Client Help Desk Audio Issues
CET252

Agenda

• Audio Pathway and Components
• Audio Tools and Properties
• Troubleshooting and scenarios
Where to Get Help?

- Centra Support site at [http://support.centra.com](http://support.centra.com)
  - Site contains: Technical Bulletins, FAQs, product documentation, Troubleshooting guides, Technical specifications
- Centra documentation
- Centra Technical Support
  - 781-994-1110 or support@centra.com
  - +44 (0) 870 241 1391 or emeasupport@centra.com
- Centra online Education classes

Audio Requirements

- Centra uses integrated IP audio allowing users to speak and hear using their computer
- What you need:
  - 16-bit sound card
  - Combination microphone/headset
    or
  - Speaker and standalone microphone
Common Problems

- I cannot hear any audio
- I can hear but the audio quality is poor
- My microphone does not work (I cannot speak)
- When I speak my audio quality is poor

Audio Pathway and Components
High Level Strategy

Customer: "I'm having audio trouble"

- Run Audio Wizard
  - Audio OK?
    - Yes: Consider installation or connectivity issue
    - No: Run Sound Recorder
      - Audio OK?
        - Yes: Consider installation or hardware related
        - No: Check Sound Properties. Consider hardware or driver issue

Checklist at a Glance

- Verify hardware requirements
- Check possible connection problems
- Verify headset, speaker, and microphone setup
- Replace headset, speakers, or microphone
- Shut down applications
- Run the audio wizard
- Verify the Sounds and Multimedia properties
- Run the Sound Recorder
- Reinstall the client with Setupj.exe
- Reboot the machine
1. Audio Wizard - Accessing

1. System Check

2. Audio Wizard

- What if no devices are listed? Install an audio driver
- What if multiple devices listed? Try a different device until audio works
- What if the entire window is gray? Upgrade the JVM
Centra Client Help Desk Training

### Playback Volume

Please check to make sure that your speakers or headphones are connected and that their volume is acceptable.

To adjust the playback volume of your sound card, click the Play button to hear a sample sound and use the slider bar to adjust the volume.

![Playback Volume Diagram]

### Recording Volume

Note: A microphone may be required for some events.

Check with your event organizer for specific event requirements.

To skip this step, click Next.

Please speak into the microphone and adjust the slider bar below so that the volume matches the yellow area.

You can also raise or lower your levels by pressing the Record button to make a live second test recording.

![Recording Volume Diagram]
Modes of Speaking

• Speaker mode
  Use speaker mode if you are not using a headset. You will
  not hear the other speaker while you are talking. This
  will prevent “loop-back,” when sound fed from audio

• Headset mode
  Use headset mode if you are using all speaker audio and are
  using a headset. This will allow you to hear the other speaker
  as well as the person you are speaking to.

2. Sounds and Multimedia Properties

• Start ➔ Settings ➔ Control Panel ➔ Sounds
  and Multimedia
Volume Control

What are your settings?

Recording Control

What are your settings?

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3. Sound Recorder

- Windows 2K - 
  Start/Programs/Accessories/Entertainment/Sound Recorder
- Windows 95,98,NT - 
  Start/Programs/Accessories/Sound Recorder

Sound Recorder Results

<table>
<thead>
<tr>
<th>If Audio Wizard does not work and...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Sound Recorder works                | • Sound Card not supported
|                                     | • Old audio drivers
|                                     | • Wrong audio device selected in Audio Wizard
| Sound Recorder does not work        | Properties set wrong or hardware problem |
## Scenario #1

“My audio worked fine yesterday, but today people cannot hear me”

<table>
<thead>
<tr>
<th>Audio Wizard Playback OK?</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Wizard Recording OK?</td>
<td>No</td>
</tr>
<tr>
<td>Multimedia Properties OK?</td>
<td>Yes</td>
</tr>
<tr>
<td>Sound Recording OK?</td>
<td>No</td>
</tr>
</tbody>
</table>

## Scenario #2

“My audio does not work”

<table>
<thead>
<tr>
<th>Audio Wizard Playback OK?</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Wizard Recording OK?</td>
<td>No</td>
</tr>
<tr>
<td>Multimedia Properties OK?</td>
<td>Yes</td>
</tr>
<tr>
<td>Sound Recording OK?</td>
<td>No</td>
</tr>
</tbody>
</table>
Scenario #3

“My audio does not work”

<table>
<thead>
<tr>
<th>Audio Wizard Playback OK?</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Wizard Recording OK?</td>
<td>No</td>
</tr>
<tr>
<td>Multimedia Properties OK?</td>
<td>Yes</td>
</tr>
<tr>
<td>Sound Recording OK?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Scenario #3 Continued

8/23/02 8:39:21 AM java.lang.NullPointerException at utils/Loader.getRemoteDllVersion at utils/Loader.run
8/23/02 8:39:21 AM Continuing to use C:\PROGRA~1\CENTRA~1\bin\audsc.dll. [lang.String]
8/23/02 8:39:23 AM Issuing login
8/23/02 8:39:24 AM Successful login, response size: 7177
Scenario #4

“My audio works in the audio wizard, but
a) Does not work in session
b) Is choppy in session”

<table>
<thead>
<tr>
<th>Audio Wizard Playback OK?</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Wizard Recording OK?</td>
<td>Yes</td>
</tr>
<tr>
<td>Multimedia Properties OK?</td>
<td>Yes</td>
</tr>
<tr>
<td>Sound Recording OK?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Scenario #5

“My audio works in the audio wizard, but
I cannot speak in session”

<table>
<thead>
<tr>
<th>Audio Wizard Playback OK?</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Wizard Recording OK?</td>
<td>Yes</td>
</tr>
<tr>
<td>Multimedia Properties OK?</td>
<td>Yes</td>
</tr>
<tr>
<td>Sound Recording OK?</td>
<td>Yes</td>
</tr>
<tr>
<td>Connection OK?</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**Contains Audio**

- No one can speak while content with **Contains Audio** set is active
- Red Slash will appear through mic and speaker

**Other Common Audio Issues**

- Audio device in use/No audio device available error
  - Shut down all applications that use audio
- USB audio devices – setup before running Centra
- IBM ThinkPad 600e need microphone amplifiers
  - [www.andreaelectronics.com/Buy/ProductDesc/T100.htm](http://www.andreaelectronics.com/Buy/ProductDesc/T100.htm)
- Plug headset into laptop, not docking station
- Volume controls on docking station and laptops
- Make sure only one Centra event is running the PC
**Review: Audio Pathway**

1. Sound Card
2. Audio Drivers
3. Centra Client
4. Internet / Intranet
5. Centra Client
6. Centra Server
7. Sound Card
8. Audio Drivers
9. Centra Server

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**Centra Client Help Desk Training**

**Product Related**
- Leader / Participant
  - CET001, CET120 A & B, CET200 A & B, CET201
- Agenda Builder
  - CET101, CET105 A & B
- Event Manager
  - CET110 A & B, CET210

**Problem Related**
- CET250 Overview & Installation
- CET251 Connectivity Issues
- CET252 Audio Issues