

Presentation Features FAQs

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

Make sure “ALL” is selected from the To: pull-down menu next to the chat field, and then type your message. (If you do not see “ALL” 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 Frame. 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.

Type your message and press the **Enter** key on your keyboard. Your message will appear indented 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. You will not be able to send any chat messages until your presenter enables you.

How do I download the presentation slides to my computer?

No. You must either ask your presenter to e-mail you the presentation materials or you can view them once the archived presentation, if available, has been opened in your course. 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 in the Text Chat Frame to activate it. Captioning will automatically appear in the Text Chat Frame. To deactivate captioning, type /cc once more.

If your presentation is using slide descriptions, type /sd in the Text Chat Frame to activate them. Slide descriptions will automatically appear in the Text Chat Frame when a new slide is shown. To deactivate slide descriptions, type /sd once more.

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

Click the Pause icon located to the right of the text chat field: The Pause icon turns to a Play icon, indicating that chat is locked.

When you are ready to read and receive new messages again, click the Play icon to unlock chat.

Technical Issues FAQs

What are the system requirements for Live Classroom?

Below, you'll find the supported Operating Systems, supported Internet Browsers, and recommended system specifications for using the Live Classroom.

Student Requirements

- 128 MB RAM (256 MB recommended)
- DSL or above is recommended
- Soundcard w/ microphone and speakers

- 256 MB RAM (higher recommended)
- DSL access or above is recommended
- Soundcard w/ microphone and speakers

Headsets are recommended instead of external speakers or microphones, particularly built-in microphones of laptops.

Live Classroom Supported Operating Systems & Browsers *			
OS	Browser	Supported	Unsupported
Win Vista	Internet Explorer	6.0 - 7.0	
Win XP	Firefox	1.0 - 2.0	
Win 2000	Other		AOL, Opera
OS	Browser	Supported	Unsupported
Mac OS X ^{1,2}	Safari	1.2 - 2.0	
10.4	Firefox	1.0 - 1.5.0.0	1.5.0.1+
10.3	Other		AOL, Opera, IE
OS	Browser	Supported	Unsupported
Linux ³	Mozilla	1.0 – 1.7	
	Firefox	1.0 - 2.0	
	Other		Opera

** Browsers listed in the Supported section are recommended browsers for use with Live Classroom. Browser that are not listed have not been tested fully and therefore may or may not work with Live Classroom.*

1. Presently, only Safari is supported on Intel-based Macs
2. ScreenGrab is not compatible with Mac OS X
3. Notes on using Linux:
 - Presenters cannot display content via Application Sharing using Linux. However, participants using Linux can view Application Sharing content
 - HorizonMedia is only compatible with Linux on Live Classroom versions 4.2+

How do I turn off my pop-blocker?

Visit <http://d2.parature.com/ics/support/default.asp?deptID=2848&task=knowledge&questionID=137> for instructions on how to turn off specific pop-up blockers.

When running the Setup Wizard my browser closes unexpectedly.

1. Uninstall the Google desktop search engine
2. Upgrade java to 1.5 by going to http://java.sun.com/javase/downloads/index_jdk5.jsp
3. Re-install Google desktop search engine

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 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.

When running wizard, the Playback test fails.

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

When entering the Live Classroom, I receive a proxy authentication error pop-up.

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 "Use a proxy server for your LAN"
5. Click Ok
6. Click Ok
7. Close and reopen browser
8. Login to Live Classroom

* If you are still getting the proxy error message and are unable to change this setting, contact your server administrator.

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

First determine your media format by scrolling to the top of the Text Chat Frame. You should see a message that reads, Your media format is:

Multi-way Audio*

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 HorizonMedia 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 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 will restore your audio connection to the presentation.

*Alternately, you may have access to a simulcast for listening to the audio via telephone. If you have access, you would see a phone icon above the Text Chat Frame. Click the phone icon and dial the number + pin that appears.

HorizonMedia One-way Audio*

Close the interface and run the Wizard for further troubleshooting. You should have received a link to the Wizard before the presentation.

*Alternately, you may have access to a broadcast/simulcast of the audio via telephone. If you have access, you would see a phone icon above the Text Chat Frame. Click the phone icon and dial the number + pin that appears.

Third-Party Conference Call

The audio is being conducted via conference call. Please send a text message to your presenter for the correct dial-in information.

If you do not have simultaneous access to the telephone and Internet, you may ask the presenter if an archive of the presentation is being created, for later viewing.

RealMedia Video*

Close the interface and run the Wizard for further troubleshooting. You should have received a link to the Wizard before the presentation.

*Alternately, you may have access to a simulcast for listening to the audio portion via telephone. You can send a private message to your presenter to verify whether or not this feature is available.

I lose my audio during the middle of the presentation.

Click the Lobby button (toward the right of your interface) and re-join the presentation by clicking the link for

Also ensure that your speakers or headphones are still plugged into your computer.

her 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 Multi-way Audio.'
 - b. Ensure that you see the speaking privilege enabled (+) icon next to your name in the participant list.
2. Then, ensure that HorizonMedia 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. 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.
3. Ensure that you are holding the Control 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:

For PC:

- a. On your computer, go to 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, make sure the Select box is checked (or not muted) in the Microphone section

For Mac OS X:

- a. On your computer, go to Apple Menu->Control Panel->Sound
- b. Choose the Input Tab
- c. Choose your input device
- d. Set the Input Level

ie 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.

ie archived presentation will not start.

You may not have the appropriate media plugin and/or configuration to view the archive. Depending on the format of the archive, you will need either the Real or QuickTime Player. 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.

ive Classroom does not recognize my Web cam.

1. Start by plugging in your Web cam and restart your computer, then enter Live Classroom again.
2. If #1 doesn't work, under the options menu inside Live Classroom, click on Disconnect Media, then click on Reconnect Media.

you receive an error 142 or 130, then you will need to install Horizonmedia manually:

1. Go to the following link to download the HorizonMedia installation file:
http://208.185.78.163/util/jsd/doors/horizonmedia_1_3_0.win.zip
2. Go to the following link to download the HorizonMedia signature file:
http://208.185.78.163/util/jsd/doors/horizonmedia_1_3_0.win.zip.sig
3. Move both files to the following directory: C:\Documents and Settings\[Your_Account]\Application Data\HorizonWimba\JSecureDoor\archives
4. Extract the contents file horizonmedia_1_3_0.win.zip into the following directory: C:\Documents and Settings\[Your_Account]\Application Data\HorizonWimba\JSecureDoor\horizonmedia_1.3.0

Support Information

iTech Helpdesk: 601-266-4357 (8am – 5pm, Monday – Friday)

Learning Enhancement Center: 601-266-5518 or lec@usm.edu (8am – 5pm, Monday - Friday)

Horizon Wimba: 1-866-350-4978 or <http://www.horizonwimba.com/technicalsupport/> (24 hours a day, 7 days week)