Chapter 8  The Audio Window

The Audio window lets you participate in conversations during an Elluminate Live! session using a microphone and speakers (or headset) via Voice over Internet Protocol (VoIP).

Alternatively, if your organization offers teleconferencing services with Elluminate Live!, you can use the Telephony (telephone conferencing integration) feature for your in-session communications. For details, see Telephone Conferencing on page 134.

The Audio window has the following components:

To use Audio, your computer must have a working microphone and speakers or a headset. Generally speaking, it is recommended that you configure your Audio prior to moderating a session. See Using the Audio Setup Wizard on page 111 for instructions on how to use the Audio Setup Wizard to help you set your microphone and speaker levels (as well as configure advanced Audio settings). See Using the Audio Window on page 118 for instructions on how to use the Audio feature.
As a Moderator, you can use all the available Microphone/Speakers Mode Audio features. Participants can use a subset of these features – but only when they have been granted the Audio permission.  

<table>
<thead>
<tr>
<th>Feature</th>
<th>Moderators</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participate in a conversation (send and receive audio)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Adjust your own microphone and speaker levels</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mute your own microphone</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Enable or disable your own talk feature</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Adjust microphone level of others while they are talking</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Mute the speakers of another talker</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Change the number of simultaneous talkers allowed</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Give Participants the Audio permission</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

**Configuring Your Audio**

Prior to moderating a session you should ensure that your Audio is configured correctly. There are a number of Audio settings that you can configure in Elluminate Live!

Basic Audio settings:
- Microphone and speaker levels (see Using Audio Setup Wizard)
- Simultaneous Talkers

Advanced Audio settings:
- Select Source
- Set Level Control
- Boost Microphone
- Mute Speakers When Talking
- Set the Sample Rate
- Suppress Transmission of Silence

To verify that your Audio is set up correctly, we recommend that you use the Audio Setup Wizard. This wizard will allow you to select input and output devices (Windows and Macintosh only), test your microphone and speakers and adjust the levels if necessary.

---

20 Participants can always receive audio and adjust their own microphones and speakers, regardless of permission settings. They do require the Audio permission to send audio.
The remaining configuration items are advanced and, in most cases, you probably won’t need to modify them (the default settings should be adequate). However, if you wish to modify them, you can do so in the Preferences dialog.

Any advanced configuration settings you make will be saved for the next time you join a session.

**Using the Audio Setup Wizard**

To test and configure your Audio, from the Tools menu select Audio > Audio Setup Wizard. A series of panels will guide you through selecting Audio input and output devices and setting your speaker and microphone volumes.

- It is recommended that you run the Audio Setup Wizard before your session begins. (You can join your session early to run the wizard or join the Configuration Room from Elluminate’s website at [www.elluminate.com/support](http://www.elluminate.com/support).) You can run the Audio Setup Wizard again at any time during the session.

- If anyone is using the Audio Setup Wizard during a session, the text (AudioSetup) will be appended to their name in the Participants list.

**On Windows**

1. Select your audio output device, following the instructions given in the dialog box. (For further details on selecting an audio output device, see Selecting an Audio Output Device on page 125.)

2. Play the recorded audio message provided and adjust your speaker (audio output device) volume to a suitable level. (Follow the instructions given in the dialog box.)

3. Confirm whether or not your speaker was set to an appropriate level.
   - If you clicked on Yes, go to step 4.
   - If you clicked on No, you are prompted to try again or cancel. Click on Try Again and go back to step 1.

4. Select an audio input device, following the instructions given in the dialog box. (For further details on selecting an audio input device, see Selecting an Audio Input Device on page 122.)

5. Press Record and adjust your microphone recording level as you speak into the microphone (audio input device). (Follow the instructions given in the dialog box.) Press Stop when you are done.
6. Press Play to listen to the recording you just made and, based on the loudness and clarity of the recording, determine if your microphone was set to an appropriate level.

7. Confirm whether or not your microphone was set to an appropriate level.
   - If you clicked on Yes, go to step 8.
   - If you clicked on No, you are prompted to try again or cancel. Click on Try Again and go back to step 4.

