

Voice Communication Diagnostics

This tutorial will give you information on how to diagnose issues with Second Life Voice Communication.

First, check the steps in the previous tutorial “Voice Communication” found [here](#).

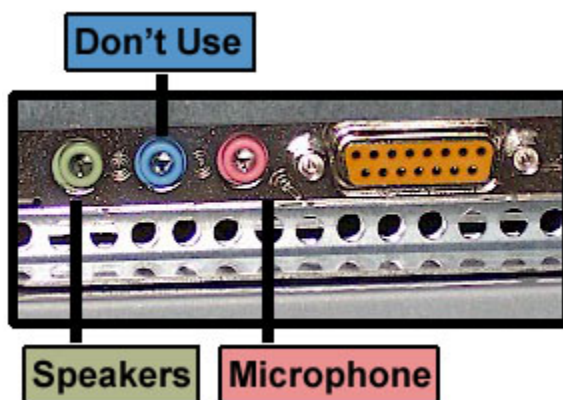
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My Voice Chat isn't working right now, not sure why.

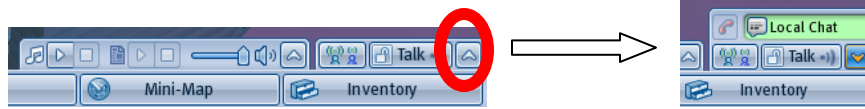
At various time in the world of Second Life, little things can go wrong. Voice chat is one of the most difficult functions to keep working, because of the complexity in sharing voice with tens to hundreds of other avatars at the same time. However, we have a few steps which can help you fix your microphone.

- 1) Make sure your microphone is in the correct jack. Often, the microphone cord is pink, and should go into a pink jack on your laptop or desktop. Usually there is a little microphone symbol next to the jack if the colors are not apparent.

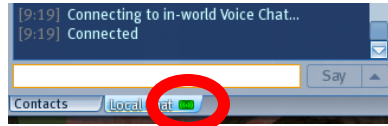


- 2) Next, check to make sure Second Life connected to Voice Chat. On occasion, Second Life loses Voice Chat connection during teleport. There are a couple of ways to check

- a. On the bottom right of your screen, find the talk button. To the right of that is a tiny up arrow. Press that arrow, and a small bubble will appear.



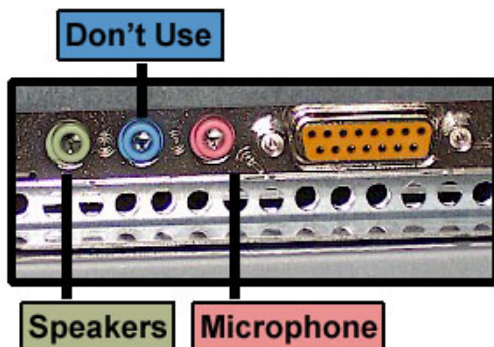
You can also see this on the local chat window



- b. Behind “Local Chat”, you’ll notice in the picture the color is green. There are three possible colors that you may see in Second Life.
- i. Green – Green is good! It means Voice Chat is connected, so your problem is not here.
 - ii. Yellow – Yellow isn’t good. Yellow usually appears when you have teleported, and voice chat didn’t reconnect, or that voice is disabled. See [Voice Chat is Yellow](#) for more information.
- c. If your voice chat is green, and you still can’t chat with anyone, try calling another someone directly.
- i. This can be done via contacts (for friends). Select a friend, press IM/Call, and then Call.
 - ii. For someone who is not a friend, but doesn’t mind helping, right click the avatar, press Send IM, and press Call.

Mic has not worked at all

- 1) Make sure your microphone is in the correct jack. Often, the microphone cord is pink, and should go into a pink jack on your laptop or desktop. Usually there is a little microphone symbol next to the jack if the colors are not apparent.



- 2) Make sure your Microphone is not muted, either by a hardware switch (most common on headset mics) or in your computers software.

Mic has worked before, but doesn't work after teleport or changing regions

This is another common issue in Second Life, and is easily corrected. There are three potential solutions, each quick and painless.

- 1) Teleport out of the region, allow voice chat to connect (a confirmation is shown in the Local Chat Window), and then teleport back.
- 2) Try calling another someone directly.
 - i. This can be done via contacts (for friends). Select a friend, press IM/Call, and then Call.
 - ii. For someone who is not a friend, but doesn't mind helping, right click the avatar, press Send IM, and press Call.
- 3) Restart Second Life

My Mic is locked on

This is a common mistake and you will often hear another Second Life user or a teacher complain and ask you to turn it off. Here is how to turn it off and help you understand how to prevent it from happening!

- 1) Turning it off
 - a. In the bottom right corner of your screen, you should see a Talk button. If your mic is locked, the talk button will be blue, with a padlock closed. Click the padlock ONCE to unlock the button.



- 2) When using talk, make sure that you press the talk button, which is unfortunately small. However, you can set a button on your keyboard or mouse which allows you to press a key, and

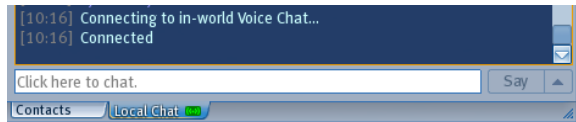
leave this button alone for good!



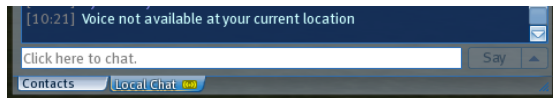
Voice Chat is Yellow

There are a few possible causes for a yellow Voice Chat status, and the fixes

- 1) Voice Chat failed to connect
 - i. This can happen after a teleport, or after entering Second Life. Simply teleport anywhere outside of the region (such as another ECU island), and then teleport back. If it connects successfully, you should see this message in your local chat window.



- 2) Voice Chat isn't allowed
 - i. In some regions, voice chat is not allowed. Voice chat is generally allowed in all ECU regions. If it is blocked, you will see these two signals. In local chat:



On the menu bar:



If you see either of these, you will not be able to use public voice chat in this area. You can still use

My Mic is too quiet or too loud

- 1) If a teacher or another student notes your Microphone volume is too loud, you may need to adjust it within Second Life's preferences menu. Here's how:
 - i. Edit → Preferences (or Ctrl+P)
 - ii. Select Voice Chat
 - iii. Select "Device Settings"

1. Adjust the input slider while talking. You should see 2-3 bars while talking, and zero red boxes. While not talking you should see 0-1 green boxes, depending on background noise.

