Here's some troubleshooting tips to ensure your video conference runs smoothly. For greater detail, visit the Troubleshooting Video Conferencing page for additional guidance.

**GOOD PRACTICE**

**TURN OFF VIDEO**
- Turn off video sharing when you are not talking

**TURN OFF HD**
- Turn off High Definition Video quality

**MUTE MICROPHONE**
- Mute microphone when you are not talking

**CLOSE OTHER SOFTWARE**
- Close any other streaming or back up services

**TALK WITH FAMILY**
- Ensure video streaming services are not being used at the same time

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**TROUBLE SHOOTING**

**CHOPPY SOUND / VIDEO**
- Have students turn off their video, then try turning it on again

**CHANGE AUDIO SOURCE**
- Some video software has dial-in audio options. Try using this

**CONNECT VIA ETHERNET**
- Connect with a blue network cable (ethernet) for higher speed internet

**NETWORK OVERLOAD**
- Check your home-network doesn’t have other devices connected & active

**SOFTWARE UPDATES**
- Update conference software to the latest version

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**FAQs**

**MY STUDENTS CAN’T HEAR ME**
- Unmute your microphone & check headset is plugged in & does not have the inline mute feature enabled

**I CAN’T HEAR MY STUDENTS**
- Unmute your speakers, check they are plugged in correctly & check the audio settings for the volume level of the speakers

**MY STUDENTS CAN’T SEE ME**
- Adjust your camera so your image is in the frame on the preview screen. Disconnect from the session & reconnect

**I CAN’T SEE MY STUDENTS**
- Ensure you are actively connected to the session & can hear the other participants