8. Read the message in the dialog box and click on OK to complete Audio setup and exit the Audio Setup Wizard.

On Macintosh

1. Macintosh users cannot change their audio output devices directly in Elluminate Live! – Elluminate Live! uses the system default device. To change your output device, click on the speaker icon in the Select Audio Output Device dialog of the Audio Setup Wizard and make your changes in the System Preferences Sound Output panel. (For further details on selecting an audio output device, see Selecting an Audio Output Device on page 125.) When done, click on OK to advance to the next panel of the wizard.

2. Play the recorded audio message provided and adjust your speaker (audio output device) volume to a suitable level. (Follow the instructions given in the dialog box.)

3. Confirm whether or not your speaker was set to an appropriate level.
   - If you clicked on Yes, go to step 3.
   - If you clicked on No, you are prompted to try again or cancel. Click on Try Again and go back to step 1.

4. Select an audio input device from the list or select the option Use System Default Device. Follow the instructions given in the dialog box. (For further details on selecting an audio input device, see Selecting an Audio Input Device on page 123.)

5. Press Record and adjust your microphone recording level as you speak into the microphone (audio input device). (Follow the instructions given in the dialog box.) Press Stop when you are done.

6. Press Play to listen to the recording you just made and, based on the loudness and clarity of the recording, determine if your microphone was set to an appropriate level.

7. Confirm whether or not your microphone was set to an appropriate level.
   - If you clicked on Yes, go to step 7.
   - If you clicked on No, you are prompted to try again or cancel. Click on Try Again and go back to step 3.
8. Read the message in the dialog box and click on **OK** to complete Audio setup and exit the Audio Setup Wizard.

**On Linux and Solaris**

1. Play the recorded audio message provided and adjust your speaker (audio output device) volume to a suitable level. (Follow the instructions given in the dialog box.)

   Linux and Solaris users cannot change their audio output devices through Elluminate Live! If sound is not being transmitted by your audio output device, you must close Elluminate Live!, change the default system device and rejoin your session. Consult your system administrator for assistance.

2. Confirm whether or not your speaker was set to an appropriate level.
   - If you clicked on Yes, go to step 3.
   - If you clicked on No, you are prompted to try again or cancel. Click on **Try Again** and go back to step 1.

3. Press Record and adjust your microphone recording level as you speak into the microphone. (Follow the instructions given in the dialog box.) Press Stop when you are done.

4. Press Play to listen to the recording you just made and, based on the loudness and clarity of the recording, determine if your microphone was set to an appropriate level.

5. Confirm whether or not your microphone was set to an appropriate level.
   - If you clicked on Yes, go to step 6.
   - If you clicked on No, you are prompted to try again or cancel. Click on **Try Again** and go back to step 3.

   If your microphone isn’t working, make sure you have it selected as your audio input device. See *Selecting an Audio Input Device* on page 122.

6. Read the message in the dialog box and click on **OK** to complete Audio setup and exit the Audio Setup Wizard.
**Configuring Simultaneous Talkers**

As the Moderator, you can allow up to six (6) simultaneous talkers per session. The default number of simultaneous talkers is set by the session creator when creating the session.

If you lower the number of simultaneous talkers during a session to a value below the number of users currently talking, those users will continue to be able to talk until they release the **Talk** button, or you remove their permission to talk by removing their Audio permission in the Participants list.

To change the simultaneous talkers, do the following:

1. From the Tools menu, select Audio > Maximum Simultaneous Talkers. The Maximum Simultaneous Talkers dialog box appears.
2. Move the slider to the appropriate number of simultaneous talkers you want to allow.
3. Click on **OK** to save your change and close the dialog, or **Cancel** to close the dialog box without saving your change.

We recommend that all talkers use either a headset or an echo-cancelling microphone to prevent an echo for everyone else who will be listening.

If the session is connected to a teleconference using the Telephony feature in Elluminate **Live!**, the Teleconference participant (the one that shows up in the Participant list) is **not** counted as one of the simultaneous talkers.

