

Waterford Early Learning - Basic Troubleshooting

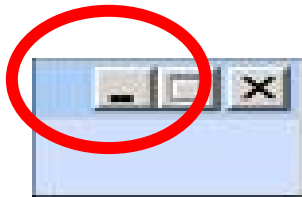
Headphones without Sound

Are the headphones connected properly? - Check all cords

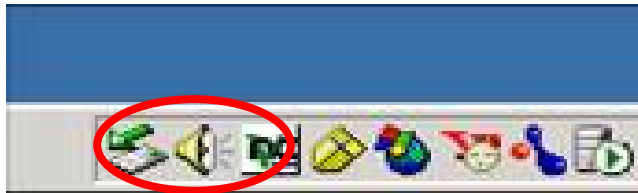
Check headphones for frayed/chewed cords.

Check volume control on headset.

Check Volume Control within Windows.

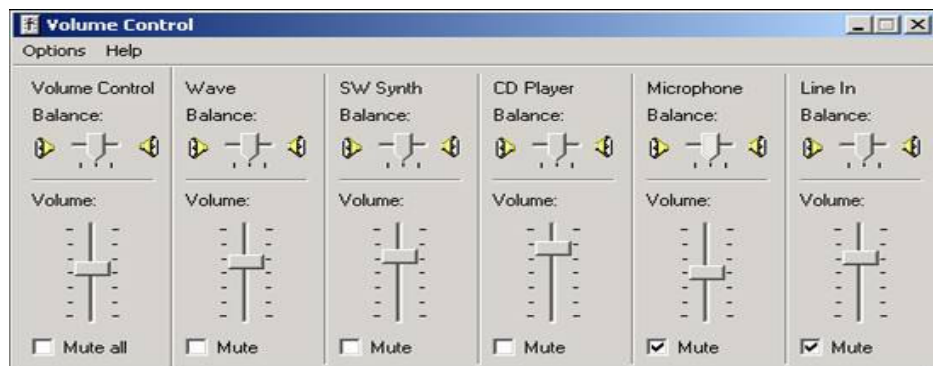


Minimize Waterford from the School Manager



Click on the Volume Icon

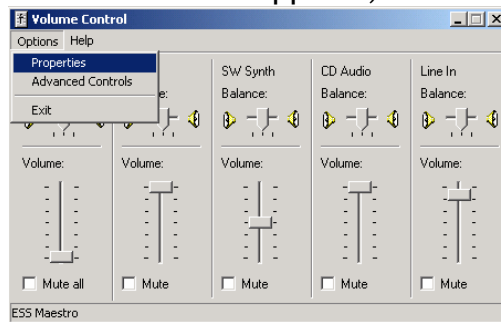
Check Volume Levels



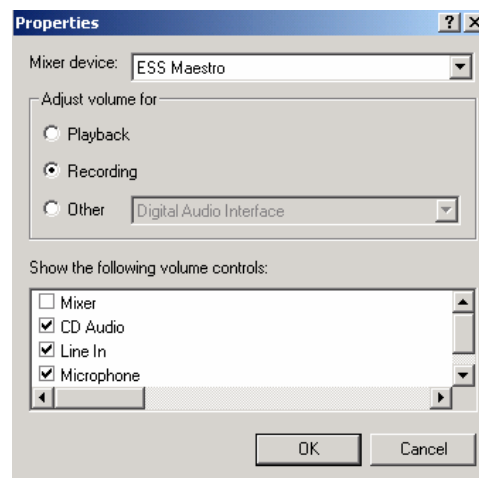
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Microphone Troubleshooting

- Check the volume controls on your computer desktop. Minimize the Waterford Program. A small speaker icon is on the bottom right-hand corner of the desktop. Click on that icon. Make sure the volume level bars are up on all the devices listed and that no Mute boxes are checked, except for Microphone. Microphone should be muted for proper recording.
- Switch a pair of headphones with another computer to see if the headphones work on another computer and whether a different set of headphones can work on your computer.
- If the playback of recording is still faint but audible, double-click on the speaker icon in the bottom right-hand corner of the desktop.
- When the Volume Control box appears, click on Options and go to Properties.



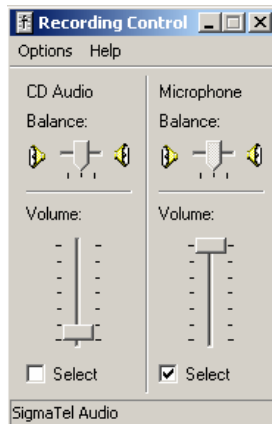
- Click Recording.
- Under 'Show the following volume controls,' make sure the box next to Microphone is checked.
- Click OK.



