

Televic Education

# Doing a system check in interpreterQ

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interpreterQ  
Reliable interaction.

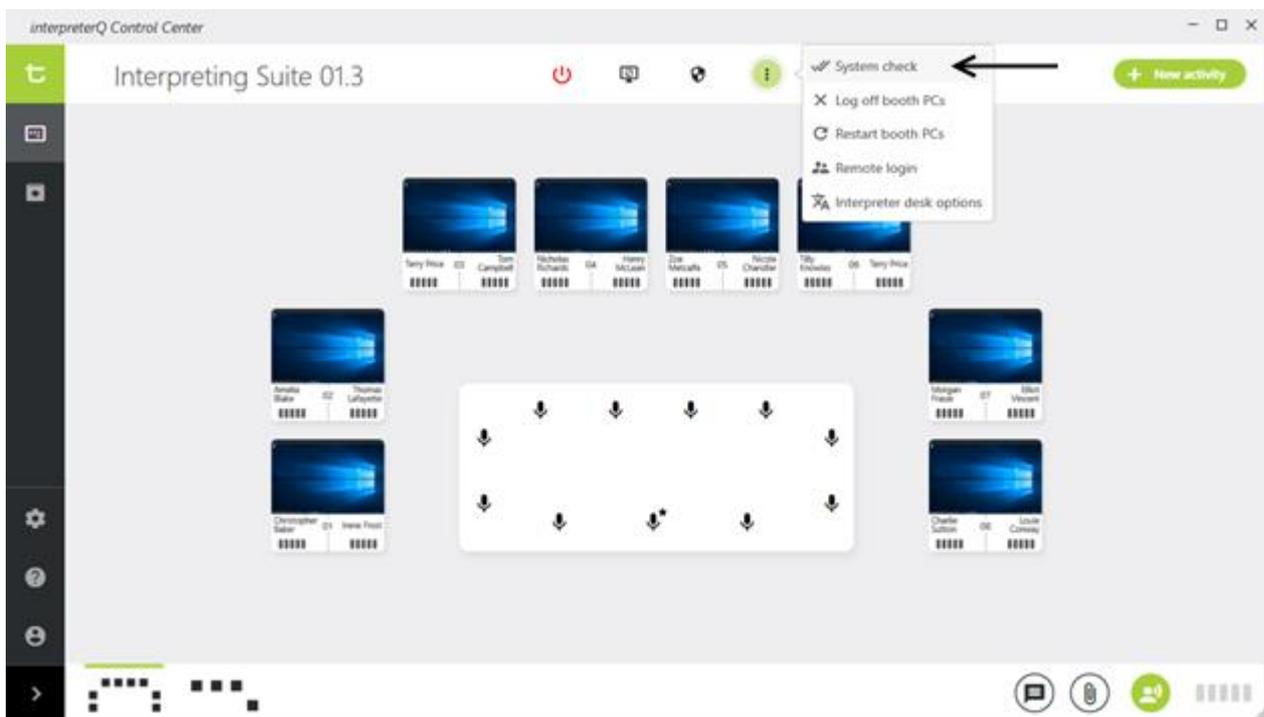
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# 1 Doing a system check in interpreter

