

## FAQ & Troubleshooting

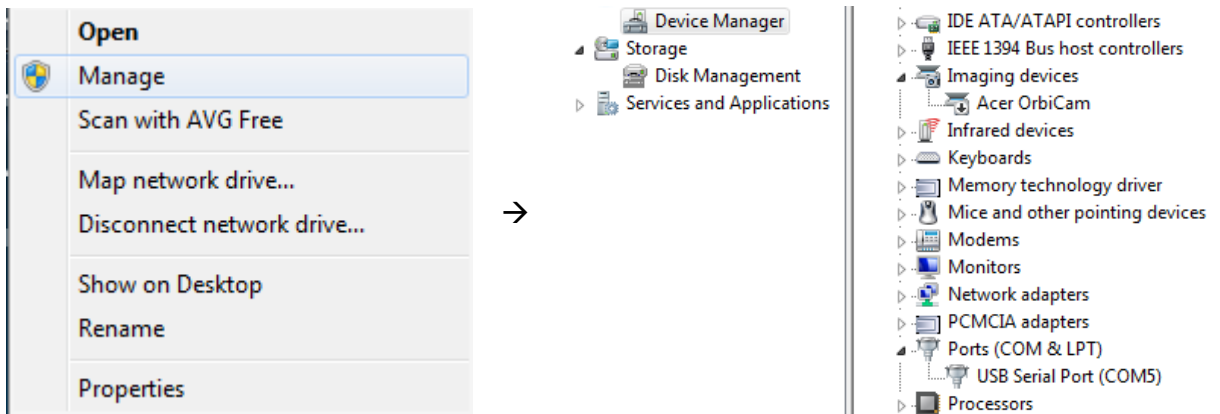
**First step of any troubleshooting: find out what version of Get Feedback is client using. Suggest to upgrade to the newest official version. Alternatively, after consultation with Josh or Peter, provide them with Beta version, if one is available.**

**Problem: Votes not being received**

Cause: Connection problem(s)

Solution: Re-establish connection:

- Check if the receiver is connected.
- Check if Input Source (in Settings) is set to Response Devices.
- Check if PL is loaded. Delete it if not needed. Double-check the serial number format and keypad assignment if PL is required.
- Check if receiver is recognized in Windows Device Manager as USB Serial Port.



- Check if receiver is recognized in Base Settings with correct BaseID and Enabled.
- Use a different USB port – many times Windows, third-party hardware (wireless remotes) or software is blocking the COM port that receiver was plugged in originally.
- Check if keypads are programmed to the same BaseID as the receiver.
- Check if the Base Settings → Advanced Settings has all the polling groups enabled.

Cause: Slide is not a Get Feedback slide

Solution: Manually re-create the question and all answers with Get Feedback → Insert Get Feedback Slide

Cause: Responses are still stored within the slide(s)

Solution: User must perform Clear Responses and make sure that their 'starting point' before collecting votes is when they see the slide in design mode having an equal percentage spread across all answer choices.

Cause: One of the three basic elements of the slide data structure has been corrupted / deleted

Solution: If the user deletes or otherwise corrupts one of the three critical parts of the slide: question text, answer text or graph, then the slide is non-functional. User needs to re-create the slide from scratch.

**Cause:** Connection to the receiver is blocked by another USB device utilizing a COM port

**Solution:** User should try running the presentation without any other USB peripherals connected to the computer. If that doesn't help, try connecting the receiver into another USB port. Restarting the computer also helps.

**Problem: Get Feedback toolbar not visible/not working**

**Cause:** Improper/Failed software installation. On Windows Vista and Windows 7, depending on user access rights and anti-virus software installed on the computer, Get Feedback's installation program may fail to propagate our links through Windows Registries.

**Solution:** **IMPORTANT:** *Verify that they are running the latest version of the software!!*

Reinstall software:

- Uninstall current software (Add/Remove Programs (XP), or Programs and Features (Vista/Win7))
- Verify that user has the most current version of Get Feedback and had extracted all files from the downloaded ZIP folder into a temporary folder of their choice
- Verify that user has administrative rights on the computer
- Verify that an anti-virus software is disabled before the next installation
- Reinstall software (since SP2, there is no "Run Get Feedback after installation" checkbox at the end of the installation)
- Close the installer
- Run Get Feedback