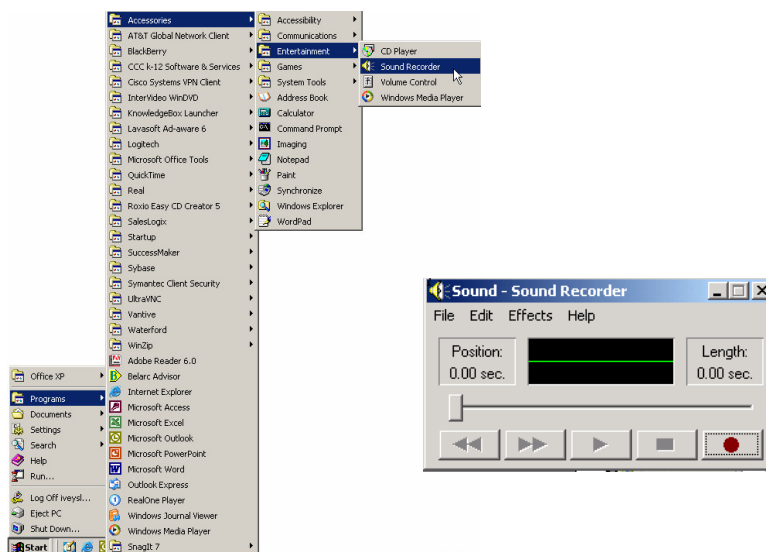
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Microphone Part II

- The Recording Volume window will appear.
- Make sure all volumes are set to the highest level and the Select box is checked for Microphone volume.
- This volume is usually responsible for low recording levels.



- If the playback of student recordings is still faint or has static, the problem may be the microphone itself. Switch the microphone for one that works and see if the problem persists or moves with the microphone.
- Try testing recording in Windows.
- To test recording in Windows, first exit the Waterford Program. Click on Start, Programs, Accessories, Entertainment, Sound Recorder.
- Click the red record button and begin speaking into the microphone.
- Click the black stop button and press play. With your speakers or headphones, if you hear the recording, then the microphone is working.

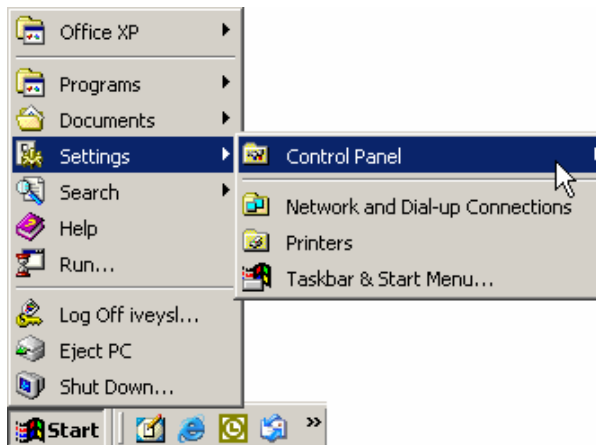


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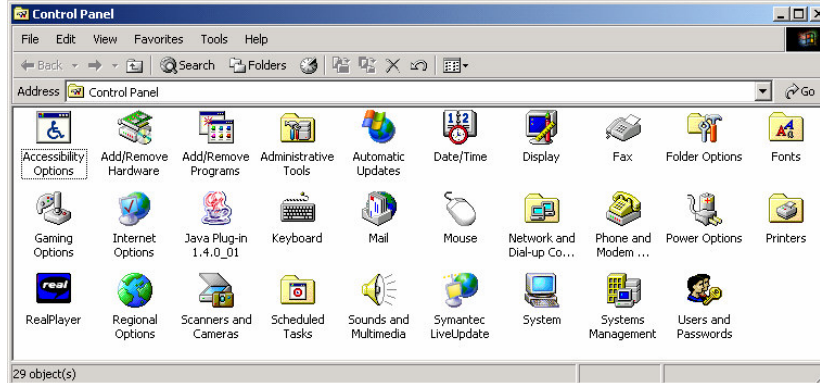
Recording - Using Preferred Devices

If your volumes for recording are set correctly and you still can't hear, make sure you are using preferred devices for your computer.

To check your preferred devices, click on Start, Settings, and Control Panel.

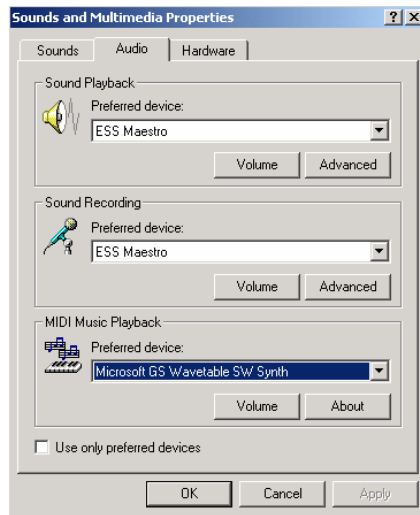


Double-click on Sounds and Multimedia



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- Click on the Audio tab. For Sound Playback and Sound Recording; make sure the sound card is listed in Sound Playback and Sound Recording.
- The sound card is usually SoundMax or Creative Sound Blaster.
- Check the box for Use only preferred devices and click OK.
- Close the control panel window.



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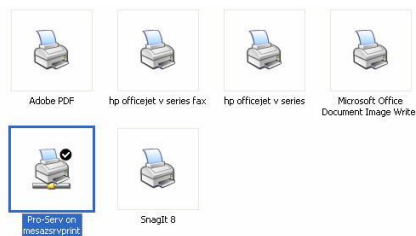
Deleting a Print Cue

To delete a print queue, or jobs waiting to be printed on your printer, do the following:

- Minimize the Waterford Early Reading Program by clicking on the first button in the upper right-hand corner of the Waterford Program.
- Click on the Start button in the bottom left-hand corner of the desktop.
- Click Printers and Faxes.



- Find the Printer icon with the check mark.



- Double-click the Printer icon with the check mark.
- Select Cancel All Documents. **CLICK**
- Click Printer from the toolbar menu. Click Cancel All Documents.