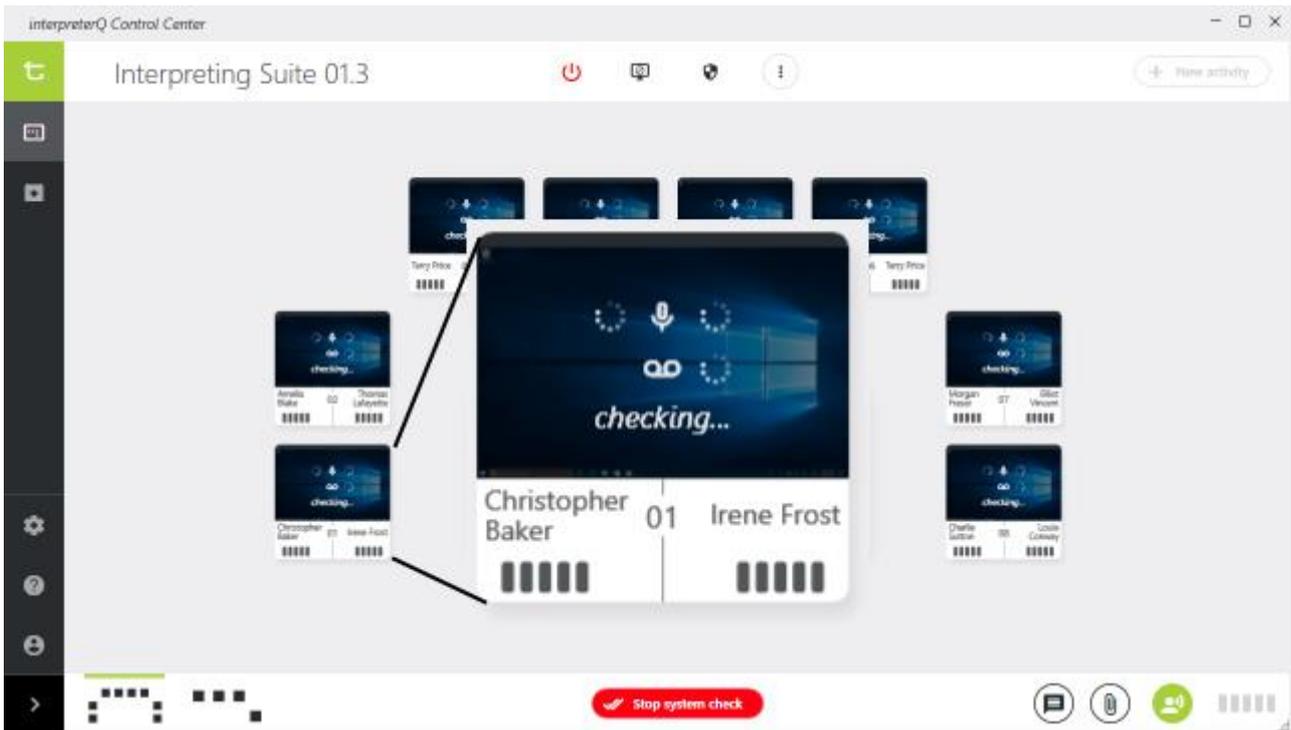
## 1.1 About

The interpreterQ training system offers a tight integration between the Televic conference hardware and a PC based recording system. The system relies on digital audio streaming to the PCs through the use of a “virtual audio card”. Certain external conditions (like automatic Windows updates for instance) may influence the correct functioning of the virtual sound cards. Therefore it might be advisable before an important examination to check if the recording functionality is working correctly on all PCs. A system check is available for this. You can launch it through the popup menu shown below:



While the system check is running, 2 things are being checked in each booth:

- the microphone level of the interpreter desk(s) in the booth.
- the recording level of the floor signal arriving at the virtual sound card of the booth PC.

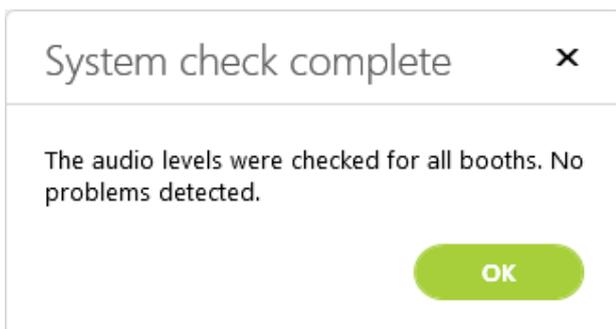


The screenshot above shows a “dual” booth, containing 2 interpreter desks. Next to the microphone icon the status of each of the 2 interpreter desk microphones is shown. Below that, next to the recorder icon, the status of the floor recording level on the booth PC is shown.

