CMworld™ Frequently Asked Questions of CACM Members

Q: **Is it customary for the first time someone is dropped into the world to land in the changing room or can we make it drop them off at the Welcome Pad?**

   A: Yes. This is so that the user can customize their avatar when first creating their account.

Q: Is it customary to have the mics set to "unable to unmute" for a member inside of a stage area?

   A. Yes. When walking into a private stage area all users will automatically be muted. This is to place attention on what is happening on the stage, to limit feedback, and to enhance performance. Moderators and admins will have the ability to unmute themselves but members will remain muted while in this area.

Q: How do I access the Education Suite?

   A: The Education Suite is located by clicking on the GO TO in the top left-hand corner and navigating to "Private Room". Input the code provided to you by the Education Team for entry into the Education Suite. To ensure you can maneuver easily, check the "remember code" so you can move freely throughout the day/event.   Keep in mind, this code will change for each educational event/course so don't assume the code will work forever. Need the code? Contact education@cacm.org.

Q: I don't see the download the world email. What email address is it being sent from?

   A: Please look for the email coming from cmworlddownload@eventfarm.email . Ensure that the email address is added to your safe sender list. Check both your junk and spam folders, as this is a new and unusual email address.

Q: I downloaded the world, but I keep getting kicked out. OR I downloaded the world and have moderator access but I can't access certain moderator functions (i.e. sharing webcam, etc.)

   A: That sounds like a firewall issue. Please share the following information with your IT team, as they will need to ensure this IP address and information is allowed through.

   SFS Server Name: vw7.virbela.io
   Voice Server: 52.37.220.22
   https://support.virbela.com/portal/en/kb/articles/firewall-antivirus-whitelist

Q: I seem to be unable to access the world! I downloaded everything, walked through during the training and now I can't get in. I've put in my password a million times. What am I doing wrong?

   A: Are you scheduled for the event/course/social gathering today?

      If they answer NO: That is the reason you are unable to access the world. Your username and passwords are correct. You see, we lock down the world to paid participants and sponsors on event days to ensure those individuals have an exclusive

experience. It also prevents Industry Partners who did not pay for the sponsorship from being able to come in and detract from those individuals who supported CACM through sponsorship.

If they answer YES: Our sincerest apologies. Please send an email to communications@cacm.org and have them access our admin panel and check your status.

Q: How do I increase the font size in the chat box. I can't see things well.

A: This may be due to your screen resolution selection in the CMWorld configuration dialog box. Simply increase the resolution and log in. This should make a difference. In general, if a user would like to increase the size of their font, they can do so by selecting the Preferences option (after clicking the gear on the top right-hand corner) and selecting the appropriate option under the Font scale section.
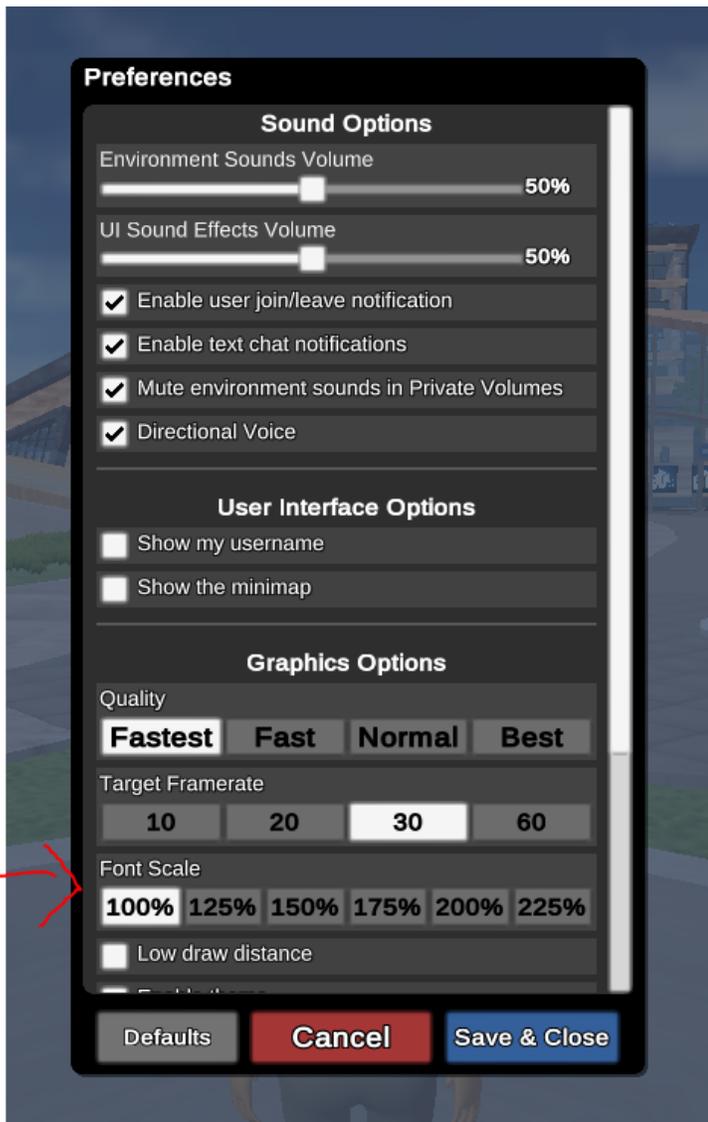
Q: I can hear environmental sounds coming through my speakers or headset, but I do not hear the voices in the world. What should I do?

