HC 2.0 Troubleshooting FAQ

ALL PARTICIPANTS

Issue: I joined **Huseby**Connect, but I cannot see or hear anyone
Solution: Click the Start button under Video, Audio and Screensharing and click Join Meeting

Issue: When clicking Join Meeting it spins and doesn't join.
Solution: Refresh browser

Issue: My audio automatically joined microphone and I would like to join by phone
Solution: Click the UP arrow next to the microphone icon and select Audio Options, select Phone Call and dial into the meeting. Be sure to enter your participant code.

Issue: My browser would not allow me to start my microphone or webcam
Solution: Make sure your microphone/webcam is not currently being used in a different platform

Issue: Can I make video full screen?
Solution: Click the Expand screen icon at the top right of the video window

Issue: I minimized the video window and can't figure out how to get the video back on my screen.
Solution: Click Applications and select Video, Audio, Screensharing

Issue: My exhibit didn't load properly
Solution: Click the refresh button inside of the exhibit module

Issue: After refreshing the exhibit module, my exhibit still will not load properly
Solution: Refresh your browser. You will need to reconnect to the video (and audio if connected through microphone)

Issue: Everyone is having issues loading/seeing an exhibit properly
Solution: Everyone should refresh their browsers. Everyone will need to reconnect to the video (and audio if connected through microphone)

PRESENTERS

Issue: The exhibit I'm presenting did not load (or fully load) into my Exhibit Presentation module.
Solution: Click the refresh button inside of the exhibit module. If the exhibit does not fully load, Click the red "X" near the top right corner above the Save icon. Re-launch your exhibit.

Issue: I closed my marked exhibit without saving it into the Final Exhibits folder.
Solution: Re-launch the exhibit. Your sticker and annotations will be there. Click the SAVE icon.