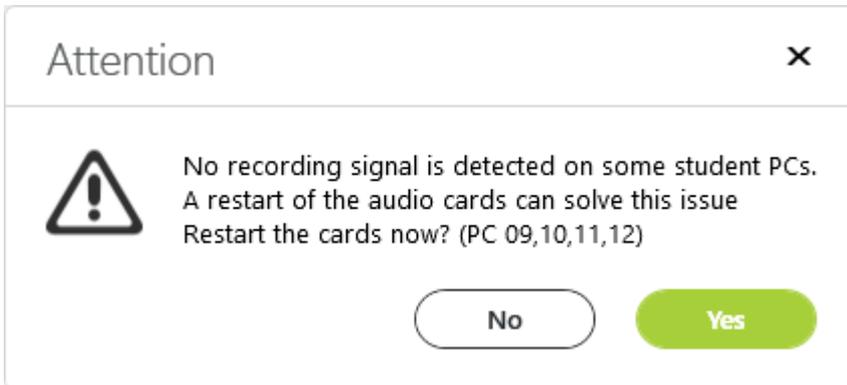
Ask the students to talk in their microphone. The level indicator(s) show the microphone volume, and if a sufficient level is detected the microphone check passes. When you talk into your microphone yourself, this will cause a recording signal to arrive at the booth PCs, and the recording level check will pass:



If this audio level test succeeds in all booths, the test will automatically be ended a success popup will appear:

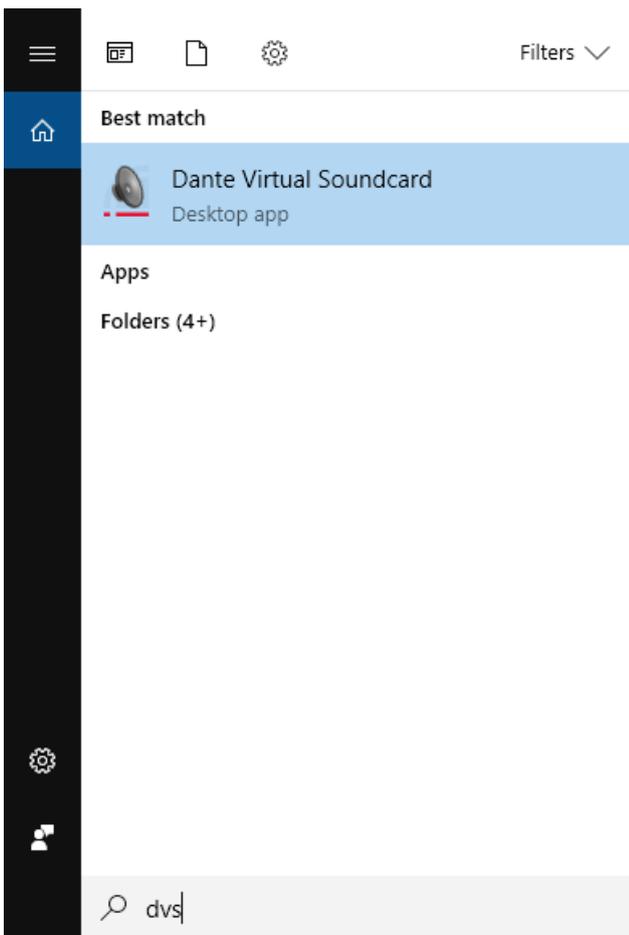


If however some of the PCs do not detect a correct recording level, you will need to stop the system check, and an error popup will appear:

