

Solutions to Common Problems

Because RROC requires several technology components to work together, there are a variety of potential problems that may occur. Common problems along with potential solutions are included in Table 2.

Before proceeding with troubleshooting (Table 2), **make sure configuration settings are correct.** (see Figure J on Page 19).

Table 2- Troubleshooting

Problem	Probable Cause	Client Problem/Solution
Can't log in	<p>No Internet connectivity</p> <p>User's ISP network is down</p> <p>Problem is on NDCPDs end. Check status of RROC server and/or NDCPD ISP.</p>	<p>Check Internet connections (computer and wall). R/O bad cable, bad hub, etc.</p> <p>See if you can connect to the Internet (I. Explorer, etc.) If you can't, your ISP network may be down. Contact them. Clients, however, may have the added complications of ruling out LAN problems whereby they should contact in-house technology support people.</p> <p>Ping the RROC server. If the ping fails, contact NDCPD to check the server or their ISP connection. If the ping goes through, check your software configuration. (ports, time zones, etc.)</p>
Allows log in, but stops activity with "ACM Compression Error"	codec problem	Need to have a compatible version of "Windows Media Player". Download the latest version. For Windows XP, also download "Windows Media Encoder".
Can log in, but cannot transmit audio and/or text.	A "Firewall" is blocking your connection.	Firewalls can come from many applications. One could be included with your Operating System or with anti-virus software included in a router, installed by your ISP, or as a



		<p>standalone program on your computer. Suggest first contacting your ISP and ruling them out as the source. Next option is to contact NDCPD for consultation.</p> <p>A client (such as a public school, university, government entity, etc.) is likely to have a more complex firewall system. Suggest involving your computer technology department, having them consult with local ISP and/or NDCPD.</p>
Low audio	<p>Weak microphone battery</p> <p>Plug from microphone receiver in the wrong position</p> <p>Volume control set too low.</p> <p>Microphone boost set to “off” position. (Problem for the Captionist – controlled by the Client.</p>	<p>Check/change microphone battery.</p> <p>For standard microphone connection, plug should be in the “microphone” jack, not the “line-in”. PA systems, however, usually plug into “line-in”.</p> <p>* Check “Microphone” volume in computer’s Audio Recording Controls.</p> <p>* Check Microphone boost in “advanced setting” of “audio playback” controls.</p>

No audio (audio meter flat)	<p>Very weak or dead microphone battery</p> <p>Power to microphone receiver or transmitter is off</p> <p>Loose or disconnected wires</p> <p>Microphone gain adjustment set too low.</p> <p>Incorrect “Volume Control” settings</p>	<p>Check/change microphone battery.</p> <p>Turn on all power switches</p> <p>Check connections</p> <p>On receivers that have a gain adjustment, check setting.</p> <p>* Make sure that “Microphone” is selected in “Audio Recording Settings”. (if using a microphone) (Line-in may also be appropriate when using a PA system, etc.)</p>
Distorted audio	<p>Excessive volume</p> <p>Microphone placed too close to mouth</p>	<p>Turn down volume adjustment on microphone receiver.</p> <p>Move microphone down</p>

Solving Audio Problems

Instructions for accessing computer microphone volume, advanced microphone controls, etc are:

- Double click on volume icon, usually located in lower right hand corner of your computer screen. (Looks like a small round grey speaker)
- The “Volume Control” window will appear on the screen. This will contain options for adjusting “Audio Playback Settings”, including the “advanced” option for microphone boost. “Audio Playback Settings” are the settings the Captionist will be most concerned with.
- To access the “Audio Recording Settings”, the settings the “Client or Classroom” will be most concerned with, follow these steps:
 - click on “Options” in the “Volume Control” window.
 - click on “Properties” in the “Option” drop-down menu.
 - click on the “Recording” radio button and then the “OK” box in the “Properties” window.



- this brings you to the “Recording Control” window with options for adjusting various settings [microphone, line-in, advanced microphone settings (boost, etc.)].