**Managing Your Microphone Levels**

There may be times during a session when your microphone receives a wide range of signal levels – sounds that are too loud become distorted and sounds that are too soft become inaudible – or your microphone signal is chronically low and needs to be boosted. Elluminate **Live!** provides you with three controls to manage your audio:
- **Boost Microphone Signal** (available on some Windows systems): If your microphone level is too low, and cannot be brought up to a reasonable level (peaking in the yellow) with the microphone level slider, ensure that your *Microphone Boost Signal* option is turned on. By default, this option is turned on if your hardware supports microphone boost. (To set this option, refer to *Boost Microphone Signal* on page 116.)

- **Limit Audio Peaks**: If your microphone level is too high, causing distortion on loud signals, the *Limit Audio Peaks* option will automatically slide the microphone level slider to the left until the signal no longer distorts. By default, this option is turned on. (To set this option, refer to *Setting Level Controls* below.)

- **Automatic Gain Control**: This control uses software to modify the volume of audio signals received from your microphone at its current volume setting. (It does not move the microphone slider.) It provides a gain (increase in volume) of up to four times the signal level, which should be sufficient to handle most circumstances. If it is insufficient, you should probably re-adjust your microphone level slider. By default, this option is turned on. (To set *Automatic Gain Control*, refer to *Setting Level Controls* below.)

### When to Use Automatic Gain Control

The purpose of the Automatic Gain Control is to even out the volume of microphone signals that are received from a non-headset microphone, such as a webcam microphone. When the microphone is in a headset, it is at a constant distance from the lips but, when it is not in a headset, the distance between the microphone and the lips varies as the talker moves around. When the talker gets closer to the microphone, his voice seems to get louder and, when he gets further away, his voice seems to get softer. Automatic Gain Control compensates for such movement, as long as the changes in volume are not too great.

### Setting Level Controls

Configure the level controls *Limit Audio Peaks* and *Automatic Gain Control* in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
   - From the Tools menu, select Preferences… (Windows, Linux & Solaris)
   - From the Elluminate Live! (Apple) menu, select Preferences (Macintosh)
   - Enter Ctrl+Comma (Windows, Linux & Solaris)
   - Enter ⌘, (Macintosh)
2. In the left pane of the Preferences dialog, select Audio > Level Control. The Level Control preferences panel appears.

![Preferences Panel](image)

3. Select the desired options:
   - Limit Audio Peaks – Select this option to enable Audio to automatically reduce the microphone signal level on excessive signal peaks. (By default, this option is turned on.)
   - Automatic Gain Control – Select this option to enable Audio to automatically increase the microphone signal level when the volume is too low. (By default, this option is turned on.)

4. Click on OK to save your preferences and close the Preferences dialog. Apply to save your preferences and leave the Preferences dialog open or Cancel to close the Preference dialog without saving any of your changes.

When you configure the Audio Level Controls, Elluminate Live! will remember these settings each time you join another session.

![Preferences Panel](image)

You can restore your Audio Level Controls to the default. For details on restoring default preferences, see Restoring Default Settings on page 11.

Boost Microphone Signal (Windows only)

Microphone boost is a hardware option on some Windows computers. If it is available on your Windows computer and Boost Microphone Signal is selected in the Elluminate Live! Preferences dialog, the hardware will amplify the microphone signal (typically making it about twice as loud) to compensate for microphones with weak signals. By default, this option is turned on if your hardware supports microphone boost.
This option may not be available to all Window users as it depends on the audio hardware you have.

This option is not available to Macintosh users.

This option is not available to Linux or Solaris users.

Sometimes the boost microphone feature distorts the microphone signal, so Elluminate Live! provides you with the ability to turn it off. If you find that your audio setting is too loud, even though your microphone level slider is all the way to the left, de-select Boost Microphone Signal.

Change the Boost Microphone Signal option in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
   - From the Tools menu, select Preferences…
   - Enter Ctrl+Comma

2. In the left pane of the Preferences dialog, select Audio > Microphone Boost. The Microphone Boost preferences panel appears.

