

A: This indicates static or noise in your recording signal. A low amount of noise, while not desirable, is likely tolerable. If the bar is consistently high, please check your sound hardware and microphone settings. Some integrated sound hardware is poor and introduces high amounts of static.

Q: The speaking indicator to the left of my name is always green. What's going on?

A: This means that you are constantly transmitting audio and your silence-suppression tool should be set at a higher threshold. Drag the vertical green bar to the right until your speaking indicator remains grey when you are not talking.

Q: The audio level indicator is always red when I'm talking. Why is that?

A: This means that your recording volume is too high. Adjust the input level lower. If the bar should only occasionally be in red when you talk really loud.

Q: I've found a bug in Mercury, what do I do? I really wish Mercury could perform another feature. Can you add it?

A: Please submit all bugs reports and feature requests to support@pal.sri.com.