>   A: If the user has plugged and unplugged their headset, reinitialized and logged out and back in, a different headset may do the trick. If this is consistent across multiple headsets, they will want to verify their Windows/Mac default sound and mic settings to ensure the appropriate setup.

Q: I don't hear any sound at all and I have my headset plugged in.

>   A: If the user has plugged and unplugged their headset, reinitialized and logged out and back in, a different headset may do the trick. If this is consistent across multiple headsets, they will want

to verify their Windows/Mac default sound and mic settings to ensure the appropriate setup. Additionally, ensure that the user is not using an external monitor or a docking station as these may interfere with audio as well.

Q: I can hear everything (voices and environmental sounds), the mic is correct in the gear settings in the top right AND I have unmuted myself. What do I need to do?

A: This user may need to verify their window/Mac settings as well in addition to selecting the appropriate outputs in the virtual world.

Q: My headset or speakers are picking up voices REALLY loudly. Is there a way to change that in world?

A: Currently users have the ability to increase/decrease environmental and UI sound effects. The user will want to ensure to lower the volume of their headset when entering the world.

Q: Can hear ambient noise, but not voice (Windows)

A: This issue is caused by having multiple sound input/output devices (like a built-in microphone, headset, and speakers). You will need to set your headset as the default device under the sounds settings in Windows.
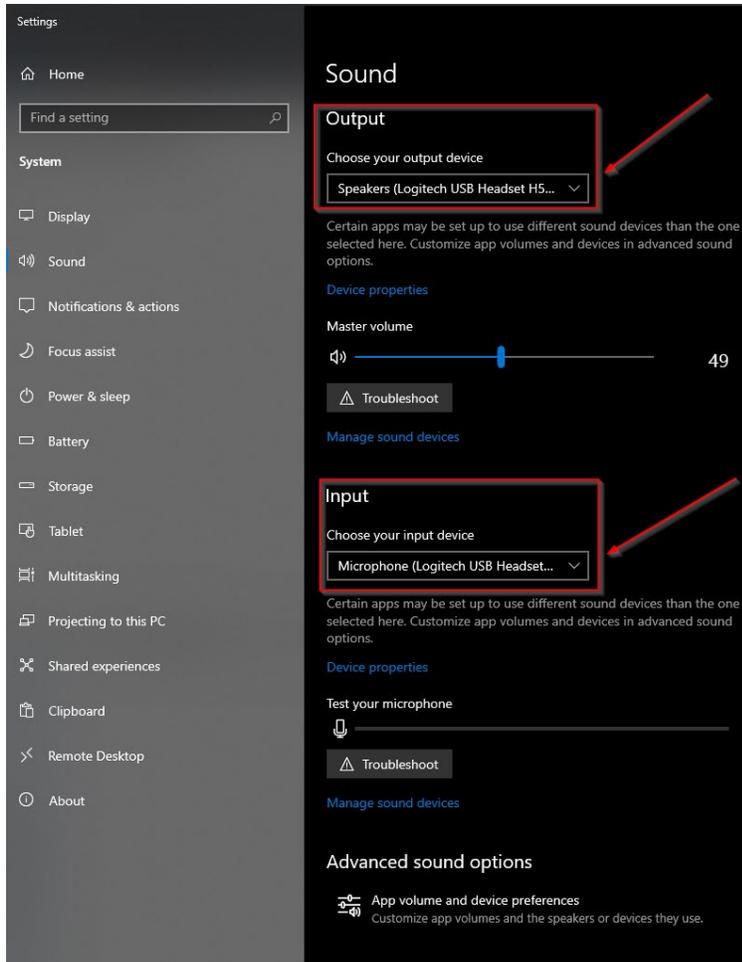
Hit the Windows key on your keyboard and type: **Sound**
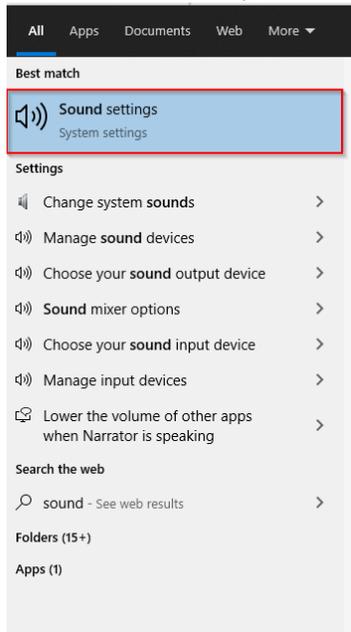
Hit Enter.

