## Common problems and solutions

### Common problems with screen layout

There are several options to choose from when it comes to the layout of your Elluminate Live! window. Sometimes, the Moderator can dictate what your screen layout will be. For example, the Moderator may choose to use Presentation mode. In this mode, you will lose the Chat, Participant and Audio windows so that you can remain focused on, for example, an application that is being shared. Most of the time, however, you will have a choice regarding what you see. This document provides examples of Standard and Presentation mode screen layouts. It also explains how to change layouts if necessary.

### Standard versus Presentation layouts

In the majority of Elluminate Live! sessions, you will work in the Default layout. Here is an example of the Default layout. The Participants, Chat and Audio windows appear down the left side of the screen. The screen to the right is usually where changing content, such as the Whiteboard or shared applications, are shown. In this example, Microsoft Word is being Application Shared.

On occasion, the Moderator of your session may choose to use Presentation mode. This mode restricts you to viewing only the item that is being presenting. During this mode, you will lose items such as the Chat, Audio...
and Participants windows. As an example, here is the previous window shown in Presentation mode. As you can see, only the shared application and the Elluminate menu bar remain visible.

![Image of Elluminate Live! window in Presentation mode]

**Changing the layout of your Elluminate Live! window**

As a Participant in an Elluminate session, you have the ability to change the layout of your Elluminate window to suit you. You can choose to use Elluminate’s preset layouts, or you can create your own layout by ‘unlocking’ elements of the screen. You can always return to the Default layout if you need to.

To change the layout of your screen:
Select View, then Layouts from the Menu Bar. The layout that you have in place will have a small check mark next to it. Select your chosen layout from the list. The layout of the screen will now change.

![Image of Elluminate Live! layout menu]

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To create your own layout:
Select View from the Menu Bar. Uncheck the Layout Locked option by clicking on it. You will now notice that each element of the Elluminate screen has become its own window. You can drag, drop and resize these windows until you find a layout that suits you. An example is shown below.

None of these solutions worked. What do I do now?

You can find solutions to related problems on our webpage. Alternatively, contact Elluminate for support on:

1800 267 338 (free call within Australia)