



**BIRTH TO 3**

# BIRTH TO THREE VIRTUAL TECHNOLOGY TROUBLESHOOTING GUIDE

Problem	Check these likely culprits	Potential Remedies
Audio quality	<p>Microphone inputs may not be all the way attached</p> <p>Audio setting may be on mute or low volume</p>	<p>Check to make sure all external microphone cords are tightly pushed into the computer or device.</p> <p>Make sure the microphone cord is not damaged.</p> <p>Locate the “settings” menu for either the teleconferencing application or the device (computer, phone, tablet etc.) Make sure the audio volume is set to high and that the mute setting is not accidentally engaged.</p>
Picture freezes	<p>Connection speed (bandwidth) is insufficient</p> <p>Drivers for the operating system/ webcam may be out of date</p>	<p>Ensure that no one else is using the wi-fi connection (they may be using the available bandwidth).</p> <p>If no one else is on the connection, move closer to the router OR connect your device directly to the router.</p> <p>Download the latest drivers from the creator of the operating system and/or manufacturer of the camera.</p>
Problems logging in	<p>Password or username may be incorrect</p>	<p>Follow steps to reset password (which typically sends a link directly to your e-mail address to reset); process varies from platform to platform.</p>
Video quality is poor	<p>Lighting is too low or subject is “backlit”</p> <p>Connection speed too slow</p> <p>Video camera on device is poor quality</p> <p>Camera isn't properly configured in the operating system</p>	<p>Make sure neither you nor the family is positioned in front of a bright window or light. Find a spot where window light or a lamp is casting light on the faces and front of everyone.</p> <p>Your network may need to be refreshed by turning on and off the router and/or modem.</p> <p>Make sure to turn off the wi-fi off on all other devices.</p> <p>Consider getting an inexpensive external camera for your computer.</p> <p>Check the settings in your computer operating system and make sure the camera is set to high quality.</p>
Can't see child on camera	<p>Camera may not be positioned properly</p>	<p>Consider utilizing a “stage” with the family such as a blanket on the floor and ask the family to keep the child on the blanket area. Or set the child up in a high-chair or booster seat at a table.</p>