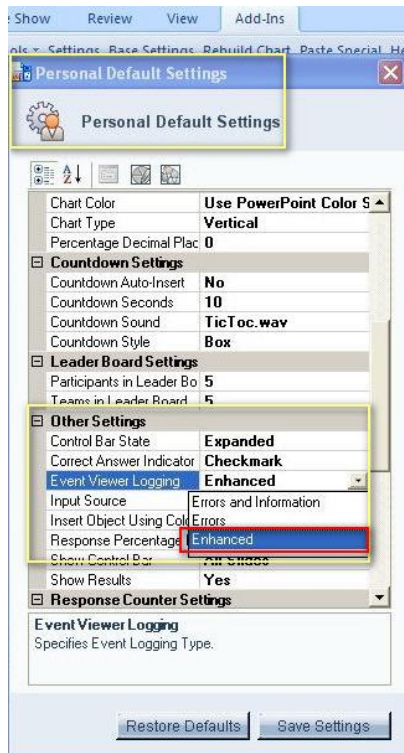
**Note:** It may be helpful when running through this list to set up a GoToMeeting with the person. Often, what they tell you is not accurate. If you have done this and they are still having issues, please escalate it to either Peter or Josh.

**Problem: Application crashing; need more information about the cause**

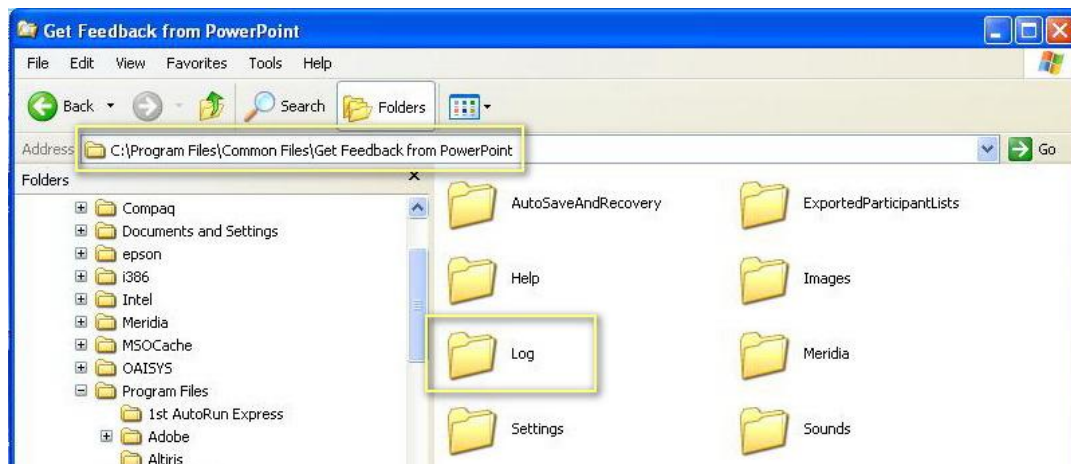
**Cause:** Various things can crash PowerPoint or Get Feedback application. COM port conflict, interference from other software, or a bug in our code.

**Solution:** Provide Meridia Support team with more detailed information by turning on an Enhanced logging in Get Feedback, archive current logs and reproduce the crash.

- Ask the client to turn on Enhanced logging in Get Feedback:



- Save Settings
- Before running the application/opening the PPT file, ask the client to delete or archive all current log files from the Logs folder (Don't delete the actual folder!):



- After running the PowerPoint presentation (and if the crash occurs), go back to the Logs folder and send all of the log files (there should be two or three .TXT files there) to [support@MeridiaARS.com](mailto:support@MeridiaARS.com)

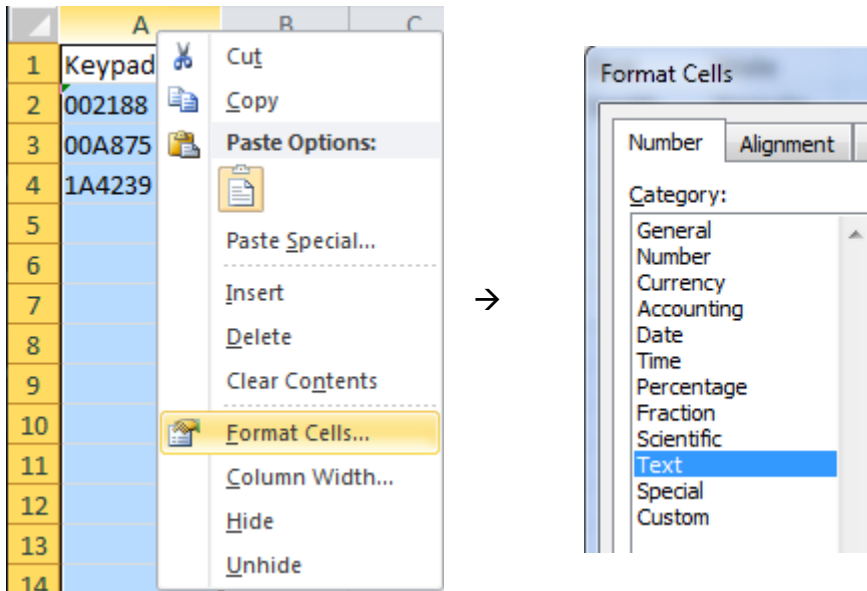
## FORMATTING FAQ:

