

How to Resolve Audio Issues

Introduction

This guide will help you navigate audio issues in your Kaltura Virtual Classroom. As the session moderator, you have a few tools at your disposal to identify and eliminate audio disruptions.

Learning outcome

The following is covered in this guide on how to resolve audio issues.

- Best Practices
 - Restarting your computer
 - Refreshing your browser
 - Testing your audio prior to your virtual session
 - How to Mute All and clear up audio feedback
- Interactive Mode vs Webinar Mode - Audio Issue
- Breakout Room - Audio Issue

Best Practices

The following is a set of best practices for your Kaltura Virtual Classroom to ensure your audio quality is working optimally in your virtual classroom:

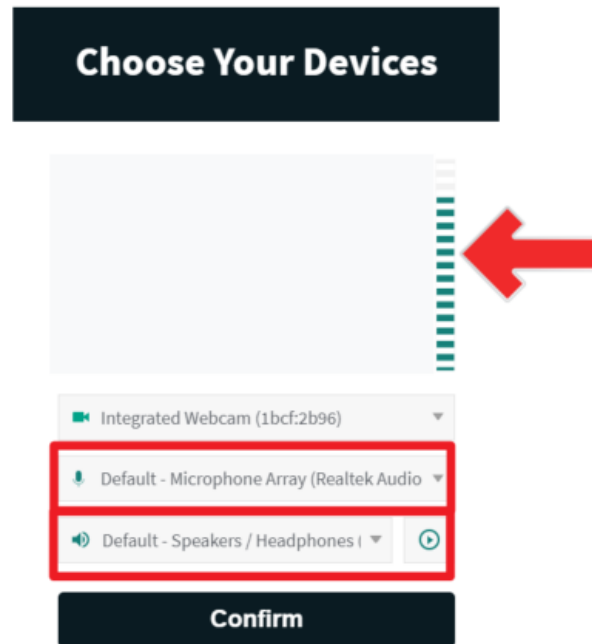
Testing your audio prior to your virtual session

When you arrive in your Kaltura Virtual Classroom the first thing you should do is test your audio to ensure that it is working properly.

When you click the **Start Meeting** button this will launch you into your Kaltura Virtual Classroom where you will be presented with the **Choose Your Devices** window (see image below), this will give you the option to select your correct microphone and speaker in the drop down menu. When you see the green bar flashing this means that your audio is working properly and your participants can hear you.

Participants

Participants will also be presented with the same **Choose Your Devices** window and should use the drop down to select their microphone and speaker.



Refresh your browser

If you find that your audio is not working during your session try refreshing your browser window by clicking the refresh button at the top of your browser.

Participants

If your participants are not able to hear your session please ask them to refresh their browser window.

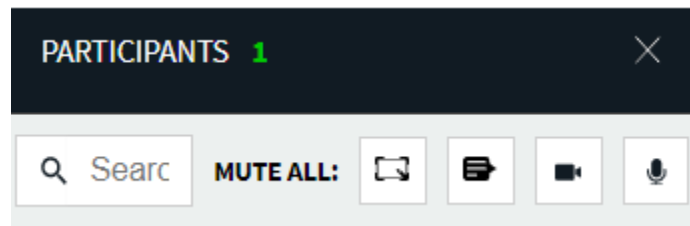
Restarting your computer

A common reason that audio fails is because it is stuck in another window or application (i.e. Google Meet). To resolve this problem restart your computer prior to your Kaltura Virtual Classroom session.

Mute All - clear audio feedback issues

To clear up audio feedback issues you can click on the **Mute All** button located at the top right hand corner of the screen under the participant list.

Note - If you have promoted a participant to Moderator and you click the Mute All button the audio for all moderators will NOT be muted. You will have to deselect the participant from the moderator status to mute their audio.



Interactive Mode vs Webinar Mode - Audio Issues.

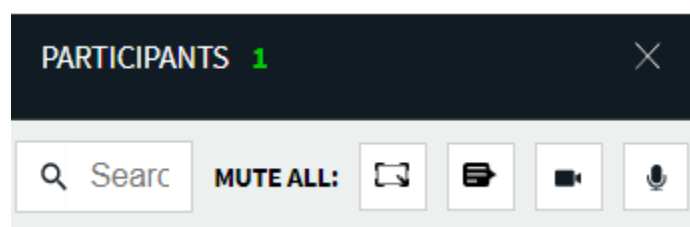
Interactive Mode

In Interactive Mode the first 50 students will have the option to turn on their mic and camera and hit the LIVE button located next to their name in the participant list. When they hit the LIVE button the student microphone and camera will turn on.

Webinar Mode

A common audio issue that occurs when you start your session in **Interactive Mode** and then switch to **Webinar Mode** during a live class session, is the assumption that this will remove audio from the participants who have already activated their microphone and camera. By default the participants microphone and camera will remain on.

If you want to clear up the audio issue it is recommended that you hit the **Mute All** button located in the participant list.



Breakout Room - Audio Issues

The breakout rooms function the same as the main meeting room and participants will need to activate their microphone and camera and hit the LIVE button if they wish to communicate with other participants.

Participants

Prior to clicking on the breakout session you should remind your participants they will need to active their microphone/camera following the instructions below:

When you arrive in your breakout room you will be presented with the **Choose Your Devices** window (see image below), this will give you the option to select your correct microphone and speaker in the drop down menu. When you see the green bar flashing this means that your audio is working properly and your students will hear you.

