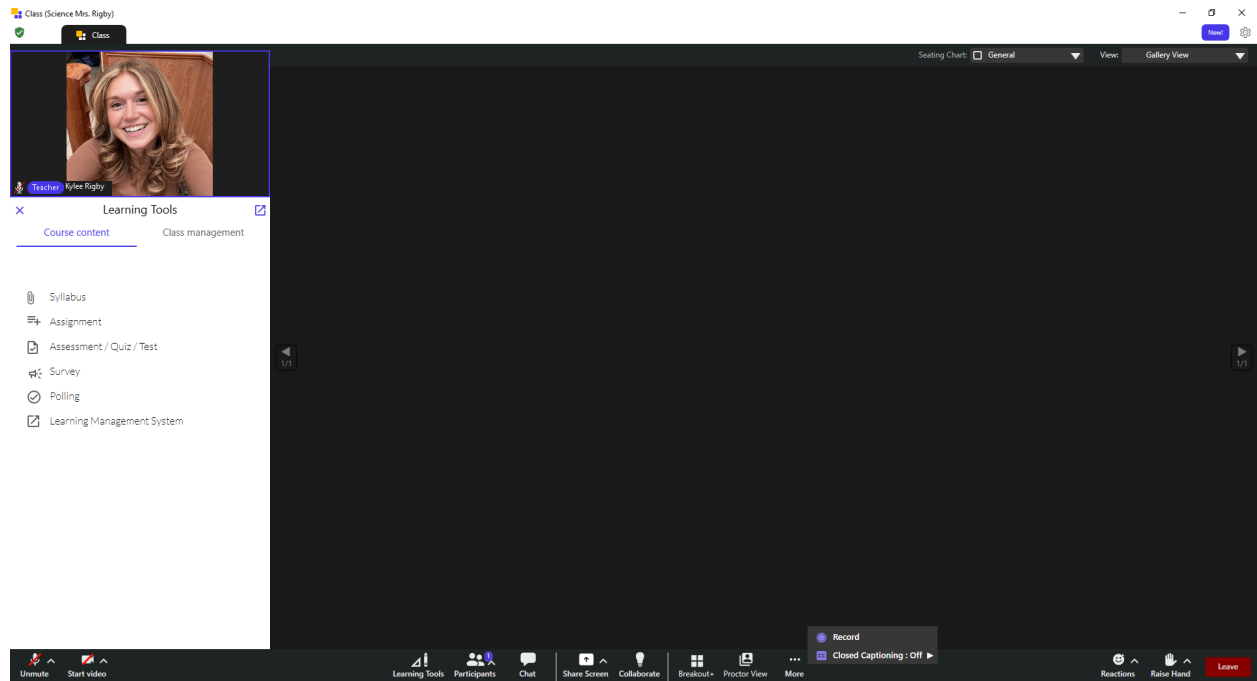


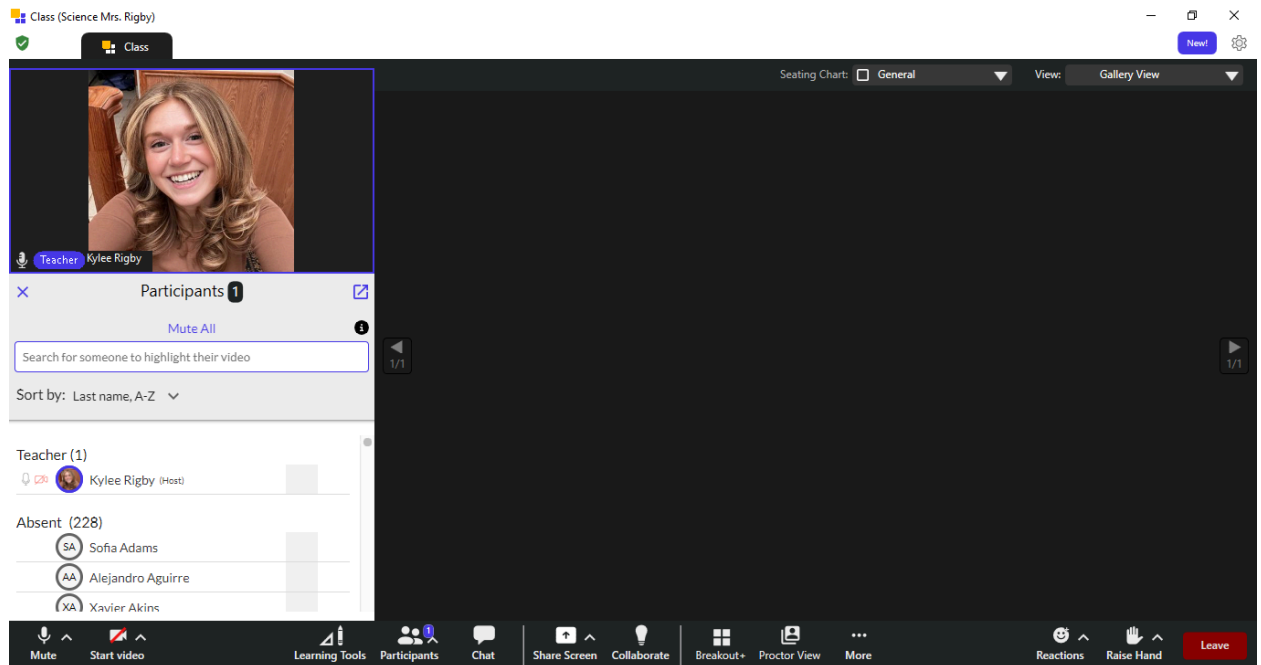
If you cannot hear your teacher or your teacher cannot hear you, here are some steps to take when troubleshooting!

Remember, your teacher is currently running class and cannot respond to emails. If you join within the first 5 minutes of class, the