

Electromeeet Participant Guide – Optimising Your Audio

Electromeeet uses Voice Over IP (VoIP) (also called internet telephony or internet phone) for audio in a session.

To use VoIP in Electromeeet, ensure that your computer system has the following:

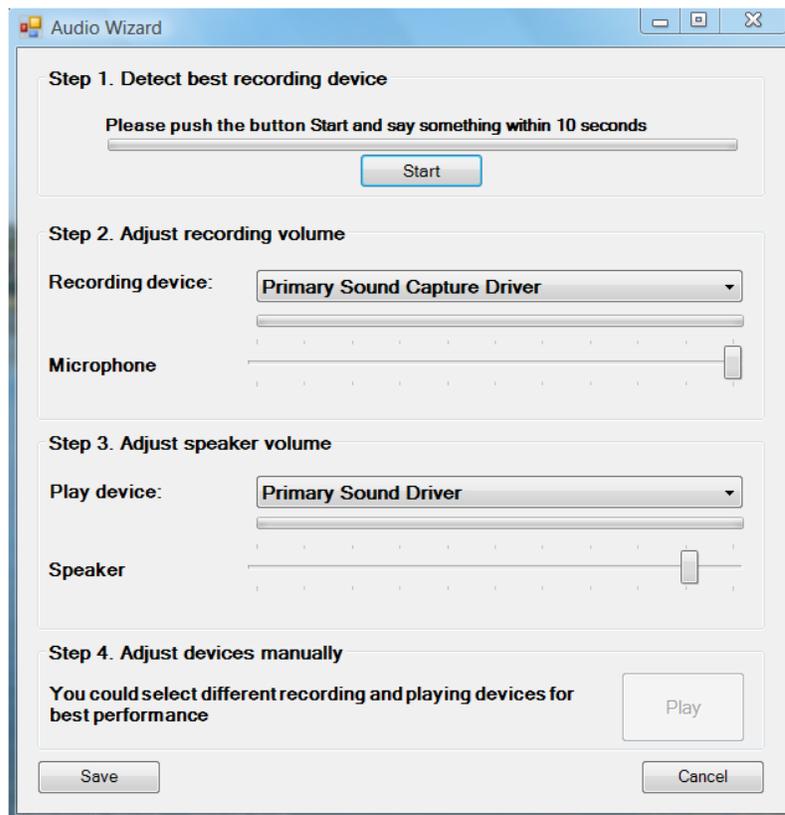
- A sound card with latest drivers (Recommended: run Windows Update)
- Speakers or headphones
- A microphone for speaking (this may be optional in the session you are to join)

Using Audio

To use audio during an Electromeeet session

Before joining an Electromeeet session, ensure that your system meets the prerequisites for setting up audio. See "[Steps to Check and Adjust Audio](#)" below. Verify that your audio equipment is connected and is working.

1. From the Electromeeet main menu, select **Tools>Audio Wizard** to run the wizard to check and setup your audio settings. Click the **Start** button in Step 1 and speak in your usual voice for 10 seconds. When finished, click **Play**. If your results are not satisfactory, use Steps 2 and 3 to change the device and/or adjust the volume. Make another recording at Step 1 then playback and adjust as needed. Click **Save** when done.



- To talk at any time during the session, click the red **Push to talk** button.



The button changes to the yellow **Waiting** button. This shows that you are queued to talk. Wait for the yellow **Waiting** button to change to the green **Talking** button (this is determined by the Presenter or Moderator). You can now talk to the participants in the session.

- Once you are finished talking, click the **Talking** button. The green **Talking** button returns to the red **Push to talk** button.

The presenter has administrative privileges to prevent or allow participants to speak during a session. If the presenter has not enabled audio for the participants, the participants can request to talk by selecting the **Raised Hand** icon on the **Participant Info** window, or by sending a text message. The presenter may choose to accept or defer your request.

Note: The presenter has Priority voice control. When the presenter clicks the **Talk** option, the microphones of all the participants in the session are muted and the presenter is provided exclusive rights to talk.

Symptoms of Poor Audio Quality

There are distinct symptoms of poor audio quality, when listening or talking. In the [next section](#) we suggest solutions. **However, it is recommended that you check your audio and ensure that it is functional before the session start time.**

Following are some of the symptoms of poor audio quality:

- Unable to hear other participants
- Unable to be heard by other participants
- Broken speech
- Poor audio quality with unusual sounding speech

Note: The Presenter must have a functional audio connection. If the Presenter has a poor audio connection, all participants will have poor audio quality issues, regardless of whether the participant has a functional audio connection or not.

After joining an Electromet session successfully, the word *Online* appears on the status bar at the bottom of the Electromet interface. If it remains *Offline*, see the document "**Electromet Participant Guide – Optimising Your Internet Connection**".

Steps to Check and Adjust Audio

Step 1: Check System Hardware

Before launching Electromet, test your computer speakers and microphone. Either:

- Locate the Windows Sound Recorder then record and playback a test recording. On Windows XP systems, go to **Accessories > Entertainment > Sound Recorder**. For Vista, got to **Accessories > Sound Recorder**.

OR

- In Windows® XP, go to **Control Panel > Sounds & Audio Devices** (or in Vista: **Hardware and Sound, then Manage Audio Devices, then Configure for playback and recording**) and run the Voice test wizard. If the wizard successfully configures the sound and audio devices, the hardware check is complete. In Vista, go to **Control Panel > Sound >** then for the default device for the **Playback** and **Recording** tabs select **Configure** and run the test.

Step 2: Check system hardware from within Electromet

When you have launched Electromet, open the **Audio Wizard**. After you open the wizard, check that the **Recording** device and **Play** device correspond with the equipment you are using. Now follow the steps outlined in "[Using Audio](#)" above.. Adjust volume as necessary. Once you have a satisfactory result, click Save and exit the wizard.

Step 3: If audio remains unsatisfactory, go to **Tools>Internet Access Settings** and put a check (tick) in the box "Switch to TCP audio/video instead of UDP", then click "OK". Next, go to the Audio tab (bottom left of screen) and uncheck the Enable Audio checkbox, then recheck it.

Step 4: If audio is not satisfactory, try again by going to the Audio tab (bottom left of screen) and uncheck the Enable Audio checkbox, then recheck it.

Step 5: If you have followed all of the steps above and continue to receive poor audio, it is possible that your internet connection is experiencing variable speed. Try closing Electromet, wait for 30 seconds, then relaunch. If audio is still not satisfactory, please review the document "***Electromet Participant Guide – Optimising Your Internet Connection***".