I cannot get into the meeting!

- Select Help toward the bottom of the Meeting Login page. This takes you to the Test Meeting Connection page where you can verify that your computer meets all the requirements. If you do not pass the test you will be given instructions for what you need to do.
- Verify that a pop-up blocker is not blocking your meeting window.
- Verify that your password is correct.

I cannot hear any audio in the meeting!

- Verify that your speakers are turned on and your computer’s volume is not muted.
- Make sure your headset works with your computers (able to play music).
- Verify that your microphone is properly connected. If you connected after entering the meeting room, exit and re-enter the room.
- Check your headset to make sure it is not muted or the volume has been turned down.

Attendee cannot hear my voice!

- Verify your microphone is not muted.
- Verify audio has been enabled for participants.
- Ask the attendees to run through the Audio Setup Wizard and that they select Allow if prompted to provide Flash Player access.
- Verify that the correct microphone is being recognized by the Flash Player.
  - Right-click anywhere on the meeting window and select Settings.
  - Check to make sure Allow is selected and choose Close.

My video does not appear when I share my camera!

- Verify your webcam is properly connected. If you connected after entering the meeting room, exit and re-enter the room.
- Verify that the correct webcam is being recognized by the Flash Player.
  - Right-click anywhere on the meeting window and select Settings.
  - Check to make sure Allow is selected and choose Close.
- Verify your webcam is not in use by another application such as Skype, Lync, or Google Hangouts.
Troubleshooting Tips and Recommendations

- If you see yourself in the **Video and Audio** pod, be sure to select **Start Sharing** to transmit the video feed to other participants in the room.