Technology Disruption Tips

To reduce the likeliness of delays and disruptions during your session please consider the following tips and suggestions:

Computer Hygiene—helps optimize performance and troubleshoot common computer problems.
- Restart computer daily
- Close unnecessary applications
- Close unused browser windows
- Schedule software updates
- Keep antivirus current and on
- Restart router periodically
- Stay as close as possible to your internet router, or plug directly in to the router with an ethernet cable
- Check bandwidth/speed at: http://www.speedtest.net/
  - Identify possible Bandwidth "bandits" (software updates)
  - Consider upgrading service
  - How man people are currently using the system?

Resolving Technical Problems, before calling technical support:
- Reboot system
- Double check connections and make sure devices turned on
- Check that login information is correct.

Common Technical Problems:
- **Blank Computer Screen**
  - Software access may have timed out; move cursor and login again.
  - Verify computer & screen are on
  - Verify connection to the internet

- **Jittery/Delayed Video**
  - Often a more temporary problem
  - Reboot the platform & wait a minute to see if it resolves
  - If not change, try rebooting your computer and router
  - May indicate the need set-up a better internet connection

- **Video/Audio Quality**
  Dependent on internet & router speed, number of users, usage of the internet, software & hardware, age of software drives, processing power of hardware, and software configuration.
  - **Video Quality**: Reboot system.
  - **Audio Quality**
    - Generally related to internet disruption; usually temporary & resolves itself
    - Enable the echo cancellation function
    - For external mics move farther away from the device's speaker

    - Explain how to handle issues—pixilation, short delays,
    - Wear headphones to minimize background noise