3. Select or de-select Boost Microphone Signal check box, as desired. (By default, this option it is turned off.)

4. Click on OK to save your preferences and close the Preferences dialog, Apply to save your preferences and leave the Preferences dialog open or Cancel to close the Preference dialog without saving any of your changes.

When you configure the Boost Microphone Signal setting, Elluminate Live! will remember this setting each time you join another session.
You can restore your Audio Boost Microphone Signal setting to the default. For details on restoring default preferences, see *Restoring Default Settings* on page 11.

**Using the Audio Window**

The following sections describe what you can do while in the session to adjust the microphone and speaker levels. Although you can configure any of the settings while in the session, we do recommend setting microphone and speaker levels prior to moderating your session.

**Activating and Releasing Your Microphone**

To talk, click on the **Talk** button in the Audio window or use the Audio hot key (which is displayed on the **Talk** button). When you are done speaking, click the **Talk** button or use the Audio hot key again to release your microphone. Notice that, when your **Talk** button is on, the **Talk** button icon changes (the microphone is tipped up, “sound waves” are added and the background color changes to yellow).

![Microphone off](image1.png)  ![Microphone on](image2.png)

If the **Talk** button is inaccessible (grayed out) it is probably because you are using the Telephony feature for audio communications. For details, see *Telephone Conferencing* on page 134.

**Adjusting Your Microphone and Speaker Levels**

The microphone level indicator shows the volume levels when you are speaking and the speaker level indicator shows the volume levels when someone else is speaking.
The microphone level slider should be positioned so that the microphone level indicator shows green and some yellow when you are speaking. There are three ways to adjust your microphone level:

✓ **Audio window:** Move the microphone level slider in the Audio window to the right to increase the volume and to the left to decrease the volume. If you see red in the indicator, move the slider to the left, as your voice will sound distorted when you are speaking.

✓ **Tools menu:** From the Tools menu, select Audio > Adjust Microphone Level and select either Up to increase the volume or Down to decrease the volume.

✓ **Accelerator Keys:** Press Ctrl+Shift+Up Arrow (⇧⌘↑ on Macintosh) to increase the volume or Ctrl+Shift+Down Arrow (⇧⌘↓ on Macintosh) to decrease the volume.

There are three ways to adjust your speaker level:

✓ **Audio window:** Move the speaker level slider in the Audio window right to increase the volume and to the left to decrease the volume.

✓ **Tools menu:** From the Tools menu, select Audio > Adjust Speaker Level and select either Up to increase the volume or Down to decrease the volume.

✓ **Accelerator Keys:** Ctrl+Up Arrow (⌘↑ on Macintosh) to increase the speaker volume or Ctrl+Down Arrow (⌘↓ on Macintosh) to decrease the speaker volume.

### Adjusting Another Talker’s Microphone

#### When There is a Single Talker

When Simultaneous Talkers is set to one, and another person has the **Talk** button activated, that person’s login name appears in the Audio window title bar and your own **Talk** button is deactivated (grayed-out).

As a Moderator, you can adjust the talker’s microphone.

- To increase the volume, click on the **button. The talker’s voice will get louder.
- To decrease the volume, click on the **button. The talker’s voice will get softer.

When you are adjusting talkers’ microphones, their microphone level sliders will move. You should inform them of what you will be doing prior to adjusting their microphones.
When there are Multiple Talkers

When you have set the Simultaneous Talkers to more than one, and there are two or more people who have their Talk buttons activated, the Audio window title bar will display Multiple Talkers and + plus and – minus buttons will appear next to the Talk button.

Your own Talk button may or may not be deactivated, depending on whether or not you have reached the maximum number of simultaneous talkers allowed.

To adjust the microphone of a specific talker, do the following:

1. Click on the + plus button to increase the microphone level or on the – minus button to decrease the microphone level. A pop-up window appears with a list of the simultaneous talkers.

2. Click on the name of the person whose microphone you wish to adjust. The microphone level will be adjusted up or down by 10%.

When you are adjusting talkers’ microphones, their microphone level sliders will move. You should inform them of what you will be doing prior to adjusting their microphones.

