FeenPhone

Troubleshooting FeenPhone

NETWORK TROUBLESHOOTING
If you can connect and talk but have a lot of drop outs, and you've both tried adjusting the buffer sliders and hitting the Buff Dump, go through these steps, in order.
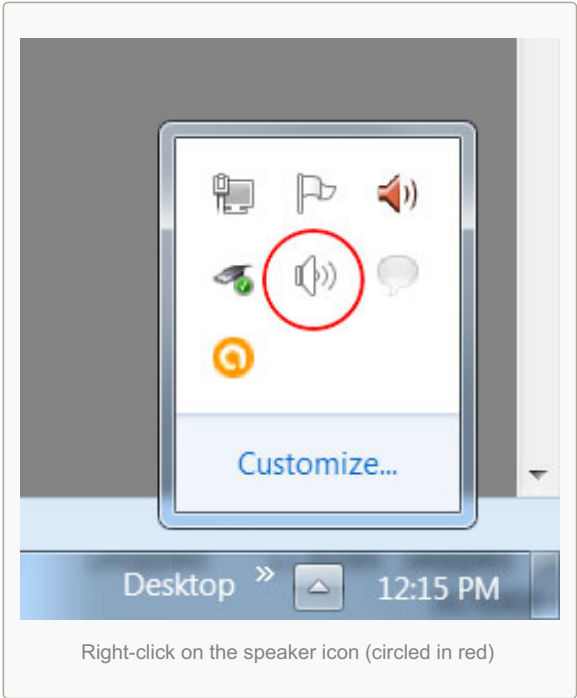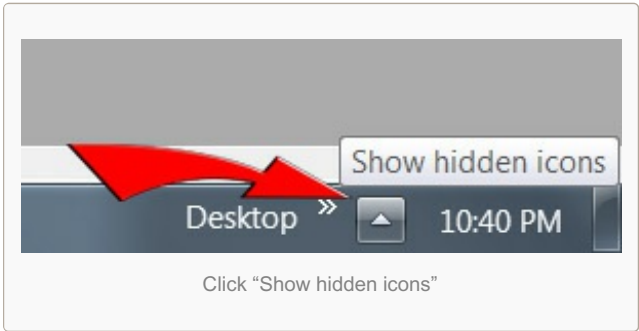.
1. Confirm that no one in either person's home is using network-intensive Internet services (Netflix, YouTube, BitTorrent, downloading large files, running another server, etc.)
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2. Confirm that neither person is running a lot of memory-intensive programs (Photoshop, video programs, heavy web surfing / many tabs open, YouTube, screensavers, pretty much anything except maybe a browser and email.)
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3. Have Client disconnect and re-connect to Server in FeenPhone.
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4. Have Client and Server close and re-open FeenPhone.
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5. Have Client and Server close and re-boot their computers.
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6. Have Client and Server turn off their modem and router for 60 seconds, and allow them to start back up. (May take about five minutes to re-connect to Internet, and may also re-issue a new IP address.) You should reboot your modem and router at least once a month anyway. And you should reboot your computer at least once a day. And *always* reboot your computer before doing a live show if you haven't rebooted it already that day.
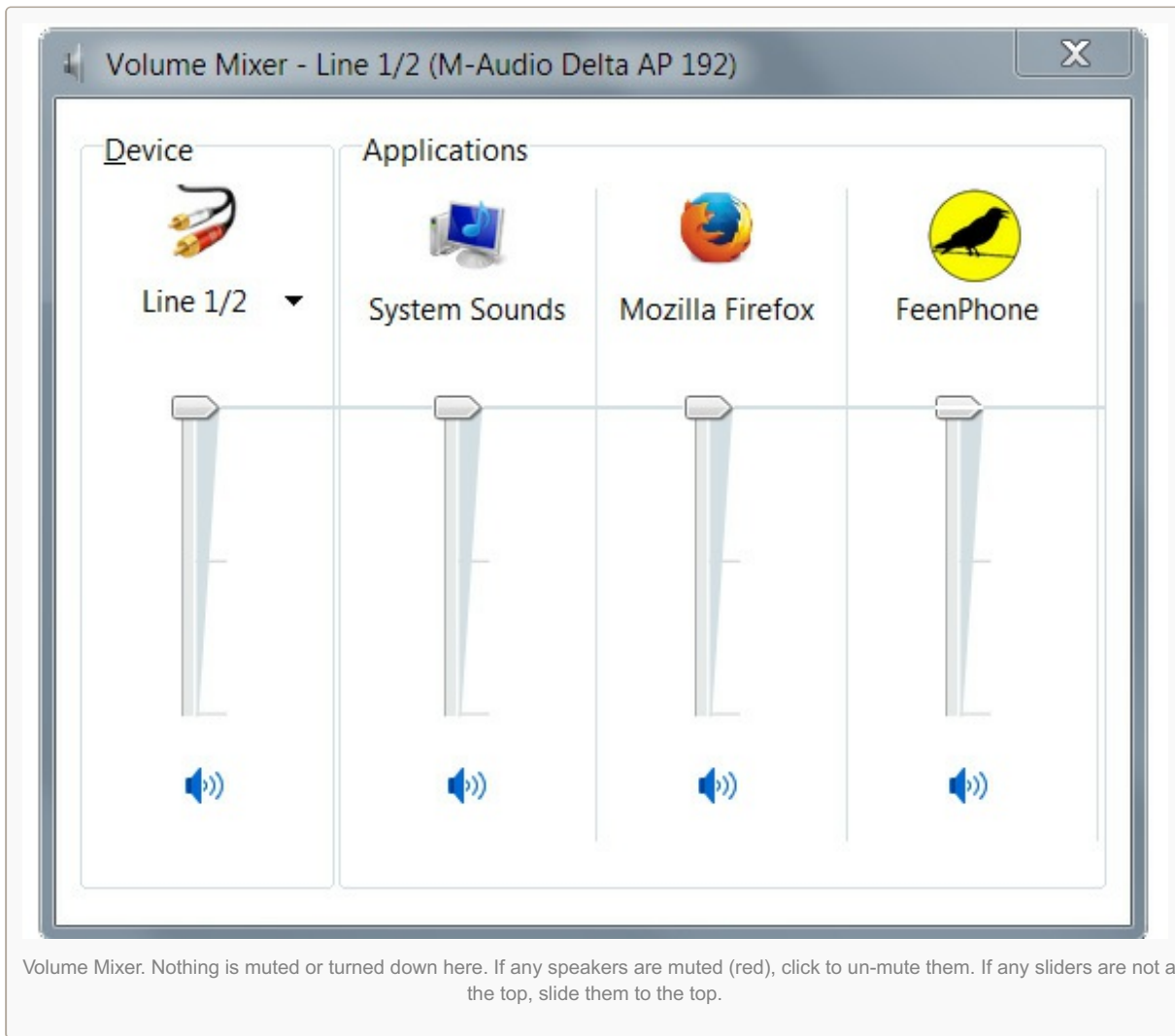.
AUDIO TROUBLESHOOTING
