Advice for Minimizing Problems in Online Meetings in Sakai

To learn to use the Sakai Meetings tool, visit go.durhamtech.edu/sakai-meetings

Technical Troubleshooting Tips

If you encounter technical glitches, be aware that Instructional Technologies staff are unlikely to be available to assist you or your students at that moment. We will do our best to follow up on all reported issues, but that may be after the meeting has passed. *Below are self-help tips for common situations*.

Microphone drops out (you hear "you are now muted")

During a meeting, there may be times when your microphone access drops out. If this happens, you'll suddenly hear "You are now muted." Simply click the microphone button to reconnect.

Screen sharing doesn't work

If you try to share your screen and it doesn't work, make sure you are using Chrome or Firefox.
(In all cases of this problem we've encountered, the instructor was using an incompatible browser, such as Safari on a Mac.)

You get disconnected or dropped from a session

You or your students may suddenly lose access to the meeting if your internet bandwidth drops too low. Things to try if this happens…

- **Refresh your browser.** This will give you a new connection and, if the bandwidth drop was temporary, you should be able to reconnect within a few seconds to rejoin the meeting.
- If refreshing doesn't work, check your internet connection and try a different browser (or device, if possible).
- Turn off your webcam, if using. Turn off screensharing, if using.

Cannot connect via microphone (students are unable to hear you)

In a pinch, remember that you can always dial in by phone. To do this while in a meeting:

- Click the phone icon below the presentation area

- A window with audio connection options will appear.
- Click **Join using your phone** and follow the on-screen instructions.

Troubleshoot browser-related microphone or webcam issues

If you can't get your microphone or webcam to work in a meeting, often the reason is that you did not "allow" your browser to access them and therefore they are "blocked".

To troubleshoot in Chrome:

Click the tiny camera icon that appears on the right end of the address bar to make sure the correct microphone (and/or webcam) is selected and is not blocked.
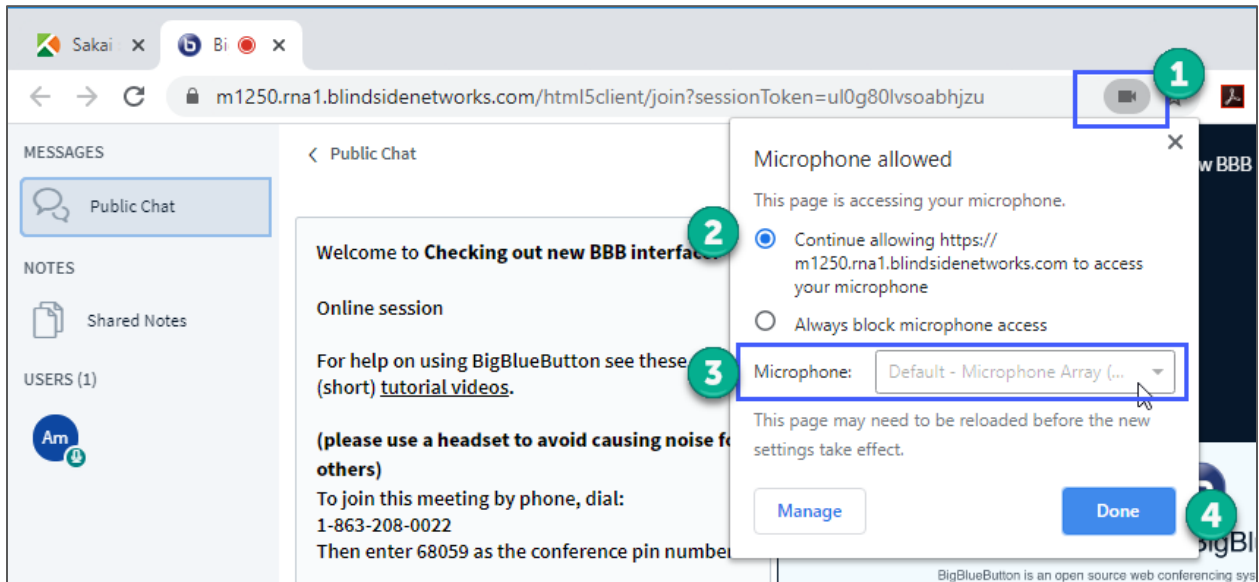
To troubleshoot in Firefox:

Firefox prompts you to select a microphone when you enter the meeting. To verify the correct microphone has been selected…

Click the **lock** on the left side of the address bar. A menu appears. Click the **X** next to **Use the Microphone**. Then refresh the browser (you can press F5 on your keyboard for a quick refresh).