teacher will have more time to help you. Once the lecture has started, the teacher cannot disrupt the lesson to help you.

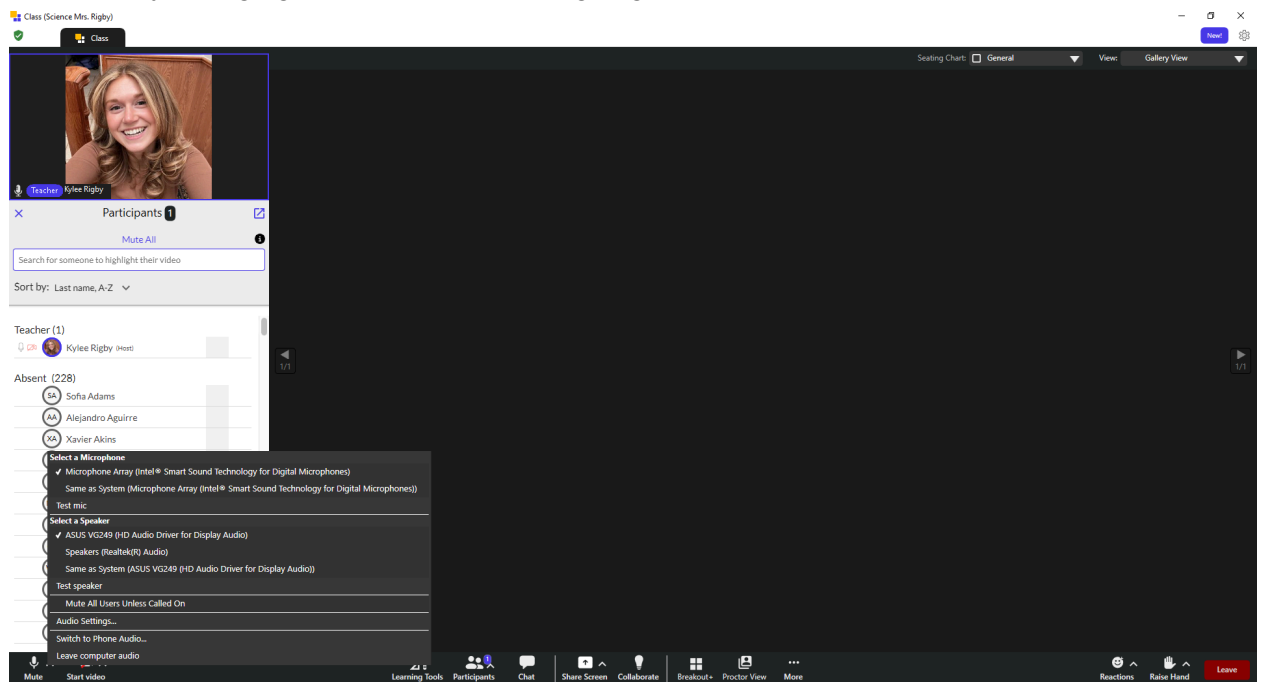
Tip: *If you click the “More ...” button (at the bottom of the screen), you can turn ON closed captioning. It will type out what the teacher is saying as you figure it out!*



