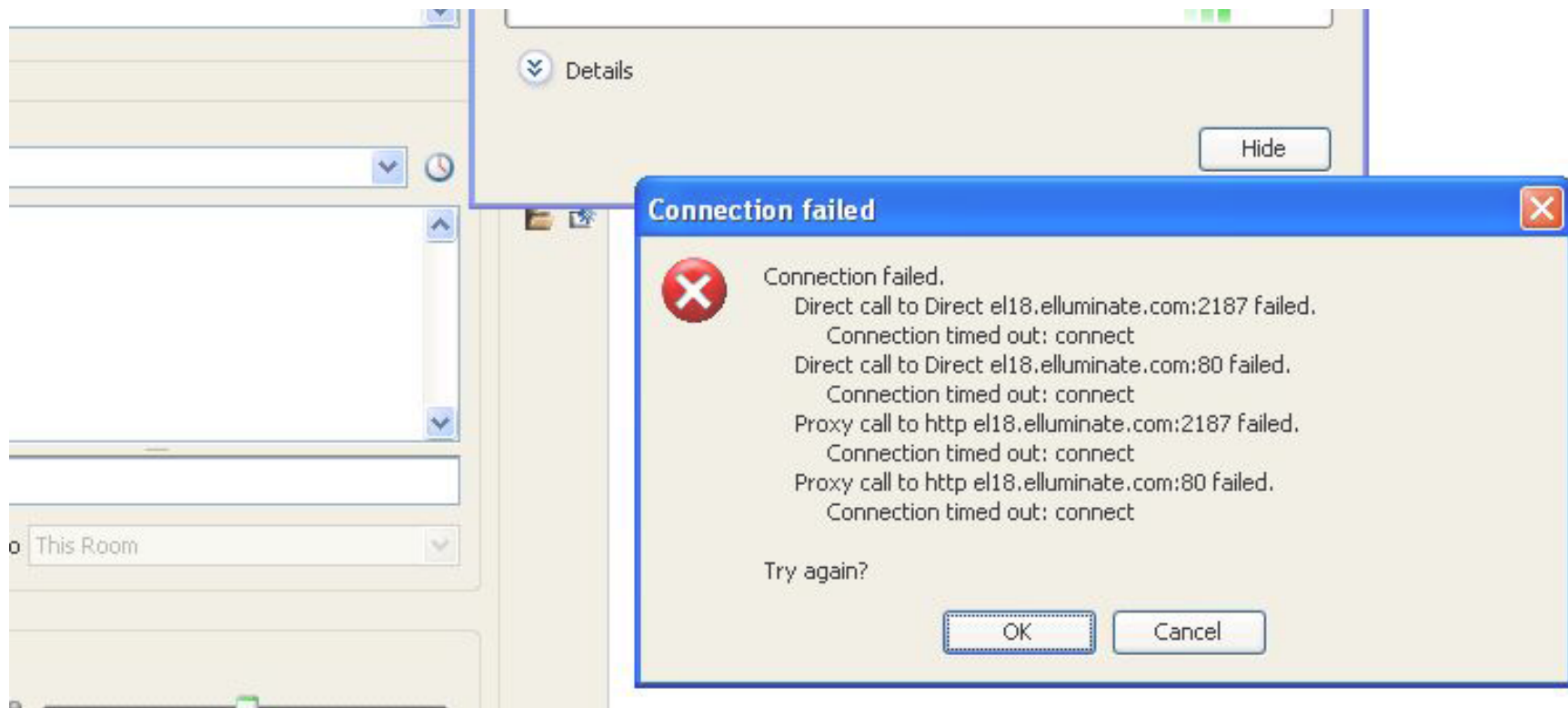
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» [What is Java?](#) » [Do I have Java?](#) » [Need Help?](#)

Connectivity Issues

Connectivity issues are simple to diagnose but unfortunately little can be done about them depending on the issue at hand. Thankfully, the below steps can help determine if connectivity is the issue and are independent of operating system.

- Problem: Unable to access Elluminate
Solution: Double-check your wifi or network connection and that you are able to access other websites.
- Problem: Elluminate Error – Cannot connect
Solution: Verify internet connection is present. If internet is available, attempt to reload Elluminate.
- Problem: Elluminate loads, whiteboard tools or chat do not load.
Solution: Elluminate partially loaded, reloading Elluminate should solve this problem.



