

Troubleshooting FUZE

Audio Problems



SATSANG
SATURDAYS

DOORS OPEN AT:

5:20 P.M. PACIFIC TIME



EDJI STARTS AT 6:00 P.M.

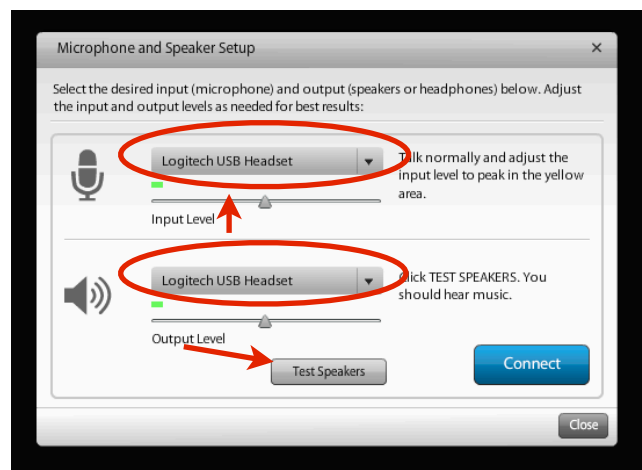
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The FUZE Meeting program has proven to be extremely stable and, up to this point, the problems that Satsang attendees have encountered have been the result of:

- ❶ Incorrectly setting up the headset when coming into the meeting room.
- ❷ A computer problem: the headset not being selected in the sound control panel, or the computer firewall settings blocking the necessary ports.
- ❸ Internet connection problems: that is their WiFi or Satellite signal dropping out briefly. Video conference programs are very sensitive to signal drops.
- ❹ Software problems: not having the latest version of Adobe Flash Player or Java installed.
- ❺ Accidentally muting the headset or having the volume turned all the way down.

The following should be checked if you are having problems hearing the Satsang when using a headset. **A headset is a MUST to hear both audio streams: Edji and the chants.**

1. Before signing into the Satsang, go into your computer's sound control panel and make sure your headset model is selected as both the **input** and **output** device.
2. When first signing into the Satsang, make sure that your headset model is showing as the device to be used in the drop down menu for both your mic and your speakers. Test your speakers (the hearing part of headset) to make sure you hear the music. If you do not hear the music play, your headset is not being picked up by the FUZE program. Also, we have found that FUZE is sensitive to mic distortion so it is best to set your mic level around 35% to start with and then turn it up as needed (you can do this from within the meeting room, see page 3).

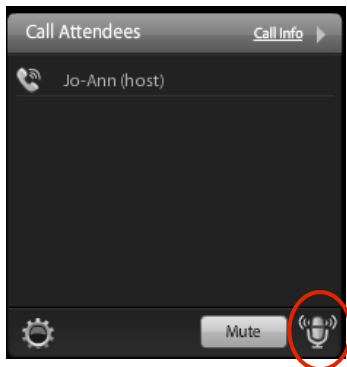


3. Once you have clicked on the blue Connect button and are in the meeting room, if you are still having problems, read page 3 of these instructions.

IF YOU DON'T HEAR ANYTHING... ARE YOU CONNECTED?

If you look on the left hand side of your window, at the bottom of the Call Attendees' list, you will see a microphone icon on the far right next to the Mute button.

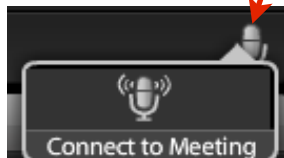
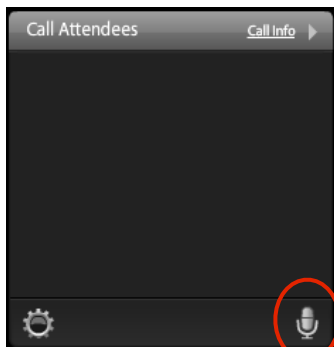
If you see the little brackets around the microphone icon you are connected to the audio meeting and should be able to hear everything.



IF YOU ARE NOT CONNECTED

If there are no brackets showing, you are not connected to the audio portion of the Satsang.

To connect to the audio portion click on the microphone icon and you will be able to connect to the meeting by clicking on the microphone in the window that pops up. Follow the above instructions for setting up your Computer Headset and when finished click on the blue Connect button and you should be able to hear everything with your headset.



ADJUSTING YOUR HEADSET OR MIC VOLUME LEVELS

If you want to adjust your headset or mic volume levels once you are connected to the meeting room and your mic shows as being 'active', then clicking on the mic icon will give you a window with two choices.

Choose the icon on the left with the colored bars to get the Microphone and Speaker Setup window. Once you are happy with your settings click on the grey 'Close' button as you are already connected.