Activity Lights and Indicators

You can monitor the state of audio transmissions through various lights and indicators displayed in the Audio permission column of the Participants list.

Activity Indicators

The table below lists the icons that are used in the Participant List to indicate what a session attendee is doing while using Audio or Telephony. (For details on Telephony, see Telephone Conferencing on page 134.)

<table>
<thead>
<tr>
<th>Activity Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎤</td>
<td>A microphone icon in the Audio column indicates that the Participant or Moderator has Audio permissions.</td>
</tr>
<tr>
<td>🎤</td>
<td>A microphone icon with a yellow halo indicates that the Participant or Moderator is currently talking using the microphone (has engaged the Talk button).</td>
</tr>
</tbody>
</table>
A telephone icon with a yellow halo next to a Moderator or Participant indicates that the Participant or Moderator is currently connected to a telephone conference and that the Teleconference participant is not muted. If the icon appears next to the Teleconference participant, then it means that the Teleconference participant is connected and not muted.

An interdicted telephone icon next to a Moderator or Participant means the Participant or Moderator has switched to Telephony for audio communications but the session is currently not connected to a telephone conference or the teleconference has been muted. If the icon appears next to the Teleconference participant, then it means that the Teleconference participant is muted or not connected to the teleconference.

### Status Indicators

Audio status indicators appear in the Audio permission column in the Participants list indicating the session attendee is experiencing delays in the Audio transmission or is not responding to the Audio service. Only Moderators and the person currently using the microphone (referred to as the talker) will be able to see the Audio status indicators.

- **Orange Status Indicator:** The listener is experiencing delays in audio from the talker of between 3 to 8 seconds.
- **Orange-and-Red Status Indicator:** The listener is experiencing delays in audio from the talker of more than 8 seconds.
- **Red Status Indicator:** The talker or any of the listeners are non-responsive and may be offline from the conference. This usually means some problem with the user’s network connection. Often it will be followed by the user getting disconnected from the session. (Talkers are considered non-responsive if they are not sending Audio data to the server. Listeners are considered non-responsive if their Audio service is not acknowledging server requests.)

In the example to the right,

- Vivian is talking,
- Lucy is experiencing a delay in receiving the Audio signal, and
- Charlie and Ricky are not having any problems.
**Troubleshooting Audio Delays**

In general, you can continue to talk, as Elluminate Live! will buffer the audio for those who have fallen behind and ensure they are caught up to real-time. However, if you wish to wait, to allow users to catch up, you can mute your microphone. (See *Muting Your Microphone to Let Listeners Catch Up* on page 131 for instructions.)

**Advanced Features**

**Selecting an Audio Input Device**

The first time you use Elluminate Live!, it will use the audio input device that is the system default at the time your session is launched. If you are on a Windows or Macintosh system, you can select a different device using the Audio Wizard or through the Select Audio Input Device dialog box.

The next time you join an Elluminate Live! session, the audio input device will be the one you used in your previous session – provided it is available when you launch Elluminate Live!

> A headset with microphone works well for most Elluminate Live! users as both their input device and output device.

**Windows**

To change the input device, do so from within Elluminate Live! in one of two ways:

- through the Select Audio Input Device dialog box (Tools > Audio > Select Audio Input Device); or
- using the Audio Setup Wizard (see *Using the Audio Setup Wizard* on page 111).

Devices (such as a sound card) may have a number of different input ports from which to choose, such as Line-In, Phone and Microphone. Generally, whichever port you select will be used in all future Elluminate Live! sessions, until you explicitly select a different port.

> If you join an Elluminate Live! session when no audio input device is connected, you don’t have to run the Audio Setup Wizard or use the Select Audio Input Device dialog. Just connect your device and, after the system recognizes the new input device, click on the Talk button – Elluminate Live! will automatically connect to the device. You may need to adjust your microphone level.