Audio Troubleshooting

Audio Setup Wizard

Once you have entered Elluminate, it is recommended that you visit Elluminate's Audio Setup Wizard. The setup wizard consists of a series of screens to help you choose the audio options that best fit your situation.

- Select Tools from the menu at the top of the screen
- Go to Audio > Audio Setup Wizard
- Go through each step of the audio wizard. If you are on the Output wizard and do not hear sound, make sure to press No to go back and select a new output device.
- If you are on the Input wizard, and are unable to hear your voice, make sure to press No to go back and select a new input device.
- Continue to the next steps if you are unable to get your output or input working correctly in the audio wizard.



Audio output (speakers) not working correctly

If your speakers are not working correctly, first verify that your speakers work correctly outside of Elluminate. A visit to www.audiocheck.net can help to test your speakers. Hover over the speaker icon in the middle of the page – the volume bars on the speaker icon will light up when you have the correct location. If you hear audio, then the problem relates to Elluminate – revisit the Audio Setup Wizard and check that you have the correct Output Device selected.

If you are unable to hear audio at all, first check that the system volume is turned up. If the speakers are not muted and the volume is turned up, verify that your hardware is set up correctly. If you have speakers connected, check the power switch (if any) and the volume on the speakers. If you have a headset attached to the computer, verify that the headset is plugged in correctly. Switch plugs and attempt the audio test again. USB headsets may require that the drivers be installed. While most modern systems do not require separate drivers to be installed, they do require some time to install the default drivers.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://audiocheck.net/>. The browser's menu bar includes File, Edit, View, History, Bookmarks, Tools, and Help. The toolbar shows navigation buttons (back, forward, home, stop, reload) and a search bar. The address bar also includes a star icon for bookmarks and a user profile icon labeled 'mac version usage'. The browser's tab bar shows several open tabs: 'Check if fil...', 'Page 7 - B...', 'Third-Part...', 'PDN - Ho...', 'PayPal San...', 'A New Visi...', 'mac os x a...', 'Audio Setu...', and 'Online...'. The main content area of the browser displays the Audio Check website. The website has a green header with the text 'Welcome to Audio Check' and 'A free collection of online audio tests, test tones, audio signals and more!'. Below this is a section titled 'Sound testing your audio environment online' which includes a small graphic of a sound wave and text stating: 'Audio Check gives you access to an extensive collection of audio tests, all playable online and downloadable for free. The sound material provided here will help you in sound testing audio equipment connected to your computer. Downloaded files can be used to burn your own audio test CD.' A 'Warning' box is also present, stating: 'Loud sounds can cause equipment/hearing damage with even a single, brief exposure. Please always turn your audio system down to a reasonable level before playing our sound files.' The left sidebar of the website lists 'AudioCheck' with sub-links for 'Audio Tests' (Intuitively Tests your Audio Equipment, Room Acoustics and Hearing), 'Test Tones' (Individual Test Tones for Audio Experts), and 'Blind Tests' (Unbiased audio tests, Training Files for Sound). The right sidebar features 'Ads by Google' with a 'Hearing test' advertisement from 'www.Hearing-Aid.com' and a section titled 'Enjoy Every Decibel' with the text 'Answers to how intelligent hearing systems'.

Audio input (microphone) not working correctly

Macbook users with headsets – Please be aware that most Macbooks do not have an audio input jack for the microphone. These laptops do have two jacks, but the second is not for input. Instead, these laptops have an internal microphone that works well on it's own and should be used instead.

For Windows users, microphone issues tend to be the largest problem that users have with Elluminate. A simple solution for many microphone troubles is to be sure you run the Audio Setup Wizard. Selecting the correct Input Device can be trial and error depending on the machine, but is your best chance for success. If you are sure that the correct input device is select (Microphone or Front Mic typically), you can try the following steps.

- 1) If using an USB headset, the Elluminate Input Device Settings will show an additional branch of options below the main set. These will appear with a plus next to the name of the headset device. Clicking the plus will unveil the correct option to choose.



Audio input (microphone) not working correctly (continued...)

2) Regardless of the type of device connection, if you have had no success with the Audio Wizard, the following steps can help (please note that Macbooks and Mac OSX have standardized hardware and these steps will not be necessary):

a. Windows XP – Access the Recording Volume Control.

i. If analog, unplug and replug the microphone jack to the computer. If a dialog box appears asking if the plugged in control is *Line In* or *Microphone*, select *Microphone*. Be aware that this only happens on certain machines and may not appear on yours. If this dialog box does not appear, or *Microphone* is already selected, please continue to step ii.

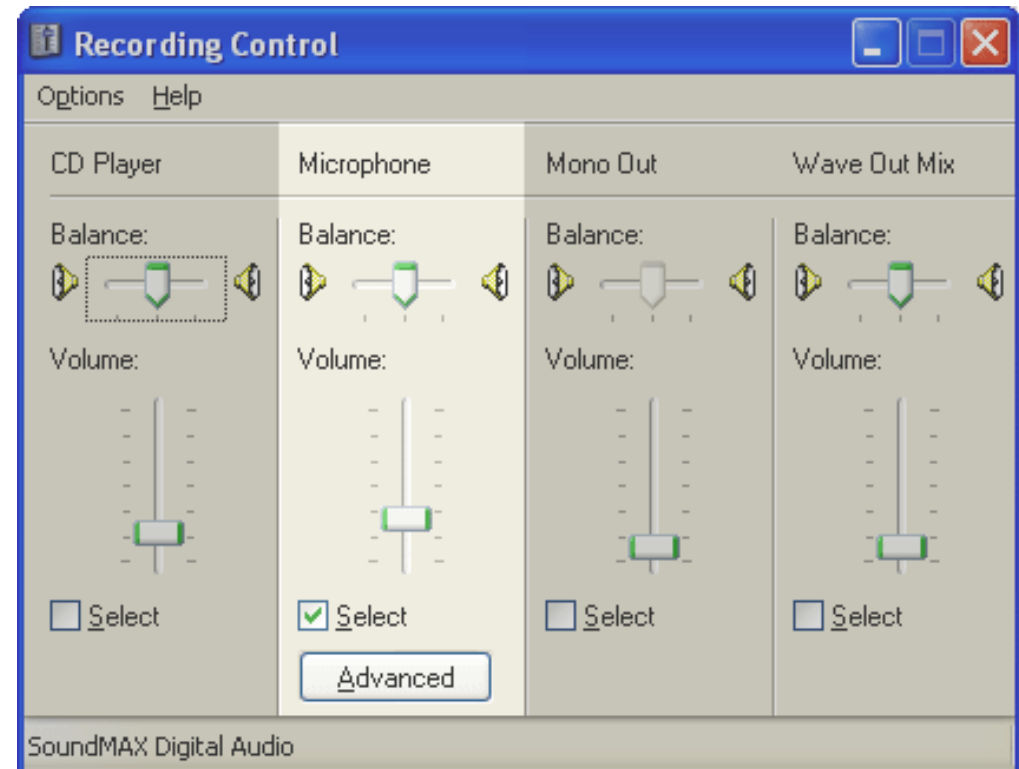
ii. Go to *Start Menu > Control Panel*

iii. If you see *Pick a Category* in the next window, then Select *Sound, Speech and Audio Devices*. If not, skip to step iv.

iv. Select *Sounds and Audio Devices*.

v. Select the *Voice* tab at the top of the screen. Click *Volume...* under *Voice Recording* on the new tab. The *Recording Control* window will appear.

vi. Verify that your microphone appears as an option in the volume control, has the *Select* checkbox marked (or is not muted if your computer says Mute), and that *Mute All* is unchecked. Turn the volume up all the way and run the Audio Setup Wizard again as detailed above.



Audio input (microphone) not working correctly (continued...)

b. Windows Vista – verify that your microphone is set to the default recording device.

- i. Go to *Start Menu* and click on *Control Panel*
- ii. Click on *Hardware and Sound*, then *Sound*
- iii. Select the *Recording* tab at the top of the new window.
- iv. Select *Microphone* and click on *Set as Default* at the bottom of the dialog.
- v. Verify that your *Input Device* selection in Elluminate is set to the same item as set to default in the Recording Options.

