JUSTUS-LIEBIG-UNIVERSITÄT GIESSEN

FAQ Web Conferences

The following will offer pointers and solutions for general technical issues that one might encounter during a web conference.

1. **Audio/Microphone**

   Please make sure that you microphone and speakers are switched on. Depending on your device, this can be verified in different ways (for example by checking if an LED light is glowing). For built-in components of your computer that do not have a separate on/off switch, there might be key combinations that (de-) activate your microphone and/or speakers.

   You can test your microphone here: https://www.onlinemictest.com/
   On this website, you will also find instructions for troubleshooting, should there be any problems.

   After successfully testing your microphone, please close this browser window before you join a web conference, as the test website might occupy access to your microphone otherwise.

   Issues With Sound / Can My Microphone Be Detected?

   - Please check if any other program that transmits audio (Skype, iTunes, media player, etc.) is blocking audio in- or output. If in doubt, it might be best to close unnecessary windows before starting an online conference.
   - Headset is not working: make sure that you have selected your headset in the web conference application you are using (Webex, DFNconf, JITSI, etc.) and that it has been detected by your computer (this you can verify by entering the Windows control panel and navigating to "Sound"; see: "Fix Audio Issues" further down.) Please check whether you may have turned the volume on your headset all the way down.
   - Allow access to your microphone: for security reasons, microphone and camera are blocked when using them in a browser for the first time. When opening the online conference website, a small window will pop up and ask permission to access microphone and camera. This may look differently depending on the browser.
       o Chrome: https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en
       o Firefox: https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions
       o Safari (Mac): https://support.apple.com/guide/safari/websites-ibrwe2159f50/mac
   - Fix Audio Issues (Windows 10):
     https://support.microsoft.com/en-us/help/4520288/windows-10-fix-sound-problems
   - Fix Audio Issues (Mac): https://support.apple.com/en-us/HT203186
   - Echo Problems: echo problems are often caused by the other side. When your voice comes out of your conversational partner's speakers and is then picked up by their microphone, it is then transmitted back to you. As a result, you hear yourself with a bit of a delay. Ask your conversational partner to use a headset or a computer with echo cancellation.

2. **Webcam**

You may test your webcam here: https://www.onlinemictest.com/webcam-test/
On this website, you will also find instructions for troubleshooting, should there be any problems.

After successfully testing your camera, please close this browser window before you join a web conference, as the test website might occupy access to your webcam otherwise.

Video Issues

- If you see a black screen, please check to see if the lens cap is removed/ the lens shutter is open.
- Allow access to your camera: for security reasons, microphone and camera are blocked when using them in a browser for the first time. When opening the online conference website, a small window will pop up and ask permission to access microphone and camera. This may look differently depending on the browser.
  - o Chrome: https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en
  - o Firefox: https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions
  - o Safari (Mac): https://support.apple.com/guide/safari/websites-ibrwe2159f50/mac
- Can my camera be detected?
  - o Please check whether a different camera-based program is already accessing your camera (such as your browser, Skype, Camtasia, Snagit, Quicktime, etc.) If in doubt, it might be best to close unnecessary windows before starting an online conference.
  - o Testing/enabling your webcam (Windows 10):
    https://support.microsoft.com/en-us/help/4028647/windows-open-the-camera-in-windows-10
    Should this webcam test be unsuccessful, and your computer be unable to detect your camera (error message "We can't find your camera"), there may be a variety of reasons for this. Please check the following:
    - Are all drivers that are necessary for your webcam installed? If you are using a notebook, please navigate to the homepage of its manufacturer, check the support section for necessary webcam drivers, and install those.
    - Is your webcam enabled? Please open Windows device manager and check whether the integrated webcam of your computer is enabled. Right click on the Windows logo in the lower left corner of your screen, select the device manager, and right click on your webcam. The context menu will then allow you to enable the webcam.
  - o Testing your webcam (OS X): choose any software that allows use of your webcam (Photobooth, Quicktime, Webex, etc.) This will automatically access your camera, as you can tell by the green light glowing next to your camera. External cameras will work similarly.

3. **General Issues With Quality/Bad Audio And Video Quality**

- Your browser should be up to date (the processor of older devices may be overstrained).
- Close ALL applications and other browser windows that you do not need.
- If possible, use LAN (cable connection)! If you are using WiFi, please make sure that you are close to the router/access point, and that as few people as possible are accessing WiFi.

4. **Browser**
Ideally, you should use Chrome, Firefox, or Safari (latest version). Please note that Safari in particular is not supported by all web conference applications. Here are instructions on how to update your browser:
Chrome: https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop&hl=en
Firefox: https://support.mozilla.org/en-US/kb/update-firefox-latest-release
Safari (Mac): https://support.apple.com/en-us/HT201541