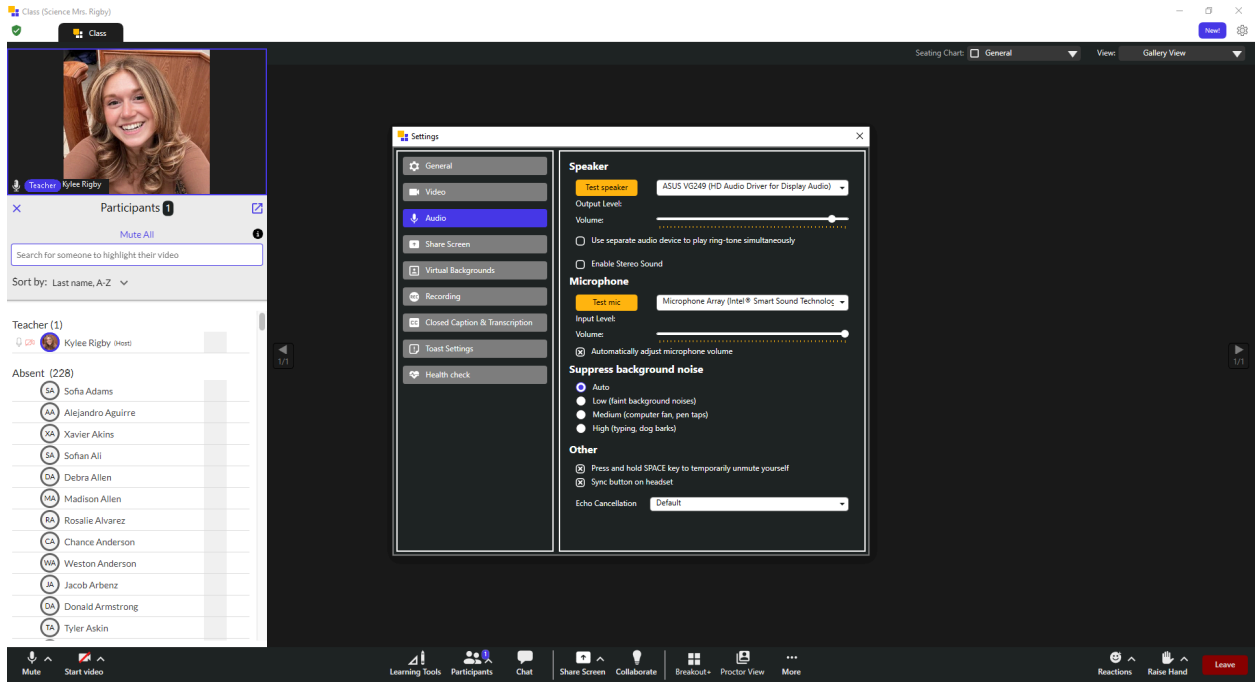
1. Press the “^” button that is on the right of the mute button (bottom left side of the screen).



2. These options will pop up. There is a place to select/change your microphone and speaker. Try changing these options before going to the next step.



3. If that does not work, you will hit “Audio Settings” next.



4. You can now TEST your speaker and your mic. If your speaker works, you will hear “ding, ding, ding.” If your mic works, the white bar underneath will turn orange, going up and down as you speak.
5. If the test fails, try changing your speaker and mic options and trying again with your audio/speaker test.
6. If your audio and mic test fails after trying all the settings, close out of class, RESET YOUR COMPUTER, and then rejoin.
7. If this does not work, call the technology help line at **800-382-6010**.
8. Your teacher is IN CLASS and will not be responding to webmails at this time. However, you can send them a webmail letting them know the problem so we can fix it in the future! The best thing to do is to watch the Live Lesson recording that will be posted later. Thank you, for your patience with this new platform, we are using!
9. Video of me going through the steps: [video](#)