

USER GUIDES · OCTOBER 2026

Troubleshooting

Written as **symptom** → **likely cause** → **fix**, in the words the product itself uses. Start with the **readiness dots** on Home: hover any dot that is not green — it names the problem and the fix.

Tools for any problem

- **Diagnostics** (on the Start Menu) — checks the room PC: graphics card, models and audio.
- **Logs** — kept on the room PC for support. Logs record sentence lengths, never words.

Participants cannot connect

Phones cannot open the address, or it times out

Readiness: *Phones on the WiFi can connect* is red — "No firewall rule for port 8760. It works on this PC, but phones on the WiFi will time out."

Fix:

1. Run the installer as Administrator, which creates the rule — or ask IT to allow inbound TCP 8760 on Private and Domain networks.
2. In Windows Settings → Network, make sure the room network is **Private**, not Public.
3. Check the phones are on the **same network** as the room PC, not mobile data.
4. Guest WiFi often uses **client isolation**, which blocks phones from reaching other devices. Turn it off for the room network, or use a dedicated SSID.
5. If the PC has several networks (VPN, virtual switches), check the address on the room display is the one on the room network.

"That PIN was not accepted"

The PIN is shown on the room display and on Access in Settings. If you changed it, participants must use the new one.

The participant page shows no languages, or "The interpreter is starting up"

The engines are still loading (about 45 seconds after Ovvo s Wasel opens). The page waits and enables itself. If it gives up after a few minutes ("The interpreter is not ready"), check the *engines* readiness dot.

A language is missing from the phone's list

Only the target languages chosen for this meeting are offered. Add it on Languages (maximum four at once).

Nobody hears anything

The call is playing, but nothing is interpreted

1. **Is a meeting running?** Nothing is interpreted outside a meeting. Phones say "Not started yet" or "Meeting ended". Press **Start meeting**.
2. **Readiness:** *Sound is reaching the interpreter*. If red, Ovvo s Wasel hears silence:
3. In *Everything this PC plays* mode it listens to the **default playback device**. Make sure the conferencing app plays to that same device – plugging a headset into the room PC can change the Windows default.
4. Check the call is not muted.
5. On **Audio**, watch the level meter while someone speaks; change the device if needed and press **Save and restart capture**.
6. **Readiness:** *Hearing the meeting audio* red – the capture service is not running. Press **Save and restart capture** on Audio.
7. **Readiness:** *Detecting when someone speaks* red – the speech-detection model is missing or damaged; nothing can be transcribed. Reinstall Ovvo s Wasel.

Captions appear on the phone but there is no sound

- Phone volume up; headphones connected; ... → **Mute** off.
- "Tap to resume audio" showing – tap it (the phone paused audio after a call, an alarm or a screen lock).
- On iPhone, check the Ring/Silent switch.

One language is silent, others are fine

- **Readiness:** *Every chosen language is being spoken* – more languages are selected than the limit of four; the extra ones are never spoken. Reduce the selection on Languages.
 - **Readiness:** *n languages to listen in* – "No voice for ... on this profile". Remove that language, or choose a different voice for it under Settings → Models → Voices.
 - Check the **Never spoken** counter on Live.
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Quality and delay

Words are wrong, or names are mangled

- Improve the audio first: a line feed or close microphone beats everything.
- Tick the languages you expect (Languages → *Only expect certain languages*).
- Add names, ranks, places and acronyms to the **Glossary**.

Sentences in some language are dropped

The language was not among the expected source languages. Either tick that language as a source, or untick *Only expect certain languages* to recognise anything.

Listeners are falling behind

- Two to four seconds is normal; long sentences take longer.
- The phone speeds up slightly to catch up, then, past 20 seconds, skips queued sentences and says how many. ... → **Skip to live** does it immediately.
- If **Dropped** climbs on Live, the PC cannot keep up: use fewer target languages, and check the graphics card is being used (run Diagnostics).

Translation is very slow

Translation runs in a separate engine on the GPU. If Diagnostics shows the graphics card is not used, update the NVIDIA driver and restart.

The room display

The transcript panel stays empty

- It shows only what is said **after** you press *Show full transcript*, and only during a meeting.
- If the display says it "needs the listener PIN", it was opened without one. Close it and use **Open room display** in the Ovvos Wasel window or tray menu.

The QR code shows the wrong address

The PC has several network adapters (VPN, virtual switches, mobile hotspot). Ovvos Wasel shows the address of the adapter Windows uses for ordinary traffic. Disconnect or disable the others so the room network is the PC's main route, then reopen the room display.

The application

"Saved, but ... will not take effect until the engines are reloaded"

Some settings need an engine reload. Press **Reload engines** – about a minute, and the room hears nothing meanwhile. Do it before the meeting.

The window disappeared

It is in the system tray. Click the Ovvos Wasel icon → *Open control panel*.

Ovvos Wasel will not start

Start it from the desktop shortcut. If it still does not start, run Diagnostics from the Start Menu and send its output to support.

Forgotten administrator password

An administrator of the room PC can reset it. Contact support for the procedure, then set a new one on Settings → Access.

Contacting support

Request support through the form at ovvos-wasel.com/support/contact: describe the site and the problem, and choose a time to be called back. This form is the only way to reach support.

Have ready: the output of Diagnostics, the readiness dots (hover text), and the Live page figures. Support never needs meeting audio or transcripts. Remote help happens only in a session you open, with your own approved tool, watched by your staff.