---

21 If you are running Elluminate Live! on Vista, it will pick the first audio input device that it can find – which may or may not be the system default device.
To change the audio source from within the Select Audio Input Device dialog, do the following:

1. From the Tools menu of Elluminate Live!, select Audio > Select Input Device. The Select Audio Input Device dialog box appears.

2. From the list, select the audio input line you would like to use.

3. Click on **OK** to save your change and close the dialog box, or **Cancel** to close the dialog box without saving your change.

   - The available audio input line options will vary depending on your sound card.

**Macintosh**

When you launch your first session, Elluminate Live! will use your system’s default audio input device. Subsequent sessions will use the same input device you used in your last session. This system default is set under System Preferences > Sound panel > Input tab. You can change the system default any time during an Elluminate Live! session.

   - If you are talking, release the microphone, change the input device and then re-engage the microphone.

You also can change the audio input device using the Audio Setup Wizard (see *Using the Audio Setup Wizard* on page 112) or through the Select Audio Input Device dialog in Elluminate Live! You can make a change at any time during a session, except while you are talking. (If you try to select the input device from within Elluminate Live! when talking, you will get an error message.)
The default setting in the Select Audio Input Device dialog box is *Use System Default Device*. To change the audio source from the system default device to another device, do the following:

1. From the Tools menu of Elluminate Live!, select Audio > Select Input Device. The Select Audio Input Device dialog box appears.
2. From the list, select the audio input device you would like to use. This will deselect the Use System Default Device option.
3. Click on OK to save your change and close the dialog box, or Cancel to close the dialog box without saving your change.

To revert back to using the system default audio input device, select the *Use System Default Device* option in the Select Audio Input Device dialog. This will deselect the device that was selected in the list of devices.

**Linux and Solaris**

Linux and Solaris users cannot change their audio input devices through Elluminate Live!; therefore, Select Audio Input Device is not an option in the Tools > Audio menu.

If sound is not being picked up by your audio input device, or you just want to change the audio input device for your Elluminate Live! session, you must close Elluminate Live!, change the default system device and rejoin your session. Consult your system administrator for assistance.

**Selecting an Audio Output Device**

The first time you use Elluminate Live!, it will use the audio output device that is the system default at the time your session is launched. If you are on a Windows system, you can select a different device by running the Audio Wizard or using the Select Audio Output Device dialog box. If you are on Macintosh, Linux or Solaris, you can select a different device by changing the system default.

![Select Audio Input Device dialog box](image)

A headset with microphone works well for most Elluminate Live! users as both their input device and output device.

---

22 If you are running Elluminate Live! on Vista, it will pick the first audio output device that it can find – which may or may not be the system default device.
Windows

To change the audio output device, do so from within Elluminate Live! in one of two ways:

✓ through the Select Audio Output Device dialog box (Tools > Audio > Select Audio Output Device); or
✓ using the Audio Setup Wizard (see Using the Audio Setup Wizard on page 111).

Whichever device you select will be used in all future Elluminate Live! sessions until you explicitly select a different device using either the Audio Wizard or the Select Audio Output Device dialog.

---

After using Elluminate Live! for the first time, changing your system default output device will not affect which device Elluminate Live! will use.

---

If you join an Elluminate Live! session when no audio output device is connected, you don’t have the run the Audio Setup Wizard or use the Select Audio Output Device dialog. Just connect your device and, after the system recognizes the new output device, click on the Talk button – Elluminate Live! will automatically connect to the device. You may need to adjust your speaker level.

---

If you have been receiving audio before connecting your audio output device, there will be backlog of audio transmitted to you in “chipmunk” until the backlog is cleared.

---

23 Provided it is available when you launch Elluminate Live!
To change the audio source through the Select Audio Output Device dialog box, do the following:

1. From the Tools menu of Elluminate Live!, select Audio > Select Output Device. The Select Audio Output Device dialog box appears.

2. From the list, select the audio output device you would like to use.

3. Click on OK to save your change and close the dialog box, or Cancel to close the dialog box without saving your change.

The available audio output line options will vary depending on your sound card.

---

**Macintosh**

Elluminate Live! uses the system’s current audio output device. If you change the system’s device between sessions, Elluminate Live! will use that newly selected device the next time you join a session.

