

How To --- Troubleshoot VoiceThread Recording



Problem #1:

When the students try to record, when they click to put in their comment the webcam access pops up asking to "allow" access but the students are unable to click the allow button.

Solution:

Follow these steps to bypass the need to click "Allow" on that Flash menu:

- Go to:
http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager_06.html
- The image displayed is actually your settings manager, not just an image.
- Locate and click on "voicethread.com" in the list.
- Click "always allow."
- Repeat for these sites: cdn.voicethread.com, media.voicethread.com (sometimes these sites don't appear on the list. If so, skip it and see below).

Problem #2:

Voice is recording, but there is no video.

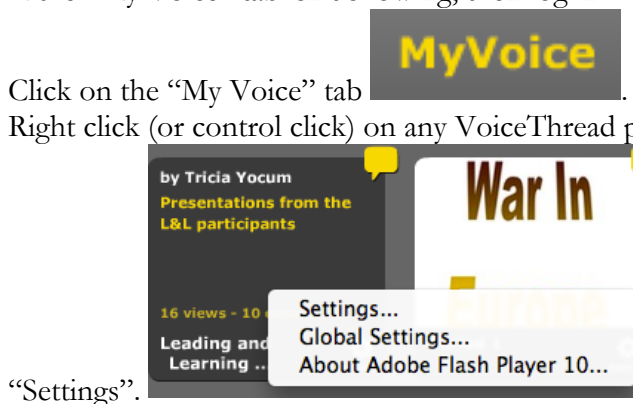
Solution: Confirm that Flash is using the correct webcam to record video onto your VoiceThread.

Follow these steps:

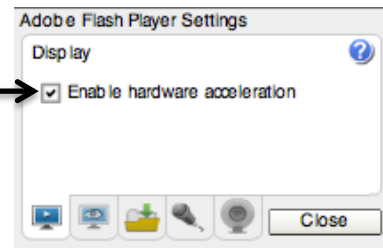
- Right click (on a PC) or Control-click (on a Mac) anywhere on a VoiceThread slide or your MyVoice page.
- Select "Settings".
- Click the image of a webcam.
- Select the correct source.

If this doesn't take care of the problem, you may also need to have the students do the following steps:

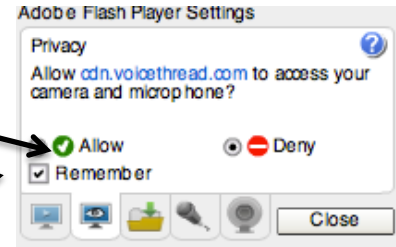
1. Go voicethread.com
2. If the "My Voice" tab isn't showing, then log in.
3. Click on the "My Voice" tab
4. Right click (or control click) on any VoiceThread project "slide", then click on the word



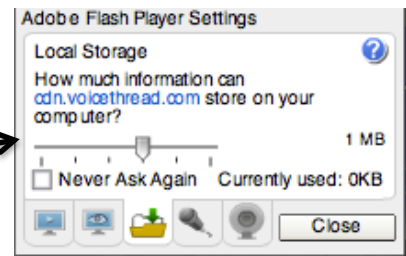
- On the first “tab” (with the picture of the monitor).
- Click to put a check in the box.



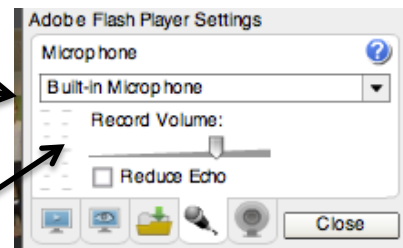
- Click on the second tab (with the picture of the eyeball on the monitor).
- Click “Allow”.



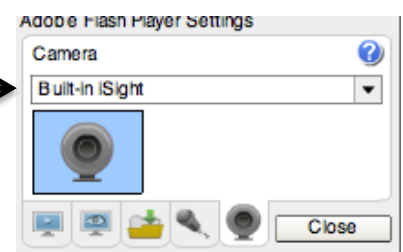
- Click “Remember”.
- Click on the third tab (with the folder and the green arrow).



- Drag slider to 1 MB (this increases the load storage).
- Click on the fourth tab (with the picture of the microphone).
- Use the pull down menu to select built in microphone (unless you are using a headset with a microphone or external microphone—if so, be sure it’s plugged in first and select USB microphone).



- Pull the slider under the letter “e” in the word volume.
- Click on the fifth tab (with the picture of the eyeball webcam).
- Use the pull down menu to select “Built-in iSight” if you are using the computer’s camera. If you are using a USB camera, select “USB”.



- Click Close.

Note: If the student’s are accessing an embedded VoiceThread (e.g. it’s embedded on the teacher’s website) then students need to use the above steps **after** they’ve accessed the VoiceThread from within the teacher’s website.