

IMPORTANT – BEFORE SIGNING UP FOR THE TECA COURSE

Confirm that your internet connection, webcam and microphone are properly working.

Step 1: Confirm your internet speed

Navigate to the link www.fast.com

Ensure that your internet speed is at least 30 Mbps. Setting up closer to the router, or plugging in directly with an ethernet cable can improve connection.

Step 2: Ensure that you have a compatible internet browser, and that your browser is up to date.

The recommended browsers are Google Chrome and Mozilla Firefox. Instructions on how to update your web browser can be found by clicking on the browser that you are using. Additionally, iOS users can download the Whereby App: <https://apps.apple.com/us/app/whereby-video-meetings/id878583078>

[Google Chrome](#) [Mozilla Firefox](#)

If you are using an older operating system like Windows Vista or XP, these no longer have support from Microsoft or browser teams like the Chrome and Firefox; and they won't be able to run an up-to-date browser. In these situations we highly recommend you update your operating system to a more current version.

Step 3: Confirm video sharing in your internet browser

Navigate to the link: <https://www.vidyard.com/cam-test/>

Follow steps 1-3 and confirm your webcam is working

Step 4: Confirm microphone in your internet browser

Navigate to the link: <https://www.vidyard.com/mic-test/>

Follow steps 1-3 and confirm your microphone is working

✓ If both your webcam and microphone are working properly, you are ready to sign up for the course.

If your webcam or microphone is not working, follow the instructions below:

Step 1: Ensure no other video conferencing program is open (Skype, Zoom, Google Hangouts, etc.)

Step 2: The recommended browsers for Windows and iOS systems are [Chrome](#) and [Firefox](#). Download the recent version of one of these browsers, restart your machine, and test the computer again on the websites above.

Step 3: If your browser is up-to-date, it's possible that this is caused by a stale mic/cam permissions cookie, or possibly because of another application that's taking priority.

In this case we recommend clearing your cache and cookies for your entire browser and then restarting your computer. Sometimes a reset of your system environment will resolve these types of issues, so this is a "catch-all" solution before further investigation is required. Instructions for clearing your cache and cookies for our supported browsers are linked below:

[Google Chrome](#) [Mozilla Firefox](#)

Step 4: If your webcam or microphone is still not working, go through the full troubleshooting article:

<https://whereby.helpscoutdocs.com/article/319-my-cam-mic-isnt-working>

See the following links for additional support:

[Join a meeting you were invited to](#)

[Join or Create a Whereby room on iOS](#)

[Join or Create a Whereby room on Android](#)

[Other Troubleshooting Topics](#)

Courses

At the beginning of a course, everyone should test their audio and video.

Once the course begins, all students should hide their video and audio, and be instructed to un-mute themselves if they want to ask any questions.

Connection Problems During a Meeting or Course

Echoing and Audio Delay

See the full article: <https://whereby.helpscoutdocs.com/article/365-troubleshoot-and-resolve-echoing-in-your-room>

Step 1: Ensure that the external mic is not too close to the speaker

Step 2: Confirm your internet speed and stability

- Test each person's mic individually (everyone muted, un mute one at a time). If echoing still exists, it is a connection problem.
- Have each participant confirm their operating system meets the minimum requirements: <https://whereby.helpscoutdocs.com/article/318-hardware-software-and-network-requirements>
- See the full article on network requirements: <https://whereby.helpscoutdocs.com/article/388-network-requirements>