If you hear echo of yourself back from your co-host, your co-host probably is using open-ear headphones (should be closed-ear), or your co-host's headphones aren't on tight enough, or their hair is under their headphones creating a gap that's letting sound out into their mic.
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If your co-host sounds thin and reedy while using a good mic up close, they are probably being picked up by their web cam mic or laptop mic, not their good mic. The way to test is to have them scratch their finger right on the windscreen of their good mic. If you hear the scratching loud, their mic is working. If you barely hear it or don't hear it at all, they're probably getting picked up by another mic. You can have them do the same scratch test on their laptop or web cam to test. If they're getting picked up by the wrong mic, have them choose the correct mic from their Audio In drop-down menu in FeenPhone
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If you can't hear your co-host over FeenPhone, or they can't hear you, one or the other of you may need to go into your computer's system tray. Right-click on the speaker icon, click "Open Volume Mixer" and turn up (or un-mute) your sound card, microphone, headphones and/or the FeenPhone program slider.
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Click "Show hidden icons"

Right-click on the speaker icon (circled in red)

Open Volume Mixer

Volume Mixer. Nothing is muted or turned down here. If any speakers are muted (red), click to un-mute them. If any sliders are not at the top, slide them to the top.

.If there are more than a few options, you may have to grab the side of the box by holding down your left mouse key to expand the width of the box. Or a scrollbar may appear at the bottom of the box. You can move that scrollbar to view all. The scrollbar appears at the bottom of this box: