

# Troubleshooting During Your Synchronous Session

## Dropped Internet Connection or Slow Connection Speed

A strong internet connection is key for a successful synchronous session. If possible, hardwire your internet to your device using an Ethernet cable. If you need to use WiFi, stay close to your router and avoid obstructions between you and the signal.

If you or a student's connection drops while they are speaking, ask them to repeat themselves. Occasional interruptions in connection can happen. If the interruption occurs repeatedly, turn off your webcam to see if the connection improves. If the connection does not improve, exit and re-enter the room to reestablish a strong connection.

If your internet connection is dropped during your session, have a plan in place for your students. A policy like “stay on the Zoom call for 10 minutes and watch your student email for updates” can help reduce panic and give you time to reconnect.

## My Audio Won't Connect

- If you are using a microphone, double-check that it is plugged in completely and correctly to your laptop or desktop.
- Check the software's input sound settings:
  - [Zoom](#): Select the ^ icon next to your Mute/Unmute button. Check that the correct microphone is selected.
  - [Blackboard Collaborate](#): Open *My Settings* by selecting your profile picture/name. Select *Set Up Your Camera and Microphone*. Check that the correct microphone is selected.
  - [WebEx](#): Select the More Options button on your WebEx screen. Then, select *Speaker, Microphone, and Camera*. Check that the correct input device is selected.
- Check your device's sound settings:
  - If you are using a Microsoft computer, [check that the microphone you are using is selected as the sound input device](#).
  - If you are using a Mac computer, check that your [sound input settings are correct](#).
- Connect to audio using a phone:
  - [Zoom](#): Select *Join Audio* in the Zoom meeting and select *Phone Call* or *Switch to Phone Audio*. Dial the join number that appears on your screen.
  - [Blackboard Collaborate](#): Using the three-dash menu on the left-hand side of your screen, select *Use Your Phone for Audio*. Dial the phone number and enter the pin that appears on the screen. You will appear as an anonymous user using this option.
  - [Webex](#): Using your meeting invitation, dial the *Join by Phone* global number

## My Webcam Won't Connect

- If you are using an exterior webcam, double-check that it is plugged in completely and correctly to your laptop or desktop.
- Check the software's video settings:
  - [Zoom](#): Select the ^ icon next to your Start/Stop Video button. Check that the correct webcam is selected or select *Video Settings...* for more options.
  - [Blackboard Collaborate](#): Open *My Settings* by selecting your profile picture/name. Select *Set Up Your Camera and Microphone*. Check that the correct camera is selected.
  - [WebEx](#): Select the *More Options* button on your WebEx screen. Then select *Speaker, Microphone, and Camera*. Check that the correct webcam is selected.
- Check your device's webcam settings:
  - If you are using a Microsoft computer, [check that the webcam you are using is selected as the camera device](#). Also, turn on the *Let Apps Use My Camera* setting.
  - If you are using a Mac computer, check that your webcam is on and that you [allow apps to use your camera](#).

## I Can't Hear My Students

- Check that your device volume (computer, headset, headphones, etc.) is turned up and not set to “mute.”
- Check the software's output setting:
  - a. [Zoom](#): Select the ^ icon next to the Mute/Unmute button. Check that the correct output device is selected under *Speaker*.
  - b. [Blackboard Collaborate](#): Open My Settings by selecting your profile picture/name. Then select *Audio and Video Settings*. Adjust your speaker volume and double check the correct input is selected.
  - c. [WebEx](#): Select *More Options* and then select *Speaker, Microphone, and Camera*. Check that the correct output device is selected and that the volume is turned up.
- Check your device's output setting:

## Loud Student Users

- During your first session with students, have everyone practice muting and unmuting themselves using the software you have selected.
- Zoom: As a session host, you can mute/unmute all meeting attendees at once or mute individual attendees by selecting the microphone icon next to their name under the Participants panel.
- Blackboard Collaborate: Using the three-dot menu on your attendees list, you can mute all participants at once. Using the three-dot menu next to each attendee's name, you can mute individual attendees.
- WebEx: Open the Participants panel and select the microphone icon next to an individual's name to mute them. Select Mute All to mute everyone at once.

## I Can't Turn Off Screen Share

When you are sharing on Zoom, your screen or the application you are sharing will be outlined in bright green. Move your mouse cursor to the top of the page to reveal the presentation control panel. Select the red *Stop Share* button (or select Alt + S) to stop sharing your screen with attendees or select *New Share* (Alt + Shift + S) to share a different screen or new application.