If sound is not being transmitted by your audio output device, or you just want to change the audio output device for your Elluminate Live! session, change the system default output device under System Preferences > Sound panel > Output tab. You can do so while Elluminate Live! is running.

**Linux and Solaris**

Linux and Solaris users cannot change their audio output devices through Elluminate Live!, therefore, Select Audio Output Device is not an option in the Tools > Audio menu.

Elluminate Live! uses the system’s current audio output device. If you change the system’s device between sessions, Elluminate Live! will use that newly selected device the next time you join a session.
If sound is not being transmitted by your audio output device, or you just want to change the audio output device for your Elluminate Live! session, close Elluminate Live!, change the default system device and rejoin your session. Consult your system administrator for assistance.

**Muting Speakers When Talking**

If you are using speakers rather than headphones, you may wish to mute the speakers when you have the **Talk** button pressed – then the microphone will not pick up any additional audio received.

Some systems do not allow the microphone and the speakers to be active at the same time. In this case, the option to mute speakers when talking will be turned on and you won’t be able to turn it off.

Change the **Mute speakers when “Talk” pressed** option in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
   - From the Tools menu, select Preferences… (Windows, Linux & Solaris)
     - From the Elluminate Live! (Apple) menu, select Preferences (Macintosh)
   - Enter Ctrl+Comma (Windows, Linux & Solaris)
     - Enter ⌘, (Macintosh)

2. In the left pane of the Preferences dialog, select Audio > Mute Sound. The Mute Sound preferences panel appears.

![Preferences dialog](image)

24 See **Muting a Talker’s Speakers** on page 131 for another way to mute our own speakers.
3. Select or de-select Mute speakers when “Talk” pressed check box, as desired.

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure the Mute Sound setting, Elluminate Live! will remember this setting each time you join another session.

- You can restore the Audio Mute Sound setting to the default. For details on restoring default preferences, see **Restoring Default Settings** on page 11.

- If you are using Simultaneous Talkers and have your **Talk** button pressed, you will not be able to hear others speak until you release your **Talk** button.

- As a Moderator, you can mute the speakers of other users. See **Muting a Talker’s Speakers** on page 131 for instructions.

**Setting the Sample Rate**

Some systems that allow the microphone or speakers to be shared by multiple applications require all applications to use the same audio sample rate. If you have such a system, and you wish Elluminate Live! to share the microphone or speakers with another application (e.g., an email application that beeps when you get new mail), you will need to set the Elluminate Live! preferred sample rate to the other application’s sample rate – if the sample rates are different.

Change the Sample Rate options in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
   - From the Tools menu, select Preferences… (Windows, Linux & Solaris)
   - From the Elluminate Live! (Apple) menu, select Preferences (Macintosh)
   - Enter Ctrl+Comma (Windows, Linux & Solaris)
   - Enter #, (Macintosh)
2. In the left pane of the Preferences dialog, select Audio > Sample Rate. The Sample Rate preferences panel appears.

![Preferences dialog](image)

3. Select the desired options:
   - Click on the Microphone sample rate option menu to display a list of sample rates and select the appropriate rate.
   - Click on the Speaker sample rate option menu to display a list of sample rates and select the appropriate rate.

   For optimal performance, Macintosh users should set their speaker sample rate to 8000 Hz.

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure the Sample Rate settings, Elluminate Live! will remember these settings each time you join another session.

You can restore the Audio Sample Rate setting to the default. For details on restoring default preferences, see Restoring Default Settings on page 11.

**Suppressing Transmission of Silence**

When the **Talk** button is pressed, bandwidth is being used. Bandwidth usage increases with every user that has the **Talk** button pressed. The more bandwidth that is used for Audio, the less bandwidth will be available for the other features such as Application Sharing, playing of Multimedia files, etc. Even if no one is talking while the **Talk** button is pressed, audio is still
being transmitted. Elluminate Live! has an option called Suppress Transmission of Silence, which, when enabled, will detect when no one is talking and will stop the transmission of audio, thereby reducing the amount of bandwidth used. By default, this setting is enabled.

