Part 3 of 3: Technical issues

Even though Tech Support staff will be available to help with technical issues that come up during the session, it's important to be aware of the **possible problems** that occur from time to time.

Top 3 most common problems during the lesson:
1. Students can't hear you.
Check if your microphone is on. If it's working properly (you can see grey "waves" next to it when you speak), try to mute it and turn it back on. If it doesn't help, log out and come back into the classroom.
2. There is echo in the classroom.
Somebody isn't using proper equipment (they might be using built-in microphone + speakers (instead of headphones), which creates feedback). You can tell exactly which student it is by the grey microphone symbols next to the students' names. If there is no red line through the microphone, but instead there are "waves", you can ask this person in particular to mute his / her microphone when they aren't using it.
3. "End breakouts" button isn't working.
Try one of the two buttons; and if nothing helps, broadcast a message to all the students asking them to leave and come back to the classroom. Please, make sure that the recording of the lecture hasn't been interrupted. Otherwise, create new recording, so that the whole class can be archived despite the technical difficulties.

Contact Information for Technical Support

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