

Common Problems

Arrive 15 minutes early and run Setup Wizard in case there's a problem

Audio Issues

- **Make sure microphone is properly connected and not muted**
- **Test sound by playing a YouTube video or similar**
- **Click Options -> Disconnect Media -> Reconnect Media**

Browser Issues

- **Internet Explorer needs to run in “Mixed Content Mode”**
- **Have at least two browsers (IE, Firefox, Safari) so you can try another**
- **Turn off Pop-up blockers**

Java Issues

- **If slides are not updating, text chat not visible, or buttons not working**
- **Make sure you only have one version installed**
- **Make sure it's a current and working version – requires a clean install**
- **Get Java at java.com (for Apple software updates)**

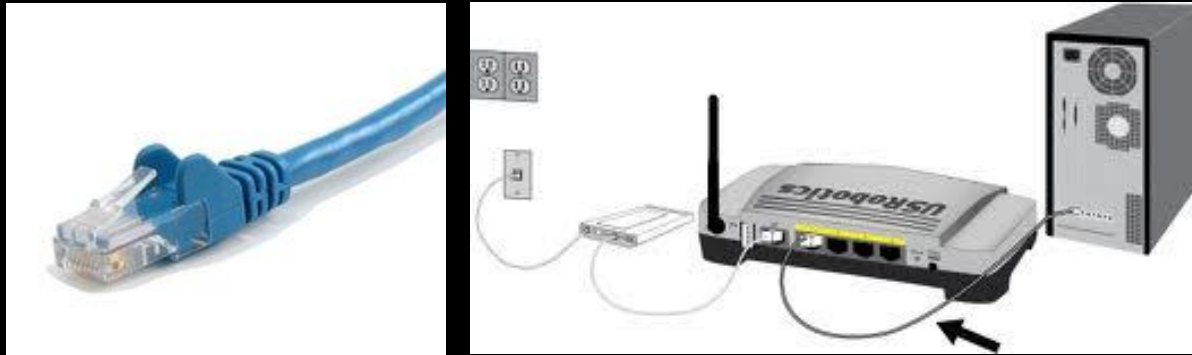
Other

- **Leaving the room and re-entering can fix some problems**
- **Rebooting computer can fix USB headset “sync” and browser issues**

Get Wired!

Wired connections work better than wireless ...

1 - Use an ethernet cable to connect your computer to a router or modem



2 – Disable the wireless connection on your computer
Varies by Mac or PC version,
but usually looks like these

