Troubleshooting Checklist

⇒ Update video conferencing software

⇒ Close all tabs and applications

⇒ Turn off student's camera

⇒ Restart computer or router

⇒ Try ethernet (hardwiring directly to router)

⇒ Find a new location for stronger signal

⇒ Find a new time when network is not under heavy use

Backup Video Conferencing Services

⇒ Zoom

⇒ GotoMeeting

⇒ Skype

⇒ Google Hangouts

⇒ FaceTime