However, if the microphone does not generate a sufficiently strong signal, speech may be erroneously detected as silence. If this is the case, silence suppression will cause a user’s speech to cut in and out. When this occurs, the affected user should increase his microphone volume. If the volume is at maximum, then you should disable silence suppression.

Change the Suppress transmission of silence option in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
   - From the Tools menu, select Preferences… (Windows, Linux & Solaris)
   - From the Elluminate Live! (Apple) menu, select Preferences (Macintosh)
   - Enter Ctrl+Comma (Windows, Linux & Solaris)
   - Enter ⌘, (Macintosh)

2. In the left pane of the Preferences dialog, select Audio > Silence Suppression. The Silence Suppression preferences panel appears.

3. Select or de-select the Suppress transmission of silence check box, as desired.

4. Click on OK to save your preferences and close the Preferences dialog, Apply to save your preferences and leave the Preferences dialog open or Cancel to close the Preference dialog without saving any of your changes.

When you configure the Silence Suppression setting, Elluminate Live! will remember this setting each time you join another session.
You can restore the Audio Silence Suppression setting to the default. For details on restoring default preferences, see Restoring Default Settings on page 11.

**Muting Your Microphone to Let Listeners Catch Up**

Muting your microphone is done through the Participants list.

1. Do one of the following to open the Audio context menu:
   - To wait for all listeners to catch up, right-click ('^Click on Macintosh) anywhere in the Participants list.
   - To wait for selected listeners to catch up, select the desired Participant name or names and right-click ('^Click on Macintosh) within the selection.

2. From the Audio context menu, select the desired function:
   - To wait for all listeners to catch up, select *Wait for All Listeners To Catch Up*.
   - To wait for selected listeners to catch up, select *Wait For Selected Listeners To Catch Up*.

The *Wait for All Listeners* options appear in the Audio context menu only if you have your Talk button activated.

Your Talk button will change to a Muted Microphone button. When the audio of the listeners has caught up, the microphone is reactivated (changes back to the Talk button) and a bell will sound as an audible indicator of the change of state.

**Muting a Talker’s Speakers**

When there are multiple talkers in a room and any of them are using speakers rather than headphones to receive their audio, the audio received from other talkers is picked up in the
listener’s microphone and is sent back into the room to all the other users. This creates an echo effect.

The echo can be avoided if those using speakers mute them. If you detect echoing, you can ask the talkers to mute their speakers (see Muting Speakers When Talking on page 126) or, as a Moderator, you can mute their speakers for them.

When you set a user’s mute speaker option, Elluminate Live! will remember the option each time the user joins another session in the future. The user can override this using the Audio Preferences dialog (Tools > Preferences > Audio > Mute Sound).

1. Select the name of the talker\(^\text{25}\) whose speakers you want to mute.
2. Right-click (^Click on Macintosh) on the selected name. The Audio context menu will appear.
3. From the Audio context menu, select Mute Speakers While Talking.

A dialog box will open, prompting you to confirm the operation.

4. Click on Yes to complete the operation. The talker whose speakers you muted will receive a notification.

---

\(^{25}\) You can select your own name from the list, giving you a quick way to turn your speakers on and off.
To turn a talker’s speakers back on, select the talker in the Participants list, right-click (^Click on Macintosh) to bring up the Audio context menu, and select *Keep Speakers On While Talking*. You will be required to confirm the operation and the talker will receive a notification.

### Setting Audio Permission for Participants

By default, Participants are granted the Audio permission. However, there may be times when you want to turn that permission off – such as when you want to eliminate distractions and focus Participants’ attention on the information you are presenting.

When you remove the Audio permission of Participants, they will not be able to use their microphones – but they will be able to listen to you.

The Audio permission is controlled in the Participants list by clicking on the 🎤 microphone icon. Below, only the Moderator Vivian and the Participant Ricky have been granted the Audio permission.

For details on setting permissions, please refer to *Setting Permissions* on page 47 of *Chapter 4 The Participants Window.*