Once inside the Sound options, choose your Headset under **"Output"** and your headset microphone through **"Input"**
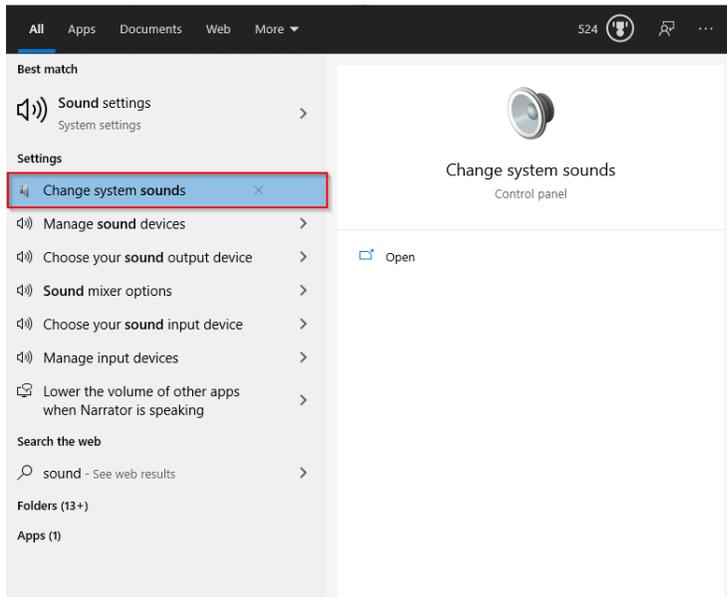

You may also need to check your sound settings in the control panel sound options.

Hit the Windows key on your keyboard and type: **Sound**
You will need to choose the **"Change system sounds"** which should be the second option from the top when you do the search.

