

Capture & Stream Troubleshooting Guide



University of Dundee

1. Self-Help

Connection:

- Are you/your students in the right Collab session?
- Is there just one student having an issue? Maybe advise them to contact Help4u
- Check Collab Network status in the Attendees panel

Audio:


- Check the mic is plugged in
- Is your Mic physically muted?
- Are you muted in Collab?
- Is the volume on your computer muted?
- Is the right mic selected?
- Go through the Collab Audio & Video setup

Video:

- Check the camera is plugged in
- Have you shared your video in Collaborate?
- Is the right camera selected?
- Go through the Collab Audio & Video setup

2. Need more help?

Dial: *1
...on the room phone

We will try to help you on the phone 

If possible, we will send someone to help 😊

- There are a finite number of support staff on-call to attend issues that cannot be resolved remotely but we will endeavor to be there when you need us.
- End user Services (UoDIT) is supporting the room hardware.
- CTIL supports the software experience (Collaborate).
- The Hybrid Project is supporting the development of the service.

3. Still stuck?

At some point, resolving an issue may become impractical within the available teaching time:

- ✓ It is the lecturer's responsibility to decide when that time has been reached, based on advice from support staff.
- ✓ It is also the lecturer's responsibility to decide what to do if a technical issue cannot be overcome - for example, work around the issue, reschedule, move wholly online etc.

Please be patient & respectful while we try to help you 😊