**Q:** *How do I create a Participant List in Get Feedback from PowerPoint?*

**A:** You can create a Participant List (PL) directly in Get Feedback from PowerPoint (GF), or you can use MS Excel or any other text editor (Notepad) to create it, and then import it to GF. Creating the PL in our software is described in the manual (p. 62 – 87) (link to our manual), or in our online training video, which you can watch here (link to the video).

**Q:** *Should I be aware of something when creating my Participant List in MS Excel?*

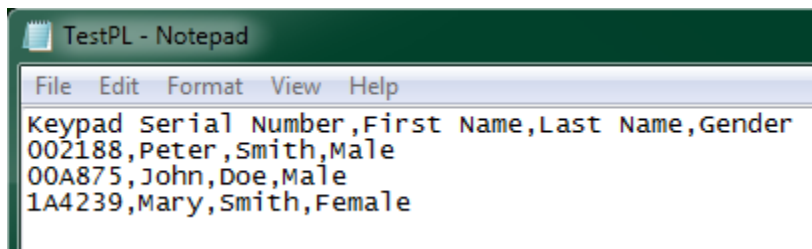
**A:** Yes, you should know that Excel creates a few issues while editing the PL and consequently saving it. Our keypad serial numbers is a six-digit hexadecimal value often starting with a “0” or “00” (zero, or double zeros). Excel ‘strips’ the zeros out of a number like: “002188” unless the cell(s) is/are formatted as Text. Please follow the instructions in this online video to change formatting of your Keypad Serial Number cells to Text (link to the video). Alternatively, you can try following these screenshots:



When you finally save the file to CSV format, be aware that Excel will strip the formatting properties from the cells, because CSV cannot retain any of that extra information. This means that upon saving the file and reopening it (in Excel), the zeros will be stripped once again. You can avoid this if only small changes are needed to be made in the PL by making them in Notepad instead...

**Q:** *Why am I unable to import a file with my participant list into Get Feedback from PowerPoint?*

**A:** The issue might be with the file format, or the way you created your participant list (PL). First of all, you need to import a CSV file – which is basically a text file, with a different extension (non-TXT). Each PL file must contain headers and individual rows of data must be delimited with commas (as shown in the picture).



In order to import the CSV file properly, you need at least one category/header: Keypad Serial Number. Our keypad serial numbers MUST be six-digit values (e.g. 002188 or 00A875). In order to link it to an individual, you need another category: Name. You can separate First Name from Last Name, and you can add more categories, if your meeting requires it (e.g. Gender, Territory, District, Age, etc...). Some text editors might put "" (quotes) around the actual value in a text field. For example, our serial number of 002188 may become: "002188" (including the quotes). This is not going to be read properly by Get Feedback from PowerPoint (b26). We are working on an update to the software, which will recognize this feature and read the values properly. In the meantime, please remove the quotes from the values in your CSV file.

**Q:** *Why are my Get Feedback (interactive) slides acting up?*

**A:** There might be a problem with your Master Slide (or Master Layout). This issue is connected to the way your PPT or PPTX file has been created. Often, you are forced to use and reuse a PowerPoint presentation from years ago, made by someone else, or from a corporate 'library' of presentations. When a Get Feedback interactive slide is created, it inherits properties and formatting of one of the layouts in the Master Slide. Sometimes, this creates a problem with the interactive elements of a Get Feedback slide. Our solution is to remove all Get Feedback slides from this layout and allow them to be formatted independently. A short, step-by-step instruction guide on how to achieve that is available here: [How to Remove Get Feedback Slides from Master Layout](#) (link to the PDF/Word document)

**Q:** How can I accommodate a long question on an ARS slide?

**A:** Well, sometimes, you have to be creative and think outside the box. In this case, outside the ARS slide. As we explain in the manual and in the training video, you must have the three crucial components on each slide – question, answers and the chart. However, if you need to ask a long question, you can 'cheat' a little bit – put the long question on a regular slide ahead of the ARS one, use as large of a font as you need, design your slide in any way you want. Then, on the ARS slide, use very small text of the question (you should use the entire text though, so that the reports are properly generated), and you could even make the text color the same as the background (if the background is made of solid color) so that it blends into it. This setup will enable you to make the answers as big as you want, and it will let you resize the chart (this works best with vertical chart) to a size that even people in the back of the room will see.