If using Windows 7 or Windows 8, you can right click on the Speaker icon on the bottom right of your screen, and then choose **"Playback devices"** to go straight to your speaker setup, or **"Recording devices"** to go to your Mic setup
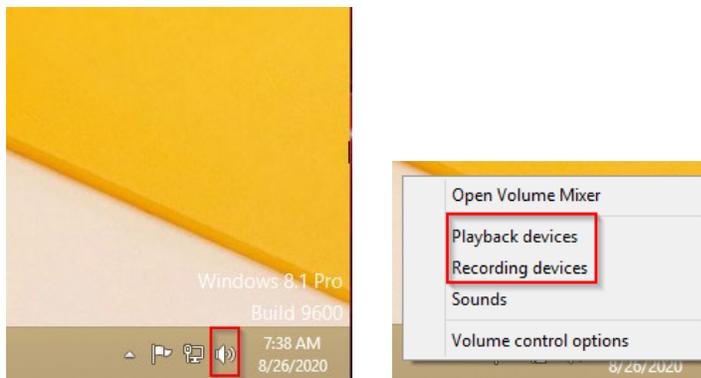
A windows will popup. Make sure you click on the "Playback" tab on the top left of the window. Once on the "Playback" menu, right click on your headset and then click on **"Set as Default Device"**. You may have to right click again and **"Set as Default Communication Device"** as well, or if you see a Telephone icon present on the wrong device.
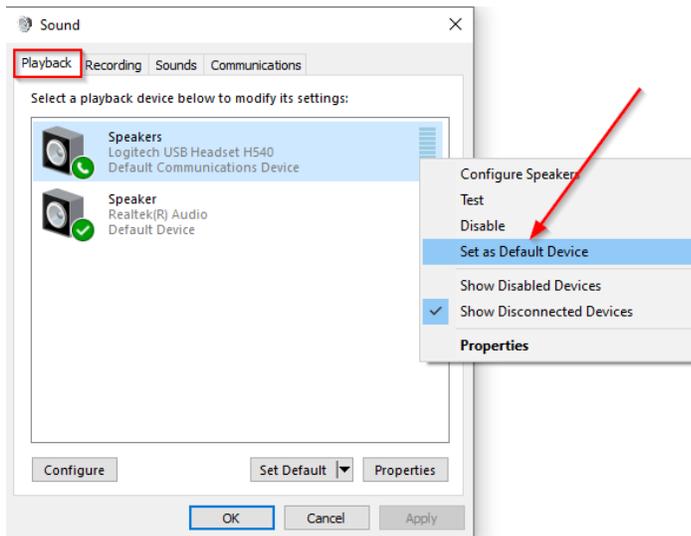
Once you set it as the default device, the icon should switch from a telephone icon to a checkmark icon like in the screenshot below.
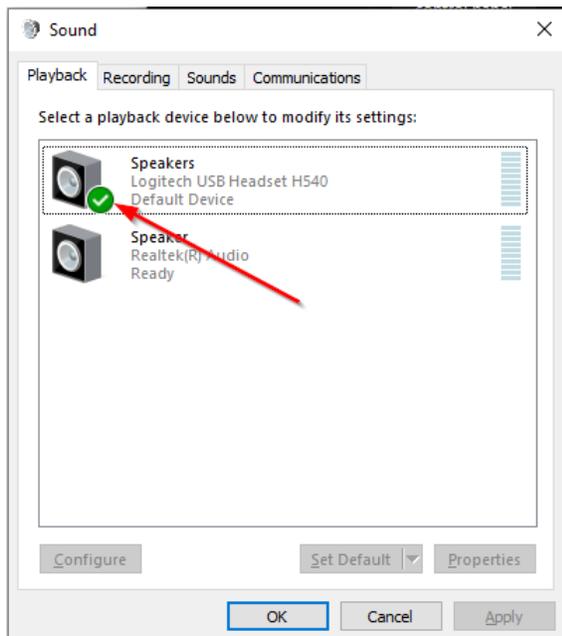
For the Mic settings, make sure you are on the **"Recording"** tab and then right click on the microphone you would like to use, preferably from a headset, and then choose **"Set as Default Device"**. You may have to right click again, and **"Set as Default Communication Device"** as well, or if you see the Telephone icon present on the wrong device.
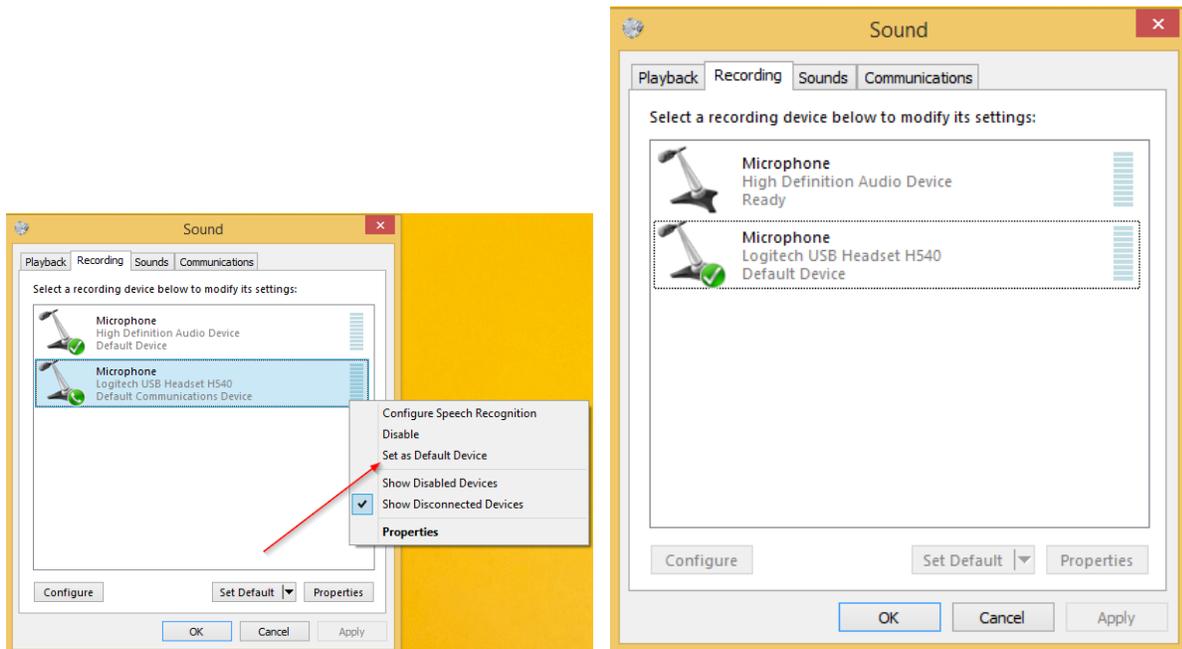
If you only see one device for either Playback or Recording devices, you may find your issue resolved by right clicking and selecting **"Disable",** and then right clicking again and selecting "Enable". If the device disappears, right click the empty square and check the box that says **"Show Disabled Devices".**

Click "Ok" and restart CMworld.