

## Frequently Asked Questions

- **Other users cannot hear me when I speak into my microphone**

1. Ensure that Wimba Classroom Software 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 Wimba Classroom Software, 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 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:

**For a PC:**

- i. On your computer, go to **Start -> Programs -> Accessories -> Entertainment -> Volume Control**.
- ii. Click the **Options** menu and select **Properties**.
- iii. Select the **Recording** button
- iv. From the list, make sure microphone has a check mark next to it.
- v. Click **Ok**
- vi. Make sure the **Select** box is checked (or not muted) in the Microphone section

**For Mac OS X:**

- vii. On your computer, go to **Apple Menu -> Control Panel -> Sound**
- viii. Choose the Input Tab
- ix. Choose your input device
- x. Set the Input Level

- **I selected a website to show in a New Window, and now it pops up every time I enter my room**

Any slide targeted to a **New Window** will automatically pop up for a user who enters the room thereafter, for up to 24 hours. To reset the room to its default



state and prevent the website from appearing, click the **Actions Menu** and select **Reset Room**.

- **I don't see the eBoard toolbar for all types of content I added to my room.**

The **eBoard** tools are only available for PowerPoint slides and images that you have added to your room. In addition, these slides must be targeted to the **eBoard** for the toolbar to appear. The **eBoard** cannot be used for other types of slides, as well as content displayed through Application Sharing.

- **I selected a website to show in the Content Frame, and my entire interface disappeared.**

Generally, websites should be targeted to a **New Window**. Some web pages have embedded frame information that can make the Wimba Classroom interface disappear if shown in the **Content Frame**.

If your interface disappears, you will need to close your browser, log back into your room, and *quickly* click the **Reset Room** option in the **Actions Menu**, so the room returns to their default state. Note that all participants will also need to close their browser and log back into the room after you have reset the room.

- **How do I create an archive of the live presentation?**




**To create an archive:**

1. Click the black **Recording** button at the top of the **Presenter's Console**. A dialog box appears asking if you would like to archive the presentation.
2. Click the **OK** button. An audio prompt will inform you (and all presenters) that the archive has started. The **Recording** button will turn red.
3. A message (visible only to the presenters) also appears in the **Text Chat Area** noting that the archiving process has begun.
4. To stop the archiving of a live presentation, click the red **Recording** button. An audio prompt will inform you (and all presenters) that the archive has stopped. The **Recording** button will turn black.
5. A message (visible only to presenters) appears in the **Text Chat Frame** noting that the archive has been stopped.

The archived presentation is saved and can be accessed either within the Administration Tools (or within a Course of Section, if using a Learning Management System integration like Blackboard Vista). It will need to be opened for availability to participants.

- **How do I use the content slides that have been added to the room in my presentation?**

**To show content slides:**

1. In the **Presenter's Console**, ensure that you are using the correct **Content Folder** by noting the selected folder in the drop-down menu.
2. If you need to change the **Content Folder**, select the correct folder from the drop-down menu, and click the **Select Folder ('Go')** button  on the **Presenter's Console** to activate that folder. You will automatically see the contents of this folder in the **Slide List**.
3. Each link within the slide list represents an individual slide, which is a single piece of content. For instance, if you had added a 5-slide PowerPoint presentation and two JPEG images to your folder, you would see 7 links in the slide list.
4. To show a slide, click the link representing the slide you would like to show. An orange background appears behind the last slide you've shown.
5. If you are planning to show slides in the order in which they are listed, you may want to use the **Next Slide** or **Previous Slide** buttons   on the Presenter's Console, instead of clicking on the links in the **Slide List**.

- **How do I give a web tour or teach people to use a software application?**

You can use **Application Sharing** to show or share any application running on your computer. It can be employed for a variety of uses, such as giving web tours and software training/demos.

Click the **Share** button on the **Presenter's Console** to initiate **Application Sharing**. For more information, refer to: [Application Sharing](#).

- **How can I see the desktop of another user?**

1. Click the **Share** button (located in the **Content** tab of the **Presenter's Console**).

The **AppShare Status** window opens, which contains 3 columns.

The "User" column lists all users in the room

The "Sharing Desktop" column indicates *whose* application will be shared. By default, your application will be shared. However, you can choose another user under this column to share his/her application instead.



The “Cursor Control” column indicates *who else* will have cursor control (i.e., ability to click type or navigate). If you would like to interact with your user’s desktop (as defined in the Sharing Desktop column), then you should select yourself for cursor control.

Below these columns, you can use the drop-down menu to indicate *where* the application will appear for users when shared. By default, the application appears in the **Content Frame**. However, you can choose a **New Window** if it takes up a relatively large area.


2. Click the orange **Begin Sharing** button. If this is the first time that the user you have selected for AppShare has hosted **Application Sharing** on his computer, he may need to authorize a signed Java applet for Wimba. For more information about this authorization refer to [Authorizing AppShare](#).
3. Instruct the user to select the shared area or choose Full Desktop in the **AppShare Selection Window**, and click **OK**.


- **How do I turn on/off public and private text chat?**

Room Settings within the Administration Tools (or associated with a room, within a Course/Section, if using Course Management System integration) determine whether or not participants have chat privileges at the start of the presentation. However, you can change chat privileges for any or all participants during the live presentation.

**To Enable or Disable Speaking Privileges for All Participants**

1. Click the **Actions Menu** below the participants list.
2. Select **Enable/Disable Chat**

If the option reads **Enable Chat**, clicking it will enable all participants’ text chat privileges. The **Chat Privilege** icon next to all participants’ names will be positive. 

If the option reads **Disable Chat**, clicking it will disable all participants’ chat privileges. The **Chat Privilege** icon next to all participants’ names will be negative. 

**To Enable or Disable Speaking Privileges for an Individual Participant**

In the **Participant Area**, click the **Chat Privilege** icon next to the participant you wish to enable or disable.

- If the icon is positive, the participant is enabled. Clicking the icon will disable their chat privileges.
- If the icon is negative, the participant is disabled. Clicking the icon will enable their chat privileges.



- **How do I reset the Yes/No poll responses of Hand Raising indications?**

To clear all Yes/No poll responses or Hand Raising indications, click the **Actions Menu** below the participant list:

- Select **Clear Yes/No** to reset all Yes/No responses.
- Select **Clear Hand Raise** to reset all raised hands.

- **Why are video and audio not synchronized when clicking through navigation points in an archive containing a long Application Sharing session?**

Audio and video in an archive may not be synchronized when trying to navigate through different points within an extended period of Application Sharing. If there is a very long Application Sharing session in the archive, navigating to a certain point will require the system to fast forward through the Application Sharing recording before getting to the elapsed navigation point which you clicked on. This issue should not happen if a user watches the archive from the very beginning to the very end.

There is no way to fix this problem once an archive has been created. *To prevent this from happening, the presenter should start and stop the Application Sharing session in 15-20 minute intervals during the live presentation so that when clicking on another navigation point in the resulting archive, it will have less material to have to forward through.*

- **The Firefox internet browser is not supported for use with Intel based Macs.**

Due to a bug in the way Java is handled by Firefox on Intel based Macs, Wimba Classroom applets may cause the browser to crash. This is a known issue and Mozilla is currently working to resolve this bug. Firefox will still work with all non-Intel, or PowerPC Macs. This should be resolved in a future release of Firefox.

Currently only the Safari internet browser is supported for use with Wimba Classroom on Intel based Macs.

- **What is the recommended file size for PPT uploads?**

The recommended file size of a PPT should stay around 20MB when uploading a presentation. There isn't a limit to the size that you can upload, but efficiently you should stay within these parameters. Also to minimize the file size of a PPT, you should change images to GIF or JPEG. As an administrator



you can zip PPT files and upload them into a Wimba Classroom. Make sure that you're using WinZip version 7 when compressing the PPT.

- **Why do some web links take over the entire Wimba Classroom window when launched into the content frame?**

Certain web pages are coded to break frames when loaded within a frame of another web page. Since the Wimba Classroom interface is made up of frames, any web page containing frame breaking code that is targeted to the content frame will break out of the content frame and take over the entire Wimba Classroom interface. Once this happens, you will not be able to navigate back to the Wimba Classroom presentation, and a new session must be opened.

The best solution for this is to launch web pages into a new window rather than the content frame. If you prefer to use the content frame for web pages, it is a good idea to always test the web page prior to the presentation to ensure that it will not break the frames of the Wimba Classroom interface.

- **Why does eboard refresh cause the archived session to freeze up?**

If the eboard tools are already available on your screen and you press the eboard button to reopen them again, this causes problems with the archive. This is done to clear the slide. This is an unintended use of this feature

The solution for this is to use the clear slide button instead so as not cause the issue with the archive.