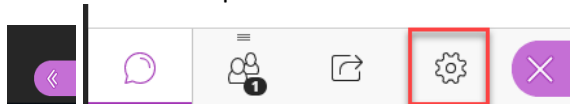


What do I check before the session starts?

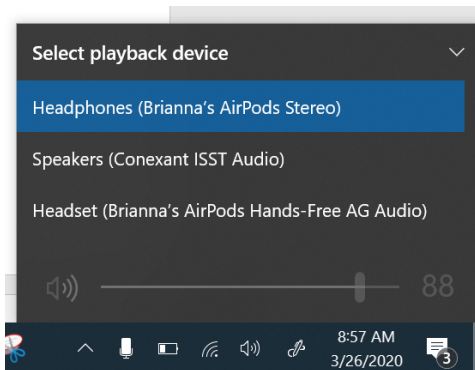
The recommended browser to use with Collaborate is Mozilla Firefox. Make sure you've tested your Audio and Camera by clicking on the Collaborate Panel Menu (bottom right), click the Settings Panel, and click on "Setup your camera and microphone".



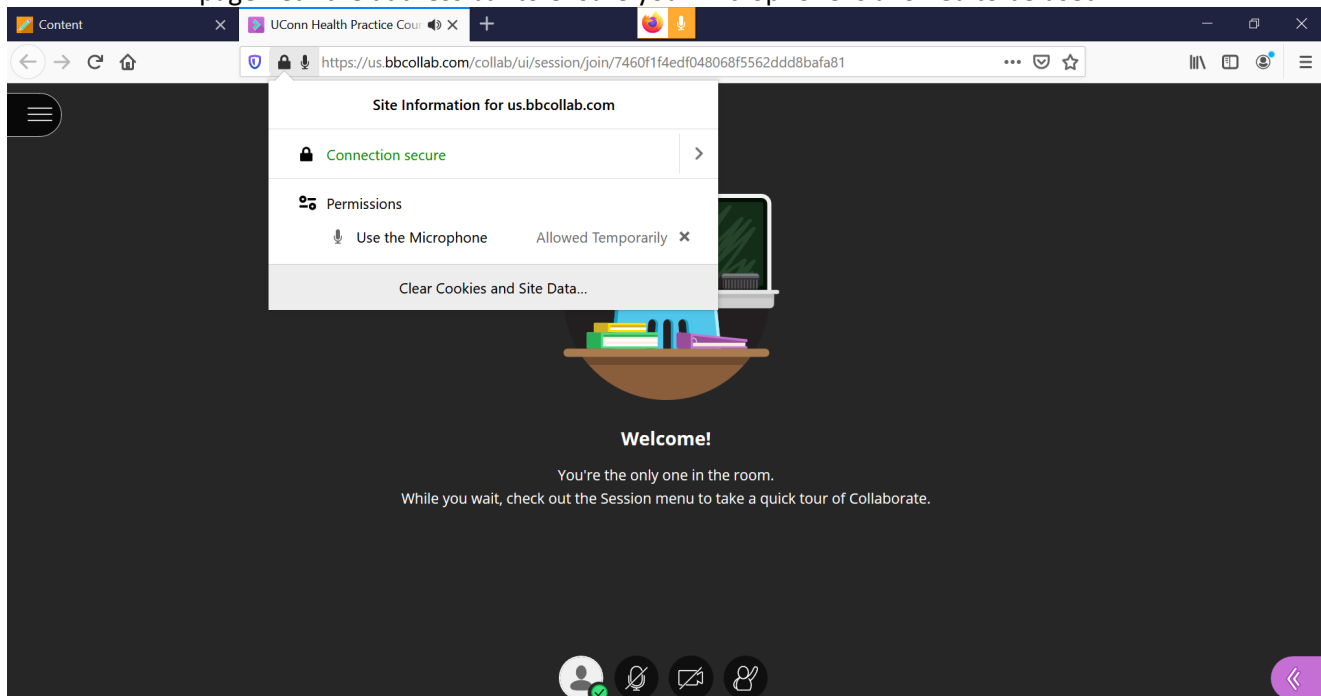
If you haven't already allowed the microphone and camera to be used this test will ask to use them and you will need to click allow in order for Collaborate to have the appropriate permissions. Once you've tested both, the application will remember your settings so you shouldn't need to do this every time. But you can return here if you have any issues. **If your audio drops out, you can use your cell phone to call in.**

What do I do if my audio isn't working during the session?

- If you are having audio issues, leave the session and rejoin
- Check your audio settings on the bottom of your screen where the volume is
 - Are you using an audio device? (Headphones, wireless earbuds, etc.) If so, make sure that device is selected and the volume is turned up



- Check your Firefox browser Settings
 - Check the audio settings in Firefox which can be found by clicking the microphone at the top of the page near the address bar to ensure your microphone is allowed to be used



- If you are still having issues please either call in to the session or contact AITS (860-679-8870 or aits@uchc.edu)