

Having trouble?

Sometimes things don't work as they should. Hopefully some of the points below may solve your issue. If not, please don't be stuck, contact Media Services for further help & support. Reporting issues allows us to develop training documentation, planners and troubleshooting guides.

Composition

Q: The audio is very faint;

A: Try adjusting the microphone level in the properties and / or move mic closer to you

Q: The audio is very distorted;

A: As above but lower the level

Q: I look very dark in the camera;

A: Is the background very bright? Remove bright lights and windows in the background, the camera will expose for them.

Desktop Recorder

Q: Error: Frames are being dropped

A: Your screen resolution is too high, refer to instruction manual for settings.

Q: Powerpoint Slideshow is not full screen

A: PPT 2013 uses presenter view, either turn this off or select appropriate area of screen.

Q: The microphone wont work

A: Ensure you have selected the correct source. You can do this at the 2nd stage

My Mediasite

Q: My content is not viewable

A: In the edit tab of your video, you can select either viewable or private. This is the top right option.

Q: My students get an error regarding viewing permissions

A: You need to move the content into the shared folder for that module. It will apply permissions.

Q: The editor will not load content

A: This is a Silverlight issue. Go to <http://www.microsoft.com/silverlight/>, download and run the installer.

Q: How do I share my presentation?

A: Click on the video in my Mediasite, then select the 'Share' tab. This will give you various options.

Q: Can i see how my content has been viewed / used?

A: Absolutely! In My Mediasite, click the video you are interested in, select 'Analytics' at the top.