Overview

This is a list of potential problems and solutions that you may encounter during a web conference meeting.

Troubleshooting

- If the audio echoes, you very likely have more than one instance of the meeting room open at the same time. To correct this, suggest that they close the extra instances of the meeting room. This echo effect also happens if you have any other VoIP application open as well, such as Skype. You must close the other application to stop the echo effect. This echo effect may also be caused by multiple microphones. Most laptops have internal microphones. If an external one is connected, one or the other must be muted.

- If sound is choppy or inadequate, unplug and re-plug the microphone or adjust the microphone sensitivity level. To do this, double-click the Volume control in the toolbar. Select Options, Properties, Recording, then OK. Select the Microphone option and increase the volume.

- If the sound or screens are choppy, change the bandwidth to DSL/Cable. From the Meeting menu, select Manage My Settings > My Connection Speed. Then select DSL/Cable.

- If you cannot hear the audio, you should:
  — Verify that you have speakers or headphones connected.
  — Verify that the speakers are turned on and that the sound is set to an appropriate volume.
  — Run through the Audio Setup Wizard:
    1. From the Meeting menu, select Manage My Settings > Audio Setup Wizard…
    2. Click Next >.
    3. Click Test. You should hear music.
    4. Click Finish.

- If you cannot see anything in the Share pod or receive a message that the Flash Player is required, you must click the link to install the Flash Player. Otherwise you will not be able to see or hear properly.

- If you need additional help, contact the MAIS Help Desk at 6-7000. MAIS Employees can email mais.webconfsetup@umich.edu or submit a Web Support Ticket, requesting assistance.