



Q. How do I know my computer will connect to a Wimba Live Classroom session?

Whenever connecting to a Live Class session for the first time on a particular computer, be sure to run the **Setup Wizard** well ahead of time. This will ensure you have the required software and configuration. A link to the Setup Wizard is located inside of Blackboard



Q. How do I turn off my pop-up blocker?

In order for Wimba to work correctly all pop-up blockers must be turned off or set to allow Live Classroom. Note that to turn your pop-up blocker back on, just reverse the final step. There may be more than one pop-up blocker on your computer (ex. Internet Explorer and Google Toolbar)

Note: Your computer may have different or outdated versions of the following pop-up blockers. Therefore the following steps vary on your computer.

Internet Explorer:

1. Click on Tools menu

2. Point to Pop-up Blocker and click on Turn Off Pop-up Blocker

Firefox

1. Click on the Tools menu and choose Options
2. Click on the Content icon
3. Uncheck the Block pop-up windows box.

Google Toolbar:

1. Click on the Settings button and select Options
2. Click on the More tab
3. Uncheck Enable Popup Blocker

Yahoo Toolbar:

1. Click on the Pop-Up Blocker menu
2. Uncheck Enable Pop-Up Blocker

Norton Internet Security:

1. Double Click on the Norton Icon in the System Tray
2. Click Ad Blocking
3. Click Turn Off

Netscape 7.x

1. Click on the Edit menu and choose Preferences
2. Click on Privacy and Security
3. Select Pop Up Windows
4. Uncheck the Block unrequested pop ups box

AOL Toolbar:

1. Click on the AIM button and choose Toolbar Options
2. Click on Popup Blocker tab
3. Uncheck the Block Popup Windows box

Safari Blocker:

1. Open the Safari Menu and choose Preferences
2. Open the Security Menu
3. Uncheck 'Block pop up windows'

Q. I have no sound, what do I do?

If you have run the Setup Wizard but can't hear sound, try these steps:

- Re-run Setup Wizard
- Check your computers sound settings and volume levels.
- Check any volume or mute controls on your speakers or headphone cable.
- Check the connection from your speakers or headset to the computer. Make certain the plugs are inserted completely. Check that they are inserted into the correct jacks.

Q. Other users cannot hear me when I speak into my microphone

- Scroll to the top of the **Text Chat Frame** and verify that you see the following message: 'Your media format is WimbaMedia.' (See **B** on screenshot) If it says something different: exit the Live Classroom, re-run the Setup Wizard, and re-enter the classroom.
- Ensure that you are holding the **Ctrl** key or clicking the **Talk** button (See **A** on screenshot) when speaking. If done correctly the **Talk** button will turn

orange. To lock your microphone on click on the options icon in the Wimba Classroom and click on “Lock Talk”

- Ensure that your microphone is correctly plugged into the computer.

Q. Can my students download the PowerPoint slides to their computers?

No. You must either send an email to your students with the presentation materials, they can view them once the archived presentation (if available) has been opened in the Lobby, or you can upload it to Blackboard.

Q. The PowerPoint slides on my screen are not changing.

Your browser most likely needs to be refreshed. Click the **Lobby** button (toward the right of your Live Classroom) 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.

Q. “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 Wimba Classroom Setup Wizard, close the Live Classroom window and run the Wizard for further troubleshooting.
- If you have already run and passed all tests in the Wizard, close the Live Classroom window and try logging in again.

Q. How do I create an archive of the live presentation?

- Click the black **Recording** (See **C** on screenshot) button at the top of the **Presenter’s Console**. The **Recording** button will turn red.
- To stop the archiving of a live presentation, click the red **Recording** button (See **C** on screenshot). The **Recording** button will turn black.

Q. How do my students view archives?

On the course site located in Blackboard click on the **communications** button. Then click on live classrooms. Locate the archive you want to make available and click on the orange with the red line through it (See image). The dot will turn green and the archive is now available for your students to view through Blackboard.



Q. How do I upload PowerPoint presentations on the fly?

Click on the import PowerPoint button (See **D** on screenshot) the import box will pop up. Click browse and navigate to the PowerPoint you wish to show. Then click on “Import”

Q. How do I broadcast video of myself using a webcam?

Click on the video camera icon located above the text (See **E** on screenshot). A new window pops up (See image) In this pop-up click the first icon on the left that looks like a closed eye. Clicking it will “open” the eye and start broadcasting video from your webcam.

