

# Common Problems

**Arrive 15 minutes early and run Setup Wizard in case of problems**

## 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](http://java.com) (OR Apple software updates)**

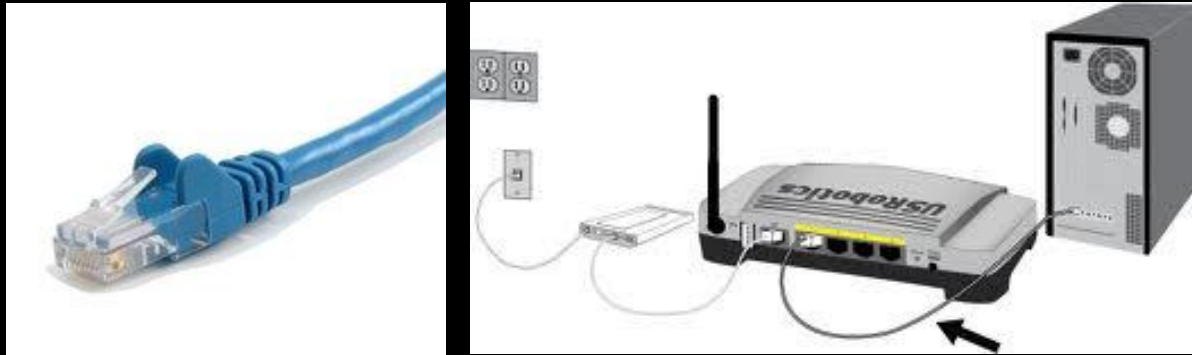
## Other

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

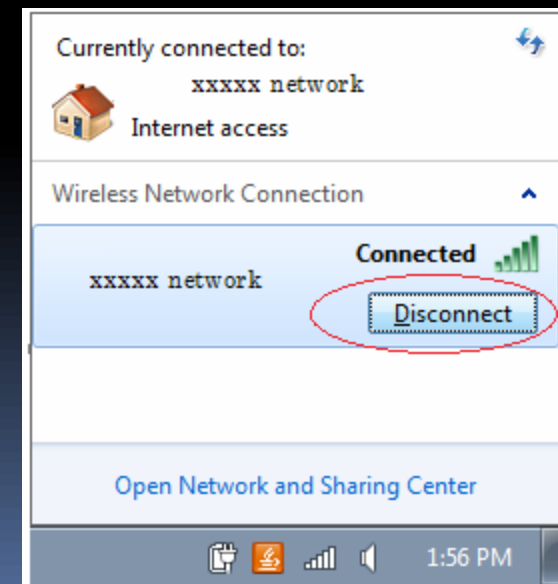
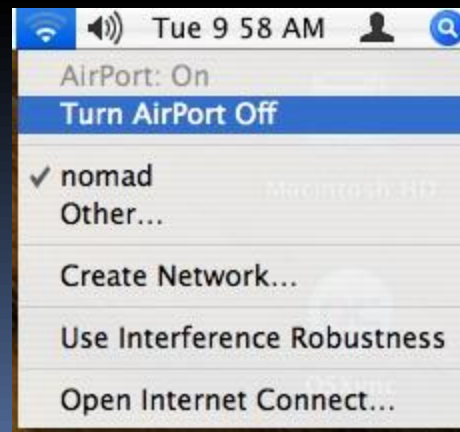
# Get Wired!

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



# Support Info

**Help for Wimba Classroom is available 24/7**

- **Phone: 1-877-382-2293 (Wimba.com 24/7 Support)**
- **Create a ticket: <http://support.blackboardcollaborate.com>  
(You need to create an account the first time)**
- **Live text chat : <http://support.blackboardcollaborate.com>**
- **Visit <http://www.umb.edu/it/tech/lms/student.htm>**
- **UMass Service Desk for Account Problems at 1-617-287-5220**