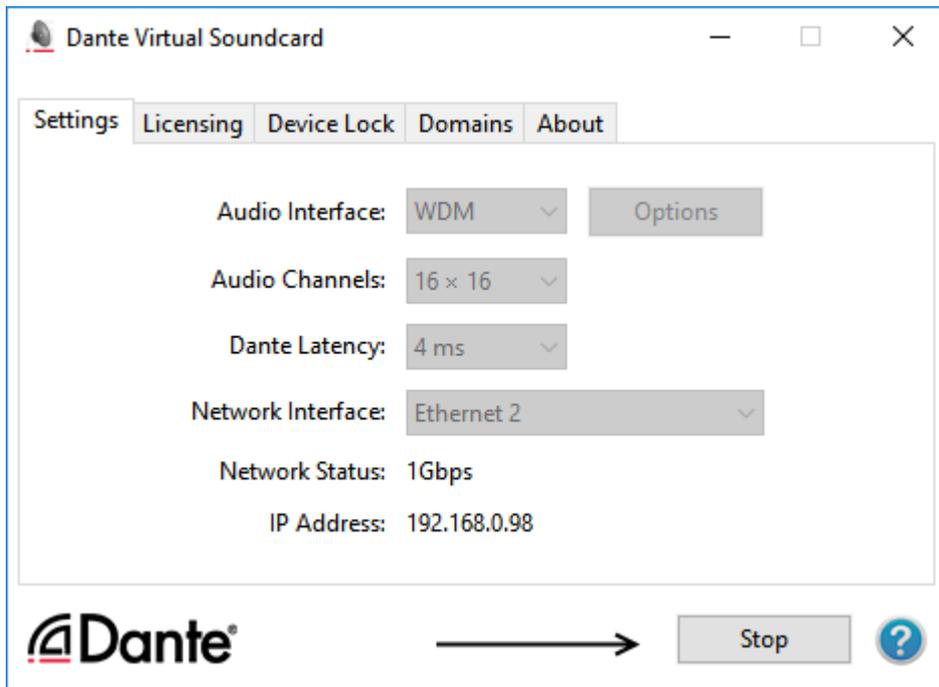


Click “Yes” to attempt a remote restart of the audio cards on the failing booth PCs. This will in most cases solve the issue.

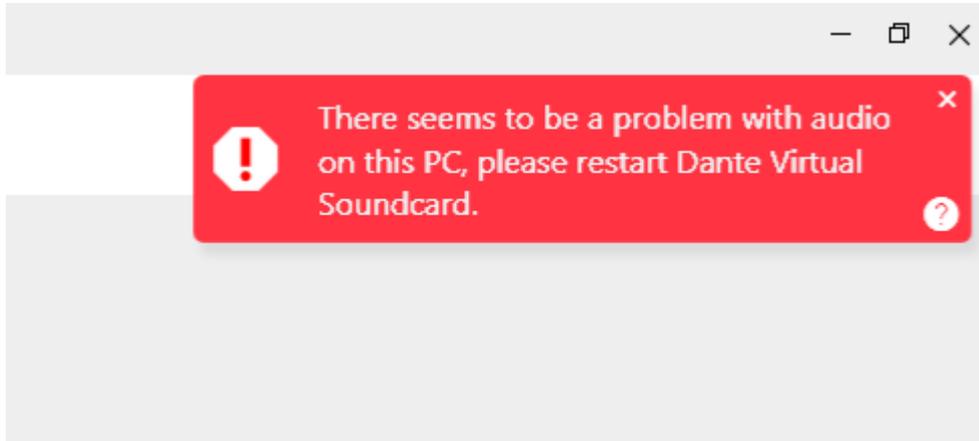
If this is not the case, and another system check still reveals the same problem, the virtual audio card on the failing booth PCs will need to be restarted manually. This is done by typing “DVS” in the Windows search bar:



This launches the DVS (Dante Virtual Soundcard) user interface, where a click on the “Stop” and after that the “Start” button will cause a soundcard restart, eliminating any sound issue.



In case the Virtual Soundcard test would fail on the teacher PC, this will also be indicated, and again a manual restart of the virtual soundcard, as described above, should solve this problem.



**Hint:** the Virtual Soundcard on the teacher PC is not only used for creating source recordings, but also for streaming the teacher PC sound to the booths during an interpretation activity which uses the PC as source. In case the students would not be able to hear PC sound during such exercise, it is good to do a system check, which might indeed reveal a problem with the sound card. This would only occur in exceptional circumstances, for instance after a school holiday during which PCs have been updated or serviced.